



# Supervisor Guides

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# Supervisor Guides

## Usage: Phone Interaction

Agents can use their phoneset to login/logout the queues they are working for, simply making a phone call to QME. The QME service includes a simple automatic responder to switch between login/logout status when it is called by a valid agent extension.

### Queue specific login/logout

To login/logout a specific queue, the agent must dial the login/logout phone number for that queue, configured by the administrator in the queue configuration WEB page. When calling such number, the agent status will be switched in or out in "toggle" mode. An integrated voice response will play a message stating the agent new status.

Two additional numbers are available, obtained appending a zero (direct logout) and a one (direct login) to the queue login number. These numbers allow to login/logout without the toggle mechanism. For example, supposing 811 is the login phone number for the queue, those two numbers will be:

- Direct login: 8111
- Direct logout: 8110

Login and logout with a button

If the IP phone model and the PBX allow such configuration, The agents can configure a speed dial on their phoneset to compose those numbers very quickly, eventually reserving one key for login and one key for logout. One key is enough in case the toggle mechanism is used.

In the sample image below, a speed dial has been configured to login/logout the Help Desk queue (in toggle mode).

### Global login/logout

To login/logout all queues simultaneously, the agent must dial the global login/logout phone number for that queue, configured by the administrator in the **global system settings** WEB page. When calling such number the agent status will be switched in "toggle" mode, and the service will play to the agent the new login/logout status.

Two additional numbers are available, obtained appending a zero (direct logout) and a one (direct login) to the global login number. These numbers allow to login/logout **without** the toggle mechanism. For example, supposing 900 is the global login phone number, those two numbers will be:

- Direct login: 9000
- Direct logout: 9001

**Note:** the login/logout interactive services can be used only by the agents lines. If calling from a phone with another extension, the system will refuse the call because the agent cannot be identified.

**Note:** all login/logout phone numbers (toggle or direct) must be reachable by agents through a route defined in the PBX.

## Usage: Web interface

### Product Usage

#### Login/Logout to queues

In order to login/logout to the queues the agents can use one of the available user interfaces:

- The web interface, as described below
- The phone, calling the automatic responder at the login/logout phone number (see Phone usage )
- The Blues' Attendant Console (requires a separate license).

The web interface for login/logout is accessible from the left side menu of the application suite ("Login/Logout" menu item). This page is accessible both to agents and administrators and allows to display the current status (login/logout) of agents and to change it.

- **Administrators and Supervisors** can see the list of all configured agents and the queues they are working in, in a treeview representation. In the first level of the treeview are the agents, in the second level there are the queues the agents are working for
- **Agents** have a restricted view of the same treeview: they can see only their status in the queues they are working in. They cannot see other agents status

Agents are shown by an icon that can turn:

- Gray: the agent is logged out from all queues he is working in
- Green: when the agent is logged in all queues he is working in
- Yellow: when the agent is logged in at least one queue he is working in, but not in all of them
- Red: the agent is in pause/wrap-up time

The second level (queues) shows by a LED icon which queues the agent is logged in (green) and which queues the agent is logged out (red). To change the login/logout status of an agent on all queues he is working in, **right click** the agent name.

To change the login/logout status of an agent on a single queue, right click the queue name.

To show the agents grouped by queue, select "Queues/Agents" in the drop down list, at the top-right of the page.

**Note:** in this treeview representation only agents are displayed. The simple destinations targets are not listed here, since they do not have a login/logout status.

**Note:** after changing an agent status, you need to refresh the page contents in order to see the actual status. Please notice that the agents login/logout status can be changed by other user interfaces (phone and attendant console), so it is recommended to refresh the page contents to be sure to view the actual status of the agents.



## **Queue Manage Enterprise with IVR Module User Guides**

Please download the user guide here.

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