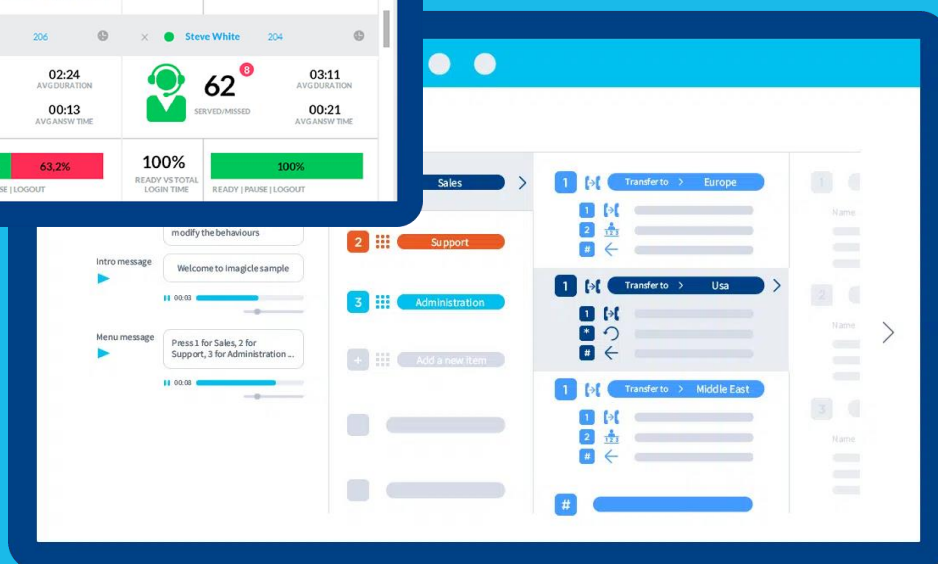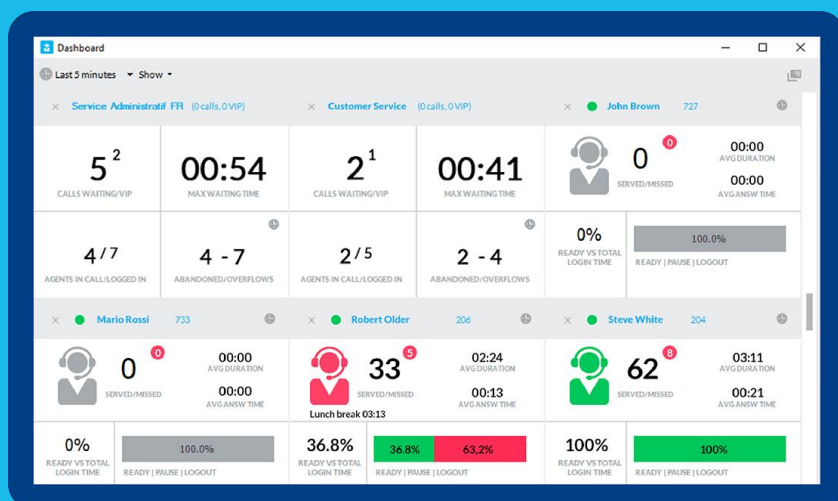# Imagicle Advanced Queueing & Auto Attendant

User Guide

included in the Imagicle UCX Suite

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imagicle®

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Index

1 Introduction

1.1 Purpose of this document

This guide has been created to allow Imagicle Advanced Queueing & Auto Attendant administrators and superusers to access to queues configuration, operators' assignment and Auto Attendant call flows definition from Imagicle web portal.

The access is fully managed by an intuitive and easy to use web interface, available in six different languages: English, German, French, Spanish, Italian and Arabic.
In an international multi-site environment, each user has a localized access to Imagicle web portal with his language.

1.2 Imagicle UCX Suite overview

Advanced Queueing and Auto Attendant are both included in the Imagicle UCX Suite, which provides a set of best in class applications empowering and simplifying existing collaboration offering.

The Imagicle UCX Suite addresses the needs of organizations from any vertical market, providing an awesome experience to all users, from their Jabber desktop and mobile clients, their IP Phones, browsers, and mobile devices (iOS-Android Smartphones & tablets).

All the applications can be accessed through an easy to use Web portal: Digital Fax, Call Analytics, Contact Manager, Attendant Console, Call Recording, and more.

The web interface provides users with a single integrated environment to get access to all functionalities by logging in once.

2 Advanced Queueing – Users' Web Portal

Advanced Queueing provides its own web portal, accessible with your own credentials. Just open a supported web browser, like Firefox, Chrome or Safari, and enter the name or IP address of Imagicle server. This will bring the Imagicle Suite login page:
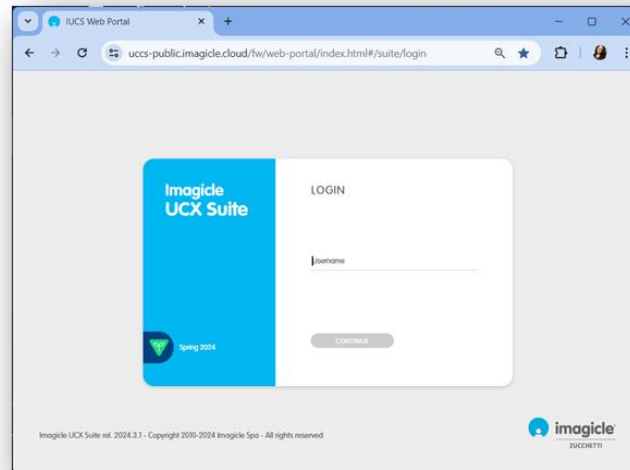
Normally, users' credentials are the same as Windows PC logon (Active Directory). Pls. contact your IT administrator for further details.

Once logged in, Imagicle UCX Suite main menu is displayed, showing all applications available to the users. Pls. click on "Advanced Queueing" icon to access to relevant web pages.
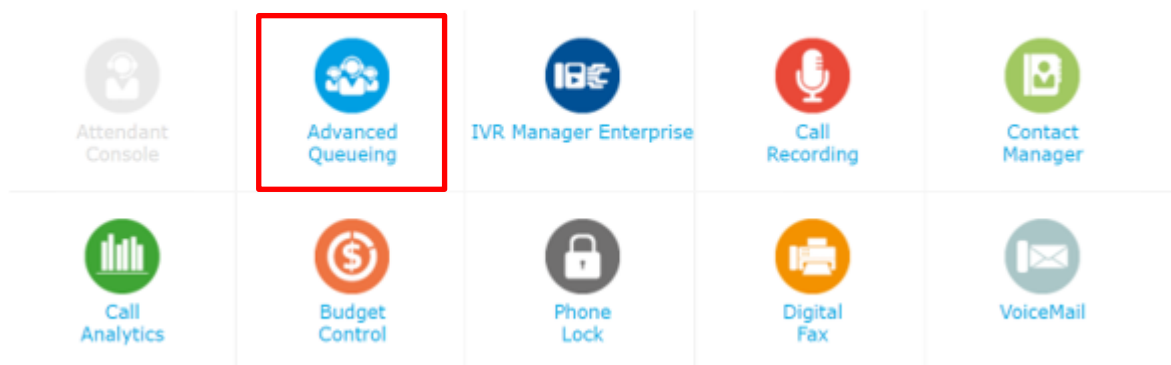
IMPORTANT Based on your privilege, you could have access to a limited set of queue configurations (Global Supervisor) or have full control of all queues and operators (Complete Management). This guide shows all configurations available to Advanced Queueing administrators, with "Global Supervisor" or "Complete Management" permission level.

2.1 Advanced Queueing Queues page

First Advanced Queueing web page that appears is named "**Queues**". This page displays the list of all available queues defined in the application.
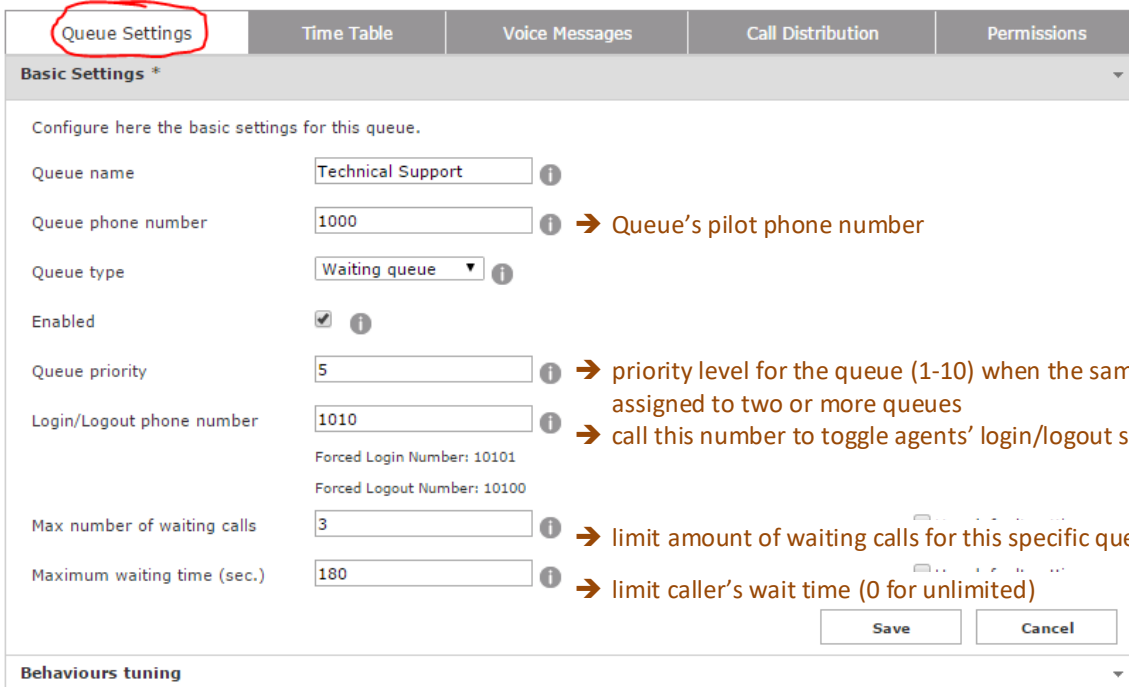
There are two different types of queues:

- **Waiting Queue**: standard queueing service, which includes call queuing and distribution to one or several operators. Each queue is tied to a specific phone number identifying the automatic call distribution service where the routing incoming calls from the PBX. It is possible to define as many queues as the number of required services.
- **Camp-On Queue**: allows to directly transfer a call towards an internal number. If the number is busy, Advanced Queueing will keep the call waiting, and the caller will hear music on hold. When the destination number becomes available, the call is automatically transferred to that number.

This guide does not directly treat Camp-On queues, where the default one is usually enough for the most of environments.

By double-clicking on any queue line, you can access to queue's relevant configuration, which includes five different tabs, each of them with own parameters.

2.1.1 Queue Settings

First tab is "Queue Settings" and it includes basic queue settings. See sample below.

You can tweak above parameters, keeping in mind that any modification to Queue Pilot and login/logout number might require PBX routes change, too.

Note: if you don't have full privileges on the queue, you are not allowed to change the Queue number and relative Login/out numbers.

Queue Settings tab includes additional parameters related to "Behaviors tuning". See screenshot below.

You can adjust those settings to change queue behavior when call can't be served by an agent. When a call should be overflowed to another destination, you can either specify a phone number or a SIP URI.

2.1.2   Time Table

"Timetable" tab allows to configure the queue behaviors based on time of the day. In this tab, administrator can define local queue's time zone, weekly queue's opening time (business hours), holidays or special events, including related treatments to apply. The combination of default behaviors, ordinary weekly schedule and special events/holidays makes the queue programming really flexible allowing, for example, to provide specific voice prompts or trigger different behaviors in specific hours or days. See a sample below:

Holidays and special events- 2 event(s)

Sets here specific behaviours of the queue used during holidays or special events. These behaviours override the ordinary weekly schedule defined above. Notice that common holidays and events must be set in the specific configuration page, profile.

+ Add

NAME	SCHEDULED ON	QUEUE STATUS	ACTIONS
∨ Type : Common holiday / event			
Christmas Day	25/12/2010 Full day Every year	Closed	Play message: Holiday goodbye Action:Play message and drop
New Year's Day	01/01/2014 Full day Every year	Closed	Play message: Holiday goodbye Action:Play message and drop

➔ Holidays table. One time and recurring holidays. You can overflow a call to another destination, specifying a phone number or a SIP URI.

You can tweak above configuration and double check it by using "Test a scheduled behavior" option.
Note: you need to uncheck the "Use global settings" option in order to enable the calendar editing, otherwise the weekly view will display the global settings, that is not editable from this window. Administrators can configure the "Global Settings" by clicking on the Default Settings link on the menu.

2.1.3 Voice Messages

"Voice Messages" tab allows you to define and customize audio prompts and music on hold provided by the application to callers.

A set of pre-installed voice prompts are available in six languages (built-in prompts). You can listen to voice prompts directly from web browser, by clicking on speaker icon (requires a multimedia PC).

➔ Queue language setting, regulating voice prompts pull-down menus in "Time Table" and in "Voice Messages" tabs.

➔ This is the greeting prompt, first played while entering the queue

➔ Prompt played if no agent is logged in

➔ Prompt played during closing time

➔ Prompt played during holidays

➔ Music on hold, for callers in a waiting queue

➔ Courtesy message, played once during waiting time

➔ Courtesy message, periodically repeated during waiting time

➔ Position in the queue message, periodically repeated during waiting time

➔ Returned call: played when call queued from Camp-On.

➔ Queue full: message played before applying "Queue full" overflow.

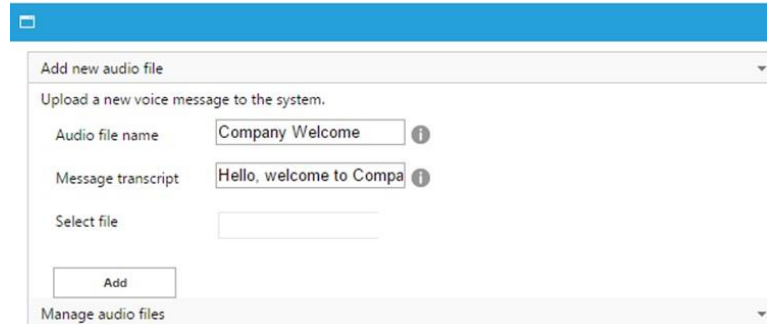➔ Max wait time: the message played before applying "On max wait time" overflow

In order to inhibit a specific voice prompt, just select the entry "None" in the drop-down selection list.

2.1.3.1 Manage Messages

Administrators can load and manage their own voice messages in a dedicated window, available pressing the "Manage messages.." link. A popup window will allow you to upload a new WAV or MP3 audio file from the client PC
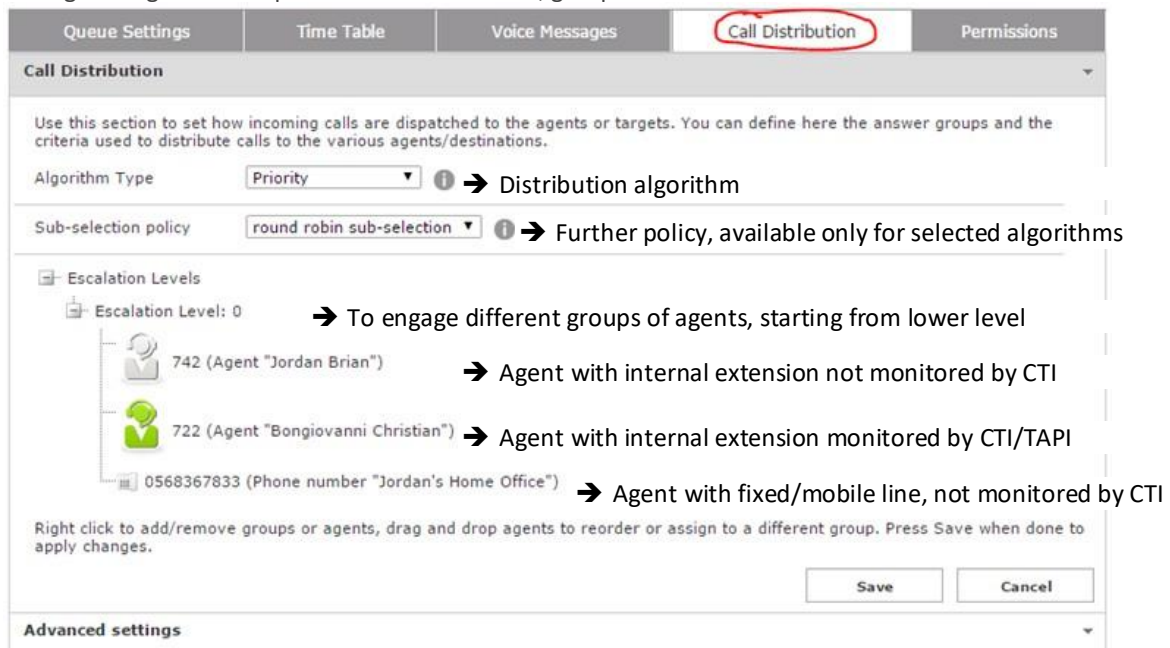If audio file format is not compliant, it will be automatically converted.
Each audio file is associated to a name (identifier) and an optional transcript, useful to describe the content of the voice prompt. See sample below:

2.1.4 Call Distribution

In the "Call distribution" tab, administrators can set the agents/targets that will answer the calls of the current queue and the algorithm used by Advanced Queueing to dispatch calls to the available agents.
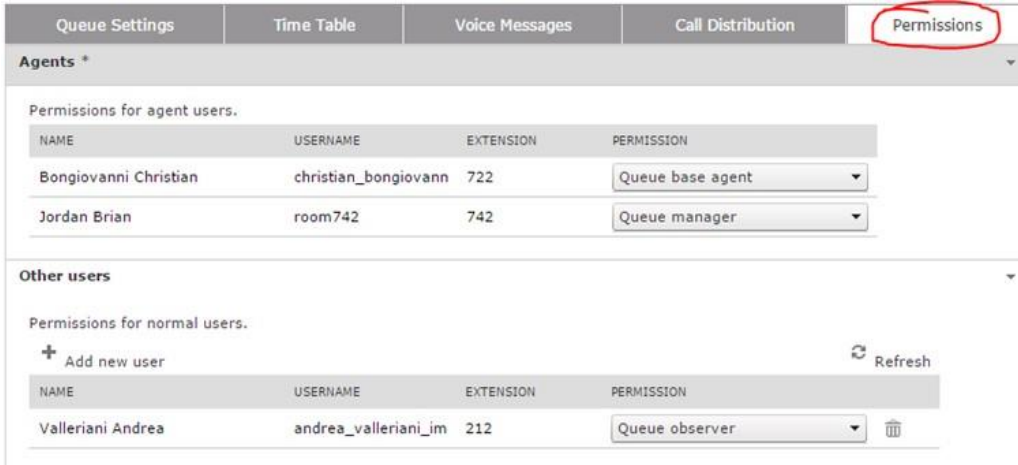Configured agents are represented in a tree view, grouped in escalation levels.

A right click will activate a menu to add/delete escalation levels (groups) and single agents. When you select the "Add agent" option, a popup window will let you to insert a new target.

For more information about Advanced settings and available Advanced Queueing algorithms, please check the Administration guide.

2.1.5   Permissions

Every agent included into the queue has specific queue permissions, depending on his/her role in the company. Click on the relevant "Permissions" tab to view and change levels, as below sample:
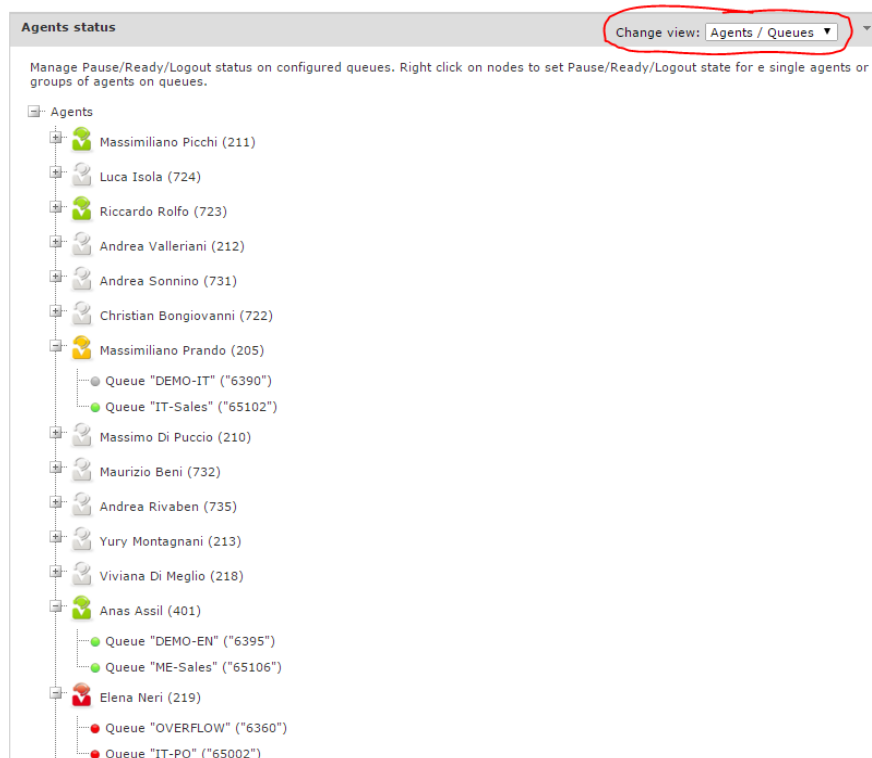
In "Other users" section, you can assign a role to users that are not actual agents in the call distribution list. This allows, for example, to define Queue supervisors or observers.

For a detailed explanation on user roles and permissions, please check the Administration guide.

2.2   Advanced Queueing Agents Status page

Next Advanced Queueing web menu item is named "**Agents status**". This page displays login status of each agent on relevant queues. There are two available status views: By agent or By Queue.

To change the agent login status, just right-click on agent's name.

2.3 Advanced Queueing Reports page

Next Advanced Queueing Web menu item is named "**Reports**". This page grants the access to several statistical reports related to queues analysis and agents' analysis. For each available report, you can apply specific filters by date, specific queues, specific agents/ext. numbers, call classification and termination cause. Each report can be exported to Word, PDF or Excel file. See below a "Call Volume" report sample.
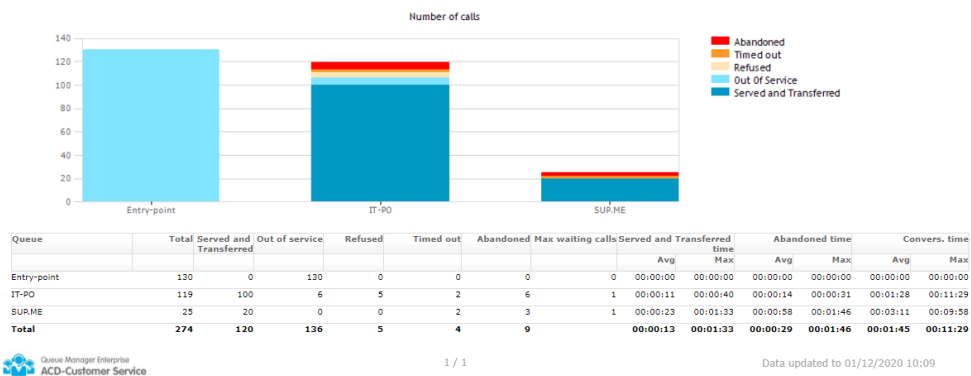
Advanced Queueing includes scheduling features, to allow you to schedule most of the reports for automatic execution and email sending to one or multiple users. See sample below for Call Volume report scheduled to run once a week and sent to an email address as PDF or Excel attachment.

List of scheduled reports is available by clicking on "**Scheduled Reports**" menu option.

3 Auto Attendant for Advanced Queueing – Users' web Portal

Imagicle Auto Attendant allows you to define auto-attendant behaviors to interact with callers through DTMF (Press 1 for sales, 2 for support…), accessible from Imagicle web portal's main menu by clicking on "Auto Attendant" icon.

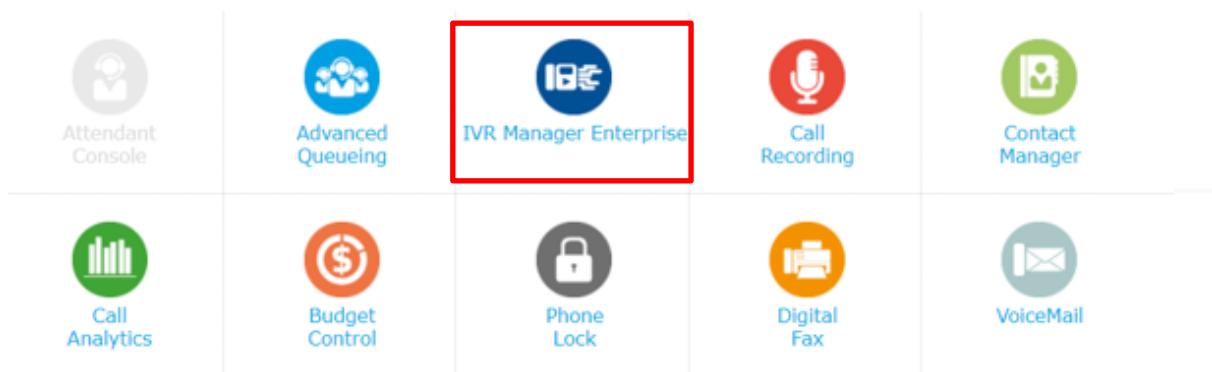**IMPORTANT** The access to Auto Attendant configuration is limited to administrators with full control permission level (Complete Management). This guide shows all configurations available to Auto Attendant administrators.

3.1 IVR Services page

First Auto Attendant web page that appears is named "**Services**". This page displays the list of all available Auto Attendant flows defined in the application. From here, you can add a new IVR, you can edit an existing Auto Attendant flow by clicking on pencil icon or you can delete an Auto Attendant service by clicking on waste basket icon.

3.1.1 IVR Service Wizard

Auto Attendant for Advanced Queueing provides a very simple Auto Attendant creation wizard, which allows you to build a simple IVR call flow with multiple DTMF selections. When you click on "Add new Auto Attendant service" option, a new web page appears with three different options for Auto Attendant creation:

- **From wizard**: this is the suggested option for a quick and easy Auto Attendant flow creation, which guides you toward three steps to accomplish an Auto Attendant service.
- **From menu template**: this is the expert option to create more complex Auto Attendant scenarios, including multi-level call flow and multiple selections and overflow options.
- **Echo service**: this is for diagnostic purposes only

By selecting first option (wizard), a prompt asks you to enter the name of Auto Attendant service and pilot phone number to reach Auto Attendant service.


By clicking "Add", you are guided to next step where you are requested to choose a "behavior" to be executed within your Auto Attendant service. You can choose among four possible options:

- **Menu**: this behavior plays a voice prompt which invites caller party to choose a specific option using phone's DTMF numeric keypad. For each DTMF option, you can select a call transfer to a phone number or a queue; you can invoke another behavior, like a submenu, or you can play a voice prompt and hang-up.
- **Transfer to**: this behavior plays a voice prompt and transfer the call to a phone number or a queue
- **Play message**: this behavior simply plays a voice prompts and hangs up call.
- **Dial In**: This behavior requests caller party to enter the extension number of desired contact using phone keypad. If ext. is correct, call is transferred to extension. Else, a new phone number is requested.
- **Conversational IVR:** This behavior allows to trigger " Conversational AI" Cloud Imagicle application, where a Voice BOT can take control of ongoing voice call and supply information to caller parties in self-service mode, based on voice queries.

3.1.2 Behaviors configuration

See below a screenshot sample, where the script first plays a welcome (intro) wav file and then a menu prompt asking to enter DTMF selection among two possible company departments or, if you know direct extension, to enter its 3 digits using phone keypad.

➔ This is main behavior, including a 3 DTMF selections menu

➔ Option 1 transfers the call to queue #1000

➔ Option 2 invokes a submenu including 2 DTMF selections

➔ Submenu's option 1 transfers call to ext. #201

➔ Submenu's option 2 transfers call to ext. #202

➔ Option 3 requests to enter a 3-digit extension number

➔ Call is transferred to entered phone number

3.1.3 Auto Attendant Behavior Time Table

Auto Attendant for Advanced Queueing allows you to configure, for each Auto Attendant behavior, a specific weekly time table including opening times for each day of the week, in the local time zone. A holiday table allows you to add calendar holidays for recurring events or one-time events during the year. See sample below.

IVR settings	Behaviours	Time table	Permissions	

Select the time zone to be used for this service. The daylight saving setting for the specified time zone will apply. Please, notice that if you change the time zone the existing schedules (weekly calendar, holydays and special events) will be applied accordingly.

Time zone: **Server time zone ((UTC+01:00) Amsterdam, Berlin, Bern, Rome, Stockholm, Vienna)** ✏

Ordinary Weekly Schedule ⌄

Configure here the ordinary weekly opening hours and behaviours of the IVR service. This schedule can be overridden by holidays and special events defined below in the dedicated section.

➕ Schedule a behaviour

	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
06:00							
07:00							
08:00							
09:00	08:30 - 13:00 Main IVR Menu	08:30 - 13:00 Main IVR Menu	08:30 - 13:00 Main IVR Menu	08:30 - 13:00 Main IVR Menu	08:30 - 13:00 🗑 Main IVR Menu	09:00 - 11:30 🗑 Main IVR Menu	
10:00							
11:00							
12:00							
13:00							
14:00							
15:00	14:30 - 18:30 Main IVR Menu	14:30 - 18:30 Main IVR Menu	14:30 - 18:30 Main IVR Menu	14:30 - 18:30 Main IVR Menu	14:30 - 18:30 🗑 Main IVR Menu		
16:00							
17:00							
18:00							

⇕ Show 24 hours

Outside of defined schedules, execute the following behaviour: **Company Closed** ✏

Holidays and special events ⌄

➕ Add

NAME	START	END	REPEAT	BEHAVIOUR		
New Year's Day	31/12/2016 00:00	01/01/2017 23:59	Every year	⠿ Menu	✏	🗑

During Auto Attendant opening time, the relevant Auto Attendant behavior will be executed. During closing time outside working hours or due to holiday event, it is possible to select a specific behavior to be executed, like a simple voice prompt or a call transfer to an off-shift operator.

3.1.1   Auto Attendant Permissions

Auto Attendant for Advanced Queueing allows you to configure, for each Auto Attendant service, one or more IVR Managers. These users configured in "Permissions" tab can apply modifications to the IVR Service, like changing behaviours, voice prompts and timetable. Moreover, they can run Auto Attendant reports with a data visibility restricted to those IVR Services they are managing.

IVR settings	Behaviours	Time table	Permissions	
+ Add new manager				⟳ Refresh
NAME	USERNAME		EXTENSION	
Tommaso Fioravanti	tommaso_fioravanti_i		229	🗑
Andrea Rivaben	andrea_rivaben_imagi		735	🗑
Andrea Sonnino	andrea_sonnino_imagi		731	🗑

3.2   Auto Attendant Reports page

Second Auto Attendant web page you can select from main Auto Attendant menu is "**Reports**". This page, available to administrators and IVR Managers, displays a list of available reports to execute for retrieving traffic information about number of accesses to Auto Attendant services and a detailed list of caller numbers. This is useful to better understand who access to Auto Attendant services, for how long it remains inside call flow and the final outcome. For each available report, you can apply specific filters by date, specific Auto Attendant service and relevant behavior, call classification and termination cause. Each report can be exported to CSV/Excel or PDF file.

All reports (except Interactive Call Detail Analysis) can be scheduled for automatic periodical execution and email delivery.

Auto Attendant

Services **Reports** Scheduled Reports Settings Manage Service

Public Reports

IVR Analysis	⌄

Call Volume by Service   - Show number of calls and wait duration per service and per outcome

Call Volume by Service and Behaviour   - Show number of calls and wait duration per service, per behaviour and per outcome

Trends   - Show the number of calls per outcome and time trend

Busy Channels analysis   - Show busy channels statistics including average and max channel occupation over the day

Call List   - Show call detail records

Interactive Call Detail Analysis   - Search call details in an interactive grid

List of scheduled reports is available by clicking on "**Scheduled Reports**" menu option.

3.1   Auto Attendant Settings page

Fourth Auto Attendant web page you can select from main Auto Attendant menu is "**Settings**". From this page, you can set the retention (days) of global call data records related to Auto Attendant traffic. If this parameter is set to 0 days, then the retention is unlimited.