PureConnect®

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See Change Log for summary of changes.

Interaction Supervisor

Printed Help

Abstract

This document describes how to configure CIC's real-time performance monitoring system.

For the latest version of this document, see the PureConnect Documentation Library at: http://help.genesys.com/cic.

Table of Contents

Manage Workspaces

Workspaces in IC Business Manager

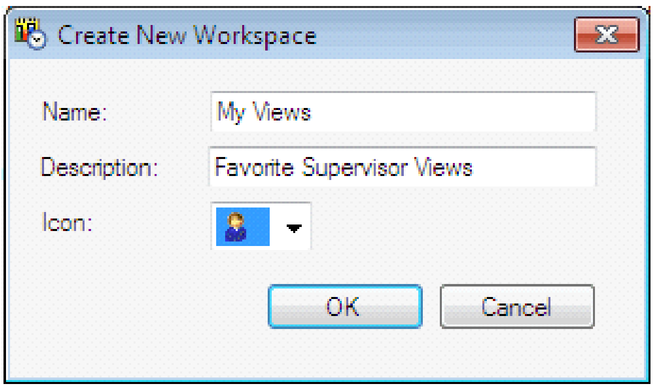
The **workspace** is the large area where views appear in the main window. A workspace hosts views, including views from different application modules. This helps you organize views for tasks that you frequently perform. Views within a workspace can be docked in a variety of ways.

IC Business Manager provides a *default workspace*. You can also create *custom workspaces* to organize a selection of different views.

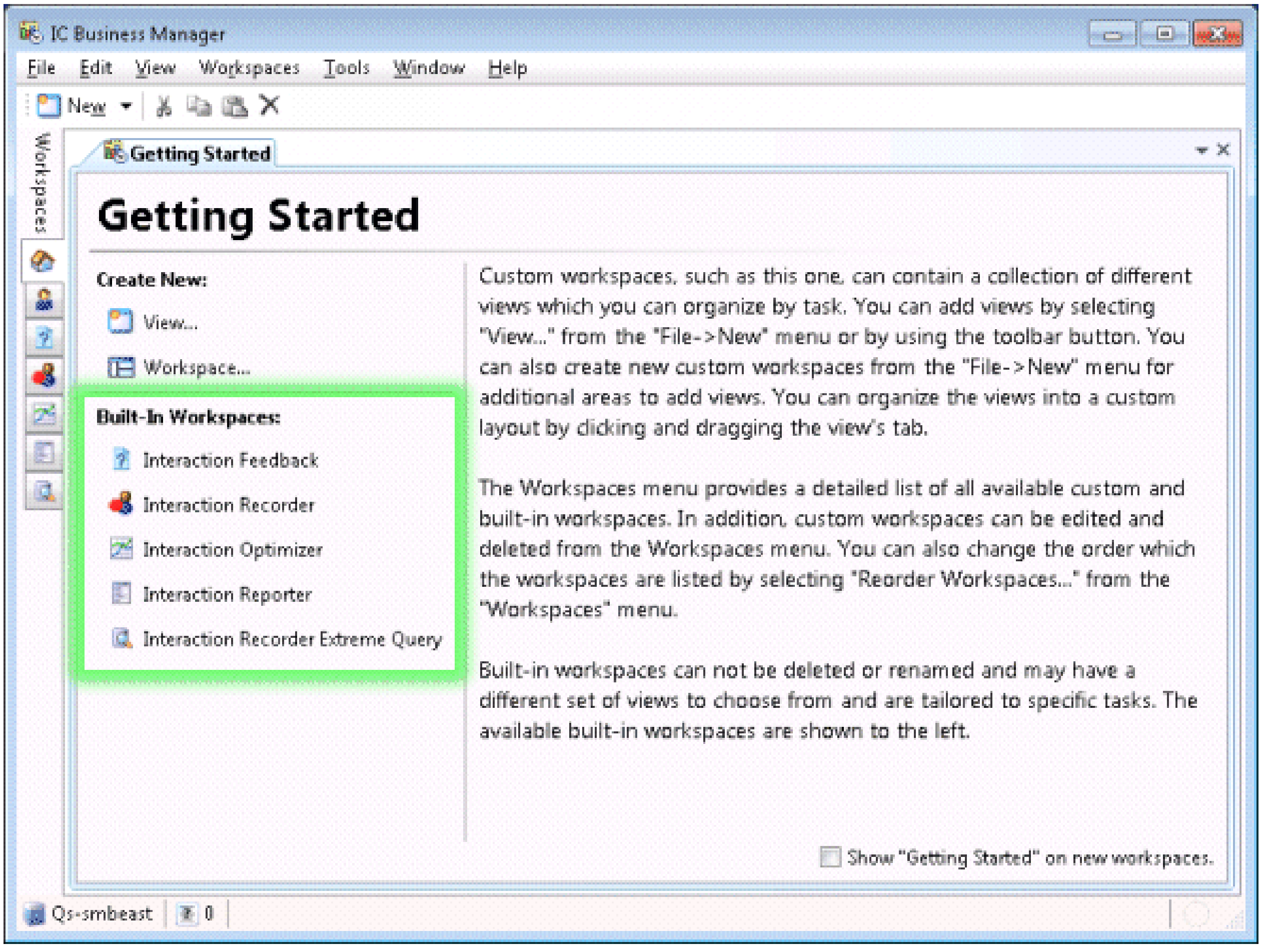
To add a custom workspace:

Click **Workspace…** on a *Getting Started* page, or select **New** > **Workspace**. The *Create New Workspace* dialog appears, prompting for a workspace name and other information.

Enter a descriptive name for the workspace, and optionally a description and your preference of icon.

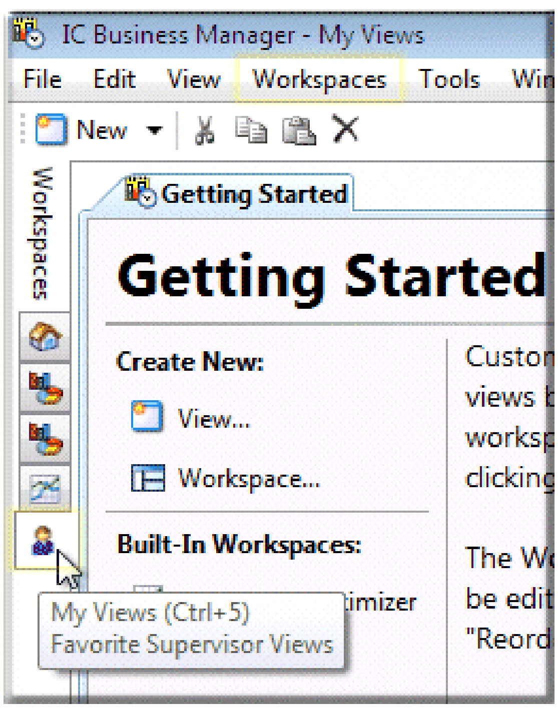


Click **OK**. The new workspace appears. If **"Show Getting Started" on new workspaces** was checked, the new workspace appears with Getting Started instructions as shown below. Otherwise the new workspace is empty. Note also this page lists **Built-in Workspaces**, which are application modules that appear by default in the Workspaces bar.



Next, add a view to the workspace. See [Add any view to a workspace] for instructions.

To switch between workspaces, select a workspace from the **Workspaces menu**, or click a workspace icon in the vertically-oriented **Workspaces tab**.



For more information about Workspaces and adding views, select **Getting Started** from the **Help** menu to open the *IC Business Manager User Interface Help*.

Manage Views

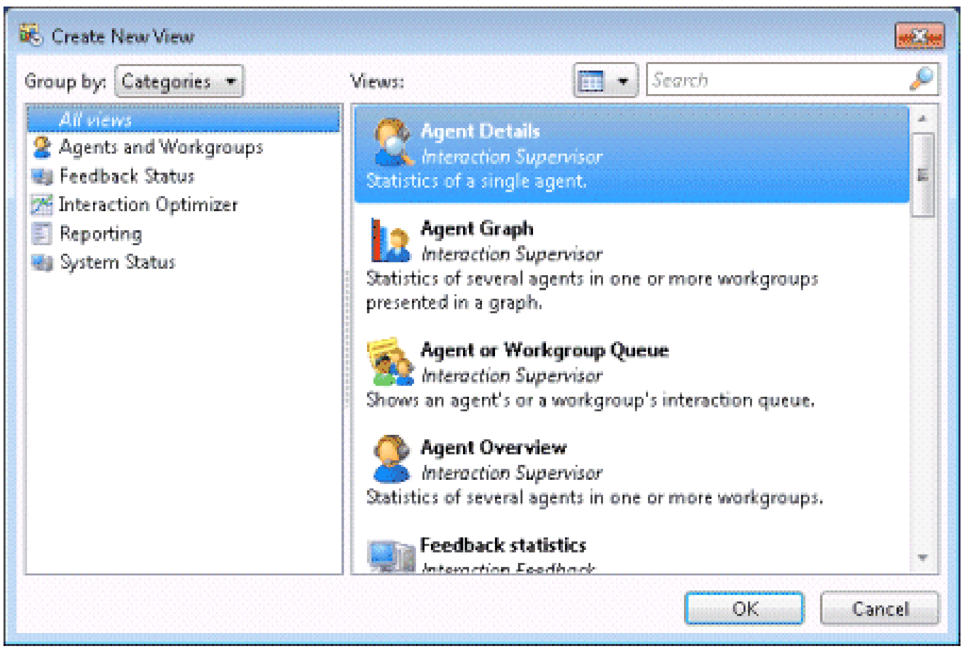
About Views

Displays of information in IC Business Manager are called **views**. Supervisor views display statistics, graphs, queues, the status of alerts, and in some cases, reports using a common set of visual controls. Views track the connection state of the application, and maintain alert watches when connections are available. Views update information in real-time, along with the status of any alerts that have been set.

Views are added to a workspace. Workspaces organize views, including views from different application modules. Views in a workspace may be docked relative to other views any way you like. Views must be configured to select a subset of available data. For example, to view details about an agent, you must specify *which* agent. These selection criterions are called *view parameters*.

Licensing and station rights determine the views available. Contact your CIC System Administrator if a needed product or category is unavailable after you log on. Once rights are assigned, views will become visible the next time you log on to IC Business Manager.

1. Logon to IC Business Manager if you have not done so already.
2. Select an existing workspace from the **Workspaces** tab, or create a new workspace to host the view.
3. Select **New** > **View** from the **File** menu. The *Create New View* dialog appears, listing views by category or product. Categories may differ from those shown below, since the availability of views is subject to licenses, security rights, and access control rights. See Licenses, Security and Access Control Rights.



Since a comprehensive assortment of views is available, IC Business Manager organizes views by **category** or **product**, to make the selection of views easier. Select **Categories** from the *Group By* drop list.

4. Click in the list on the left to select a **view category**. A list of views for that category will appear in the list on the right. Subject to access restrictions, the view categories are:

View Category	Description
Agents and Workgroups	Views that report the activity of Agents, Workgroups and Workgroup Directories. You can view or graph the activity of a single agent for a single workgroup, or for all workgroups that the agent has membership in. You can monitor activity in agent or workgroup interaction queues, filtering by interaction type, or monitor statistics for many agents in multiple workgroups. You can examine details and statistics about a particular workgroup, display member agents of a workgroup in a directory, graph workgroup statistics, and compare activity across multiple workgroups.
Dialer Statistics	Interaction Dialer views display statistics about Dialer agents, outbound campaigns, skills, stages, wrap-up codes and categories, the overall status of multiple running campaigns, and the health of Dialer servers.
Interaction Feedback Status	Views that display statistics about Interaction Feedback surveys in progress.
Interaction Optimizer	Views that compare actual agent activity and presence to schedules.
Interaction Recorder	Provides the ability to display statistics that help determine the state of configured Remote Content Servers and Recorder Server.
System Status	Views that monitor the health and performance of CIC server to display license statistics, activity in line, station, workgroup, and user queues, session managers and session activity, CIC system performance, memory usage, and subsystem activity.
Tracker	Provides ability to search for an interaction and examine its details. The search features in this view query for interactions that are no longer in queue by searching for any combination of: Interaction ID, Media Type, Date/Time, Direction, Last User, Last Workgroup, DNIS, Remote Number, or Remote Address. A particular interaction can then be displayed with details indicating everything known about the interaction. Details about an interaction include: the segments within the interaction, and an overview of workgroups, local parties, and conference parties involved.
Interaction Director	These views display service level, abandon and queue statistics about an enterprise group, or routes on a monitored server which are used to place inter-server calls between CIC servers.

5. Select which view to add by clicking an item in the *Views* list.
6. Click **OK**.

   If the view requires parameters to be set, dialogs appear at this time to prompt for view preferences. Most views prompt for parameter information. For example, an *Agent Details* view prompts to select an agent, and then opens a second dialog to ask whether to select activity for that agent in a single workgroup or all workgroups. Only with these parameters can the view show statistics for the selected agent and workgroup.

   > Optionally press **F1** for help with parameter selection dialogs.

1.

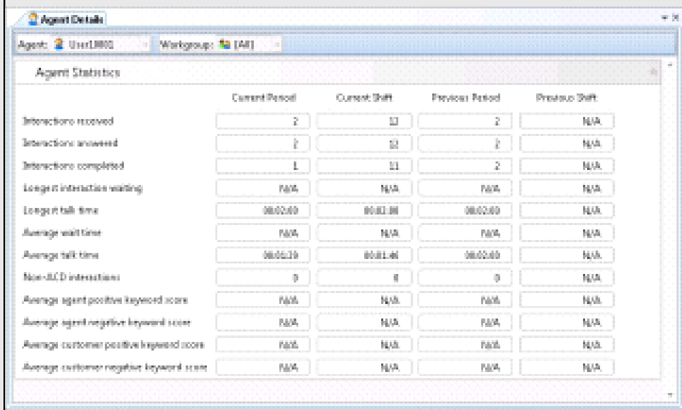
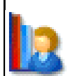
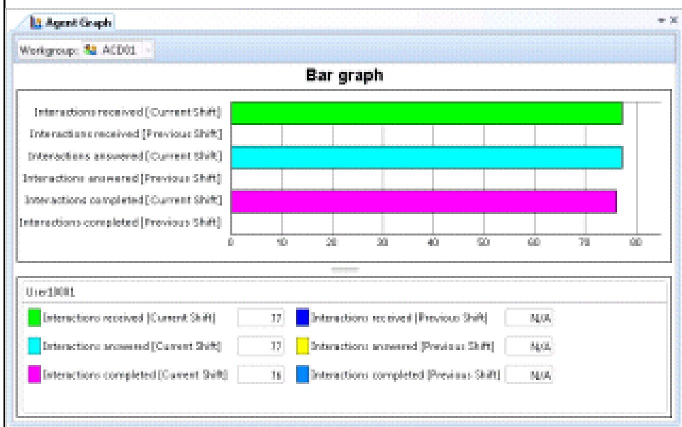
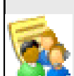
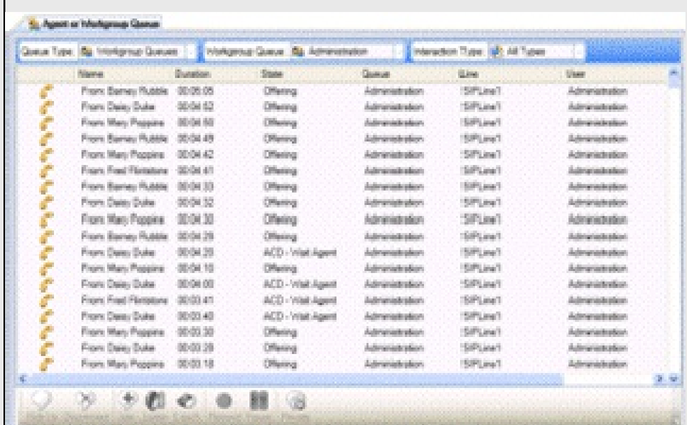
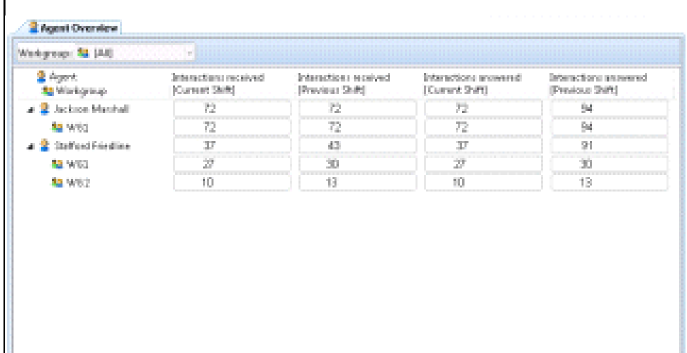
7. When you finish selecting parameters, the view will appear in the workspace.

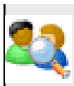
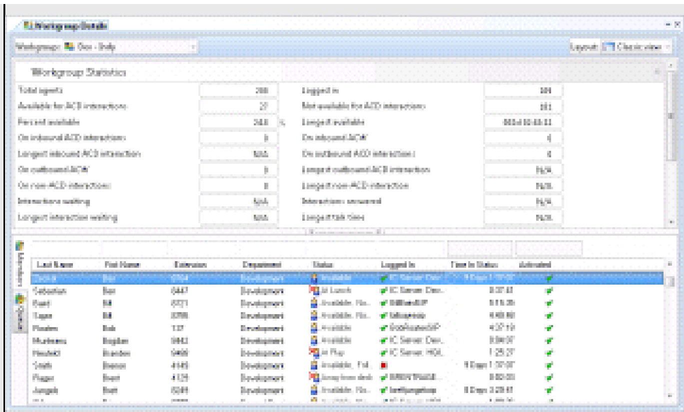
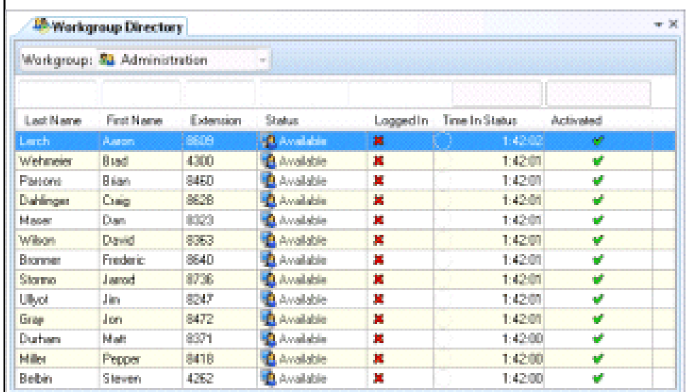
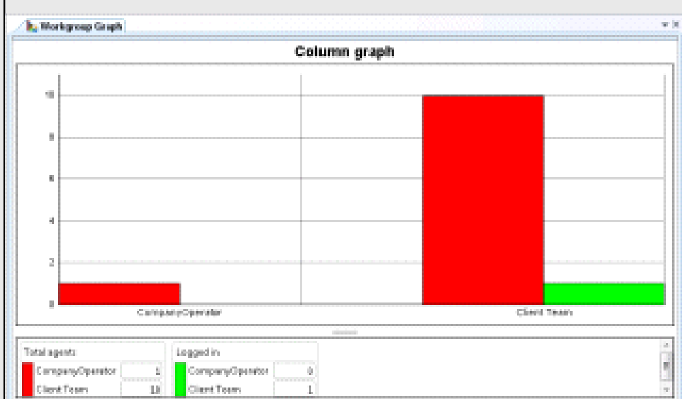
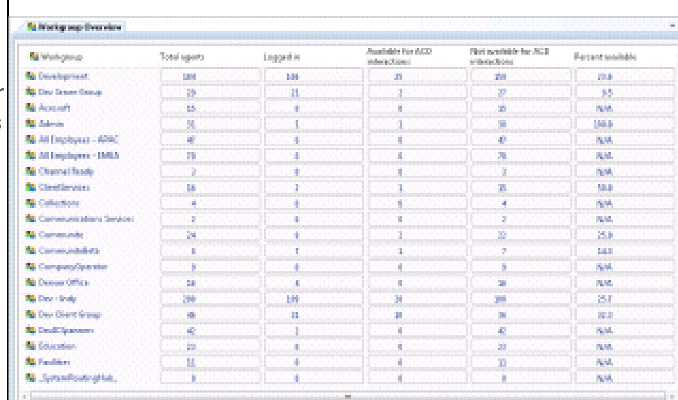
   Views are automatically disabled if the connection with CIC server goes down for any reason. A 'spinner' cursor is shown in all Supervisor views, indicating that no data is being received. Views are automatically enabled once the connection is restored.

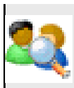
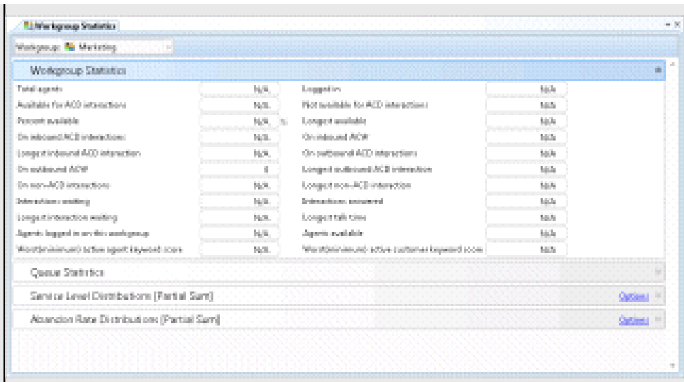
Agents and Workgroups category

Summary

Views in the **Agents and Workgroups** category manage agents, teams, and workgroups. If this category does not appear when you add a view, contact your CIC System Administrator. See Licenses, Security and Access Control Rights.

Icon	View Details	Appearance
	Agent Details Summarizes the activity of a single agent, for a single workgroup, or for all workgroups that the agent has membership in. This view displays Agent Statistics for the current period, previous period, current shift and previous shift.	
	Agent Graph Shows statistics of several agents in one or more workgroups presented in a graph. This view displays Agent Statistics for the current period, previous period, current shift and previous shift.	
	Agent or Workgroup Queue Shows current activity in an agent's or a workgroup's interaction queue. The view can be filtered by interaction type, to show calls, callbacks, chats, emails, generic queue objects, and workflow items, or all interaction types.	
	Agent Overview Statistics of several agents in one or more workgroups. Statistics for each agent can be expanded to show activity in workgroup queues.	

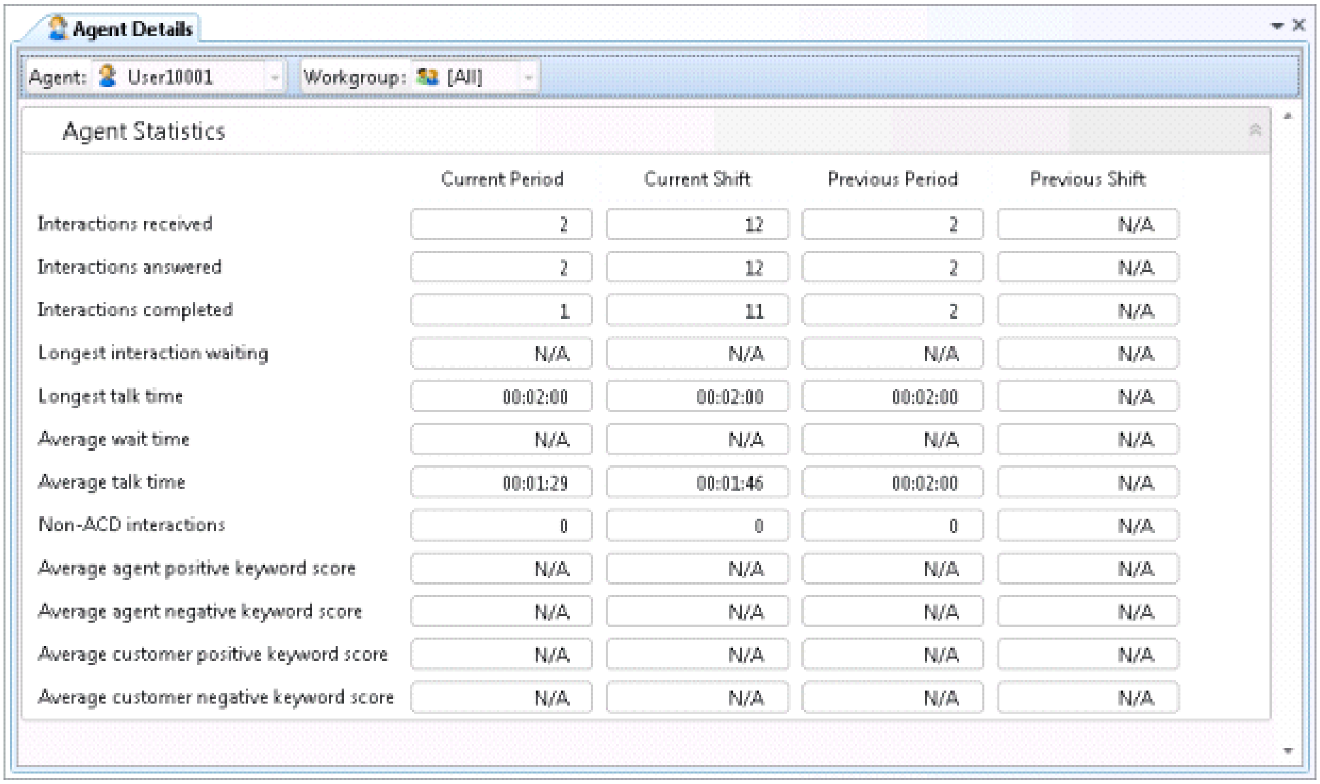
	**Workgroup Details** Shows details about a selected workgroup. This view includes the directory, the statistics and the queue (if applicable).	
	**Workgroup Directory** Shows member agents of a workgroup in a directory.	
	**Workgroup Graph** Rolled-up statistics on selected workgroups presented in a graph.	
	**Workgroup Overview** Compares activity of multiple workgroups. This view rolls up statistics for selected workgroups, displaying workgroups selected by the user as rows, and selected workgroup statistics as columns.	

	Workgroup Statistics Statistics for a selected workgroup. This view does not show the workgroup queue or the directory.	

Agent Details view

Summary

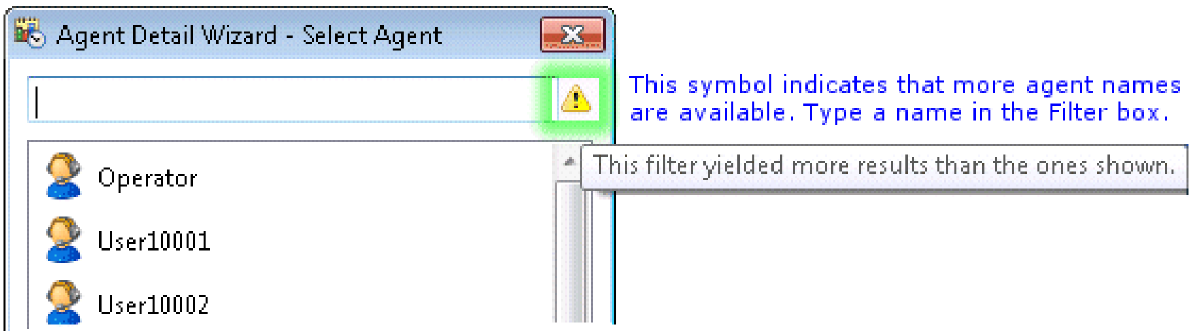
The **Agent Details view** summarizes the activity of a single agent, for a single workgroup, or for all workgroups that the agent has membership in. This view displays Agent Statistics for the current period, previous period, current shift and previous shift, in a single expander control.



Statistics pertain to time in a workgroup or a user interaction, and not overall time in the system. The time an interaction was in IVR for example, is not counted. Once the view is created, you can select a different agent, or other workgroups that the selected agent is participating in.

Add this view

1. If necessary, start IC Business Manager and log on.
2. In IC Business Manager, select a workspace from the **Workspaces** menu, or create a new workspace to host the view.
3. Select **New** > **View** from the **File** menu. The *Create New View* dialog appears, listing views by category or product. Licensing and station rights determine the availability of selections.
4. Select **Categories** from the *Group By* drop list.
5. In the *Categories* list, select **Agents and Workgroups**.
6. Select **Agent Details** in the list of views on the right.
7. Click **OK**. The Select Agent page of the Agent Details Wizard appears.
8. Select the name of an agent. You may need to type a name in the **Filter** box. When more than 20 agents exist in the system, only the first 20 are shown, and an indicator () informs that more agent names are available.

   In that case, typing an agent's name in the Filter box locates the agent. When fewer than 20 agents exist in the system, the filter box is not displayed. Only agents that are members of at least one workgroup appear in this list.

   Once you select an agent, his or her name appears in the Agent box under **Selected Parameters**. This helps verify the current selection. Note that Workgroup appears in that section as read-only text. Workgroups are selected on the next wizard page.
9. Click **Next** to Proceed. The Select Workgroup page of the *Agent Details Wizard* appears.
10. The *Select Workgroup* page prompts whether to select statistics for a single workgroup, or for the agent's activity in all workgroups. Click to select a **workgroup** by name, or select **[All]** for all workgroups the agent is a member of. Optionally use the *Filter* box to locate specific workgroups by typing all or part of a workgroup name.

    Once you make a selection, the workgroup name (or [All]) appears in the Workgroup box under Selected Parameters. This helps verify your selection.
11. Click **Finish**. The view appears, showing statistics for the selected agent and workgroup.

Change statistics in this view

1. **Right-click** anywhere in the view to open a shortcut menu.
2. Select **Add/Remove Statistics...** from the menu. The Interval and Queue Statistic Selection dialog appears. This dialog selects which time intervals and statistics will appear in the view.
3. Options in the *Interval frame* manage time periods reported in the view. The list on the left contains items that are not currently included in the view. The list on the right contains items to include in the view.

- Select periods in the list on the left. Then click **Add** to move them to the other list. **Add All** selects all items for inclusion.
- Use **Move Up** and **Move Down** buttons to optionally change the display order of columns in the view.
- To exclude *periods* from the view, select items in the list on the right. Then click **Remove**. The **Remove All** button excludes all time periods from the view, but at least one must be included.

4. Options in the *Queue Statistics frame* manage statistics reported in the view. The list on the left contains items that are not currently included in the view. The list on the right contains items to include in the view.

- Select statistics in the list on the left. Then click **Add** to move them to the other list. **Add All** selects all items for inclusion.
- Use **Move Up** and **Move Down** buttons to optionally change the display order of rows in the view.

- To exclude statistics from the view, select items in the list on the right. Then click **Remove**. The **Remove All** button excludes all statistics from the view, but at least one must be included.

5. Click **OK** when you are finished.

Shortcut Menu Commands

Right-click any statistic in the view to display shortcut menu commands. The menu options are:

Edit Alerts…

Opens dialog for adding or changing the parameters of alerts. This menu option is enabled when the shortcut menu is opened by right-clicking on a statistic.

Add/Remove statistics…

Opens the Interval and Queue Statistic Selection dialog is presented, so that the user can pick and choose statistics to display in the view.

Remove > column

Removes a column from the view.

Remove > entire row

Removes a row from the view.

Display Help for a statistic

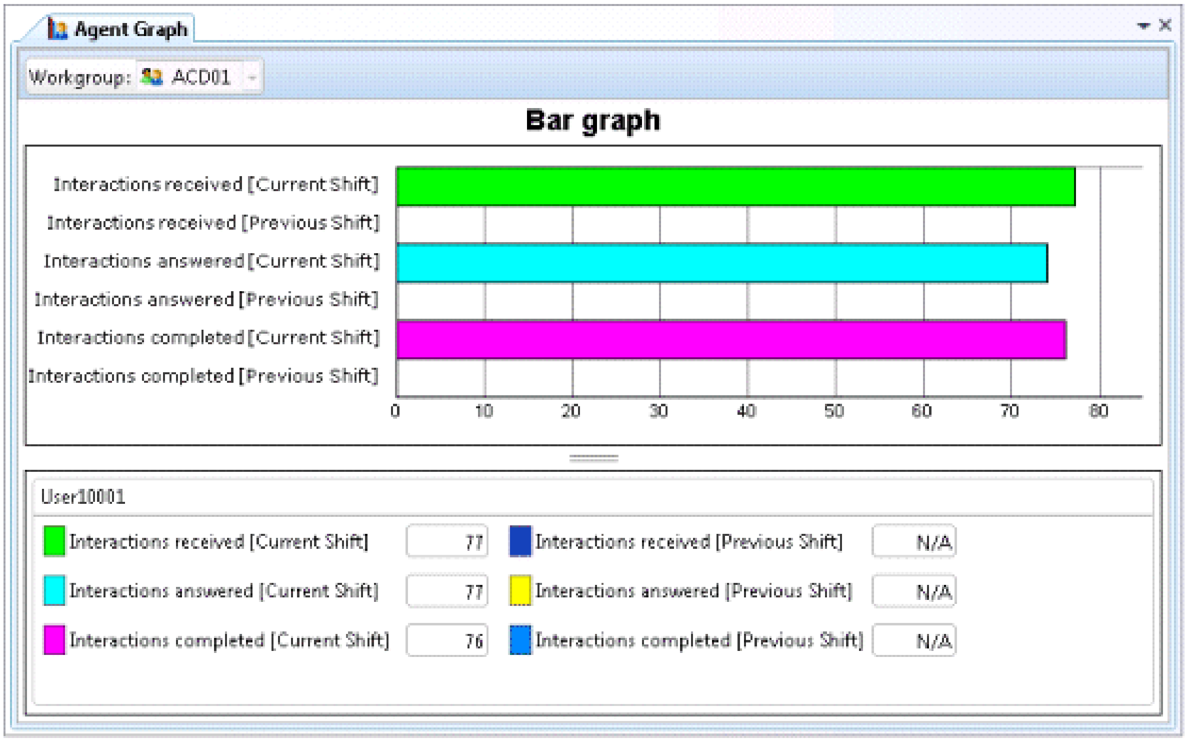
1. Right-click the statistic to display the shortcut menu.
2. Select **Help**. The description of the statistic appears in the Statistic Help dialog.

Set Alerts

See Manage Alerts.

Summary

The **Agent Graph** view shows statistics of several agents in one or more workgroups presented in a graph. This view charts Agent Statistics for your choice of intervals (current period, previous period, current shift and previous shift).



Statistics pertain to time in a workgroup interaction, and not overall time in the system. The time an interaction was in IVR for example, is not counted. Once the view is created, you can select a different workgroup that the selected agents participate in.

Add this view

1. Logon to IC Business Manager if you have not done so already.
2. Select an existing workspace from the **Workspaces** tab, or create a new workspace to host the view.
3. Select **New** > **View** from the **File** menu. The *Create New View* dialog appears, listing views by category or product. Licensing and station rights determine the availability of selections.
4. Select **Categories** from the *Group By* drop list.
5. Click the **Agents and Workgroups** view category.
6. Select **Agent Graph** from the list of views. Click **OK**.
7. Select a workgroup. Click **Next**. The Agent Selection dialog appears. (In this context, the dialog title is *Agent Graph*.)
8. Choose agents to graph by selecting names in the *Available Items list* on the left. Then press **Add**.

   Add All selects all agents for inclusion. You can change the display order of agents in the view using **Move Up** and **Move Down** buttons. To exclude agents from the view, select items in the list on the right. Then click **Remove**. The **Remove All** button excludes all agents from the view, but at least one has to be included.
9. Click **Next**. The Interval and Queue Statistic Selection dialog prompts for time intervals to select, and which statistics to chart.
10. In the **Interval** list, select time intervals to select data for. Then click **Add**.

    Options in the *Interval* frame manage **time periods** to select data for. The list on the left contains items that are not currently included in the view. The list on the right contains items selected to include in the view. Select items in the list on the left. Then click **Add** to move them to the other list, to include them in the view. **Add All** selects all items for inclusion. You can change the display order of **columns** in the view using **Move Up** and **Move Down** buttons. To exclude **periods** from the view, select items in the list on the right. Then click **Remove**. The **Remove All** button excludes all time periods from the view, but at least one has to be included.
11. Select statistics that you want to chart. Then click **Add**.

    Options in the *Queue Statistics* frame manage **statistics** to report in the view. The list on the left contains items that are not currently included in the view. The list on the right contains items selected to include in the view. Select items in the list on the left. Then click **Add** to move them to the other list, to include them in the view. **Add All** selects all items for inclusion. You can change the display order of **rows** in the view using **Move Up** and **Move Down** buttons. To exclude **statistics** from the view, select items in the list on the right. Then click **Remove**. The **Remove All** button excludes all statistics from the view, but at least one has to be included.
12. Click **Finish**. The Agent Graph view appears.

Change statistics in this view

1. Right-click in the view to open its shortcut menu.
2. Select **Add/Remove Statistics…**
3. Use the Interval and Queue Statistic Selection dialog to modify which Agent Statistics are graphed. It prompts for time intervals to select, and which statistics to chart.

Add or remove Agents from this view

1. Right-click in the view to open its shortcut menu.
2. Select **Add/Remove Agents…**
3. Use the Agent Selection dialog to add or remove agents from the view.

Customize the Graph

See Chart Control.

Set Alerts

See Manage Alerts.

Display Help for a statistic

1. Right-click a statistic in the Legend below the graph to display a shortcut menu.
2. Select **Help**. The description of the statistic appears in the Statistic Help dialog.

Agent or Workgroup Queue view

Summary

The **Agent or Workgroup Queue** view displays current activity in a workgroup or user queue. The view can be filtered by interaction type, to show calls, callbacks, chats, emails, generic queue objects, and IPA work items, or all interaction types.

Add this view

1. If necessary, start IC Business Manager and log on.
2. In IC Business Manager, select a workspace from the **Workspaces** menu, or create a new workspace to host the view.
3. Select **New** > **View** from the **File** menu. The *Create New View* dialog appears, listing views by category or product. Licensing and station rights determine the availability of selections.
4. Select **Categories** from the *Group By* drop list.
5. In the *Categories* list, select **Agents and Workgroups**.
6. Select **Agent or Workgroup Queue** in the list of views on the right. Click **OK**. This view does not require parameters to be set.

Customize this view to display Workgroup or User Queue data

Select from the drop lists in left to right order:

1. Use the Queue Type drop list to select *Workgroup Queue* or *User Queue*.
2. Select a specific queue in the middle drop list. It contains user or workgroup queue names based on the *Queue Type* selection made.

   > To narrow down the number of items displayed, type part of a queue name in queue drop lists. This filters the list of queue names to match that string, making it much easier to find the queue you are looking for.

3. Select the type of queue interaction to display (calls, chats, etc.) from the *Interaction Type* list, or select *All Types*.

To add or remove columns from this view

1. Right-click any column heading to display the shortcut menu. See Queue Columns for a description of each column that can appear in this view.
2. Select a column to include. If you select a checked column name, it will be removed from the view.
3. To select columns and also set their display order in the view, select **More…** from the shortcut menu. This opens the Queue Columns Selection dialog.

Perform Call Actions on queue objects

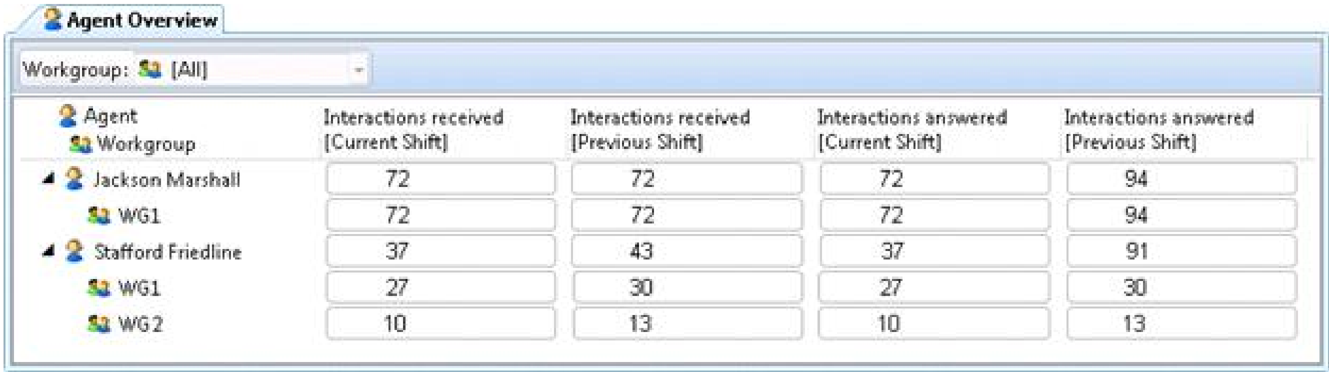
If you right click a row in the queue control, you can select call action commands from the shortcut menu:

Pick Up	Answers the current interaction, or takes the interaction off hold.
Disconnect	Disconnects the selected interactions. You can select multiple calls to disconnect at once.
Join	Adds the Supervisor user to a call on any user or station queue that the manager has permission to monitor. Both the agent and the customer can hear the manager's side of the conversation. When the Join feature is used, Interaction Supervisor creates a conference call between the agent, the connected party, and the Supervisor user.
Listen	Listens in on a call. For example, you can listen to a caller leaving a voice mail message, to a conversation between two parties, or to a conference call. The parties being listened to may not be aware that someone is listening to the call. Genesys disclaims any responsibility for end-user or licensee to comply with federal or state law restrictions regarding Record or Listen capabilities of CIC software. The licensee hereby warrants and represents that the end-user or licensee will use the product in compliance with any federal or state law.
Transfer	Transfers the interaction to another user.
Coach	Adds yourself to an agent's call on any user or station queue you have permission to monitor. This enables you to provide advice to the agent without the customer knowing that you are assisting on the call. The agent can hear your side of the conversation, but the customer cannot. This feature is especially helpful to supervisors who are training new agents, monitoring employee customer service performance, or simply providing assistance with a customer call. If the agent presses the Mute button while you are coaching the agent, the customer no longer hears the agent but the agent can continue to converse with you. The Mute button does not affect the audio between the agent and the coach. You must have permission to use the Coach feature and you must have permission to monitor queues. If you have questions about your rights and permissions, see your Interaction Center administrator. The Coach option is disabled if the call is not in a state in which this action can be performed.
Record	Records the currently selected call. This recording is saved as a .wav file. Selecting Record the first time starts the recording session for a call. Selecting Record again stops the recording session for a call. If you select Record more than once to stop or continue recording a call, each part of the recorded conversation is stored in separate .wav files, and sent to you in e-mail message attachments after you end the call. The Record option is unavailable if the call is not in a state in which this action can be performed or if you do not have rights to record calls. Contact your CIC administrator if you need security rights to use this feature. Genesys disclaims any responsibility for end-user or licensee to comply with federal or state law restrictions regarding Record or Listen capabilities of CIC software. The licensee hereby warrants and represents that the end-user or licensee will use the product in compliance with any federal or state law.
Pause	Pauses recording. Select Pause again to resume recording.
Snip	Creates a recording snippet. To have snip capabilities, your administrator must configure your user account with the appropriate rights and licenses in Interaction Administrator. For more information, see the *Interaction Recorder and Interaction Quality Manager Technical Reference* in the PureConnect Documentation Library and the Interaction Administrator Help.
Private	Prevents other users from recording or listening to a conversation. Use of the Private feature may be subject to your company's policies and should only be used in accordance with those policies. CIC handler customization can be used to track the use of the Private feature to ensure compliance with such policies.
Properties	Opens the Directory Properties dialog to display information about the selected user.
Copy value of	Copies the value of the selected row at the intersection of the selected column, to the clipboard.
Copy Interaction	Copies interaction details to the clipboard.

Agent Overview view

Summary

The **Agent Overview** summarizes Agent Statistics of several agents in one or more workgroups. Statistics can be expanded to show activity in each workgroup the agent participates in.



Agent / Workgroup	Interactions received [Current Shift]	Interactions received [Previous Shift]	Interactions answered [Current Shift]	Interactions answered [Previous Shift]
Jackson Marshall	72	72	72	94
WG1	72	72	72	94
Stafford Friedline	37	43	37	91
WG1	27	30	27	30
WG2	10	13	10	13

Add this view

1. Logon to IC Business Manager if you have not done so already.
2. Select an existing workspace from the **Workspaces** tab, or create a new workspace to host the view.
3. Select **New** > **View** from the **File** menu. The *Create New View* dialog appears, listing views by category or product. Licensing and station rights determine the availability of selections.
4. Select **Categories** from the *Group By* drop list.
5. Select the **Agents and Workgroups** view category.
6. Select **Agent Overview** from the list of views. Click **OK**. Select one workgroup, or select [All] to include all workgroups.
7. Click **Next**. Use the Agent Selection dialog to select agents to include in the view.
8. Click **Next**. Use the Interval and Queue Statistic Selection dialog to select time intervals and statistics to include in the view.
9. Click **Finish**.

Add or remove Agents from view

1. Right-click in the view to display its shortcut menu.
2. Choose **Add/Remove agents…**
3. Use the Agent Selection dialog to select agents to include in the view. Click **OK**.

Add or remove Statistics from view

1. Right-click in the view to display its shortcut menu.
2. Choose **Add/Remove statistics…**
3. Use the Interval and Queue Statistic Selection dialog to select which time intervals and statistics appear in the view. Click **OK**.

Remove a single Agent

1. Right-click the row corresponding to the agent.
2. Choose **Remove** > **Remove agent row** from the shortcut menu.

Remove a single Statistic

1. Right-click the column corresponding to the statistic.
2. Choose **Remove** > **Remove statistic** from the shortcut menu.

Display Help for a statistic

1. Right-click the statistic to display the shortcut menu.
2. Select **Help**. The description of the statistic appears in the Statistic Help dialog.

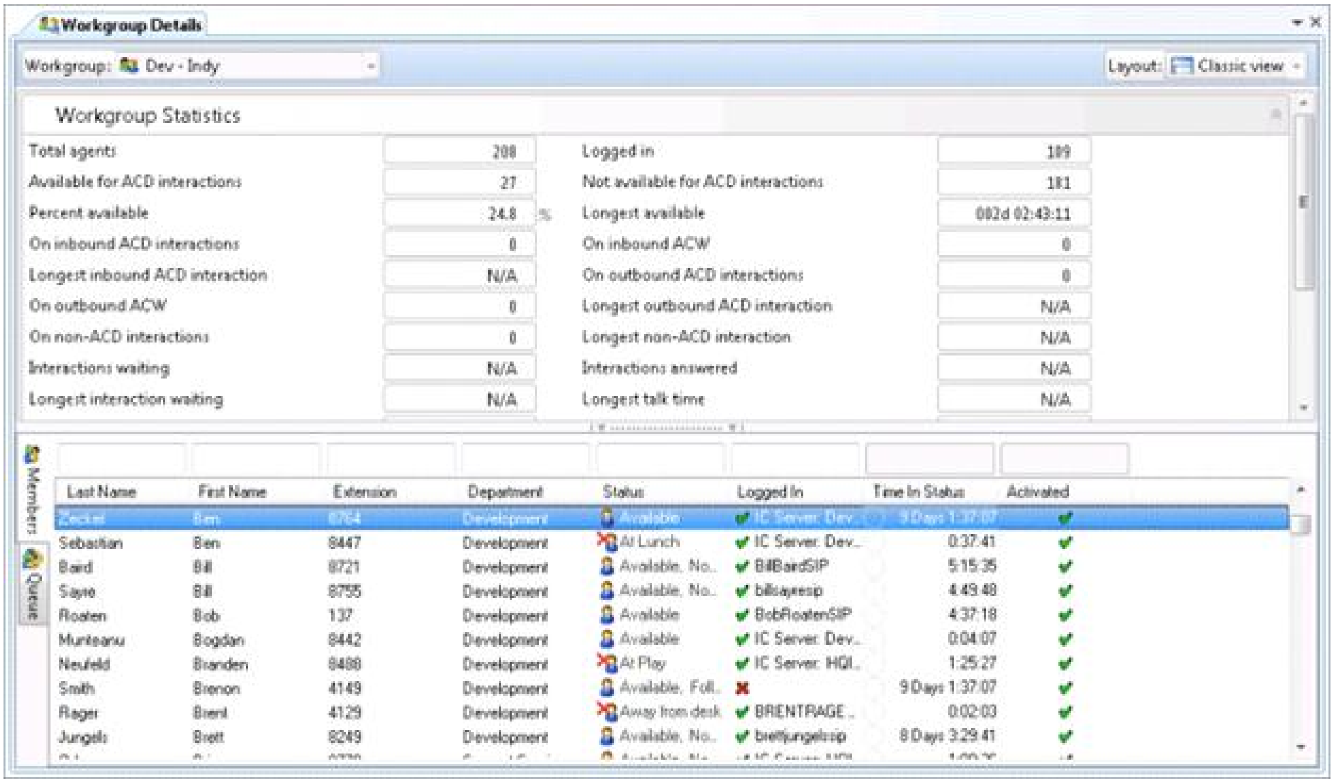
Set Alerts

See Manage Alerts.

Workgroup Details view

Summary

A **Workgroup Details** view displays details about a selected workgroup. It displays the status of individual workgroup **members**, including the length of time in status and their logged in state. It shows workgroup statistics, members of the workgroup directory, and if applicable, **interactions** in the workgroup queue.



The ability to filter skills is not always visible in this view. Skill filtering is unavailable if:

- You are connected to an older server that does not support skill filtering.
- No Statistic Parameter Group has been assigned to the workgroup.
- No Skill Categories have been assigned to the Statistic Parameter Group with which the workgroup is associated.
- When any of these factors apply, the skills filter section is not visible to maintain backwards compatibility.

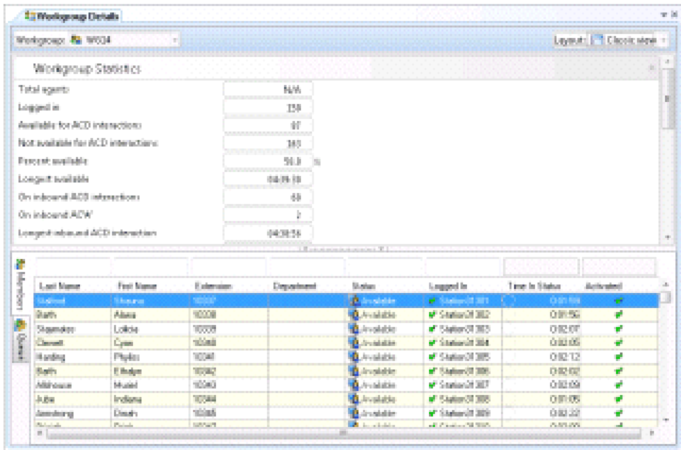
Add this view

1. Logon to IC Business Manager if you have not done so already.
2. Select an existing workspace from the **Workspaces** tab, or create a new workspace to host the view.
3. Select **New** > **View** from the **File** menu.

   The **Create New View** dialog appears, listing views by category or product. Licensing and station rights determine the availability of selections.
4. Select **Categories** from the *Group By* drop list.
5. Select the **Agents and Workgroups** view category.
6. Select **Workgroup Details** from the list of views. Click **OK**. Select one workgroup, if necessary after typing in the text box to filter by name.
7. Click **Finish**.

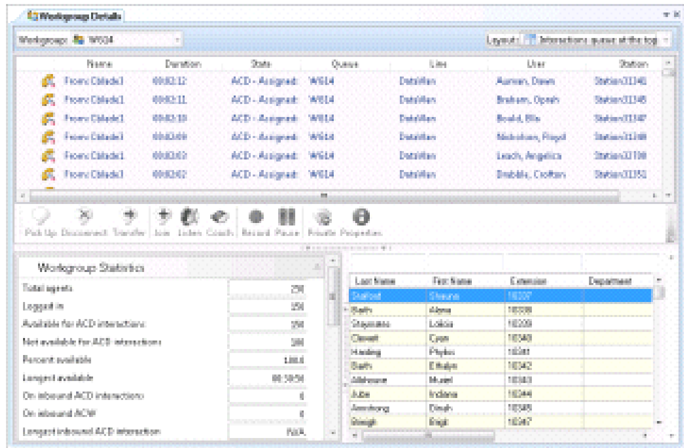
Change the layout of this view

The **Layout** drop list (top right) changes the orientation of controls in the view. The layout options are **Classic View**, **Interactions queue at the top**, **Interactions queue at the bottom**, and **3 column view**.



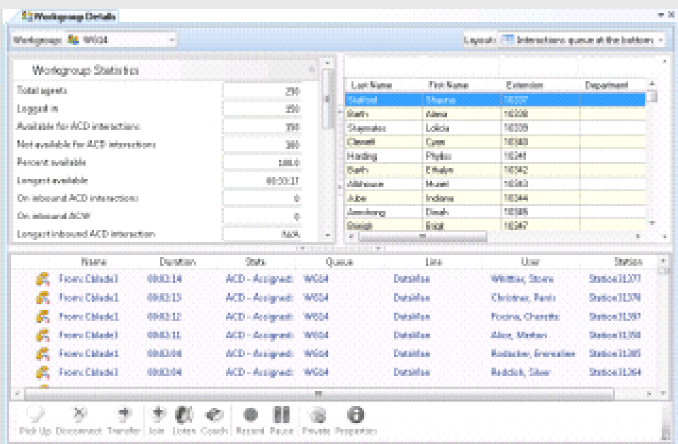
Classic view

The default "Classic View" positions expanders for statistical categories above a list of workgroup members. Note that there are two tabs: the **Queue** tab shows objects in the interactions queue, (if the workgroup has a queue) with call action controls so that the user can select a queue object, and then listen, coach the agent, record the conversation, join a conference, or perform basic telephony operations. The **Members** tab lists members in a queue control.



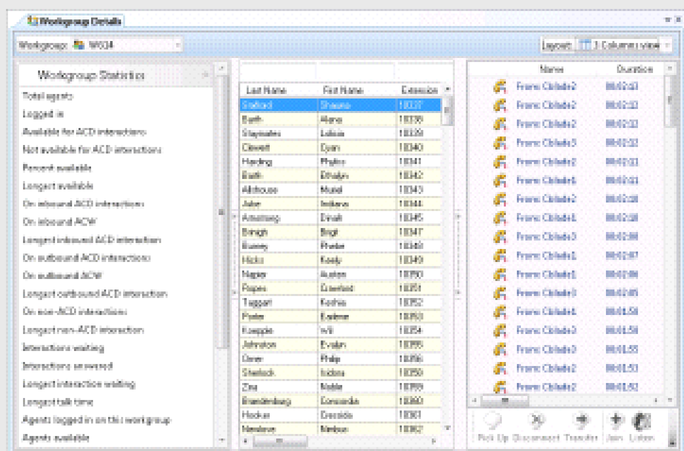
Interactions queue at the top

When "Interactions queue at the top" is selected, the list of interactions appears above workgroup statistics and member lists.



Interactions queue at the bottom

When "Interactions queue at the bottom" is selected, the list of interactions appears below workgroup statistics and member lists.



3 column view

The 3 column view maximizes vertical space by arranging lists horizontally adjacent to one another.

Shortcut commands in this view

The table below shows shortcut commands available when you right-click each list.

List	Shortcut Command	Description
Workgroup Statistics	Edit alerts…	See Manage Alerts.
	Remove > Remove entire statistic group	Removes an entire category of statistics from the view at once.

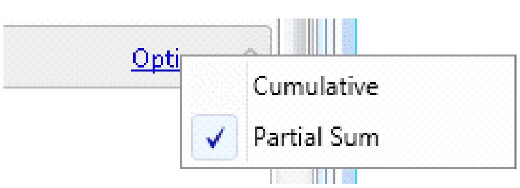
	Remove > Remove statistic	Removes a single statistic.
	Add/Remove Statistics	See Change statistics in the view.
	Help	Displays description of the statistic in the **Statistic Help** dialog.
Workgroup Members	Edit alerts...	See Manage Alerts.
	Manage Workgroup activations	Opens the **Manage Workgroup Activations** dialog, used to activate or deactivate workgroup agents.
	Manage User activations	Opens the **Manage User activations** dialog, used to activate a single agent on multiple workgroups.
	Logout [user]	If your CIC administrator has granted you the right, you can log off another user. For more information, see Force User Logouts.
	Formatting Options	Opens the **Workgroup Directory Options** dialog, used to format rows for a list of members in a workgroup directory.
	Properties	Opens properties of the selected user in the **Directory Properties** dialog.
	Change Status for	If your CIC administrator has granted you the right, you can set another user's status. Opens the **Change User Status** dialog.
Workgroup Interactions	Pick Up	Answers the current interaction, or takes the interaction off hold.
	Disconnect	Disconnects the selected interactions. You can select multiple calls to disconnect at once.
	Transfer	Transfers the interaction to another user.
	Join	Adds the Supervisor user to a call on any user or station queue that the manager has permission to monitor. Both the agent and the customer can hear the manager's side of the conversation. When the Join feature is used, Interaction Supervisor creates a conference call between the agent, the connected party, and the Supervisor user.
	Listen	Listens in on a call. For example, you can listen to a caller leaving a voice mail message, to a conversation between two parties, or to a conference call. The parties being listened to may not be aware that someone is listening to the call. Genesys disclaims any responsibility for end-user or licensee to comply with federal or state law restrictions regarding Record or Listen capabilities of CIC software. The licensee hereby warrants and represents that the end-user or licensee will use the product in compliance with any federal or state law.
	Coach	Adds yourself to an agent's call on any user or station queue you have permission to monitor. This enables you to provide advice to the agent without the customer knowing that you are assisting on the call. The agent can hear your side of the conversation, but the customer cannot. This feature is especially helpful to supervisors who are training new agents, monitoring employee customer service performance, or simply providing assistance with a customer call. If the agent presses the Mute button while you are coaching the agent, the customer no longer hears the agent but the agent can continue to converse with you. The Mute button does not affect the audio between the agent and the coach. You must have permission to use the Coach feature and you must have permission to monitor queues. If you have questions about your rights and permissions, see your Interaction Center administrator. The Coach option is disabled if the call is not in a state in which this action can be performed.

	Record	Records the currently selected call. This recording is saved as a .wav file. Selecting Record the first time starts the recording session for a call. Selecting Record again stops the recording session for a call. If you select Record more than once to stop or continue recording a call, each part of the recorded conversation is stored in separate `.wav` files, and sent to you in e-mail message attachments after you end the call. The Record option is unavailable if the call is not in a state in which this action can be performed or if you do not have rights to record calls. Contact your CIC administrator if you need security rights to use this feature. Genesys disclaims any responsibility for end-user or licensee to comply with federal or state law restrictions regarding Record or Listen capabilities of CIC software. The licensee hereby warrants and represents that the end-user or licensee will use the product in compliance with any federal or state law.
	Pause	Pauses recording. Select Pause again to resume recording.
	Private	Prevents other users from recording or listening to a conversation. Use of the Private feature may be subject to your company's policies and should only be used in accordance with those policies. CIC handler customization can be used to track the use of the Private feature to ensure compliance with such policies.
	Properties	Opens properties of the selected user in the **Directory Properties** dialog.
	Copy value of	Copies the value of the selected row at the intersection of the selected column, to the clipboard.
	Copy Interaction	Copies details to the clipboard. **Example:** Name: "From:Cblade2" Duration: "00:01:57" State: "ACD - Assigned: user2673" Queue: "WG14" Line: "DataVlan" User: "Thompson, Kenith" Station: "Station32673"
	Agent Keywords	Displays list of keywords in the Agent Score queue column. See Interaction Analyzer Columns in Queue Controls.
	Customer Keywords	Displays list of keywords in the Customer Score queue column. See Interaction Analyzer Columns in Queue Controls.

Change statistics in this view

1. Right-click in the view to display the shortcut menu.
2. Choose **Add/Remove statistics…**
3. Use the **Workgroup Statistics** dialog to select which time intervals and statistics appear in the view. Click **OK**.

Select cumulative vs. Partial Sum histogram for Service Level or Abandon Rate statistics



Click **Options** on the right side of the expander to select histogram type.

Think of **cumulative** distribution as an accumulative bucket for the workgroup, interaction type, and time interval including current period, current shift, and so on. An accumulative bucket means that each bucket includes the count for all of the preceding buckets. In a **partial sum** distribution, each bucket count is exclusive of any other bucket.

- Cumulative alters the reporting interval to summarize interactions in the first n seconds. For example:
  - 0-10 seconds - Interactions abandoned/serviced in the first 10 seconds.
  - 0-20 seconds - Interactions abandoned/serviced in the first 20 seconds.
  - 0-30 seconds - Interactions abandoned/serviced in the first 30 seconds.
  - 0-40 seconds - Interactions abandoned/serviced in the first 40 seconds.

  and so on.
- Partial Sum summarizes interactions abandoned or serviced in particular intervals. For example:
  - 0-10 seconds - Interactions abandoned/serviced in the first 10 seconds.
  - 10-20 seconds - Interactions abandoned/serviced between 10 and 20 seconds.
  - 20-30 seconds - Interactions abandoned/serviced between 20 and 30 seconds.
  - 30-40 seconds - Interactions abandoned/serviced between 30 and 40 seconds.

  and so on.

Display Help for a statistic

1. Right-click the statistic to display the shortcut menu.
2. Select **Help**. The description of the statistic appears in the Statistic Help dialog.

Set Alerts

See Manage Alerts.

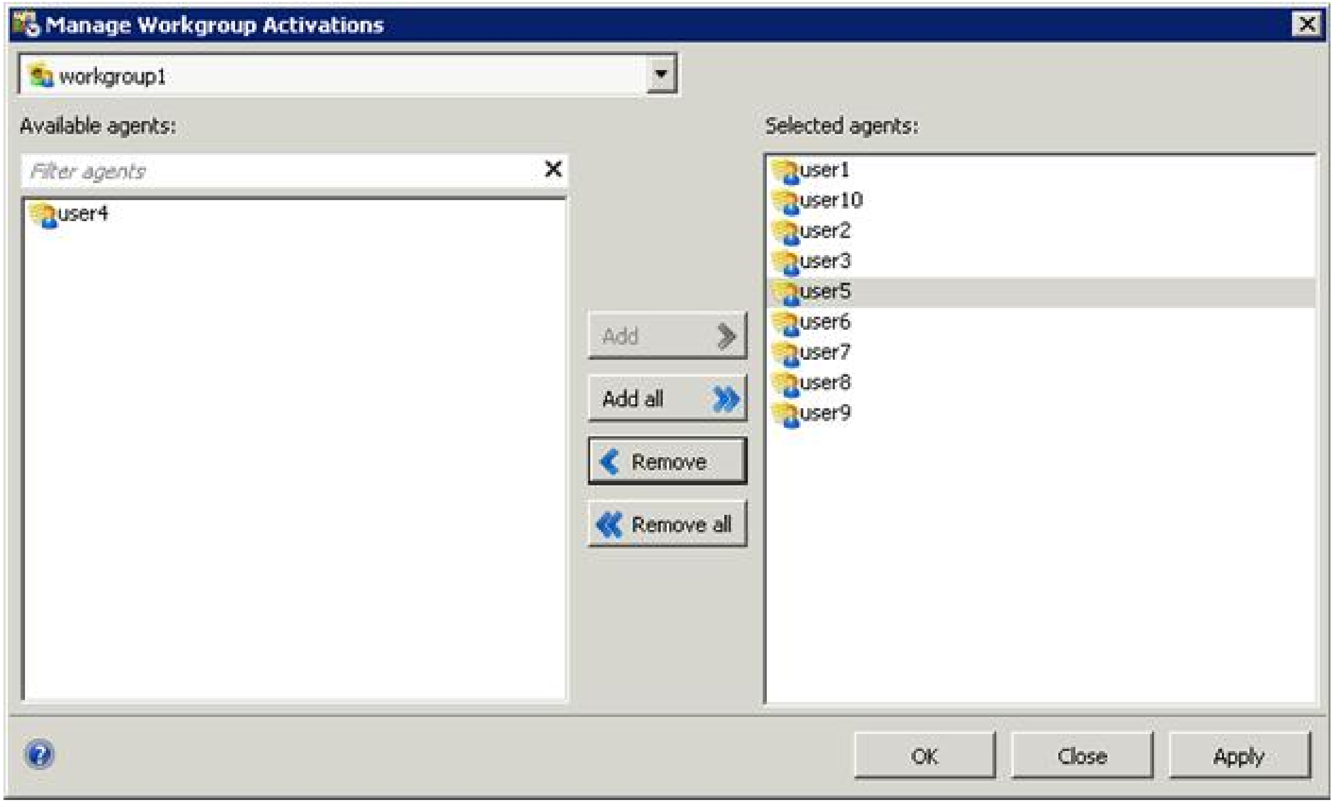
Manage Workgroup Activations

Note: Interaction Supervisor tracks user activations only for ACD and Custom Queue type workgroups.

The **Manage Workgroup Activations** dialog activates or deactivates workgroup agents.

To activate or deactivate agents in a workgroup:

Right click any user name in the Members list of a **Workgroup Details** view. Then select **Manage Workgroup Activations** from the shortcut menu that appears. This opens the *Manage Workgroup Activations dialog*:



Manage Workgroup Activations dialog.

Select a workgroup from the drop list at the top of the dialog. This populates lists of active and inactive agents.

To *activate* agents, select names in the *Available agents* list. You can Ctrl-click to select multiple entries. Then click **Add**. To *deactivate* an agent, select a name in the *Selected Agents* list. Then click **Remove**.

Click **Apply** to apply changes, leaving the dialog open. Or click **OK** to apply changes and dismiss the dialog. If you click **Close**, the dialog is closed without applying changes.

Manage User Activations

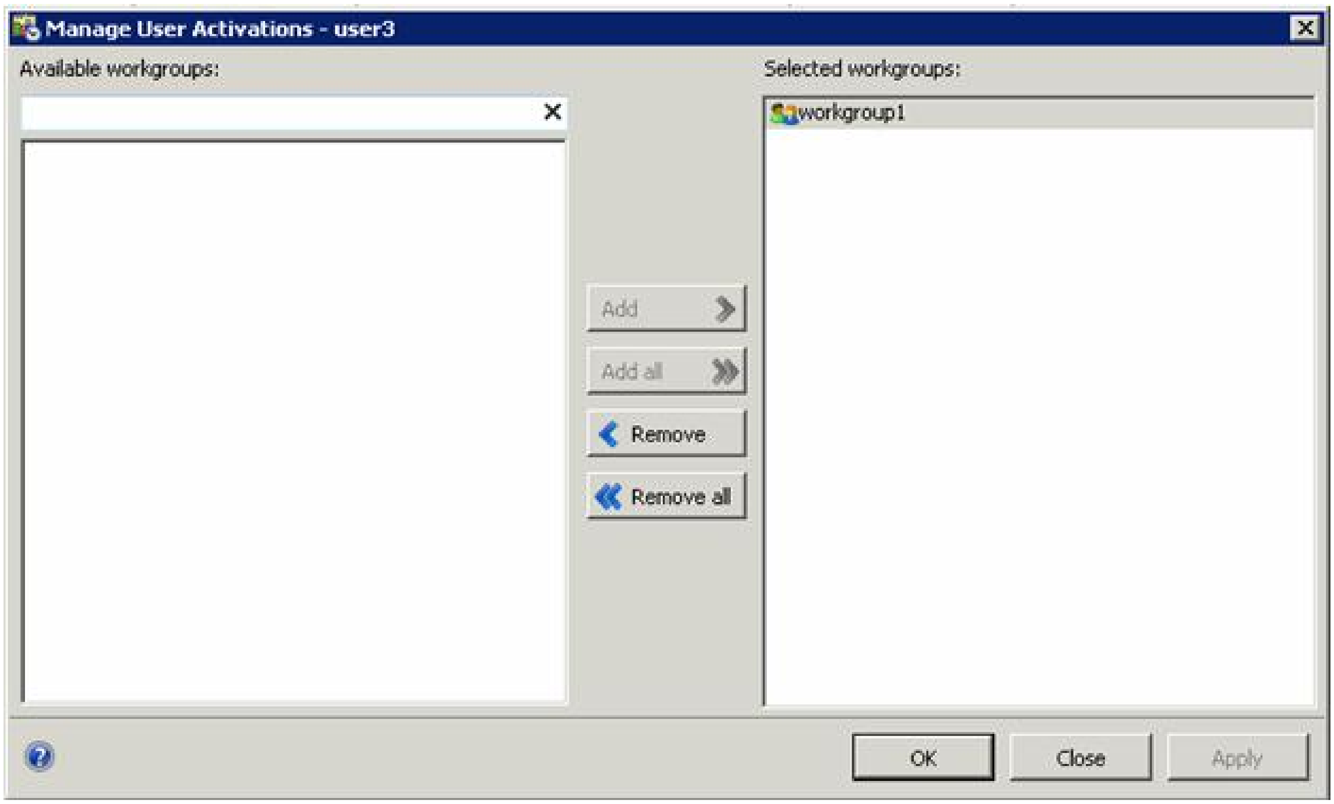
> **Note**: Interaction Supervisor tracks user activations only for ACD and Custom Queue type workgroups.

Use the **Manage User Activations** dialog to activate a single agent on multiple workgroups.

> The "Master Administrator" role was previously required in order for a Supervisor user to manage user activations. Starting with CCIC SU3, users who have the "Activate Others" and "Activate Self" permissions can manage user activations. In Interaction Administrator, these permissions are located at *Access Control > Workgroup Queue > Advanced Access Details*.

To change a user's workgroup activation:

Right click any user name in the Members list of a **Workgroup Details** view. Then select **Manage User Activations** from the shortcut menu that appears. This opens the *Manage User Activations dialog*:



Manage User Activations dialog.

Optionally filter the list of workgroups by typing all or part of a workgroup name in the *Available Workgroups* box. This displays a list of matching workgroups.

To *activate* the user's participation in a workgroup, select workgroup(s) in the *Available workgroups* list. You can Ctrl-click to select multiple entries. Then Click **Add**. You can optionally click **Add All** to activate the user on all available workgroups.

To *deactivate* a user's workgroup participation, select workgroups(s) in the *Selected workgroups* list. Then click **Remove** or **Remove All** (to cancel participation in all workgroups).

Click **Apply** to apply changes, leaving the dialog open. Or click **OK** to apply changes and dismiss the dialog. If you click **Close**, the dialog is closed without applying changes.

Manage Workgroup Membership

The **Manage Workgroup Activations** dialog adds or removes agents in a workgroup.

Note: The preferred method of adding members to a workgroup is to add them in Interaction Administrator and to then use Interaction Supervisor to activate them. This is because when a member is added to a workgroup, there are numerous related changes that automatically occur. For example, the new member immediately inherits all of the security permissions and roles that are assigned to the workgroup.

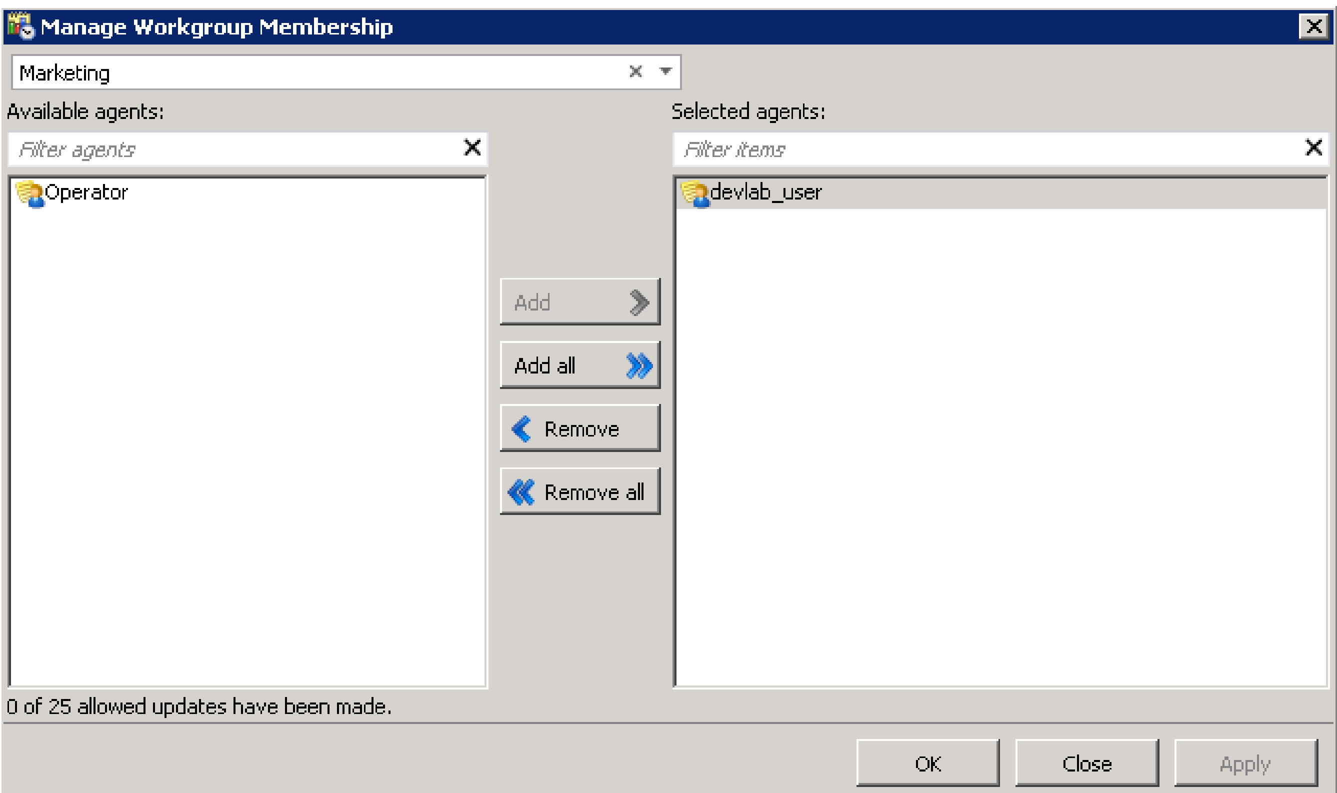
When large numbers of members are added to a workgroup, the potential exists for a decline in server performance. To mitigate this potential, ICBM only allows you to make a total of 25 membership transactions simultaneously. For example, you can add 20 members to a workgroup and remove 5 because that equals a total of 25 transactions. You cannot, however, add 20 members and remove 10 because that would equal a total of 30 transactions. Also, because there were improvements made in CIC 2016 R2 that allow for these transactions to be made more safely, the feature will not be available when connecting ICBM to a previous version of IC server.

This feature was successfully tested on a CIC Server with five Session Managers (four off-server) and 5000 agents handling calls. In the test, 250 simulated supervisors each performed a workgroup membership change every 30 minutes. Higher loads than this could potentially cause server scalability problems.

To add or remove agents in a workgroup:

1. Open either a Workgroup Directory or Workgroup Details view.
2. Do either of the following to open the *Manage Workgroup Membership* dialog:

- Within the Workgroup directory control, right-click any agent name and select **Manage Workgroup membership** from the shortcut menu that appears.
- From the Workgroup Directory menu or the Workgroup Details menu, select **Manage Workgroup membership**.



Manage Workgroup Membership dialog.

To select a workgroup other than the one initially displayed, use the list at the top of the dialog. This populates lists of agents for the workgroup. If the workgroup you want is not visible, filter the list by typing the first few letters of the workgroup name in the list.

To add agents, select names in the *Available agents* list. You can Ctrl-click to select multiple entries. To find an agent who is not listed, type the first few letters of the agent's name in the *Filter* list. Then click **Add**.

To remove an agent, select a name in the *Selected Agents* list. You can Ctrl-click to select multiple entries. To find an agent who is not listed, type the first few letters of the agent's name in the *Filter* list. Then click **Remove**.

Click **Apply** to apply changes, leaving the dialog open. Or click **OK** to apply changes and dismiss the dialog. If you click **Close**, the dialog is closed without applying changes.

Force User Logouts

Note: This feature is available in PureConnect 2017 R3 and later versions.

From the Workgroup Details view or the Workgroup Directory view, you can log off another user from all CIC applications except for Interaction Administrator, Interaction Recorder Screen Capture Client, and Interaction Recorder Policy Editor. For example, if a user left for the day and forgot to log off, a supervisor can log off the user and release the licenses the user was consuming.

The logoff occurs even if the user is on an interaction. If the user is on a call in Interaction Connect, the user is logged off Interaction Connect but the call remains connected so that the user can complete the call.

The CIC application displays the following message to notify the user:
Your session has been logged out by the supervisor (Name).

Using User Configuration in Interaction Administrator, your CIC administrator can set the **Force User Logout** security right to grant you the ability to log off another user.

Log off another user

1. Right-click a user name in the Members list in the Workgroup Directory view or the Workgroup Details view.

2. Select **Logout [user]** from the shortcut menu.

Related Topics

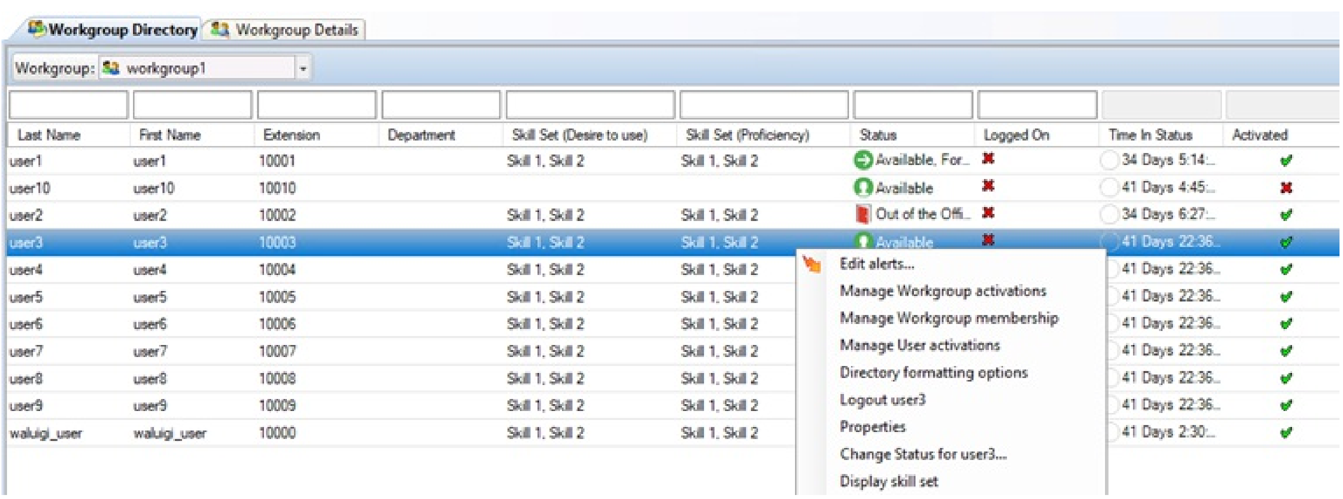
[Workgroup Details view](#)

[Workgroup Directory view](#)

Workgroup Directory view

Summary

A **Workgroup Directory** view displays the status of individual workgroup **members**, including the length of time in status and their logged in state. You can filter for specific values by typing in text boxes above each column.



Add this view

1. If necessary, start IC Business Manager and log on.
2. In IC Business Manager, select a workspace from the **Workspaces** menu, or [create a new workspace](#) to host the view.

3. Select **New** > **View** from the **File** menu. The *Create New View* dialog appears, listing views by category or product. Licensing and station rights determine the availability of selections.
4. Select **Categories** from the *Group By* drop list.
5. In the *Categories* list, select **Agents and Workgroups**.
6. Select **Workgroup Directory** in the list of views on the right. Click **OK**.
7. Select a workgroup. You may need to type a name in the **Filter** box. When more than 20 workgroups exist in the system, only the first 20 are shown, and an indicator ( ) informs that more are available. If you select more than 20 workgroups, an indicator ( ) informs that you need to remove some to continue. Click **Finish**.

Columns in this view

You can modify the selection of columns displayed in the view, by right-clicking a column heading to open its shortcut menu.

Standard columns	The standard columns are Name, First Name, Last Name, Company, Department, Extension, Business Phone, Home Phone, and Mobile.
Status columns	Status-related columns in the *Status Columns* submenu are: Status, Status Notes, Until, Forward Number, On Phone, Logged In, Time in Status, Status Summary or Activated.
Other columns	The *Other Columns* submenu adds columns for properties of a member entry, such as Business Address, Business City, Assistant, Skill Set (Desire to use), and Skill Set (Proficiency). See also: Directory Properties dialog.

Edit alerts…

See Manage Alerts.

Manage Workgroup activations

Opens the Manage Workgroup Activations dialog, used to activate or deactivate workgroup agents.

Manage Workgroup memberships

Opens the Manage Workgroup Membership dialog, used to add or remove workgroup agents.

Manage User activations

Opens the Manage User activations dialog, used to activate a single agent on multiple workgroups.

Directory Formatting Options

Opens the Workgroup Directory Options dialog, used to format rows for a list of members in a workgroup directory.

Logout [user]

If your CC administrator has granted you the right, you can log off another user. For more information, see Force User Logouts.

Properties

Opens properties of the selected user in the Directory Properties dialog.

Change Status for [user]

If your CIC administrator has granted you the right, you can set another user's status. Selecting this command opens the Change User Status dialog.

Display skill set

Displays the entire list of skills for the user, with proficiency and the desire to use metrics. If a user has the same skill in two different workgroups with different proficiency and desire to use, they will both appear in the user skills dialog box.

Note: To ensure that you see the most recent skill data for an agent, do either of the following things before you attempt to view the skill set for an agent:

*In a paged directory, change to a different page or enter a filter.

*In an unpaged directory, recreate the view or select a different workgroup from the Workgroup list.

Then return to the page, workgroup, or filter settings that you originally wanted. When you select the agent the next time, the most recently updated skill information will appear.

Set Alerts

See Manage Alerts.

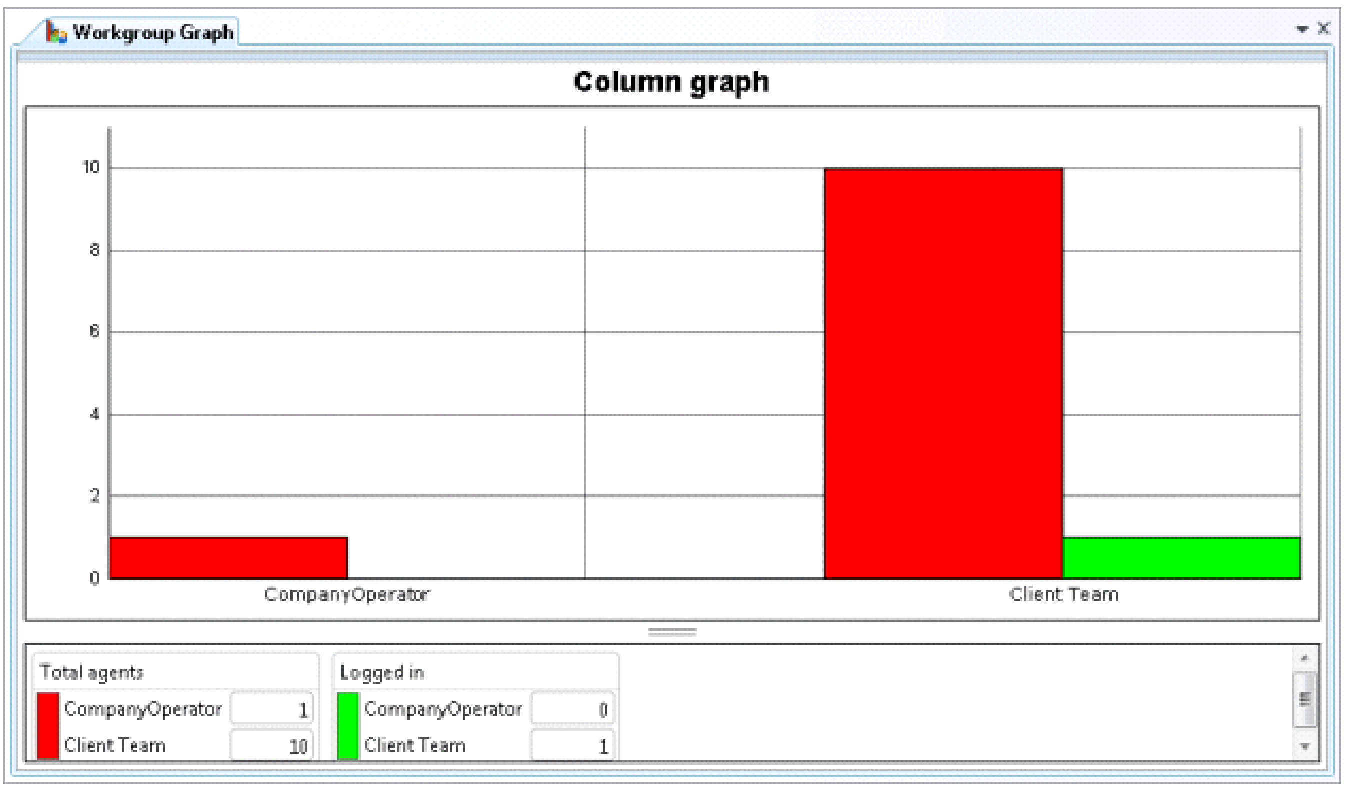
Related Topics

Workgroup Directory control

Workgroup Graph view

Summary

A **Workgroup Graph** view displays rolled-up statistics on selected workgroups presented in a graph.



Add this view

1. If necessary, start IC Business Manager and log on.
2. In IC Business Manager, select a workspace from the **Workspaces** menu, or create a new workspace to host the view.
3. Select **New** > **View** from the **File** menu. The *Create New View* dialog appears, listing views by category or product. Licensing and station rights determine the availability of selections.
4. Select **Categories** from the *Group By* drop list.
5. In the *Categories* list, select **Agents and Workgroups**.

6. Select **Workgroup Directory** in the list of views on the right. Click **OK**.
7. Use the Workgroups Selection dialog to select one or more workgroups. You may need to type a name in the **Filter** box. When more than 20 workgroups exist in the system, only the first 20 are shown, and an indicator ( ) informs that more are available. If you select more than 20 workgroups, an indicator ( ) informs that you need to remove some to continue. Click **Next**.
8. Use the Workgroup Statistics Selection dialog to select workgroup statistics to include in the view. Workgroup statistics summarize ACD interactions, such as the number of agents logged in, and other particulars that are common to the workgroup as a whole.
9. Select queue statistics and intervals using the Interval and Queue Statistic Selection dialog. Click **Finish**.

Customize the Graph

See Chart Control.

Change statistics in this view

1. Right-click in the view to open its shortcut menu.
2. Select **Add/Remove Statistics…**
3. Use the Workgroup Statistics and Queue Statistics Selection dialog to modify statistic selections. Click **OK**.

Add or remove Workgroups from this view

1. Right-click in the view to open its shortcut menu.
2. Select **Add/Remove workgroups…**
3. Use the Workgroups Selection dialog to add or remove groups from the view.

Set Alerts

See Manage Alerts.

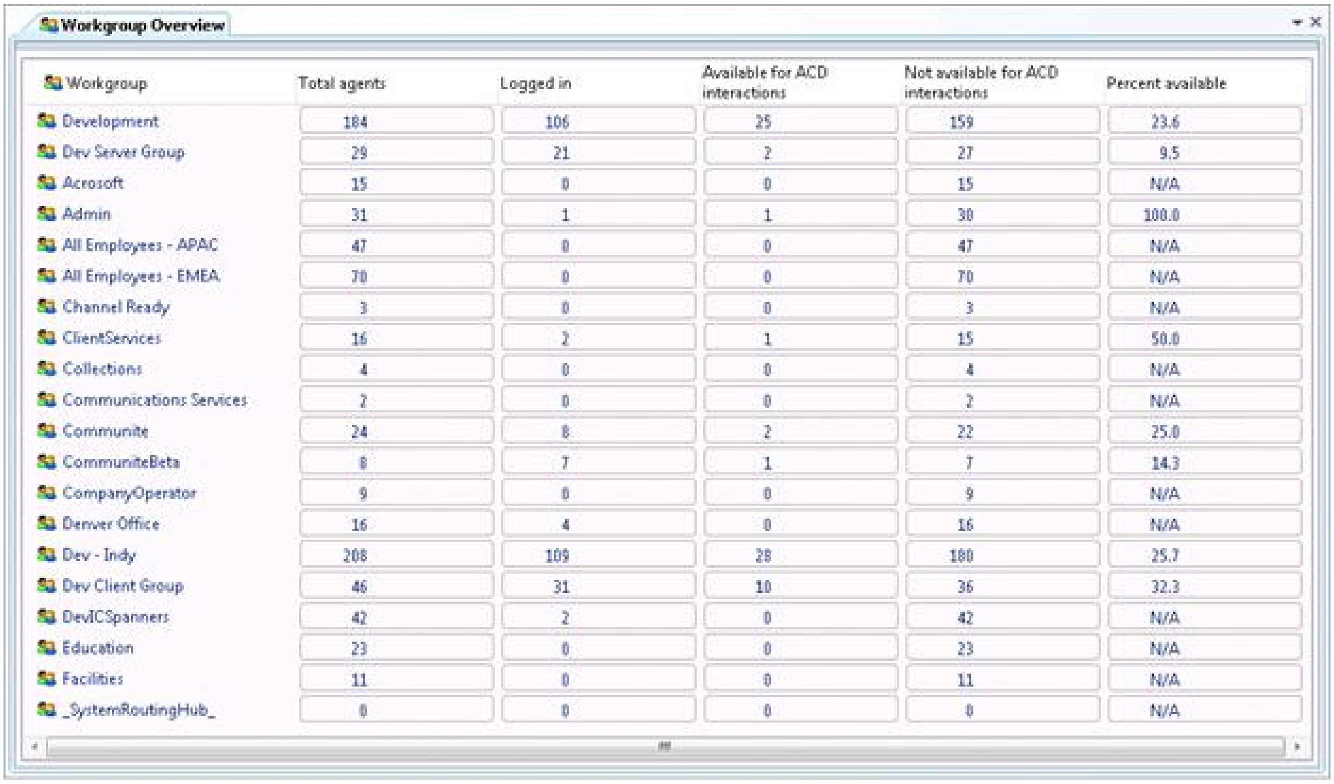
Display Help for a statistic

1. Right-click a statistic in the Legend below the graph to display a shortcut menu.
2. Select **Help**. The description of the statistic appears in the Statistic Help dialog.

Workgroup Overview view

Summary

A **Workgroup Overview** compares activity of multiple workgroups. This view rolls up statistics for selected workgroups, displaying workgroups selected by the user as rows, and selected workgroup statistics as columns. Clicking on a column header sorts by that column. Columns can be re-ordered, except for the first column. The column order that you select will remain the same, even if you add or remove workgroups to this view.



Workgroup Overview

Workgroup	Total agents	Logged in	Available for ACD interactions	Not available for ACD interactions	Percent available
Development	184	106	25	159	23.6
Dev Server Group	29	21	2	27	9.5
Acrosoft	15	0	0	15	N/A
Admin	31	1	1	30	100.0
All Employees - APAC	47	0	0	47	N/A
All Employees - EMEA	70	0	0	70	N/A
Channel Ready	3	0	0	3	N/A
ClientServices	16	2	1	15	50.0
Collections	4	0	0	4	N/A
Communications Services	2	0	0	2	N/A
Communite	24	8	2	22	25.0
CommuniteBeta	8	7	1	7	14.3
CompanyOperator	9	0	0	9	N/A
Denver Office	16	4	0	16	N/A
Dev - Indy	208	109	28	180	25.7
Dev Client Group	46	31	10	36	32.3
DevICSpanners	42	2	0	42	N/A
Education	23	0	0	23	N/A
Facilities	11	0	0	11	N/A
SystemRoutingHub	0	0	0	0	N/A

Add this view

1. If necessary, start IC Business Manager and log on.
2. In IC Business Manager, select a workspace from the **Workspaces** menu, or create a new workspace to host the view.
3. Select **New** > **View** from the **File** menu. The *Create New View* dialog appears, listing views by category or product. Licensing and station rights determine the availability of selections.
4. Select **Categories** from the *Group By* drop list.
5. In the *Categories* list, select **Agents and Workgroups**.
6. Select **Workgroup Overview** in the list of views on the right. Click **OK**.
7. Use the Workgroups Selection dialog to select workgroups to report in the view. You may need to type a workgroup name in the **Filter** box. When more than 20 workgroups exist in the system, only the first 20 are shown, and an indicator ( ) informs that more are available. If you select more than 20 workgroups, an indicator ( ) informs that you need to remove some to continue. Click **Next**.
8. Use the Workgroup Statistics Selection dialog to specify which workgroup statistics appear in the view.
9. Use the Interval and Queue Statistic Selection dialog to select time intervals and queue statistics.
10. Click **Finish**.

Change statistics displayed in this view

1. Right-click in the view to display its shortcut menu.
2. Choose **Add/Remove statistics…**
3. Use the Workgroup Statistics and Queue Statistics dialog to change the selection of statistics. Click **OK**.

Change workgroups displayed in this view

1. Right-click in the view to display its shortcut menu.
2. Choose Add/Remove workgroups…
3. Use the Workgroups Selection dialog to select other workgroups to report in the view.

Remove a workgroup

Right-click on the workgroup to display its shortcut menu. Choose **Remove** > **Remove workgroup row**.

Remove a statistic (column)

Right-click on a column to display its shortcut menu. Choose **Remove** > **Remove statistic**.

Display Help for a statistic

1. Right-click a statistic in the Legend below the graph to display a shortcut menu.
2. Select **Help**. The description of the statistic appears in the Statistic Help dialog.

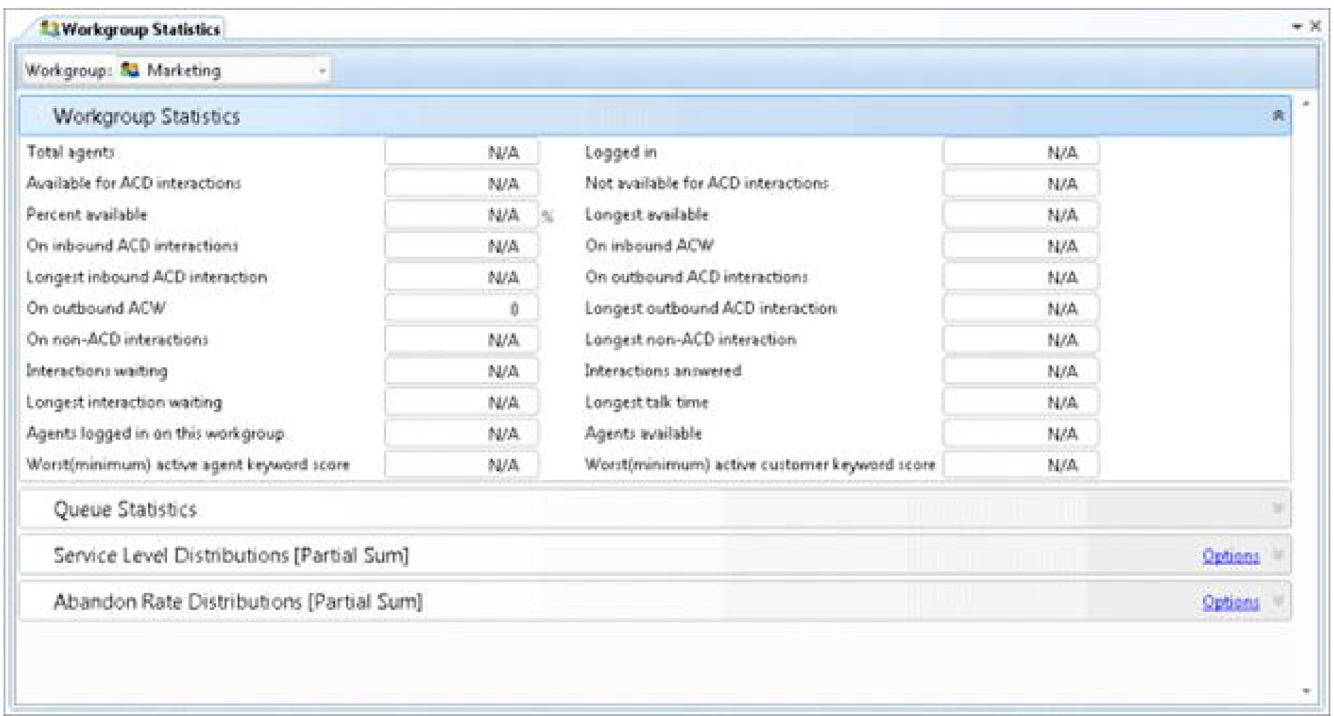
Set Alerts

See Manage Alerts.

Workgroup Statistics view

Summary

A **Workgroup Statistics** view displays workgroup statistics for a selected workgroup. If the workgroup has a queue, the view also displays queue statistics, service level and abandon rate distributions. This view does not show the queue or members of the directory. If you need to see those, use the Workgroup Details view instead.



The workgroup selection control changes view parameters by switching workgroups. If a server has 20 workgroups or less, this functions as a drop down selection list, otherwise it is a type-ahead lookup control. Workgroups in the selection list can have 2 different icons, to indicate whether the workgroup has a queue or not.

Selecting a different workgroup stops all statistic watches for the previously selected workgroup, and starts watches for the new workgroup. If the selected workgroup has no queue, expanders for Queue Statistics, Service Level and Abandon Rate do not appear. This view always contains an expander for workgroup statistics.

Add this view

1. If necessary, start IC Business Manager and log on.
2. In IC Business Manager, select a workspace from the **Workspaces** menu, or create a new workspace to host the view.
3. Select **New** > **View** from the **File** menu. The *Create New View* dialog appears, listing views by category or product. Licensing and station rights determine the availability of selections.
4. Select **Categories** from the *Group By* drop list.
5. In the *Categories* list, select **Agents and Workgroups**.
6. Select **Workgroup Statistics** in the list of views on the right. Click **OK**.
7. Use the Workgroup Statistics dialog to select one workgroup to report in the view. You may need to type a workgroup name in the **Filter** box. When more than 20 workgroups exist in the system, only the first 20 are shown, and an indicator ( ) informs that more are available. If you select more than 20 workgroups, an indicator ( ) informs that you need to remove some to continue. Click **Finish**.

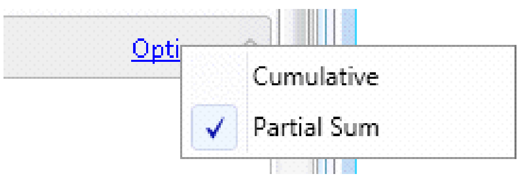
Examine a different workgroup

Select another workgroup from the *Workgroup* drop list.

Change statistics displayed in this view

1. Right-click in the view to display its shortcut menu.
2. Choose **Add/Remove statistics…**
3. Use the Workgroup Statistics dialog to select which time intervals and statistics appear in the view. Click **OK**.

Select cumulative vs. Partial Sum histogram for Service Level or Abandon Rate statistics



Click **Options** on the right side of the expander to select histogram type.

Think of **cumulative** distribution as an accumulative bucket for the workgroup, interaction type and time interval (current period, current shift, etc.). An accumulative bucket means that each bucket includes the count for all of the preceding buckets. In a **partial sum** distribution, each bucket count is exclusive of any other bucket.

- Cumulative alters the reporting interval to summarize interactions in the first n seconds. For example:

  0-10 seconds - Interactions abandoned/serviced in the first 10 seconds.
  0-20 seconds - Interactions abandoned/serviced in the first 20 seconds.
  0-30 seconds - Interactions abandoned/serviced in the first 30 seconds.
  0-40 seconds - Interactions abandoned/serviced in the first 40 seconds.
  Etc.
- Partial sum summarizes interactions abandoned or serviced in particular intervals. For example:

  0-10 seconds   - Interactions abandoned/serviced in the first 10 seconds.
  10-20 seconds - Interactions abandoned/serviced between 10 and 20 seconds.
  20-30 seconds - Interactions abandoned/serviced between 20 and 30 seconds.
  30-40 seconds - Interactions abandoned/serviced between 30 and 40 seconds.
  Etc.

Remove all statistics in a statistic group from the view.

1. Right-click in the view to display its shortcut menu.
2. Select **Remove** > **Remove entire statistic group**.

Remove a statistic from the view.

1. Right-click in the view to display its shortcut menu.
2. Select **Remove** > **Remove statistic**.

Display Help for a statistic

1. Right-click the statistic to display the shortcut menu.
2. Select **Help**. The description of the statistic appears in the Statistic Help dialog.

Skills Filtering

The ability to filter skills is not always visible in this view. Skill filtering is unavailable if:

- You are connected to an older server that does not support skill filtering.
- No Statistic Parameter Group has been assigned to the workgroup.
- No Skill Categories have been assigned to the the Statistic Parameter Group with which the workgroup is associated.

When any of these factors apply, the skills filter section is not visible to maintain backwards compatibility.

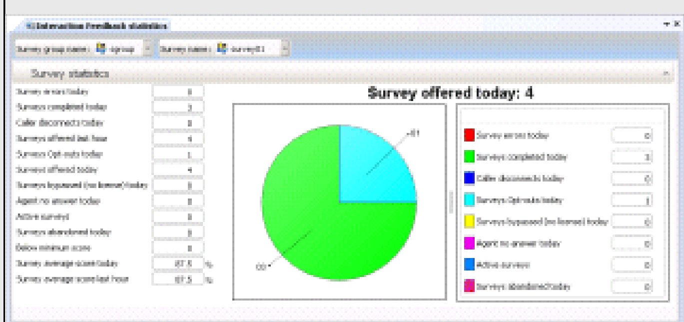
Set Alerts

See Manage Alerts.

Interaction Feedback Status category

Summary

Interaction Feedback is an IC Business Manager module that creates automated, post-call customer satisfaction surveys that ask your customers discerning questions about your company's products and services.

Icon	View Details	Appearance
	The Interaction Feedback Statistics view displays real-time statistics for surveys that customers are in the process of taking. Real-time monitoring helps you understand what your company is doing well and what immediate actions might need to be taken to meet customer expectations.	

If this view category does not appear when you add a view, contact your CIC System Administrator. See Licenses, Security and Access Control Rights.

For Interaction Feedback statistics, "today" is relative to component start time, not server time

When viewing the Feedback statistics page, all statistics pertain to "today", and statistic times are relative to the local date for the CIC server where the Feedback sub-system is installed. All "last hour" statistics are relative to the last 60 minutes in time and updated continually. For example, if a survey is completed at 2:30 PM, it will register between 2:30 PM and 3:29 PM. Likewise, if a survey is completed at 11:45 PM on Monday, the event will count in "last hour" statistics between Monday 11:45 PM and Tuesday 12:44 AM.

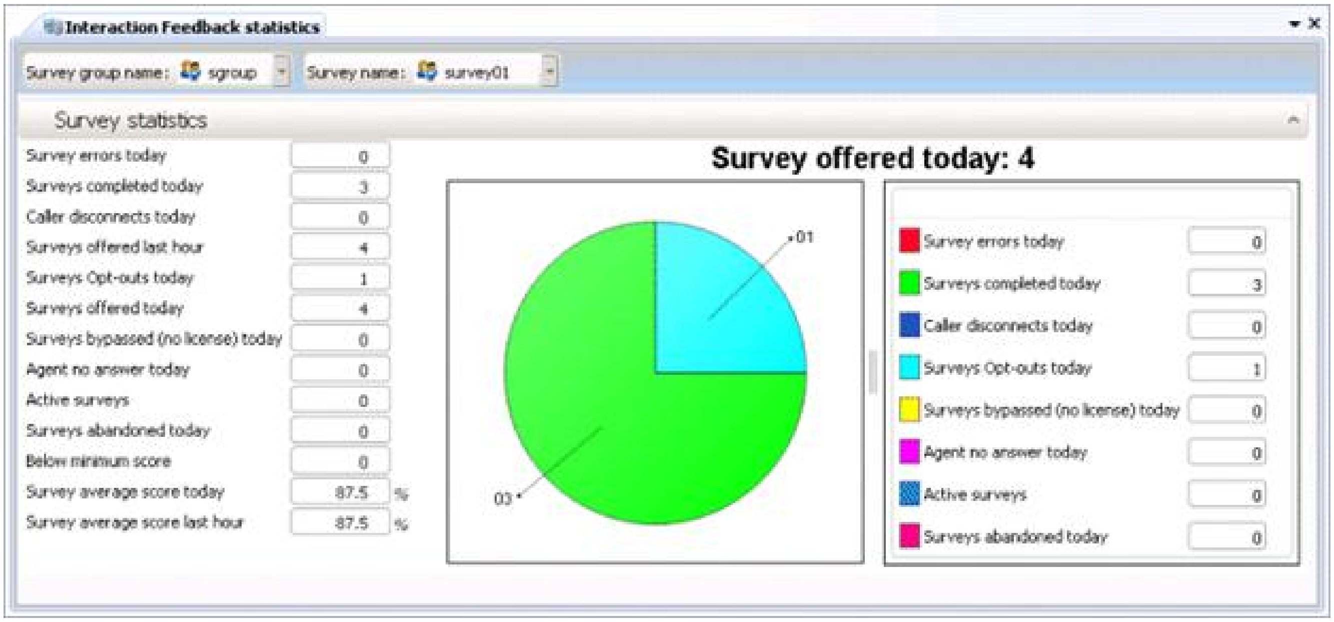
Related Statistics

Feedback Statistics

Interaction Feedback Statistics view

Summary

The **Interaction Feedback Statistics** view displays real-time statistics for surveys that customers are in the process of taking. Real-time monitoring helps you understand what your company is doing well and what immediate actions might need to be taken to meet customer expectations.



Feedback Statistics are displayed for the last hour (relative to the present time) or for the current day since midnight. Daily statistics reset at midnight.

Add this view

1. Logon to IC Business Manager if you have not done so already.
2. Select an existing workspace from the **Workspaces** tab, or create a new workspace to host the view.
3. Select **New** > **View** from the **File** menu. The *Create New View* dialog appears, listing views by category or product. Licensing and station rights determine the availability of selections.
4. Select **Categories** from the *Group By* drop list.
5. Select the **Interaction Feedback** view category.
6. Select **Interaction Feedback Statistics** from the list of views. Click **OK**. The Interaction Feedback Wizard appears.
7. Select a **Survey group name**.
8. Click **Next**.
9. Select the name of the **Survey** whose statistics you want to view.
10. Click **Finish**.

Change statistics in this view

Interaction Feedback statistics inform about a named Interaction Feedback survey or survey group.

1. **Right-click** a statistic in the view to open its shortcut menu.
2. Select **Add/Remove Statistics…** from the menu. The Interaction Feedback Statistics dialog appears. Use this dialog to manage which statistics will appear in the view.

   To add statistics to the view, select statistics in the list on the left. Then click **Add** to move them to the list on the right. **Add All** selects all items for inclusion.

   Use **Move Up** and **Move Down** buttons to optionally change the display order of columns in the view.

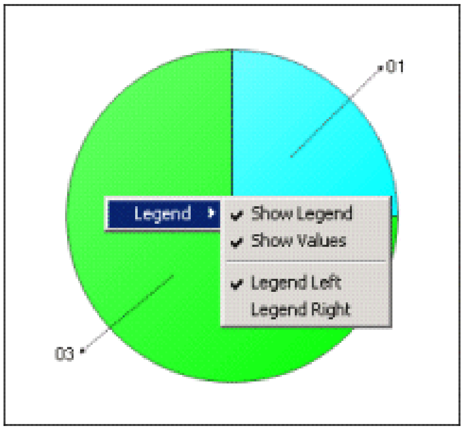
   To exclude statistics from the view, select items in the list on the right. Then click **Remove**. The **Remove All** button excludes all time periods from the view, but at least one must be included.
3. Click **OK** when finished.

Display Help for a statistic

1. Right-click the statistic to display a shortcut menu.
2. Select **Help**. The description of the statistic appears in the Statistic Help dialog.

Change Chart options

1. Right-click the chart control to display a shortcut menu.



2. Select a command from the **Legend** menu.

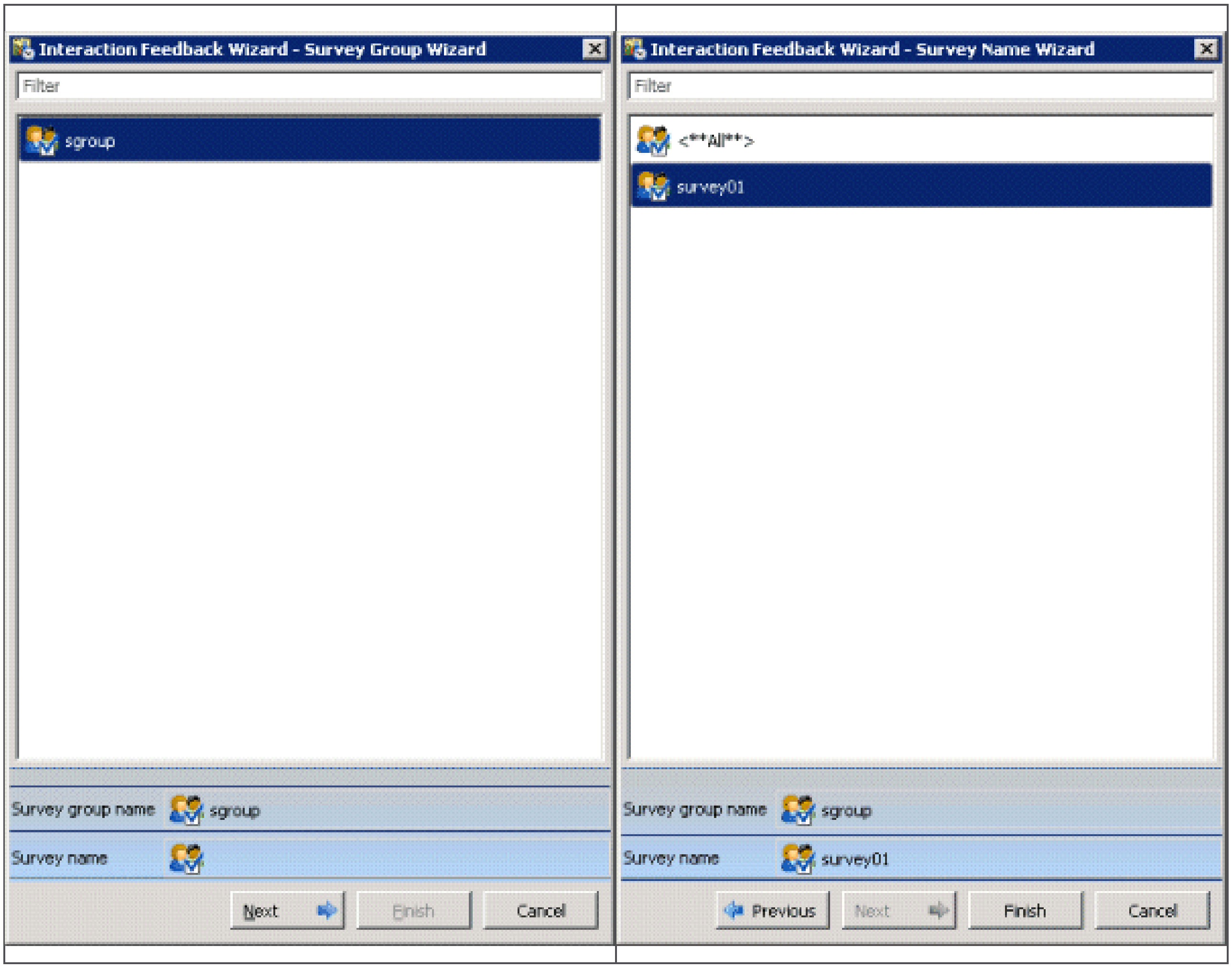
   Show Legend toggles display of the legend on or off.
   Show Values toggles display of statistics values in the legend.
   Legend Left displays the legend to the left of the pie chart.
   Legend Right displays the legend to the right of the pie chart.

Set Alerts

Using Supervisor alerting mechanism, you can receive immediate notifications when surveys fail to meet a minimum acceptable score. See Manage Alerts.

Interaction Feedback Wizard

The **Interaction Feedback Wizard** appears when an Interaction Feedback Statistics view is added. The first page of the wizard prompts to select a survey group. The second page prompts to select the name of a survey.



A limited number of entries is shown by default. If you entry you wish to select is not shown, type all or part of a survey group or survey name in Filter text box at the top of the dialog. This displays only those records that contain a matching search string.

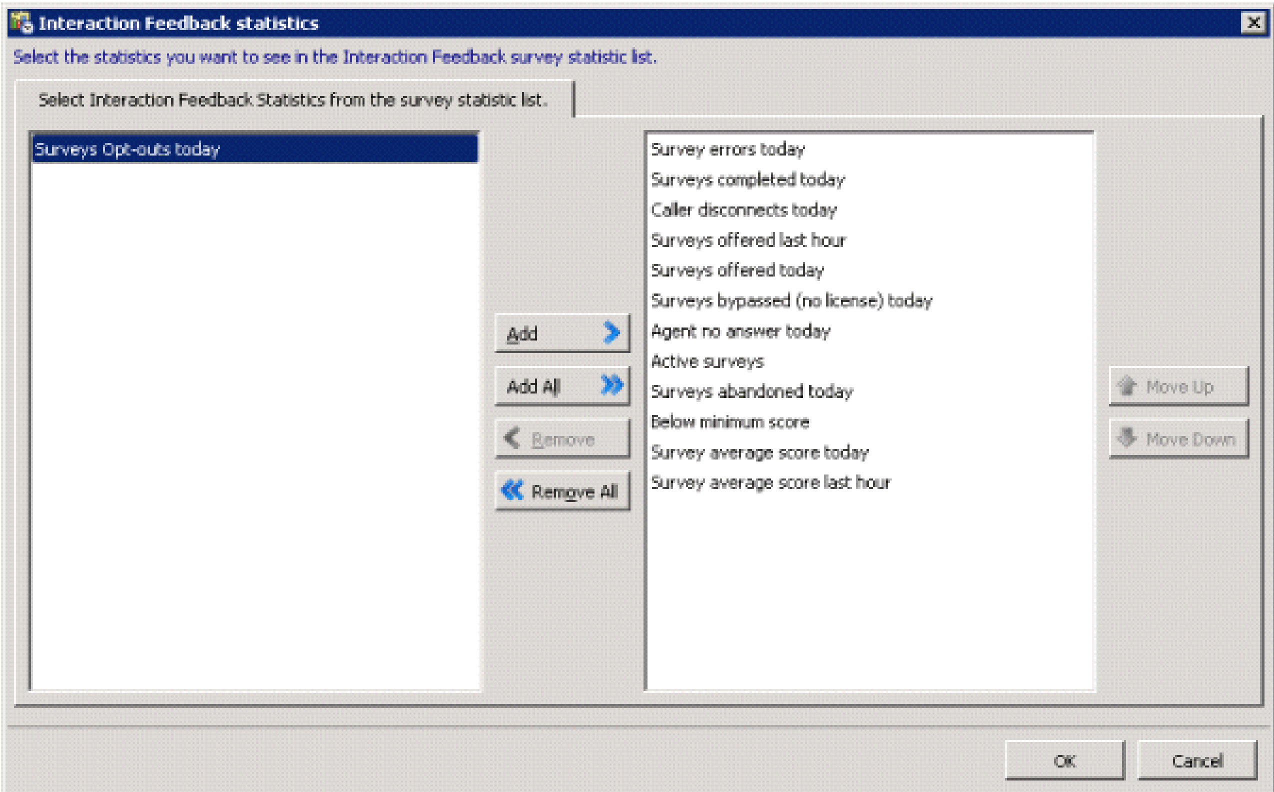
To complete this dialog:

1. Select a **Survey group name**.
2. Click **Next**.
3. Select the name of the **Survey** whose statistics you want to view.
4. Click **Finish**.

Related Topics

Interaction Feedback Statistics view

Interaction Feedback Statistics dialog



The **Interaction Feedback Statistics dialog** appears when users of an Interaction Feedback Statistics view right-click a statistic to display the shortcut menu, and then select **Add/Remove statistics**. This dialog modifies the selection of statistics displayed in the view.

- The list on the left displays statistics that are not currently included in the view. Click **Add** or **Add All** to move them to the list on the right, which displays statistics selected for inclusion in the view.
- To exclude a statistic from the view, select it in the list on the right. Then click **Remove** or **Remove All**.
- The **Move Up** and **Move Down** buttons manage the display order of statistics in the view.

When you are finished, click **OK** to dismiss the dialog.

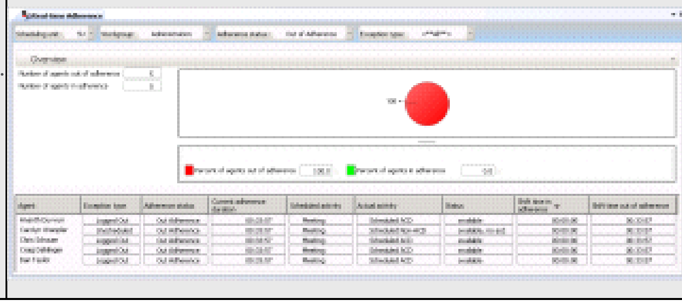
Related Topics

Interaction Feedback Statistics view

Interaction Optimizer category

Summary

Interaction Optimizer is a workforce management module in IC Business Manager which manages shift schedules that account for multiple interaction types, agent skill sets and the typical peaks and valleys in customer volume. Interaction Optimizer provides intelligent forecasting, scheduling and real-time adherence information.

Icon	View Details	Appearance
	The Real Time Adherence view displays schedule adherence information for agents currently scheduled by Interaction Optimizer. It monitors agents' adherence to schedule at all times, providing instant feedback, to help call centers maintain proactive control over agent schedules.	

To use the Real Time Adherence view, a combination of license and ACL rights must be assigned to you. No security rights are required to use this view. If this view category does not appear when you add a view, contact your CIC Administrator. License and ACL requirements are summarized below.

Required Licenses

Interaction Optimizer's view category icon is visible only when the user has been assigned the **Optimizer Supervisor Plug-in** license in Interaction Administrator. Your CIC Administrator manages these license assignments for you. The **Display Optimizer Real-Time Adherence Statistics** license should also be assigned to agents to allow Supervisor to monitor their adherence. See Licenses for the procedure used to assign licenses to users.

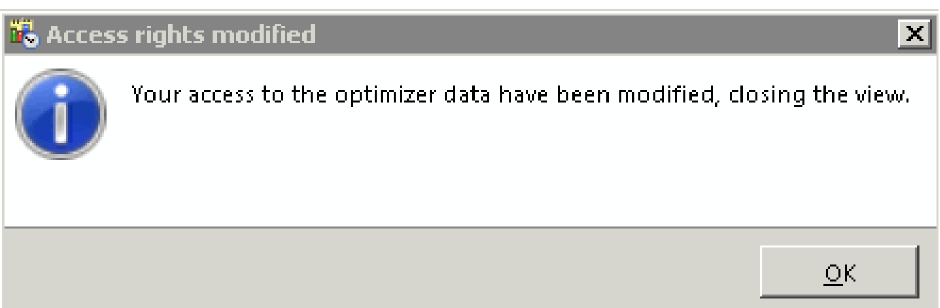
Required ACL Right

Your CIC Administrator must enable the selection of Scheduling Units in order for you to add the Real Time Adherence view. In Interaction Administrator, ACL rights are assigned from the **Security tab** of a configuration record, after clicking the **Access Control** button.

Under Application rights, for the "Optimizer Scheduling Units" group, check the **View** column. This grants view only access to Interaction Optimizer Scheduling Units.

I3_ATTR_RIGHT_VIEW_SCHEDULING_UNIT_LIST

If access to a scheduling unit is removed from a supervisor user when that person is looking at a Real Time Adherence view, a message will appear to advise that access rights were modified.



When this message is dismissed, the view will close. This message is also displayed if IC Business Manager is opened with an Optimizer view with scheduling unit access removed.

See also Licenses, Security and Access Control Rights.

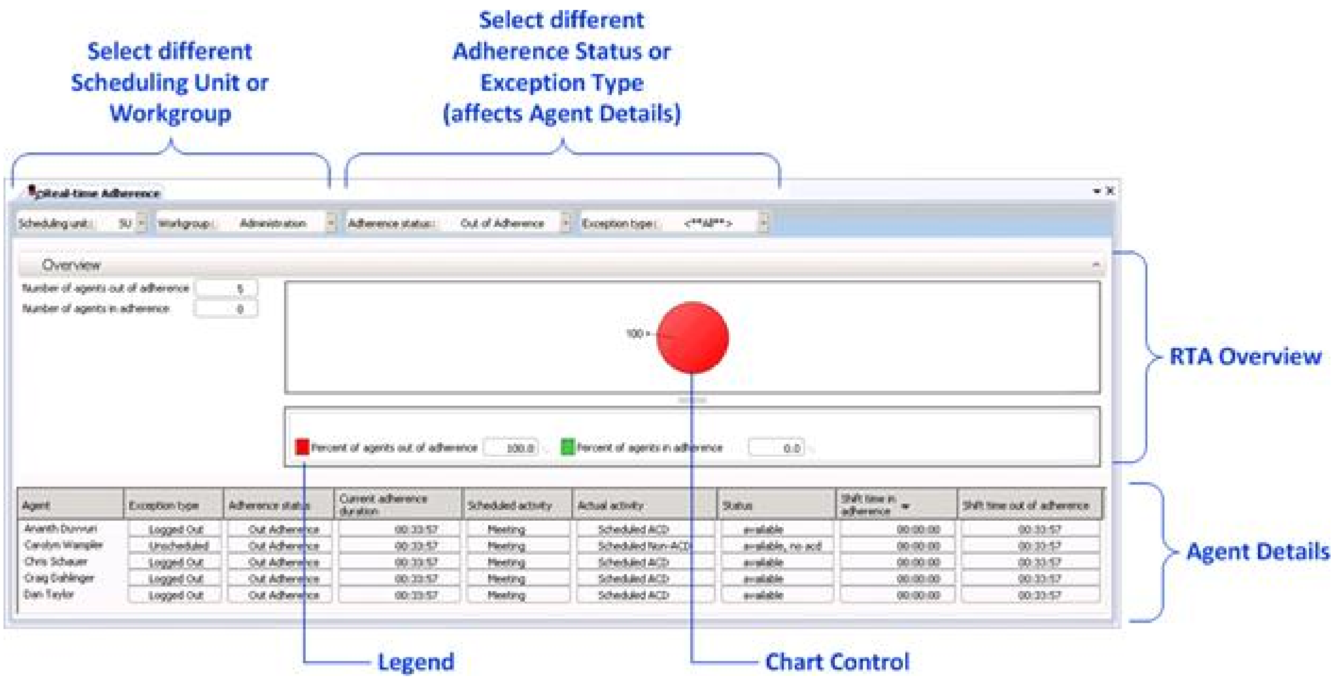
Related Statistics

Agents Real-Time Adherence Details

Real-time Adherence view

Summary

The **Real-time Adherence** (RTA) view monitors agents' adherence to schedule at all times. It provides instant feedback and helps call centers maintain proactive control over agent schedules.



This view identifies users who are in or out of adherence based on a variety of factors. It allows a call center manager to track current agent activity and presence, by comparing actual agent activity with the published schedule.

The display combines overview and agent details in one view. The top section of the view (RTA Overview) indicates how many users are in or out of adherence with the current schedule. This information is also presented in a chart control. The bottom section of the view (Agent Details) provides details about each individual agent's adherence to schedule.

Drop lists make it easy to choose a different Scheduling Unit or Workgroup. Selecting a different Adherence status or Exception type affects Agent Details only.

RTA statistics inform about agents who are currently scheduled. RTA statistics report scheduling unit, workgroup, status, scheduled activity, actual activity (based on status), adherence status, exception type, and adherence time for an agent.

Note: If a workgroup is added to or removed from a scheduling unit in Interaction Optimizer, the change will be reflected immediately in this view.

Add this view

1. If necessary, start IC Business Manager and log on.
2. In IC Business Manager, select a workspace from the **Workspaces** menu, or create a new workspace to host the view.
3. Select **New** > **View** from the **File** menu. The *Create New View* dialog appears, listing views by category or product. Licensing and station rights determine the availability of selections.
4. Select **Categories** from the *Group By* drop list.
5. In the *Categories* list, select **Interaction Optimizer**.
6. Select **Real Time Adherence** in the list of views on the right.
7. Click **OK**. The **Optimizer Scheduling Unit** page of the Real-time Adherence wizard appears.
8. Select the name of a scheduling unit. If many are defined, you can type all or part of the name in the **Filter** box. When more than 20 schedules exist in the system, only the first 20 are shown, and an indicator ( ) informs that more agent names are available. Once you click to select a unit, its name appears in the Scheduling Unit box. This helps verify your selection.
9. Click **Next** to Proceed. The **Workgroup** selection page appears.
10. Click to select a **workgroup** by name. Optionally use the *Filter* box to locate specific workgroups by typing all or part of a

workgroup name. Once you make a selection, the workgroup name appears in the Workgroup box. This helps verify your selection.

Note that **Adherence Status** is set to *Out of Adherence* by default, and that *Exception Type* is <**All**> by default. These are the most frequently used selections. To accept them, click **Finish** now to display the view. Otherwise click **Next**. The **Adherence Status** page appears.

11. Select a status from the list of available statuses. Then click Next. The Exception Type page appears, listing all possible exception conditions. Select a condition, or <**All**> to select all conditions. Click **Finish**.

Change statistics in this view

1. **Right-click** any statistic to open a shortcut menu.
2. Choose **Select Statistics…** from the menu. The Interaction Optimizer Statistic Selection dialog appears. Use this dialog to select which statistics appear in the view.
3. The list on the left contains items that are not currently included in the view. The list on the right contains items selected for inclusion in the view.

   Select statistics in the list on the left. Then click **Add** to move them to the other list. **Add All** selects all items for inclusion.

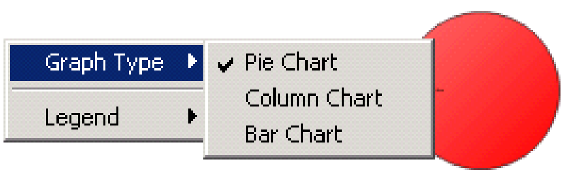
   Use **Move Up** and **Move Down** buttons to optionally change the display order of columns in the view.

   To exclude statistics from the view, select items in the list on the right. Then click **Remove**. The **Remove All** button excludes all statistics from the view, but at least one must be included.
4. Click **OK** when finished.

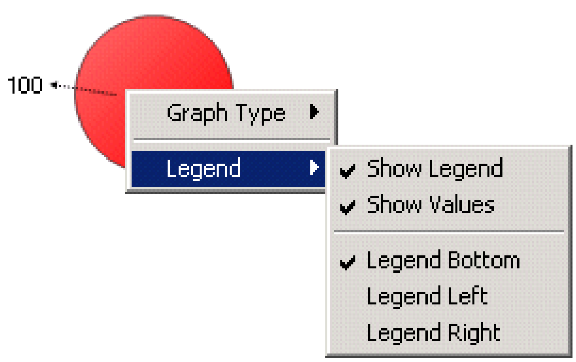
Customize the Chart

The chart can be customized by:

- Right-clicking the chart control and selecting a new chart type (Pie, Column, or Bar).



- Right-clicking the chart control and selecting a new position for the legend relative to the chart. **Show Legend** toggles the legend itself on or off. **Show values** toggles display of current values next to each statistic in the legend.



Remove category

To remove a category column from the Agent Details section of the view, right click a column and select Remove Category from the shortcut menu.

Add category

To add a category column to the Agent Details section of the view, right click a column and select **Add Category** from the shortcut menu. This opens the Interaction Optimizer Statistic Selection dialog, so that you can choose categories to appear in the view.

Display Help for a statistic

1. Right-click the statistic to display the shortcut menu.
2. Select **Help**. The description of the statistic appears in the Statistic Help dialog.

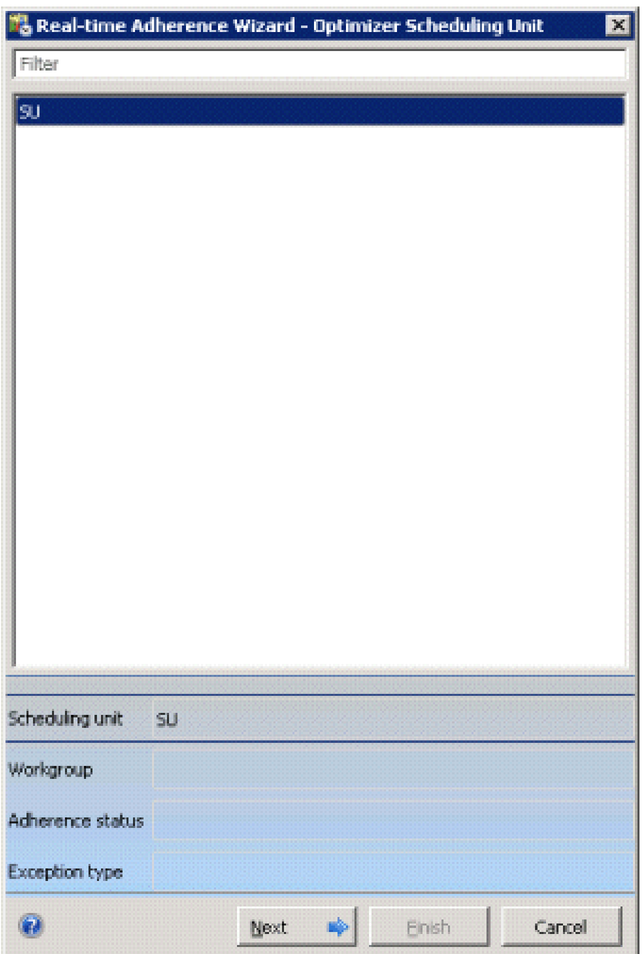
Set Alerts

See Manage Alerts.

Real-time Adherence Wizard

The **Real-time Adherence wizard** appears a Real-time Adherence view is added. Pages in this wizard prompt for Interaction Optimizer Scheduling Unit, Workgroup, Adherence Status, and Exception Type.

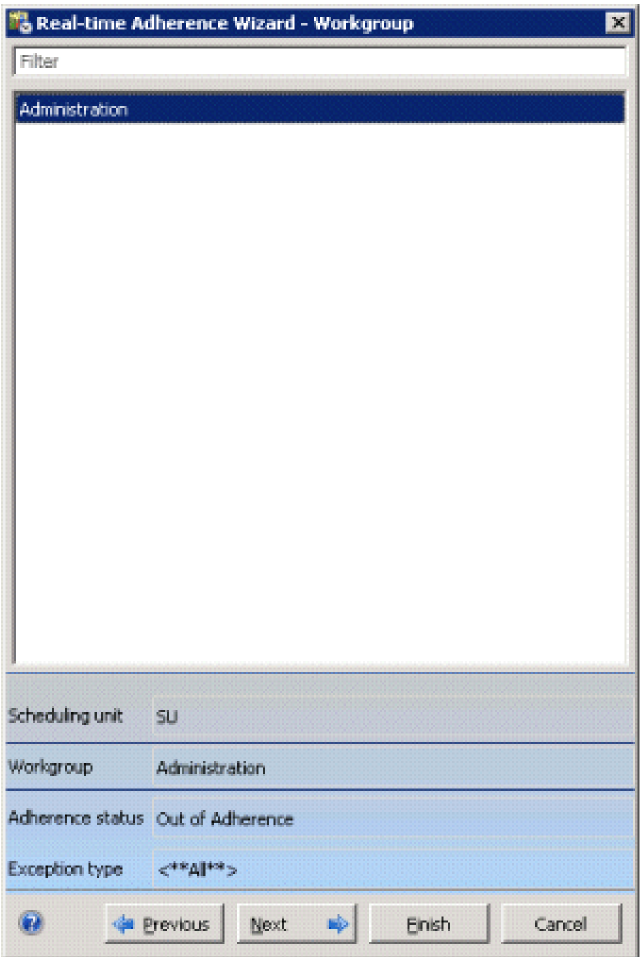
Optimizer Scheduling Unit page



Use this wizard page to select an Interaction Optimizer Scheduling Unit. A *scheduling unit* is a collection of workgroups that are scheduled together.

1. Select the name of a scheduling unit. If many are defined, you can type all or part of the name in the **Filter** box.
2. When more than 20 schedules exist in the system, only the first 20 are shown, and an indicator ( ) informs that more agent names are available. Once you click to select a unit, its name appears in the Scheduling Unit box. This helps verify your selection.
3. Click **Next**.

Workgroup selection page



Use this wizard page to select a Workgroup.

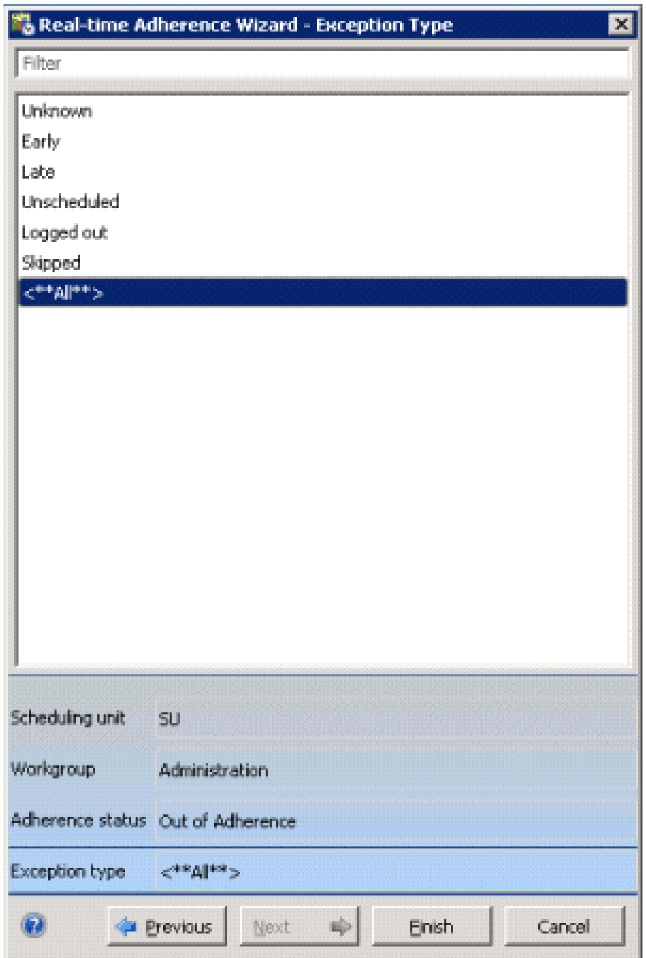
1. Select the name of a workgroup. If many are defined, you can type all or part of the name in the **Filter** box.
2. When more than 20 schedules exist in the system, only the first 20 are shown, and an indicator ( ) informs that more agent names are available. Once you click to select a unit, its name appears in the Workgroup box. This helps verify your selection.
3. Click **Next**.

Adherence Status page

Use this page to select whether to display agents who are in or out of adherence.

1. Select either **In Adherence** (with schedules) or **Out of Adherence**.
2. Click **Next**.

Exception Type page



Use this page to select exception type to use as selection criteria. Possible values are Unknown, Early, Late, Unscheduled, Logged Out, or <**All**>. This requires a bit of explanation. An exception occurs whenever an agent's actual activity does not match their scheduled activity. An agent can have an exception in 1 of 2 ways:

- Case 1: When the scheduled activity changes but the agent's actual activity doesn't change.
- Case 2: When the agent's status and actual activity changes but the scheduled activity doesn't change.

In theory, it is possible for both an agent's scheduled and actual activity to change at the same time; but in practice, that will rarely happen.

Optimizer statistics track the "before" and "after" actual activity. For case 1, the actual activity before and after the scheduled activity change would be the same. For case 2, the "before" actual activity would be the actual activity before the status/activity change and the "after" actual activity would be the actual activity after the status/activity change.

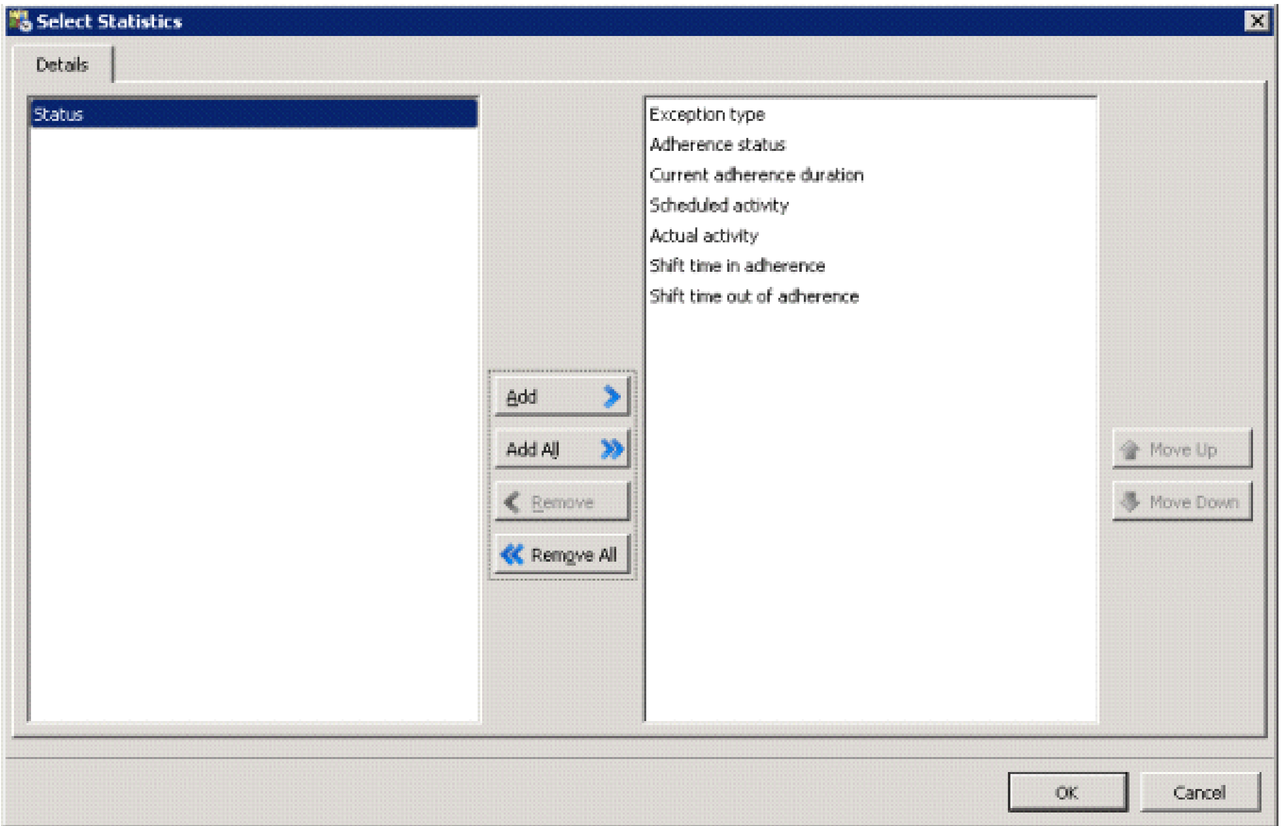
The "before" and "after" actual activities are relevant to the exception type. When an exception occurs, the before and after actual activities are examined and compared to not only the scheduled activity but also the previous and next scheduled activities:

- If the before actual activity is the same as the previous scheduled activity, the exception is **Late**. The thought is that the agent is still doing what they were last scheduled to do and are late in changing to the new scheduled activity.
- If the after actual activity is the same as the next scheduled activity, the exception is **Early**. The thought is that the agent started doing what they are next scheduled to do before they are scheduled to do it.
- It is possible for both conditions to be true. In that case, the exception would be **Late**.
- If the before actual activity doesn't match the previous scheduled activity and the after actual activity doesn't match the next scheduled activity, then the exception is **Unscheduled**.
- If there is no exception (the scheduled activity and actual activity match), then the exception type is **Unknown**.

Related Topics

Real-time Adherence view

Interaction Optimizer Statistics Selection dialog



Use this dialog to change the selection of statistics displayed in the Real Time Adherence view.

1. **Right-click** any statistic to open a shortcut menu.
2. Choose **Select Statistics...** to display this dialog.
3. The list on the left contains items that are not currently included in the view. The list on the right contains items selected for inclusion in the view.

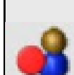
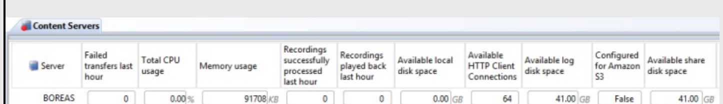
   Select statistics in the list on the left. Then click **Add** to move them to the other list. **Add All** selects all items for inclusion.

   Use **Move Up** and **Move Down** buttons to optionally change the display order of columns in the view.

   To exclude statistics from the view, select items in the list on the right. Then click **Remove**. The **Remove All** button excludes all statistics from the view, but at least one must be included.
4. Click **OK** when finished.

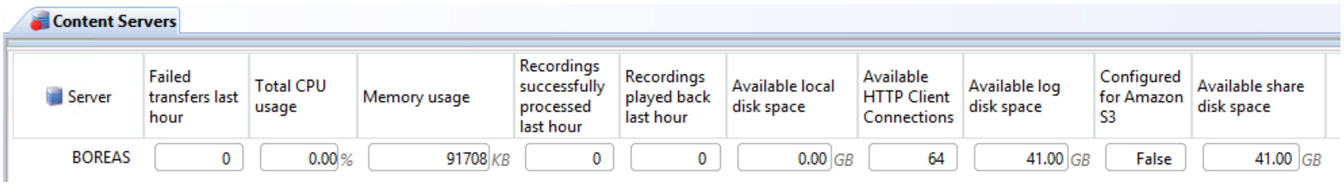
Interaction Recorder category

If this category does not appear when you add a view, contact your CIC System Administrator. See Licenses, Security and Access Control.

Icon	View Details	Appearance
	Content Servers view displays statistics that help determine the state of configured Remote Content Servers and Recorder Server. This view displays content servers statistics.	

Content Servers view

This view displays content servers statistics that help determine the state of configured Remote Content Servers and Recorder Server.

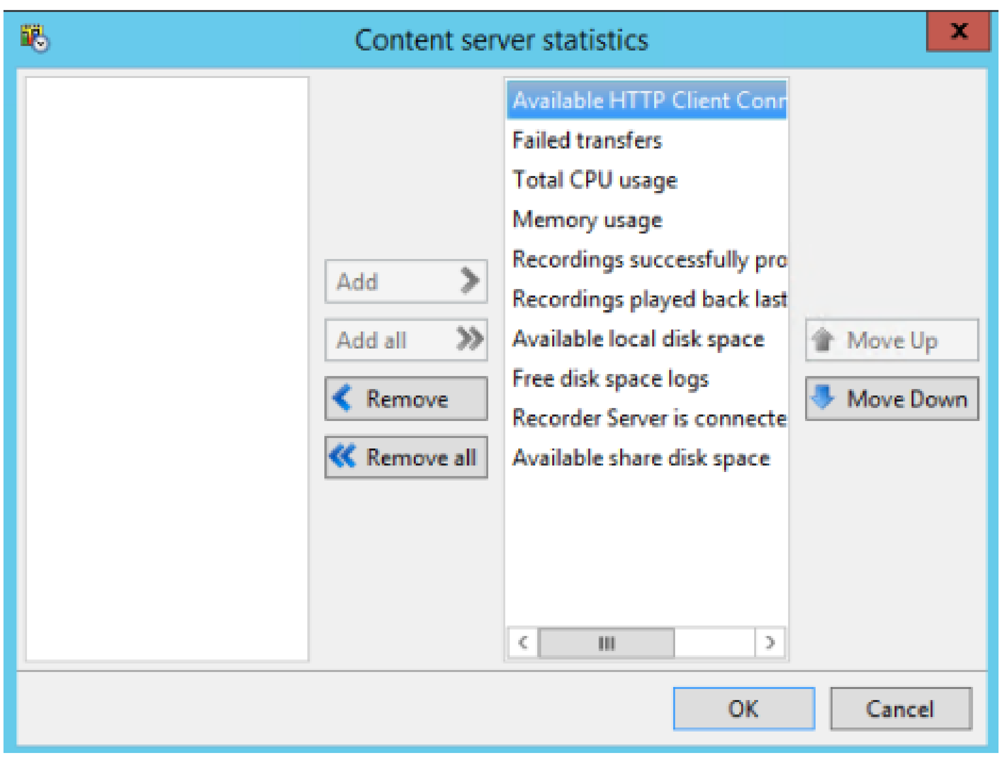


Add this view

1. Logon to IC Business Manager if you have not done so already.
2. Select an existing workspace from the **Workspaces** tab, or create a new workspace to host the view.
3. Select **New** > **View** from the **File** menu. The *Create New View* dialog appears, listing views by category or product. Licensing and station rights determine the availability of selections.
4. Select **Categories** from the *Group By* drop list.
5. Select the **Interaction Recorder** view category.
6. Select **Content Servers** from the list of views. Click **OK**. This view does not require parameters to be set.

Change statistics in this view

1. Right-click in the view to open its shortcut menu.
2. Select **Add/Remove Statistics…**
3. Use the **Content Server statistics** dialog to change columns displayed in the view.



4. Click **OK**.

Display Help for a statistic

1. Right-click the statistic to display the shortcut menu.
2. Select **Help**. The description of the statistic appears in the Statistic Help dialog.

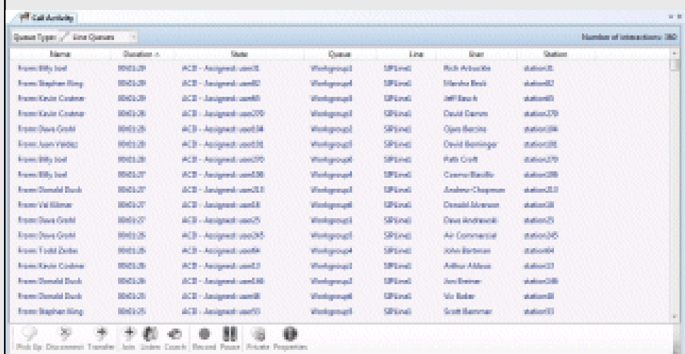
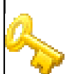
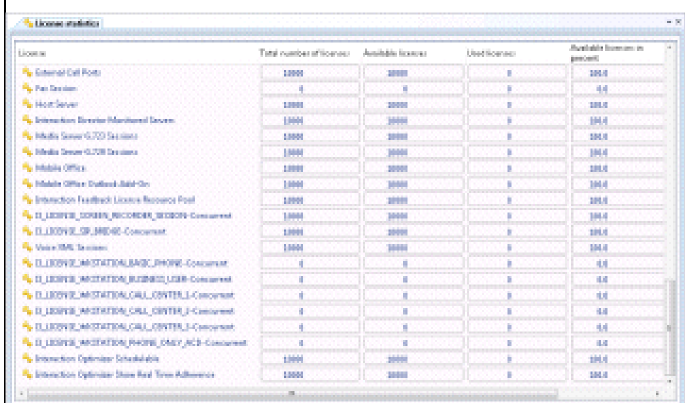
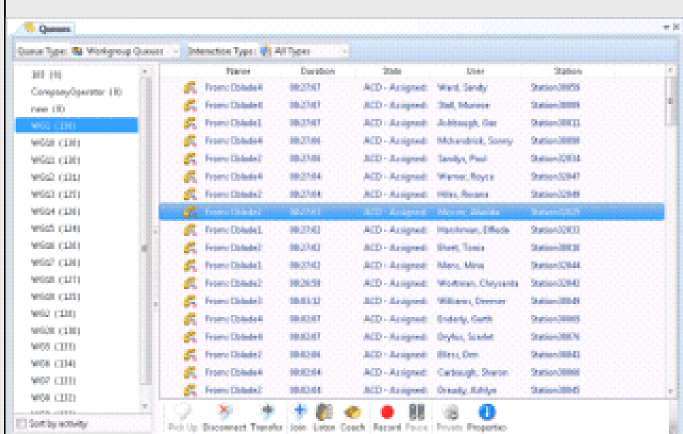
Set Alerts

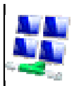
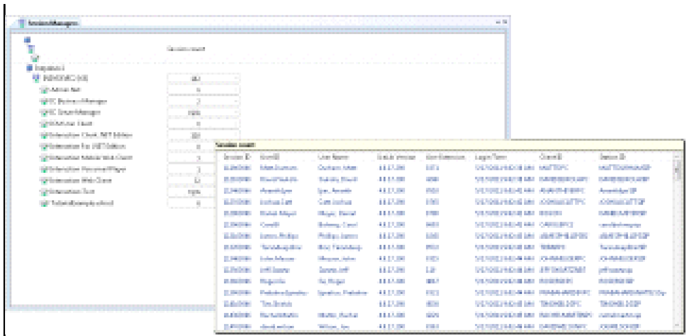
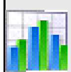
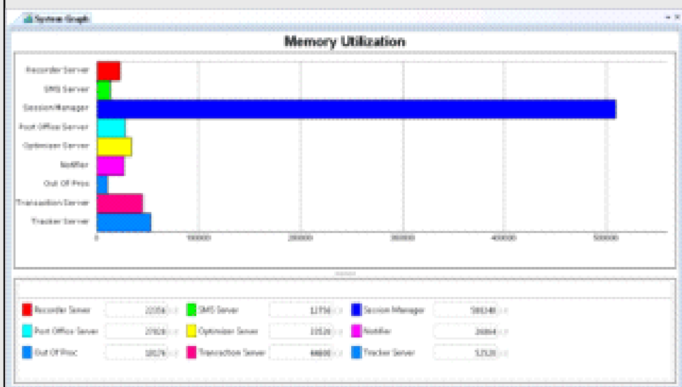
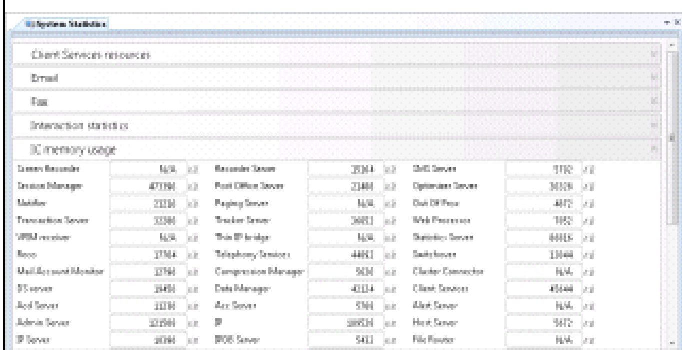
See manage alerts.

System Status category

Summary

System Status views monitor the health and performance of CIC servers. If this category does not appear when you add a view, contact your CIC System Administrator. See Licenses, Security and Access Control Rights for details.

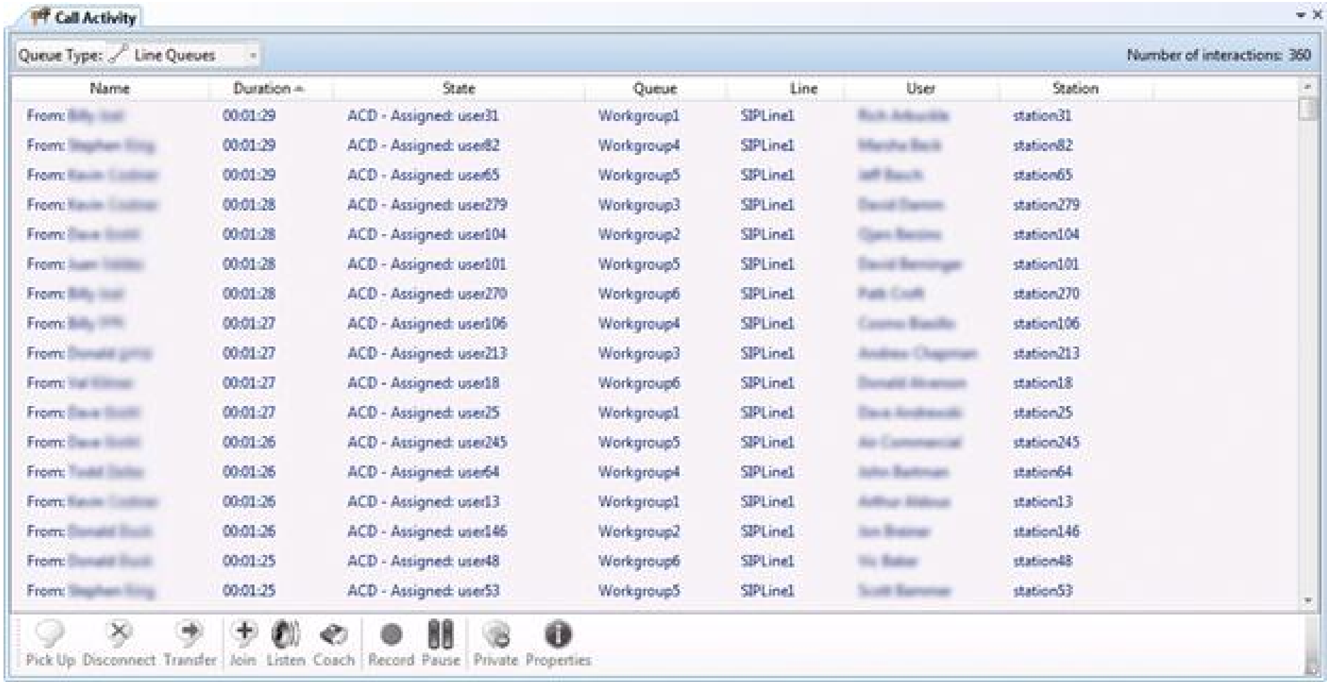
Icon	View Details	Appearance
	Call Activity The Call Activity view shows all activity in line or station queues.	
	License statistics Shows how many licenses an CIC system has, and how many of those have been consumed.	
	Queues Shows line, station, workgroup and user queues.	

	[Session Managers](#) Shows session managers and sessions.	
	[System Graph](#) Shows system statistics in a chart.	
	[System Statistics](#) Shows system statistics.	

Call Activity view

Summary

The **Call Activity** view displays activity in all line or station queues that the user has ACL rights to see. Disconnected interactions are immediately removed. Each row in this view displays a configurable set of [queue columns](#).



License Requirement

The "System Status Supervisor Plug-in" license is required, since the Call Activity view is part of the System Statistics module. If that license is revoked or never assigned, all views in the System Status category are unavailable.

Add this view

1. Logon to IC Business Manager if you have not done so already.
2. Select an existing workspace from the **Workspaces** tab, or create a new workspace to host the view.
3. Select **New** > **View** from the **File** menu. The *Create New View* dialog appears, listing views by category or product. Licensing and station rights determine the availability of selections.
4. Select **Categories** from the *Group By* drop list.
5. Select the **System Status** view category.
6. Select **Call Activity** from the list of views. Click **OK**. This view does not require parameters to be set.
7. Select **Line Queues** or **Station Queues** from the *Queue Type* box.

Display Line or Station activity

Select **Line Queues** or **Station Queues** from the **Queue Type** box. For either case, the view displays all lines or stations activity for which the user has ACL rights.

Call Action Control

Buttons in **Call Action Control toolbar** perform telephony actions on selections in the currently displayed queue. If an action cannot be performed, its button appears shaded. See Call Action Control for details.

Sort columns

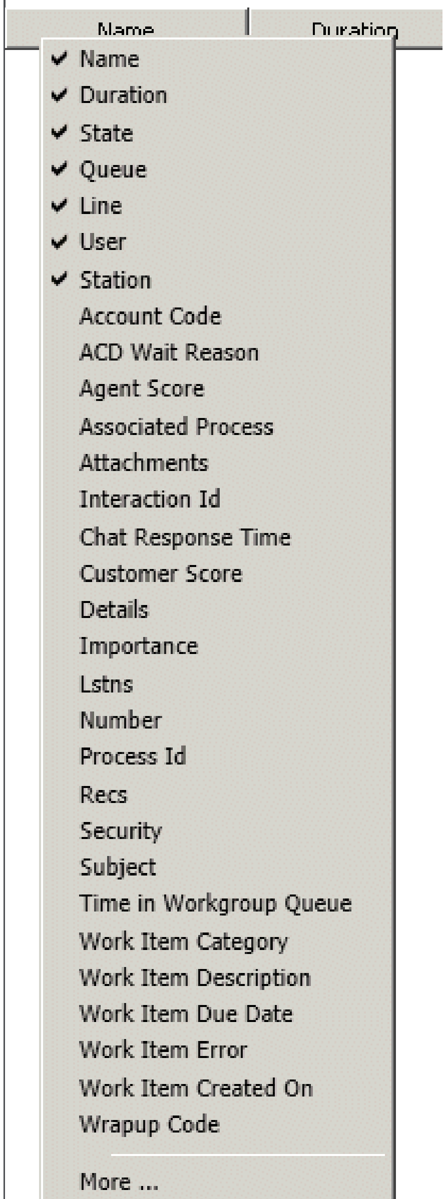
To change the sort order, click on a column heading to sort by that column. The last two previously sorted columns are used as sub sorts. Sorting is available on all displayed queue columns. Clicking on the header will select the queue column to sort and additional click on the same queue column header will toggle between ascending and descending order. Once the user selects a sort order, the interactions are sorted once every second in the requested order. It is therefore possible that an interaction appears in the wrong order for a maximum of 1 second before being sorted back in its proper place. This one second delay is built into all queues displayed by supervisor to handle thousands of interactions displayed.

Resize column width

To resize a column, drag the edge of a column heading left or right to narrow or widen the column.

Change columns displayed

To change the selection of queue columns displayed, **right-click** any column heading. This opens a shortcut menu that lists frequently-used columns. Checkboxes indicate whether a column is currently displayed in the view.



At this point, you may optionally select a column to include or exclude from the view. However, not all columns are listed in the shortcut menu.

To select from all available columns. Click **More...** The Queue Columns Selection dialog appears.

Use the dialog to select statistics to display, and their order of appearance in the Queues view.

Check or uncheck boxes to include or exclude items from the view. You can also press **Show** or **Hide** buttons to include or exclude items.

Optionally use the **Move Up** and **Move Down** buttons to modify the display order of queue columns. The higher a statistic is in the *Columns* list, the more leftmost that column will be in the view.

When you are finished, Click **OK** to apply your new column selections.

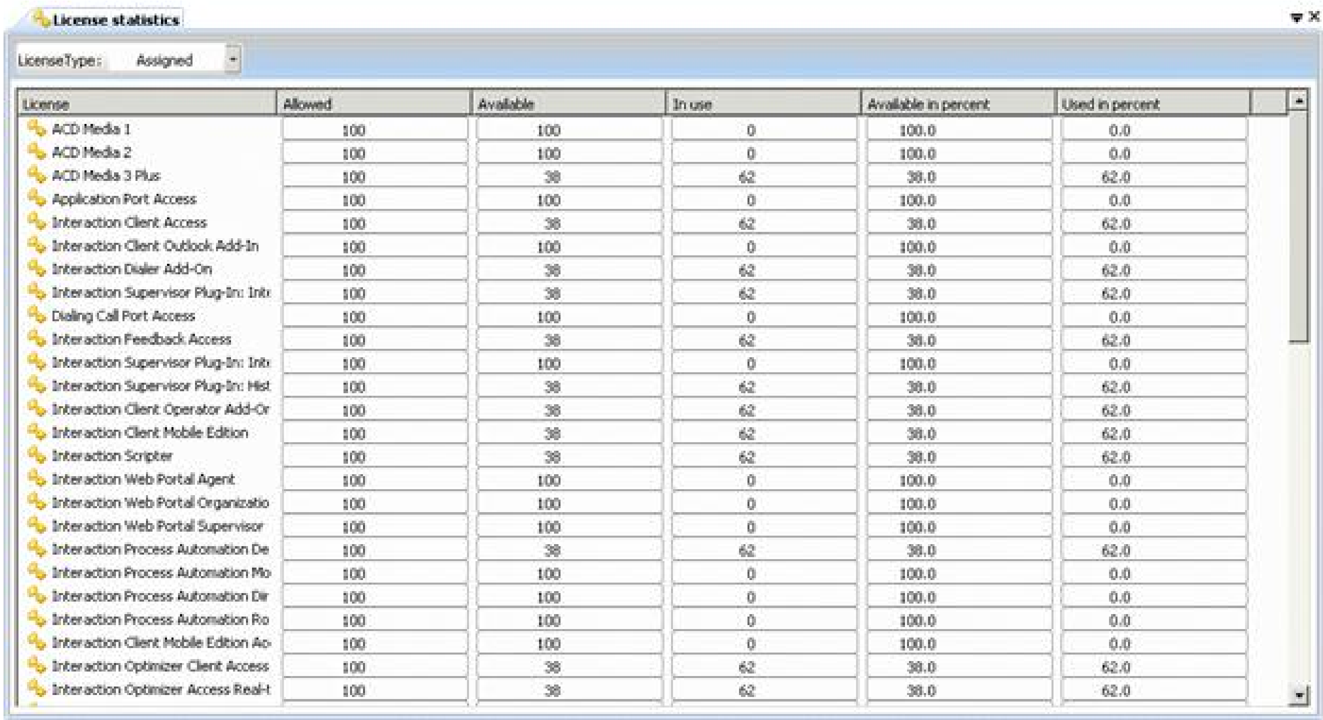
Set Alerts

See Manage Alerts.

License statistics view

Summary

The **License statistics** view shows how many licenses an CIC system has, and how many of those have been consumed. This allows the supervisor user to see how many licenses are currently in use and be alerted before a shortage of available licenses occurs.



License statistics

LicenseType: Assigned

License	Allowed	Available	In use	Available in percent	Used in percent
ACD Media 1	100	100	0	100.0	0.0
ACD Media 2	100	100	0	100.0	0.0
ACD Media 3 Plus	100	38	62	38.0	62.0
Application Port Access	100	100	0	100.0	0.0
Interaction Client Access	100	38	62	38.0	62.0
Interaction Client Outlook Add-In	100	100	0	100.0	0.0
Interaction Dialer Add-On	100	38	62	38.0	62.0
Interaction Supervisor Plug-In: Inte	100	38	62	38.0	62.0
Dialing Call Port Access	100	100	0	100.0	0.0
Interaction Feedback Access	100	38	62	38.0	62.0
Interaction Supervisor Plug-In: Inte	100	100	0	100.0	0.0
Interaction Supervisor Plug-In: Hist	100	38	62	38.0	62.0
Interaction Client Operator Add-Or	100	38	62	38.0	62.0
Interaction Client Mobile Edition	100	38	62	38.0	62.0
Interaction Scripter	100	38	62	38.0	62.0
Interaction Web Portal Agent	100	100	0	100.0	0.0
Interaction Web Portal Organizatio	100	100	0	100.0	0.0
Interaction Web Portal Supervisor	100	100	0	100.0	0.0
Interaction Process Automation De	100	38	62	38.0	62.0
Interaction Process Automation Mo	100	100	0	100.0	0.0
Interaction Process Automation Dir	100	100	0	100.0	0.0
Interaction Process Automation Ro	100	100	0	100.0	0.0
Interaction Client Mobile Edition Ac	100	100	0	100.0	0.0
Interaction Optimizer Client Access	100	38	62	38.0	62.0
Interaction Optimizer Access Real-t	100	38	62	38.0	62.0

Add this view

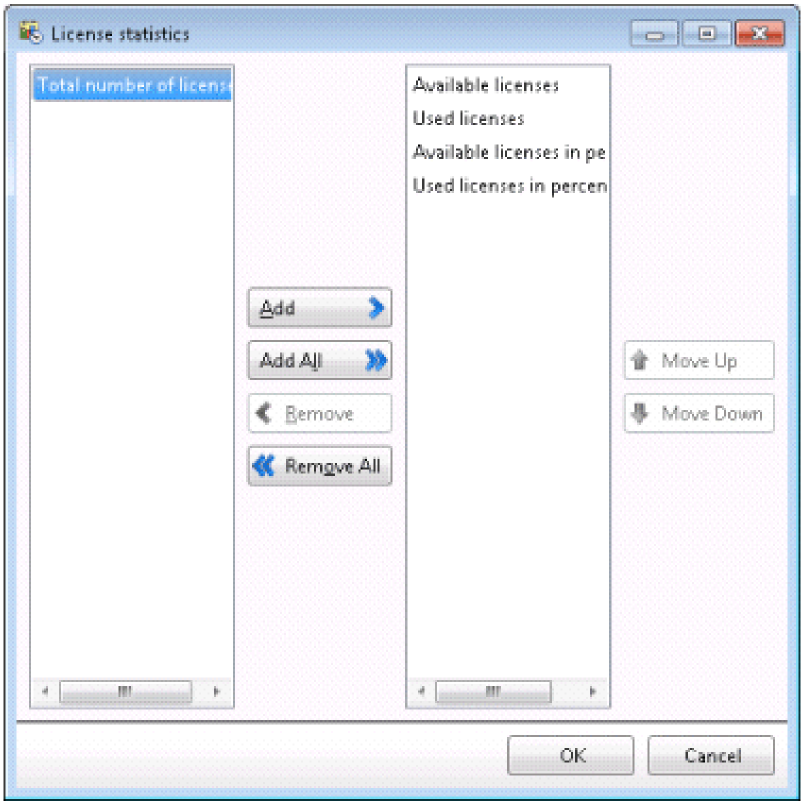
1. Logon to IC Business Manager if you have not done so already.
2. Select an existing workspace from the **Workspaces** tab, or create a new workspace to host the view.
3. Select **New** > **View** from the **File** menu. The *Create New View* dialog appears, listing views by category or product. Licensing and station rights determine the availability of selections.
4. Select **Categories** from the *Group By* drop list.
5. Select the **System Status** view category.
6. Select **License Statistics** from the list of views. Click **OK**. This view does not require parameters to be set.
7. Select **Assigned** or **Concurrent** from the License Type box.

Columns in this view

See Licenses for a list of CIC license and utilization statistics.

Change statistics in this view

1. Right-click in the view to open its shortcut menu.
2. Select **Add/Remove Statistics…**
3. Use the **License Statistics dialog** to change columns displayed in the view.



The License Statistics dialog.

4. Click **OK**.

To remove a single column from the view: right-click a column, then select **Remove Statistic** from the shortcut menu.

Display Help for a statistic

1. Right-click the statistic to display the shortcut menu.
2. Select **Help**. The description of the statistic appears in the Statistic Help dialog.

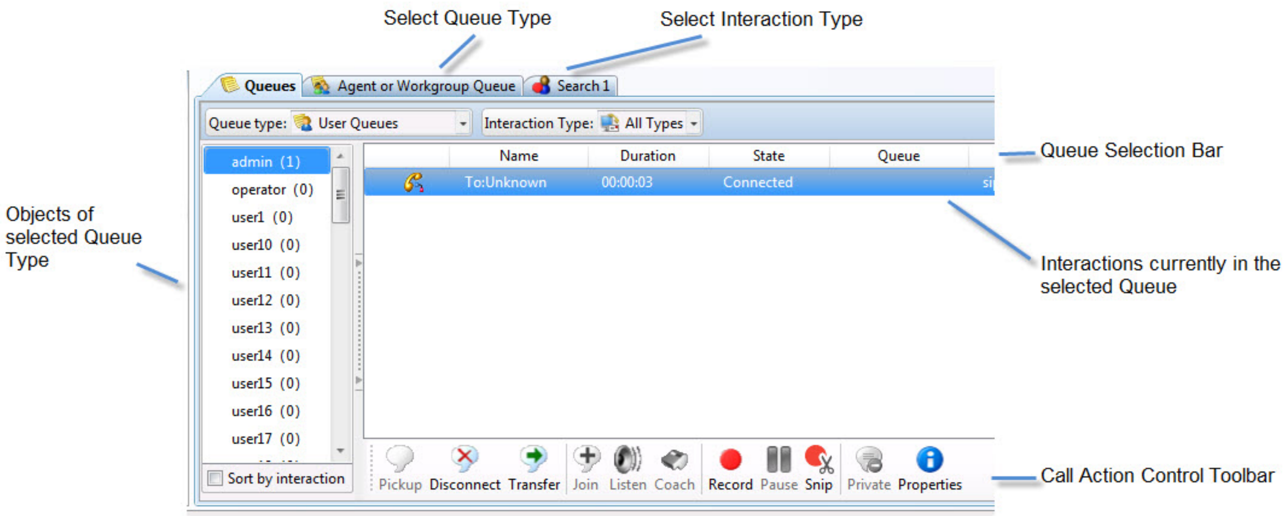
Set Alerts

See Manage Alerts.

Queues view

Summary

A queue is collection of interactions related to a user, station or workgroup. The **Queues** view allows a supervisor or manager to examine activity in line, station, user and workgroup queues. Interactions can be picked up, disconnected, placed on hold, joined, listened to, coached, recorded, or tagged as private. From this view, Agents can be given assistance with interactions in the different queues.



The main sections of this view are the Queue Selection Bar, Information display section with its list of objects belonging to the selected queue type, and Call Action Control.

Add this view

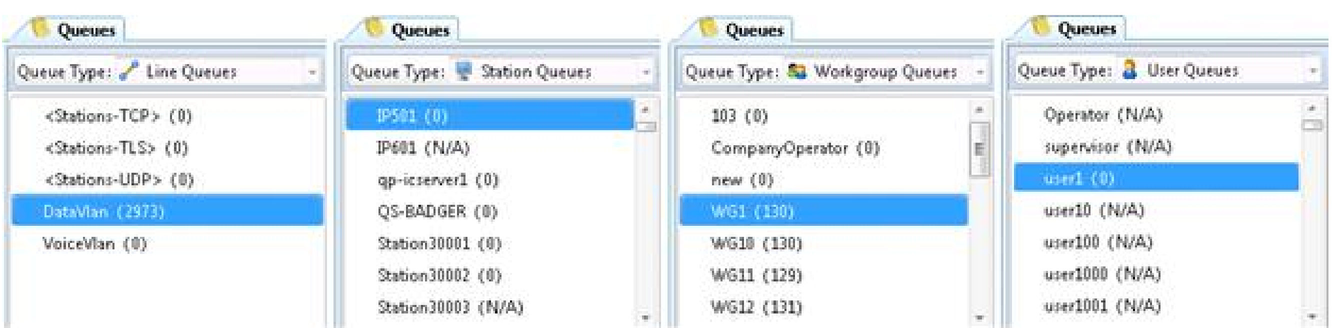
1. Logon to IC Business Manager if you have not done so already.
2. Select an existing workspace from the **Workspaces** tab, or create a new workspace to host the view.
3. Select **New** > **View** from the **File** menu. The **Create New View** dialog appears, listing views by category or product. Licensing and station rights determine the availability of selections.
4. Select **Categories** from the **Group By** drop list.
5. Select the **System Status** view category.
6. Select **Queues** from the list of views. Click **OK**.

Queue Selection Bar

The **Queue Selection Bar** at the top of the view selects the type of queue and type of queue object to display.

Queue Type drop list

Use the **Queue Type** drop list to select interactions associated with a line, station, user, or workgroup queue. Interactions from that queue will appear in the **Information display section** of the view, along with interaction counts for each queue. The figure below shows examples of each queue type.



If line, station, user, or workgroup queues are added, removed, or renamed while you are using Interaction Supervisor to view them, the Queues view must be closed and reopened to display the modifications.

Interaction Type drop list

The **Interaction Type** drop list filters the list of interactions to display a single type of queue objects, or objects of all interaction types.

All Types	Display queue objects of all types in the Information display section.
Call	Display only telephone calls currently in the selected queue.
Callback	Display only callback interactions that are currently in the selected queue. Callback interactions occur when agents call a customer in accordance with a callback request.
Chat	Display only chat interactions that are currently in the selected queue. Chat interactions allow users to interact by sending and receiving text, files, or URLs.
Email	Display only email interactions that are currently in the selected queue.
Instant Question	Display only instant question interactions that are currently in the selected queue. Instant Questions are an Interaction Web Tools interaction type that lets a Web site visitor open a single round-trip question and answer session with an agent.
Generic	Display only generic interaction objects that are currently in the selected queue.
Web	Display only web interactions that are currently in the selected queue.
Workflow Item	Display only workflow items that are currently in the selected queue.

Information display section

The **Information Display** section of the view has three panes:

1. The list control in the left pane displays the objects corresponding to the **Queue Type** combo box selection. For example, if you select **Station Queues** from the **Queue Type** drop list, a list of station queues will appear.
2. The right pane lists interactions currently in that queue.
3. Once you select an interaction, you can press Interaction buttons in the bottom pane to pick up, join, listen to, record, and perform other actions that you have been assigned rights to perform.

Call Action Control

Buttons in **Call Action Control toolbar** perform telephony actions on selections in the currently displayed queue. If an action cannot be performed, its button appears shaded. See Call Action Control for details.

Sort columns

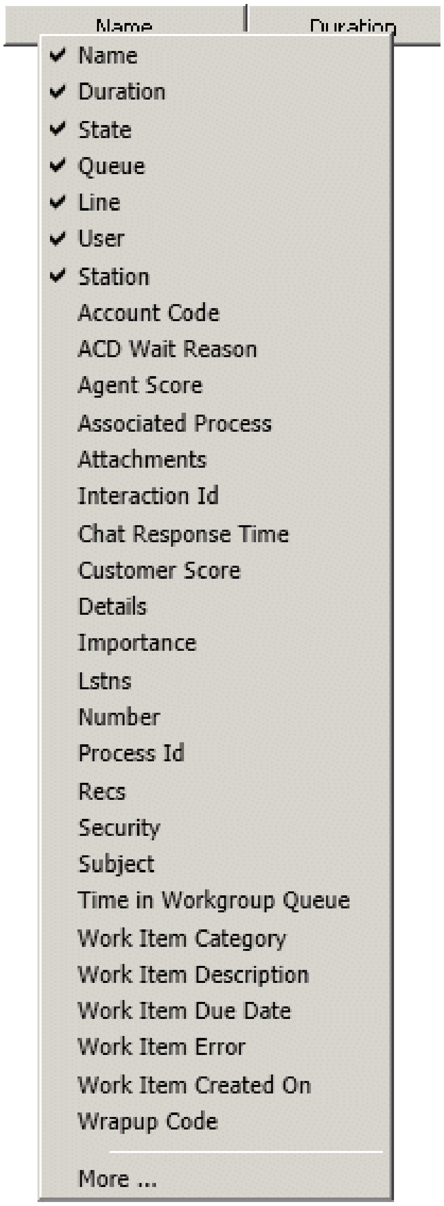
To change the sort order, click on a column heading to sort by that column. The last two previously sorted columns are used as sub sorts.

Resize column width

To resize a column, drag the edge of a column heading left or right to narrow or widen the column.

Change the columns displayed

To modify columns in the Queues view, **right-click** any column heading. This opens a shortcut menu that lists frequently-used columns. Checkboxes indicate whether a column is currently displayed in the view.



At this point, you may optionally select a column to include or exclude from the view. However, not all columns are listed in the shortcut menu.

To select from all available columns. Click **More...** The Queue Columns Selection dialog appears.

Use the dialog to select statistics to display, and their order of appearance in the Queues view.

Check or uncheck boxes to include or exclude items from the view. You can also press **Show** or **Hide** buttons to include or exclude items.

Optionally use the **Move Up** and **Move Down** buttons to modify the display order of queue columns. The higher a statistic is in the **Columns** list, the more leftmost that column will be in the view.

When you are finished, Click **OK** to apply your new column selections.

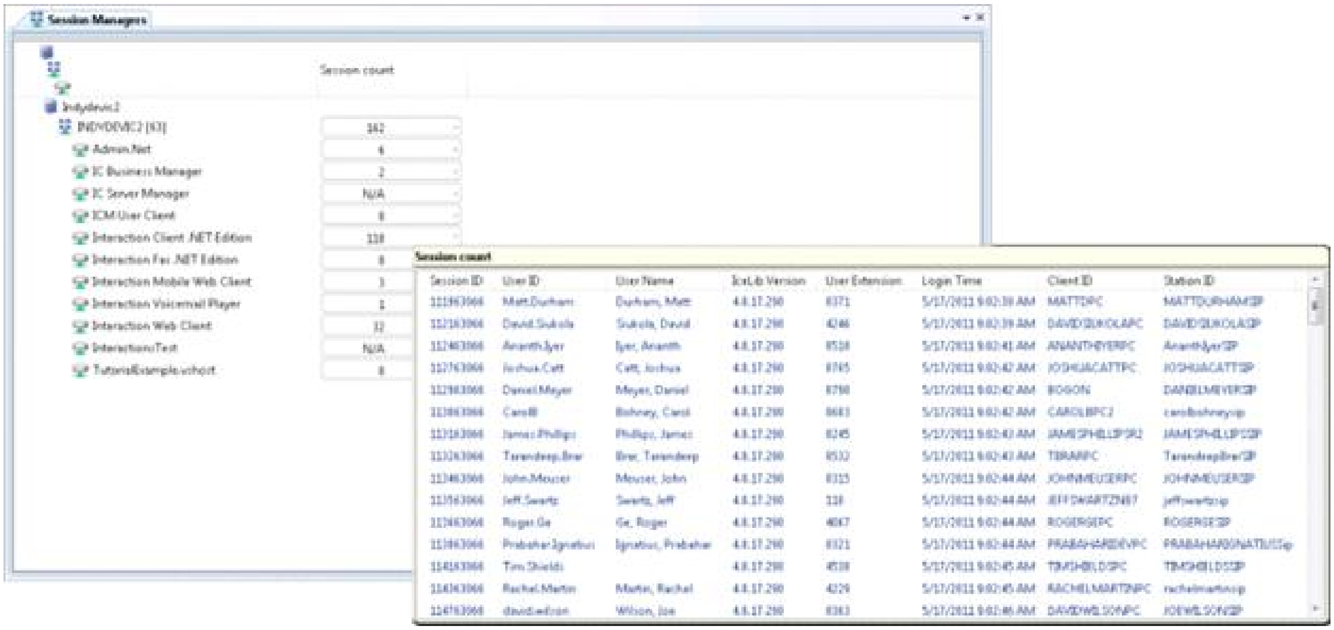
Set Alerts

See Manage Alerts.

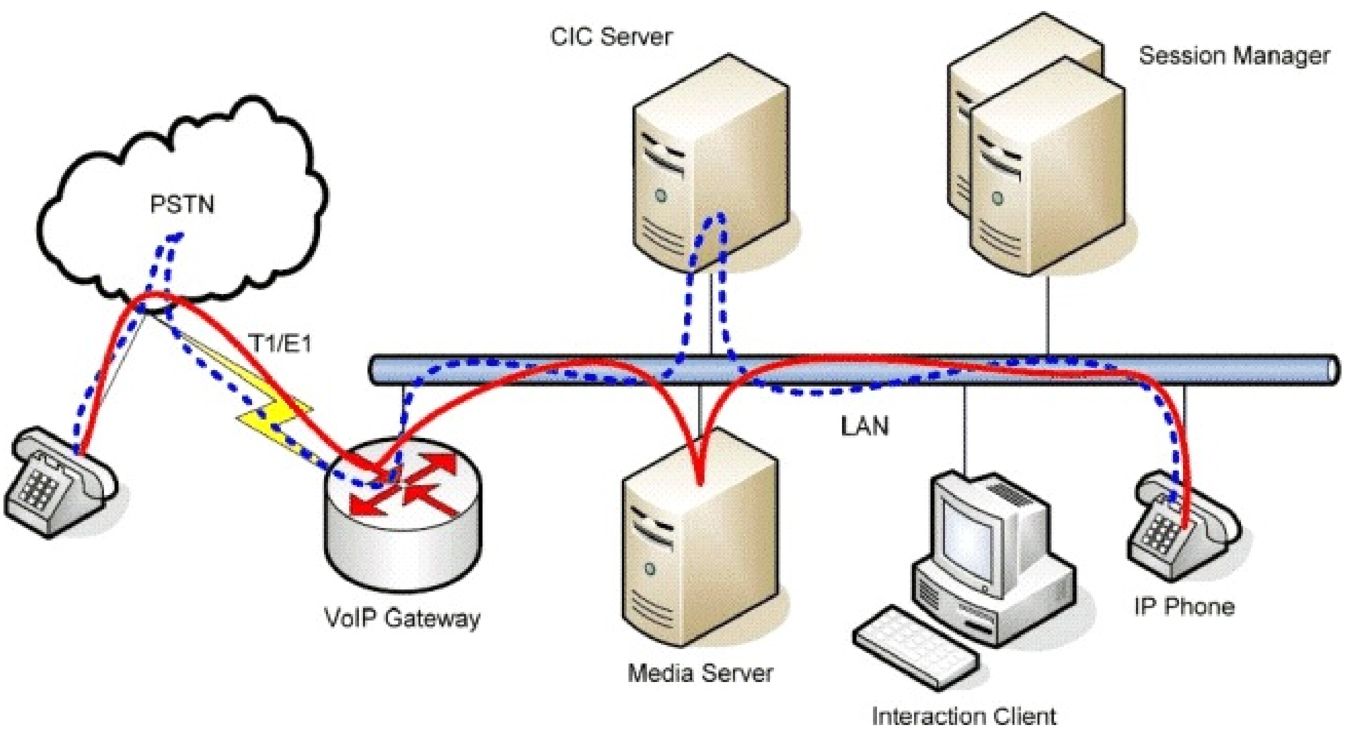
Session Managers view

Summary

The **Session Managers** view displays statistics collected by CIC *session managers*. Each session manager is a server-side subsystem that handles CIC work for a client application. Client apps do not use CIC components directly. Instead they connect via a Thin Bridge to a session manager that offloads the actual CIC work. Session managers cache data and provide other optimizations for thin clients. Generally speaking, session managers maintain the state and operation of CIC client applications.



Application products such as Interaction Client connect to the Interaction Center by way of server-side session managers. As the name implies, a session manager keeps track of all client-side sessions and is responsible for authentication, encryption, and other services. In particular, Session Manager allows for extremely low bandwidth utilization between client applications and the CIC server.



For example, the CIC clients and Session Manager work together in a variety of ways to keep network usage low. For example, the first time a user runs a CIC client; it downloads all the directory entries (people, phone numbers, etc.) configured for that user and creates an encrypted local cache. Thereafter, only updates are downloaded. Similarly, Session Manager transmits real time presence information to the CIC client so it can display the current status of users in the directory pages. The Session Manager architecture allows users to run CIC client even over extremely slow dialup connections.

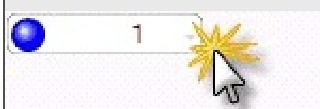
Ordinarily, a single instance of Session Manager runs on the main Interaction Center Platform server (e.g. the one running CIC). Such a configuration is generally suitable for up to one thousand or so concurrent connections of the CIC clients. In larger environments, Session Manager can be placed on its own server for extreme scalability and reliability.

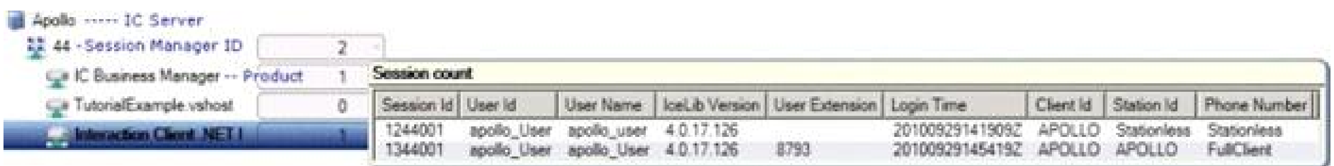
Add this view

1. Logon to IC Business Manager if you have not done so already.
2. Select an existing workspace from the **Workspaces** tab, or create a new workspace to host the view.
3. Select **New** > **View** from the **File** menu. The *Create New View* dialog appears, listing views by category or product. Licensing and station rights determine the availability of selections.
4. Select **Categories** from the *Group By* drop list.
5. Select the **System Status** view category.
6. Select **Session Managers** from the list of views. Click **OK**. This view does not require parameters to be set.

Details of this view

Since the **Session Managers view** displays status statistics collected by Session Managers, totals are provided for each Session Manager instance. Counts are maintained for each application connected to a session manager. The names of products (client applications) vary depending upon the method used to connect and other factors.

	The view displays servers, session manager IDs, and products hierarchically. To use this view, expand the **server**, **session manager**, and **product** you want to examine. Products expand to display a list of current users. This makes it possible to see who is using the CIC clients or IC Business Manager, for example, at any point in time.
	To display user sessions under a product, click the down arrow on the right side of the session count control. A pop-up window will appear to display the current sessions.



The **Session count window** is displayed until you click outside of it or change the focus to another window. To sort columns, click on column headers. An up or down arrow in the header indicates the ascending or descending order of the sort.

Session Count Column	Description
Session ID	Unique session ID.
User ID	CIC user account.
User name	Windows login name.
Icelib version	Version of the user IceLib library.
User extension	Phone number extension of the user.
Login time	Time the user was logged in, express as yyyymmddhhmmss.
Client ID	CIC client ID used.
Station ID	CIC station ID.
Phone number	Identifies type of CIC phone number registered to the station ID.

Session Count context menu

Right-clicking a row in the session count displays a context menu. Menu options include:

Copy line to clipboard

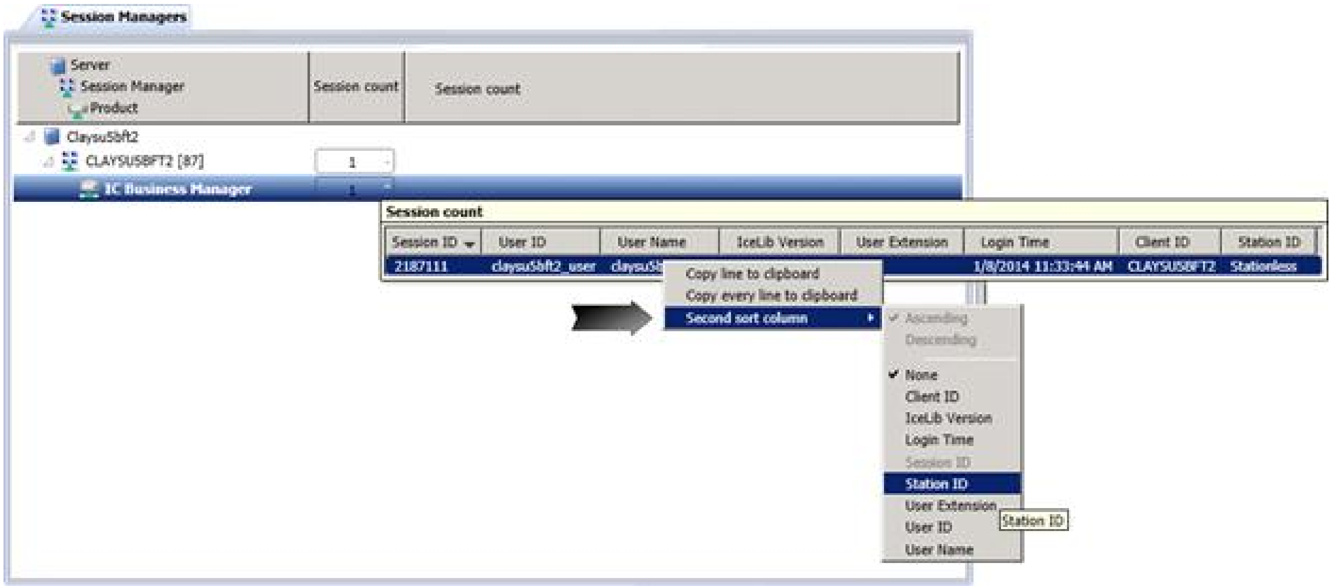
Copies the current row to the clipboard.

Copy every line to clipboard

Copies all rows to the clipboard.

Second sort column

Permits the user to select a secondary sort column and a secondary sort direction.



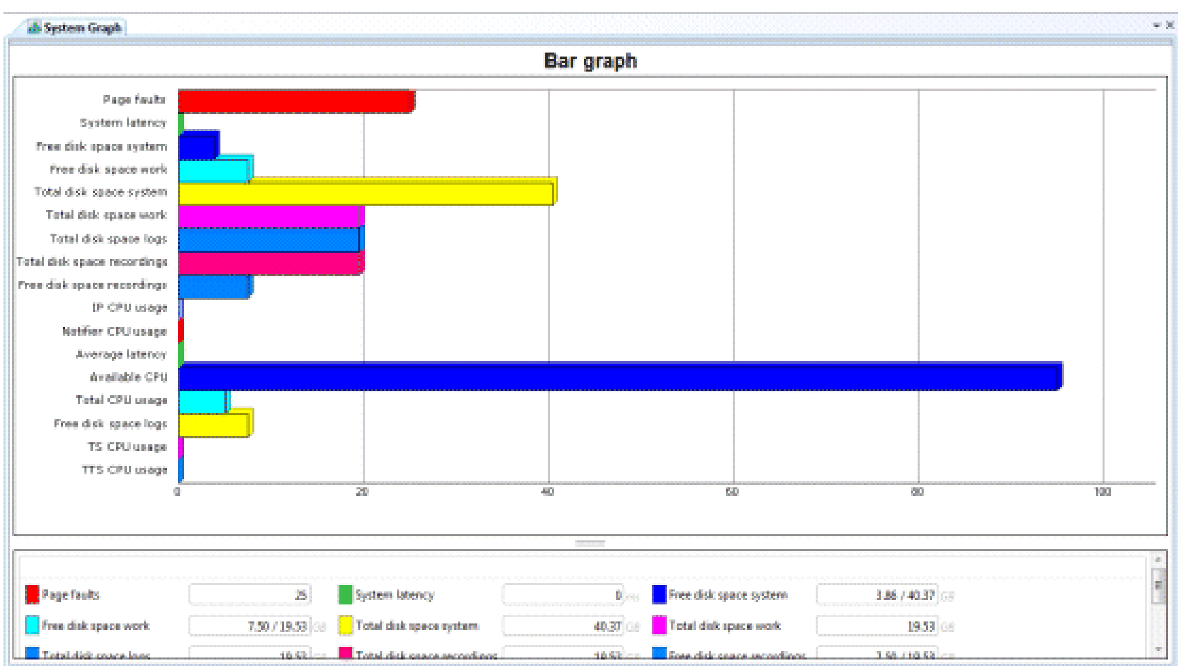
Set Alerts

See Manage Alerts.

System Graph view

Summary

System Graph views present the relation between different system statistics selected by the user for comparison. When a System Graph view is added, the System Statistics Selection dialog is presented, so that the user can pick and choose statistics from any of the available statistical categories.



Users are not required to select compatible statistics. For instance, a user can compare values displayed in gigabytes to values displayed as time and percentage. For this reason, graph views are most useful for comparing similar statistics of the same data type, or for watching real-time values of different data types.

Add this view

1. Logon to IC Business Manager if you have not done so already.
2. Select an existing workspace from the **Workspaces** tab, or create a new workspace to host the view.
3. Select **New** > **View** from the **File** menu. The *Create New View* dialog appears, listing views by category or product. Licensing and station rights determine the availability of selections.
4. Select **Categories** from the *Group By* drop list.
5. Select the **System Status** view category.
6. Select **System Graph** from the list of views. Click **OK**. The System Statistics Selection dialog appears.
7. Choose statistics from any of the available statistical categories by:
    a. Select a category in the leftmost list.
    b. Select items in the middle list. Then click **Add**. If you are not sure which statistics to select, briefly rest the mouse pointer over a statistic to display its description.
    c. Repeat steps a-c to add statistics from a different category.
8. 8. When you are finished, click **OK** to apply selections to the view.

Change statistics in this view

1. Right-click in the view to open its shortcut menu.
2. Select **Add/Remove Statistics…**
3. Use the System Statistics Selection dialog to modify which statistics are graphed.

Customize the Graph

See Chart Control.

Set Alerts

See Manage Alerts.

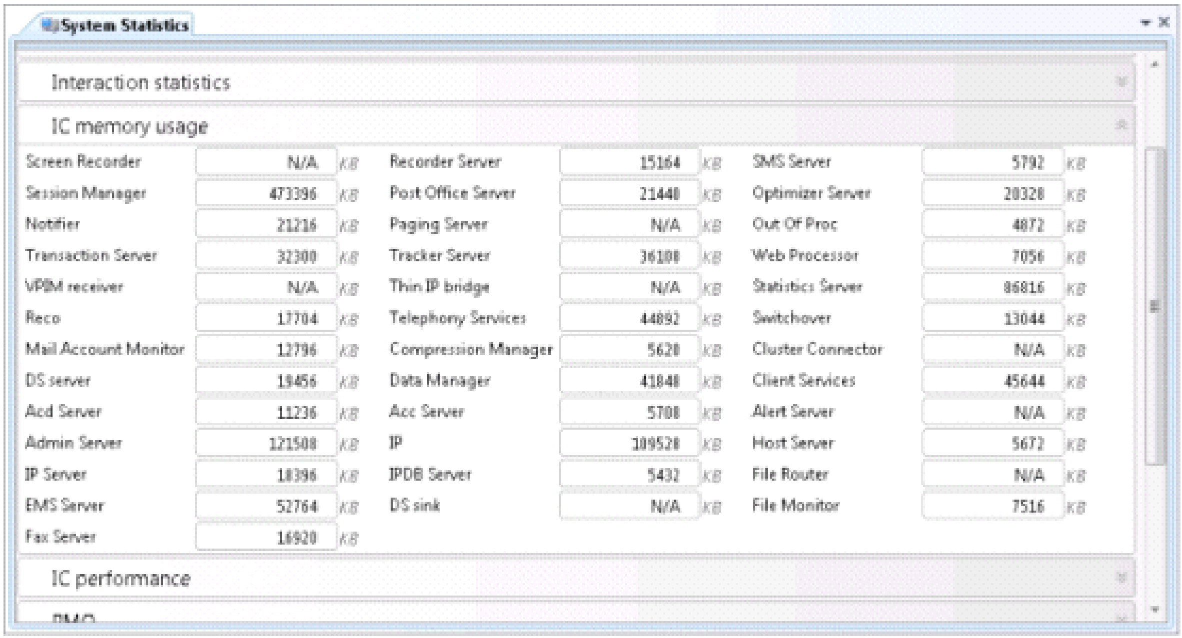
Display Help for a statistic

1. Right-click a statistic in the Legend below the graph to display a shortcut menu.
2. Select **Help**. The description of the statistic appears in the Statistic Help dialog.

System Statistics view

Summary

The **System Statistics** view reports activity in CIC subsystems and queues. System administrators use this view to monitor the health of an CIC server. Call Center administrators us it to monitor high-level accumulators of call center activity—calls, recordings, emails, and other interactions ranging from speech recognition to Fax transmissions.



This view uses expander controls to group statistics by category. To view statistics, click the label of an expander control. Clicking a second time collapses the region to conserve screen space. The statistical categories displayed in this view are summarized in the table below.

Add this view

1. Logon to IC Business Manager if you have not done so already.
2. Select an existing workspace from the **Workspaces** tab, or create a new workspace to host the view.
3. Select **New** > **View** from the **File** menu. The *Create New View* dialog appears, listing views by category or product. Licensing and station rights determine the availability of selections.
4. Select **Categories** from the *Group By* drop list.
5. Select the **System Status** view category.
6. Select **System Statistics** from the list of views. Click **OK**. This view does not require any parameters.

Statistical Categories in this view

Expanders grouped various metrics using the statistical categories in the table below.

Statistical Category	Type of information in Statistical Category
Client Services Resources	Number of resources that Client Services has available.
Email	Electronic mail routing activity in CIC.
Fax	Faxing operations in the CIC system.
Interaction Statistics	Current number of interactions by object type on the CIC system, and the currently longest interaction.
IC Memory Usage	Amount of memory that CIC subsystems are consuming.
IC Performance	Current health of the system in performance terms.
PMQ	Summary of activity in persistent message queues.
Recording	Activity in the voice recording sub-system.
Speech Recognition	Activity in the speech recognition subsystem.
IC System Status	General status of CIC, in terms of number of executing handlers, threads, errors, available text-to-speech sessions, and switchover events.
Tracker Server	Activity in the Tracker subsystem over the last 10 minute period.
Transaction Server	Activity in the Transaction Server subsystem over the last 10 minute period.

Change statistics in this view

1. Right-click in the view to open its shortcut menu.
2. Select **Add/Remove Statistics…**
3. Use the System Statistics Selection dialog to modify which statistics are graphed.

Display Help for a statistic

1. Right-click the statistic to display the shortcut menu.
2. Select **Help**. The description of the statistic appears in the Statistic Help dialog.

Set Alerts

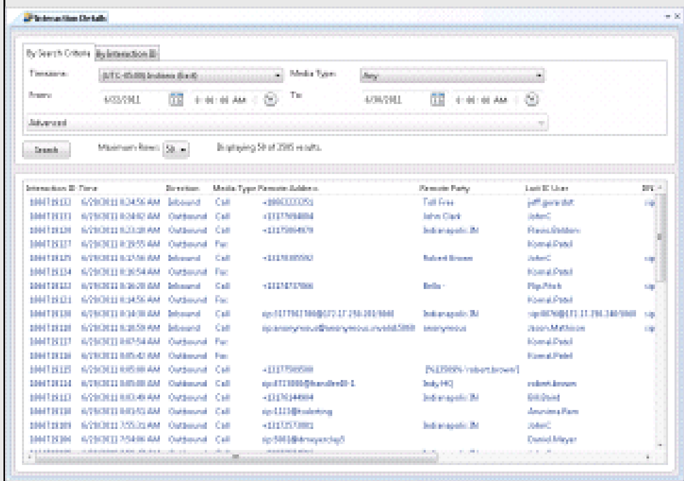
See Manage Alerts.

Interaction Tracker category

Summary

Interaction Tracker is an installed feature in Interaction Desktop, used to add, search and identify information about a customer. Information includes the customer's organization, department, and location. When a call comes arrives in the CIC client, a Reverse White Pages (RWP) lookup is automatically performed against the incoming Caller ID. If one or more matches are found, the call is then resolved to one unique Interaction Tracker contact.

The **Interaction Details** view provides the ability to search for an interaction and examine its details in IC Business Manager. This view makes it possible to see everything that happened during the lifetime of an interaction, without having to run a report. Users can drill-down into an interaction to examine its data, to view details about a specific call segment, or to examine all parties involved.

Icon	View Details	Appearance
	Interaction Details Provides ability to search for an interaction and examine its details. Query for interactions that are no longer in queue. Then drill down to display everything known about the interaction.	

Search features in this view query for interactions that are no longer in queue by: Interaction ID, Media Type, Date/Time, Direction, Last User, Last Workgroup, DNIS, Remote Number, or Remote Address. Once you have a query result, you can view details about an interaction, the segments within the interaction, and a brief overview of workgroups, local parties, and conference parties involved.

Required Access Right

The Tracker category icon is visible only when the user has been assigned the **View Interaction Details** security right in Interaction Administrator. Your CIC Administrator manages these rights to you.

1. In Interaction Administrator, select the **Users** container.
2. Open configuration entry for a user.
3. Select the **Security tab**.
4. Click the **Security Rights** button.
5. Select **User** from the **Category** drop list.
6. Scroll down to the **User Rights** section.
7. Check the *Has Right* box for **View Interaction Details**.
8. Click **Close** to dismiss the *Security Rights* dialog.
9. Click **OK** to dismiss the *User Configuration* dialog.

Data that the user can view

The Interaction Details view queries the site that the IC Business Manager user is logged in to. That is also the site where the user's permission to view the Interaction is configured. Users can view all interactions relating to that site, so long as they are logged into IC Business Manager and have the *View Interaction Details* security right.

If the user is allowed to log on across multiple sites in a multisite environment, and the *View Interaction Details* right is assigned on all sites, the user can view an interaction on each site he is logged in.

Interaction Details view

Summary

This topic explains how to use the **Interaction Details** view to search for an interaction and examine its details. You can search by **Interaction ID**, which is a number that uniquely identifies an object of any media type, such as a telephone call, fax, callback, chat, etc.

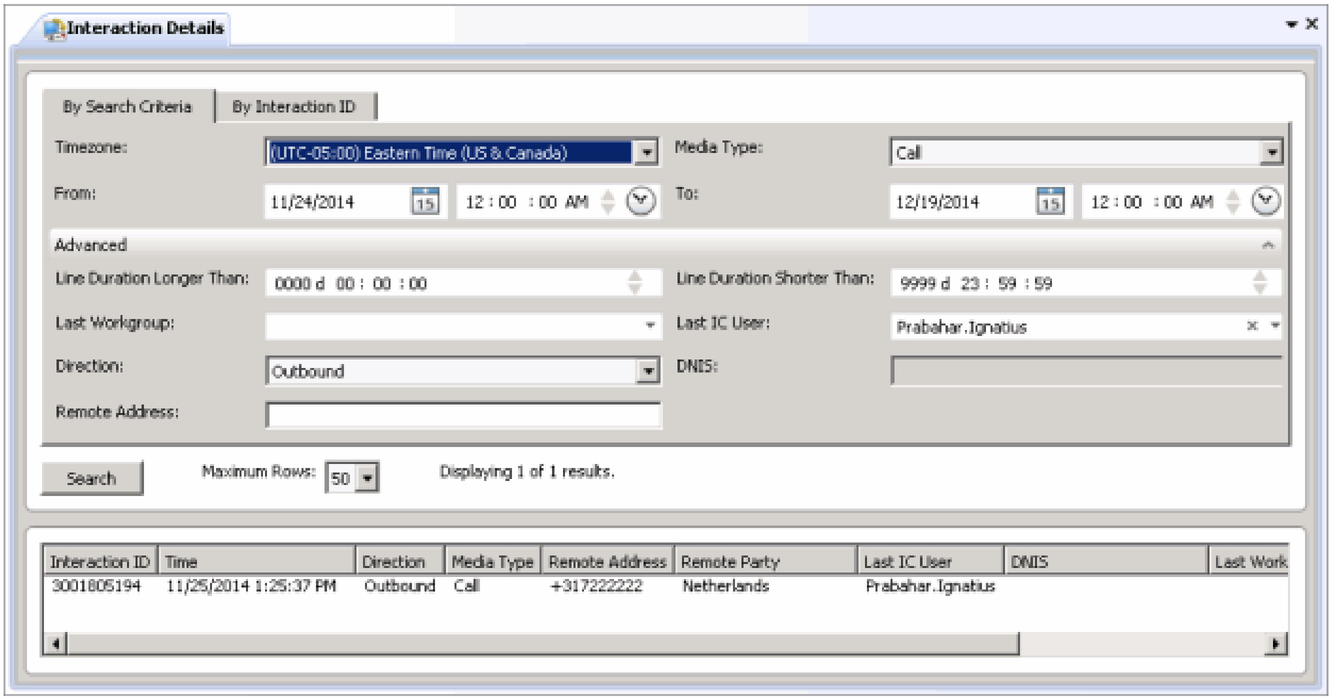
You can also locate records using **Search Criteria.** Simple search criteria find matches for a specific time zone, media type, and date/time range. For example, you can pull up a list of callbacks placed in the Indiana East time zone that occurred yesterday between 4:30 and 5:00 PM.

Clicking the **Advanced** expander control reveals additional search parameters. You can look for durations longer than or shorter than a specified range, last workgroup the object was on, last user interaction, call direction, and even the address of the remote user. These options are discussed later in this topic.

Master page

The Interaction Details view uses a master/detail format, implemented in two screens:

When you add this view, its **master page** appears, offering search options and a grid for displaying search results. Tabs at the top of the master page allow searching by criteria or Interaction ID. You can control the number of records returned by selecting a maximum number in the *Maximum Rows* box. The grid can display up to 1000 records at one time. Your query may not return that many, however. Clicking on a column heading sorts the list of results by that column. To execute a query, specify search parameters or an Interaction ID. Then click the **Search** button.

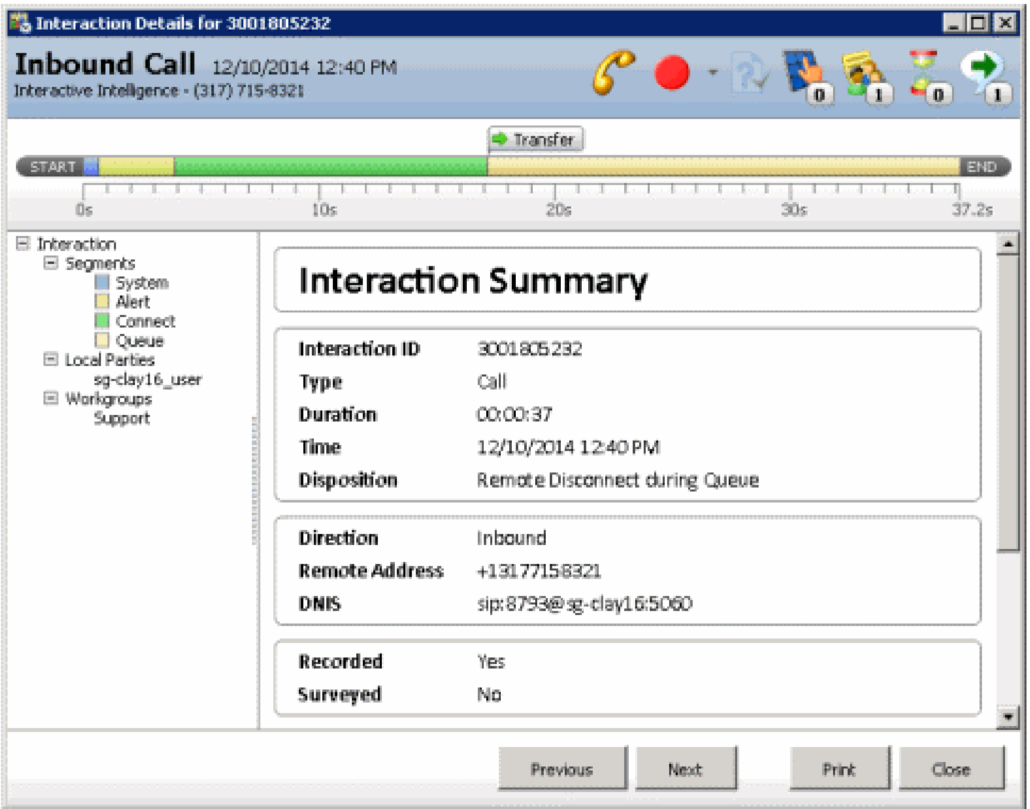


Interaction Details dialog

To display everything known about a particular interaction, double-click a row in the search results.

This opens the **Interaction Details dialog**, which offers a simple way to drill-down and examine data. By clicking items in the tree control, you can view specific interaction details, ranging from details of the entire interaction, to details about specific segments or parties involved.

A color-coded timeline at the top of the dialog provides “at a glance” information, such as the media type (call, e-mail, fax, etc.), whether the call was recorded or surveyed, and counts for the number of times the interaction was in IVR, in queue, held, or transferred. These details can be printed. This makes it easy to analyze everything that happened during the lifetime of an interaction, without having to run a report.



Add this view

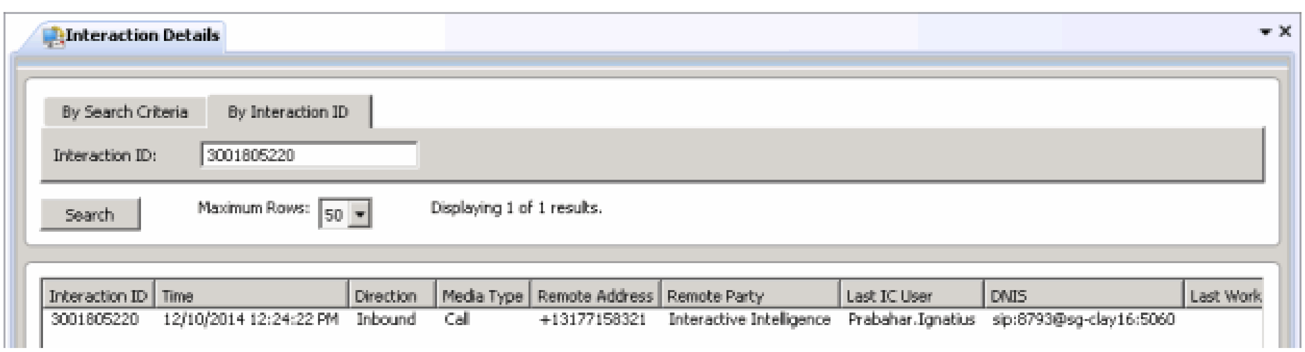
1. Logon to IC Business Manager if you have not done so already.
2. Select an existing workspace from the **Workspaces** tab, or create a new workspace to host the view.
3. Select **New View** from the **File** menu. The *Create New View* dialog appears, listing views by category or product. Licensing and station rights determine the availability of selections.
4. Select **Categories** from the *Group By* drop list.
5. Select the **Interaction Tracker** view category.
6. Select **Interaction Details** from the list of views. Click **OK**.

Master Page (Query options and search results)

Let's examine the master page in detail. When you add the view, this screen allows you to query and view results. You can Search by Interaction ID or use Search Criteria. Once you have a query result, you can drill down into an interaction's data.

To search by Interaction ID

1. Click the **By Interaction ID** tab.

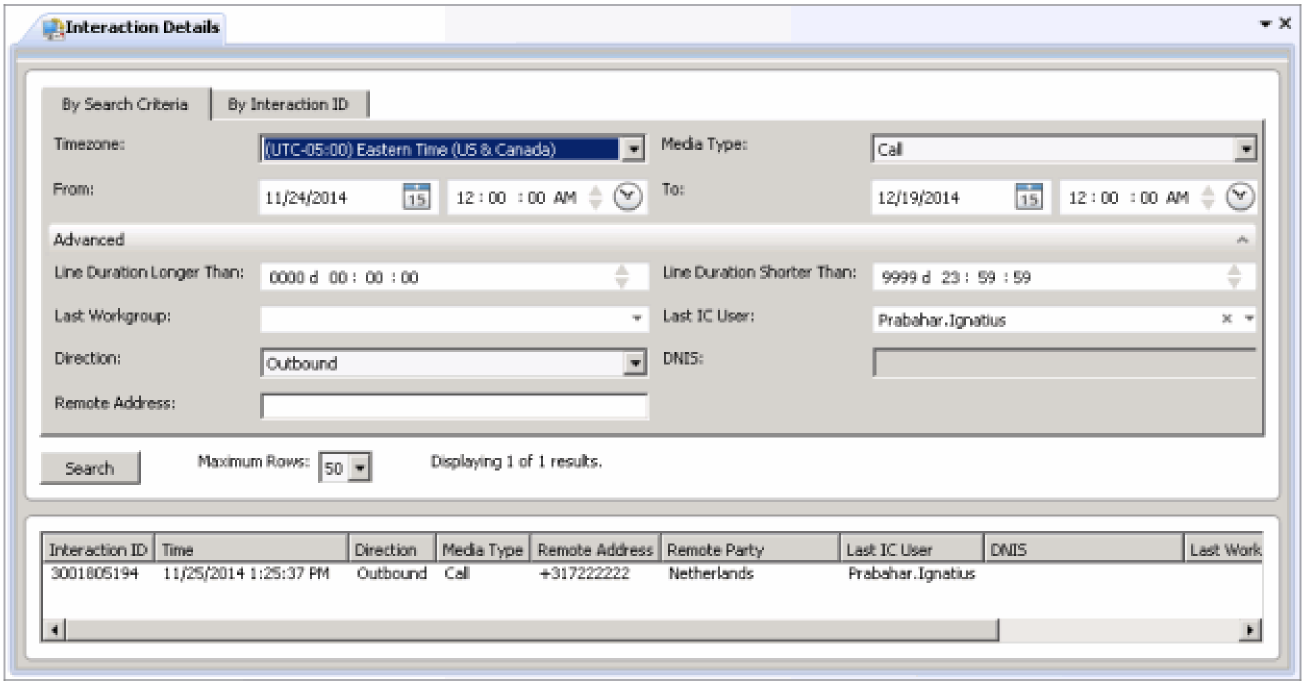


2. Type an **Interaction ID** in the text box.

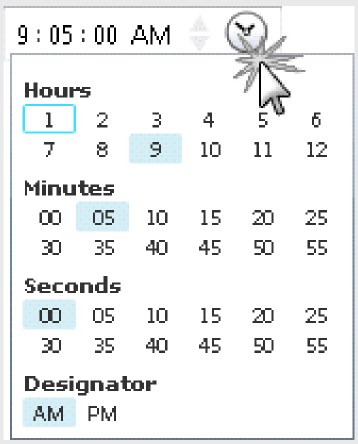
3. Click **Search**. The search result will appear in the grid. Double-click a row to view details of the Interaction. See Details Page below.

To use Search Criteria

1. Click the **By Search Criteria** tab.



2. Set any combination of search criteria:

Search Criterion	Description
Timezone	Selects time zone of interactions to find. The "From" and "To" search fields use time zone when selecting records. For example, you might select Mountain Time if a customer in Denver called at 5 pm (his time), and you are in a different time zone.
Media Type	Filters to retrieve interactions of a particular media type. The default is "Any", but you can limit the search to telephone calls, callbacks, chats, emails, fax, generic interactions, Monitored Object, SMS (Simple Message Service) messages, social conversation, social direct message, workflow objects, and interactions where the media type could not be determined (Unknown).
From/To	Use **From** and **To** time selection controls to query for interactions that occurred between specific dates and times of day. To set a date, click the **calendar icon**. Then choose a day of the month.  To set a time, click the **clock icon**. Then set the time of day by choosing the hour, minute, second, and AM/PM designator. 
Line Duration Longer Than/Shorter Than	Duration controls scope the search to an amount of time that the interaction consumed from start to finish. For example, you might query for calls longer than 30 minutes, or shorter than 1 minute. Duration is set in days, hours, minutes, and seconds. You can type values in each segment of the input field, or select a portion and use up and down arrows to increment or decrement values.
Last Workgroup	Selects only interactions that were most recently on a specified workgroup queue.
Last CIC User	Selects only interactions that were most recently processed by a specific user.
Direction	Scopes the search to call direction (Inbound, Outbound, Intercom, Unknown, or Any). "Unknown" selects only those interactions whose call direction could not be determined.
DNIS	Scopes the search to the telephone number dialed. Wildcard text can be specified in this field using % as the wildcard character.
Remote Address	Scopes the search to the address of the remote party in a phone call or chat. This can be the telephone number or IP address. Wildcard text can be specified in this field using % as the wildcard character.

3. Optionally limit the number of rows returned by selecting from the **Maximum Rows** list box.
4. Click **Search**. Query results will appear in the grid below search options.

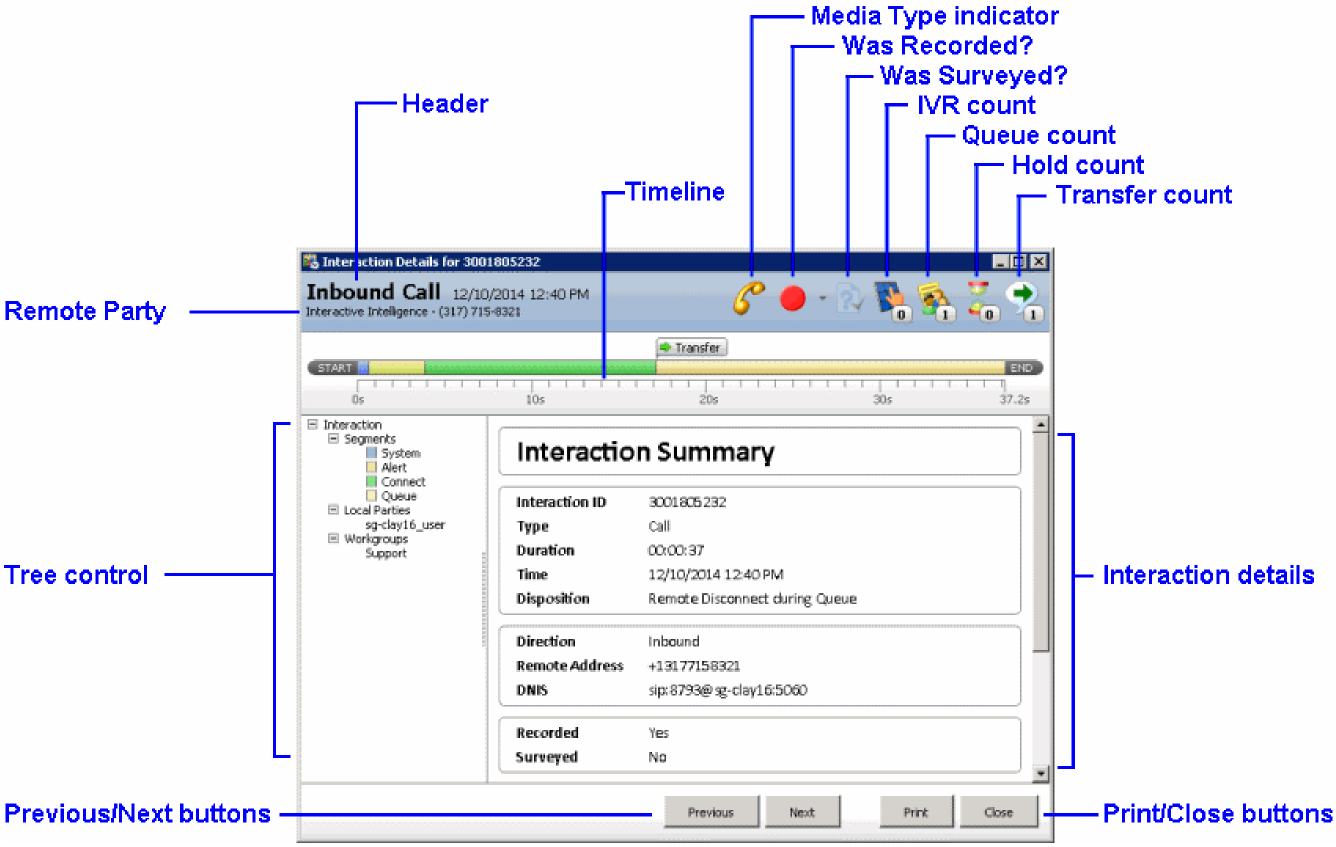
Details Page

Once you have a query result, you can drill down into an interaction's data. To do this, double-click any row of data returned by a search. See Interaction Details dialog.

Interaction Details dialog

Summary

The **Interaction Details dialog** appears when a search result is double-clicked in an Interaction Details view. This dialog summarizes what happened during the lifetime of the interaction. This dialog is sometimes called the **Interaction Detail Viewer**.

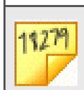
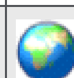
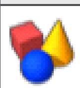
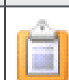
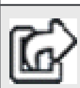


User Interface Elements

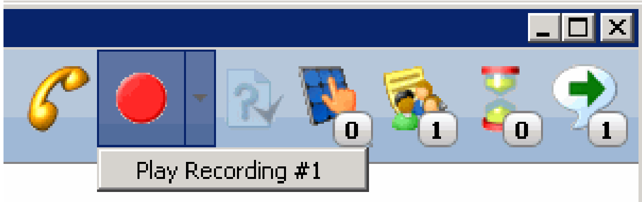
Header

The header at the top of the page displays general details such as direction, the date and time when the interaction occurred, and the name of the remote party. Icons in the head provide "at a glance" information, such as the media type (call, e-mail, fax, etc.), whether the call was recorded or surveyed, and counts for the number of times the interaction was in IVR, in queue, held, or transferred.

The Media Type indicator displays a graphic for each media type:

	Call interaction		Email interaction		Blind Transfer
	Callback interaction		Instant Question interaction		Web interaction
	Chat interaction		Generic interaction, SMS interaction, or Fax interaction		Workflow interaction
	Social Conversation		Social Direct Message		

The **Recording indicator** includes a drop-down list control that enables you to playback stored recordings of this interaction in the **Recorded Media Viewer** . Recordings include the following media types: phone calls, e-mail messages, chats, and screen recordings. For more information about interaction recordings and playback, see the Interaction Recorder Client help in the PureConnect Documentation Library.



Tree control

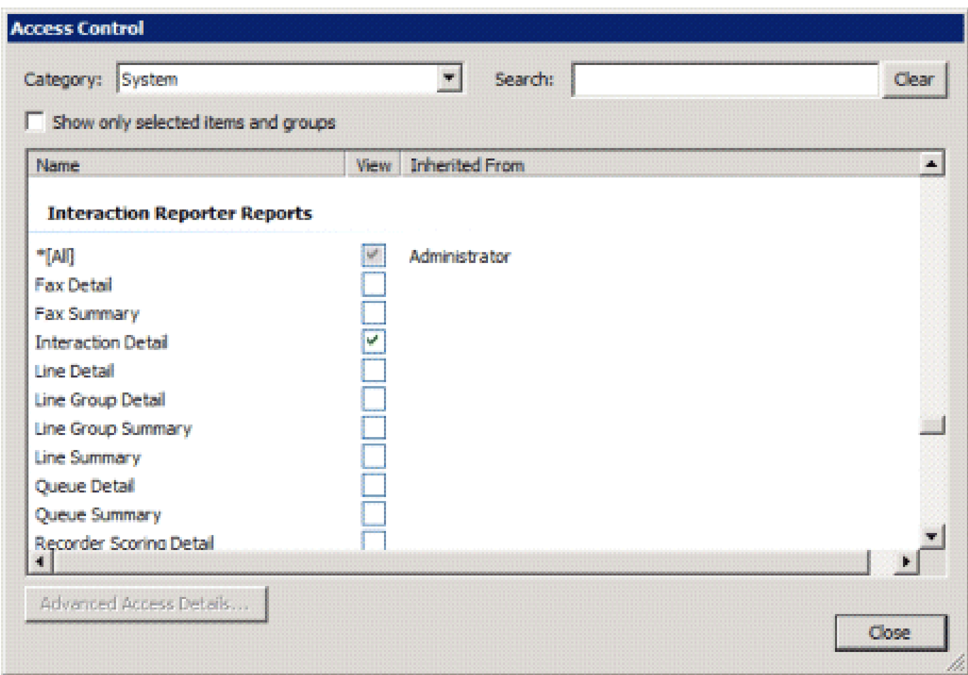
The tree control makes it possible to drill-down and examine data. When you select nodes in the tree control, the dialog displays different details, ranging from details of the entire interaction, to details about specific segments or parties involved. When a node in the tree is selected, the timeline displays the duration in seconds that corresponds to the selected segment.

The top-level Interaction node summarizes the entire interaction. It has three child nodes:

- The Segments node displays each segment of the Interaction in top-down chronological order. Segments identify each processing passage of the interaction.
- The Local Parties node lists names of local parties who participated in the interaction, sorted alphabetically.
- The Workgroups node identifies each workgroup that the Interaction passed through, where applicable.

Print button

Generates hardcopy of interaction details.



I3_ATTR_RIGHT_VIEW_HISTORICAL_REPORTS

Close button

Dismisses the Interaction Details dialog.

Interaction node

The table below summarizes data items displayed when the **Interaction** node is selected.

Data Item	Description
Interaction ID	The number assigned by CIC that uniquely identifies this Interaction.
Type	The interaction type: call, callback, chat, email, fax, generic interaction, Instant Question, SMS message, web collaboration, workflow object, or unknown interaction type.
Duration	The total duration of the interaction.
Time	The date and time of the interaction.
Disposition	The general outcome of the interaction. See How interactions are dispositioned using segment detail data.
Direction	The call direction: Inbound, Outbound, Intercom, or Unknown if call direction could not be determined.
Remote Address	The address of the remote party in a phone call or chat. This is a telephone number or IP address.
DNIS	Telephone number dialed.
Recorded	Yes or No, to indicate whether this interaction was recorded.
Surveyed	Yes or No, to indicate whether an Interaction Feedback survey was conducted.
Remote Party	Name of the remote party, if it can be determined.
Local Parties	Name(s) of local participants in the interaction.
Call Log Expander	Displays entries written to the call log during the lifetime of the interaction.
Advanced	This expander displays details from Interaction Tracker, intended for system integrators and developers who use the IceLib API. This raw data should be ignored by Supervisor users. For more information about this view of the entire Interaction Summary table, refer to "Interaction Summary table" in Appendix E of the CIC Data Dictionary. For your convenience, portions of this appendix were reproduced in this document. See InteractionSummary table.

Segments node

The **Segments** node displays each segment of the Interaction in top-down chronological order. Segments identify each processing passage of the interaction. The possible segments are:

Segment Name	Description
System	Used whenever the interaction is in system state, this segment indicates that the interaction is interacting with CIC (for example, interacting with IVR). In some cases this is a transient event of the interaction as well. This segment represents the duration of the event.
Queue	Used whenever the interaction is added to the Workgroup queue, this segment represents the duration that the interaction waited in the workgroup queue.
Alert	Used whenever the interaction is alerting a CIC user or CIC station. This represents the duration—how long the interaction is alerting the CIC user or CIC station.
Hold	Used whenever the interaction state changes to Hold. This represents the duration of the interaction in a Hold state.
Connect	Used when there is a two connected participants in the interaction. This represents how long the interaction is in Connected state. The participants can be CIC users, CIC stations or remote persons.
ACW	Used when After Call Work (ACW) is done by the Agent who handled an ACD-routed interaction. This represents the duration—how long the agent is in follow up state after the ACD interaction. This pertains to the very first follow up work handled by the ACD Agent. If the agent follows up multiple times after the ACD interaction, the other follow up intervals are **not** included. Also note that this is not an interaction state. It merely ties the initial Follow Up work completed by the agent for his last ACD interaction
Messaging	Used whenever the interaction is in Messaging/Voicemail state. This represents the duration (how long the interaction is in messaging state). Messaging can happen before or after the interaction is connected the CIC user or CIC station.
IVR	This represents how long the interaction is in an IVR application. By default this measurement is not captured. Handler customization is required to capture IVR duration. The CIC administrator or a handler developer must modify the IVR application to indicate when the interaction is entering the IVR.
Dialing	Represents how long the telephone call is in dialing/proceeding state. This segment is only applicable to external/outbound telephone calls.
External Transfer	Represents how long two remote parties communicated using CIC system. This happens when an inbound interaction is transferred to the remote person.
Conference	Represents how long a participant (CIC user or external User) participated in a conference. This is only applicable for telephone calls.
Consult	Not currently used, but may be added in a future release, to indicate a consulting telephone call between the two entities in the system. One entity will be Agent and another one is an Agent or remote person (non-IC user).
Suspend	Not currently used.
Unknown	Used when the system fails to group any segment of the interaction.

When the Segments node is selected, it displays the total number of segments associated with the interaction, and duration information. When an individual segment is selected, the following information is displayed:

Data Item	Description
Segment Name	Name of the segment.
Server Time	The time of the interaction in the time zone of the server you're connected to in IC Business Manager.
Duration	Duration of the segment in HH:MM:SS format.
Local Parties	List of all local parties involved in this segment.
Workgroup	Workgroup involved in this segment.
End Code	A code that indicates how this segment ended, leading to an understanding of how it transitioned to the next segment type.
Wrap-up	Wrap-up code (if any) set by the agent, shown on Connect segments only.
Advanced	This expander displays details from Interaction Tracker, intended for system integrators and developers who use the IceLib API. This raw data should be ignored by Supervisor users. For more information about this view of the entire Interaction Summary table, refer to the CIC Data Dictionary /InteractionSummary table.

Local Parties node

The "Local Parties" node lists names of local parties who participated in the interaction, sorted alphabetically. When the node for a participant is selected, information about that participant is displayed:

Data Item	Description
Participant Name	Name of the local party.
Total Duration	Total amount of time this participant was involved in the interaction.
Segment Count	Number of segments this participant was involved in.
Segments	Names of segments this party participated in.

Workgroups node

The "Workgroups" node identifies each workgroup that the Interaction passed through, where applicable. When the Workgroups node is selected, it displays the count of workgroups associated with the interaction, and their names.

When an individual workgroup is selected, information about that workgroup is displayed:

Data Item	Description
Name	The name of the workgroup selected in the tree control.
Total Duration	Total amount of time this interaction involved this workgroup queue.
Segment Count	Number of segments associated with this workgroup.
Segments	Names of segments associated with this workgroup for the interaction.

Related Topics

Interaction Details view

Single Party Interaction Example

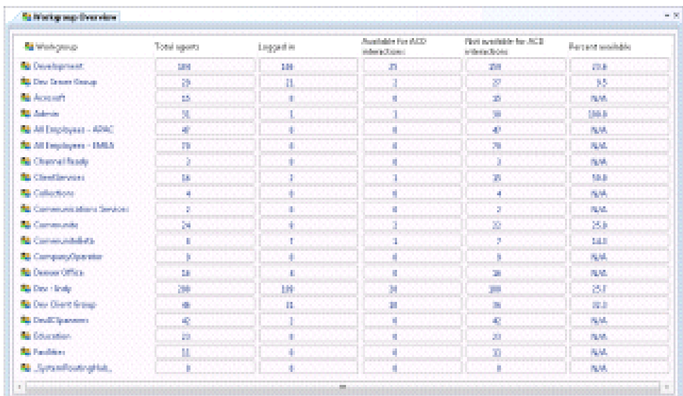
The Interaction Details dialog groups major segments of data acquired while the interaction was processed in CIC. It displays information about single party, two-party, multi-part interactions, and transfers.

For example, an abandoned **Single Party interaction** looks like this:

In this single-party example, the interaction was abandoned at the IVR or Workgroup Queue before it connected to the Agent or an IVR interaction. This interaction corresponds to one record per Interaction ID in the Interaction Details view.

Two Party Interaction Example

Two Party interactions involve two Interaction IDs, and two separate detail records. Two party interactions can be intercom, inbound or outbound. Consider an intercom call for example. The CIC user who initiates the record will have direction set as outbound. The CIC User who answered or received the interaction will have interaction as outbound. The following image shows the example Intercom interaction:



Multi-Part Interaction Example

Multi-part interactions involve more than two participants. The most common scenario is a conference call. In a multiparty interaction, each conference participant is represented by a single summary and detail record.

For example, a conference with three participants might be created as follows:

An external party calls the CIC system.

An agent answers the call.

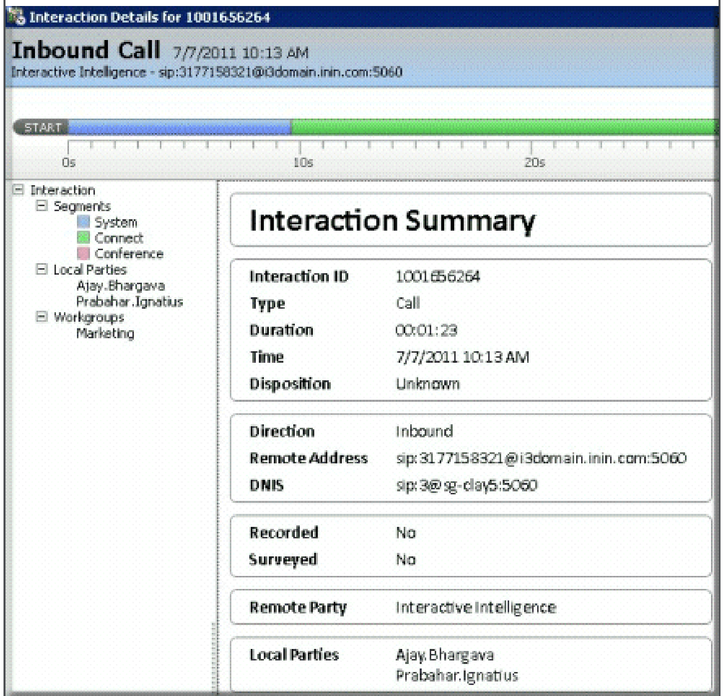
The agent consults another agent, creating the conference. In this scenario, three records can be displayed by about the conference.

Here is the master record for such a conference:

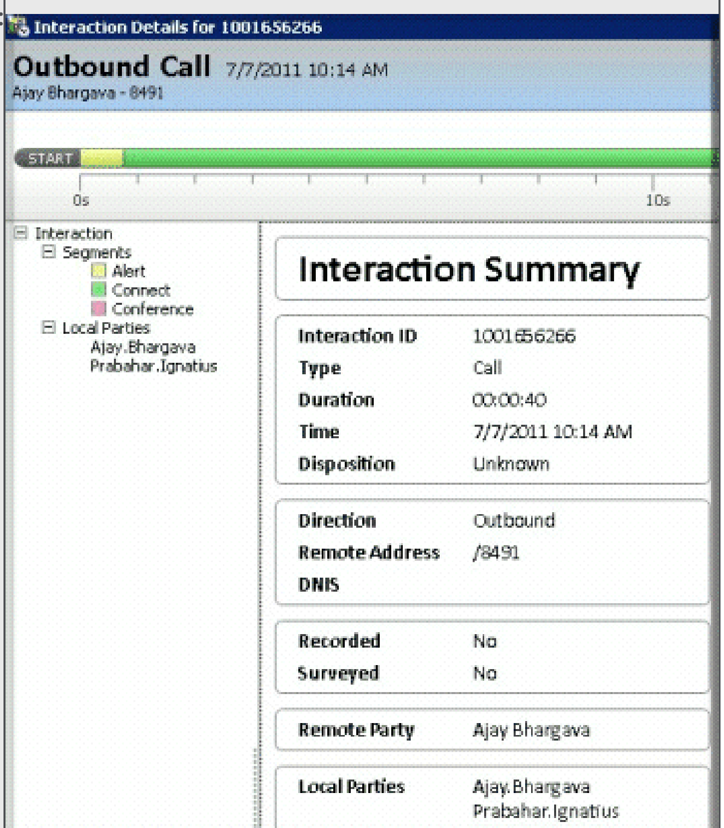
Interaction ID	Time	Direction	Media Type	Remote Address	Remote Party	Last IC User	DNIS	Last Workgroup	Connected Duration	Line Duration
1001656267	7/7/2011 10:14:05 AM	Inbound	Call	/8491	Prabahar Ignatius	Prabahar.Ignatius	8321		00:00:00	00:00:32
1001656266	7/7/2011 10:14:05 AM	Outbound	Call	/8491	Ajay Bhargava	Ajay.Bhargava			00:00:15	00:00:40
1001656264	7/7/2011 10:13:22 AM	Inbound	Call	sip:31771503218	Interactive Intelligence	Ajay.Bhargava	sip:30pp-clay6:5060	Marketing	00:00:50	00:01:23

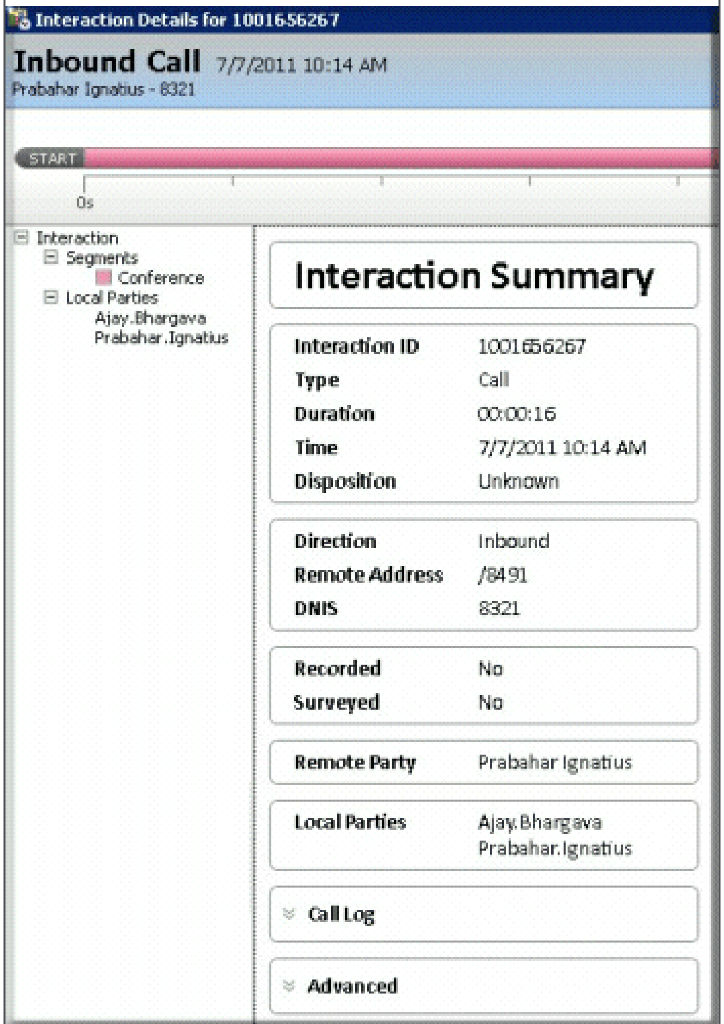
Detail records for each party are opened by clicking on rows in the master summary. The first participant is shown below.

First Party:



Second Party:



Third Party:	

Interaction Details for 1001656267
Inbound Call 7/7/2011 10:14 AM
Prabahar Ignatius - 8321
START
0s
Interaction
Segments
Conference
Local Parties
Ajay.Bhargava
Prabahar.Ignatius
Interaction Summary
Interaction ID 1001656267
Type Call
Duration 00:00:16
Time 7/7/2011 10:14 AM
Disposition Unknown
Direction Inbound
Remote Address /8491
DNIS 8321
Recorded No
Surveyed No
Remote Party Prabahar Ignatius
Local Parties Ajay.Bhargava
Prabahar.Ignatius
Call Log
Advanced

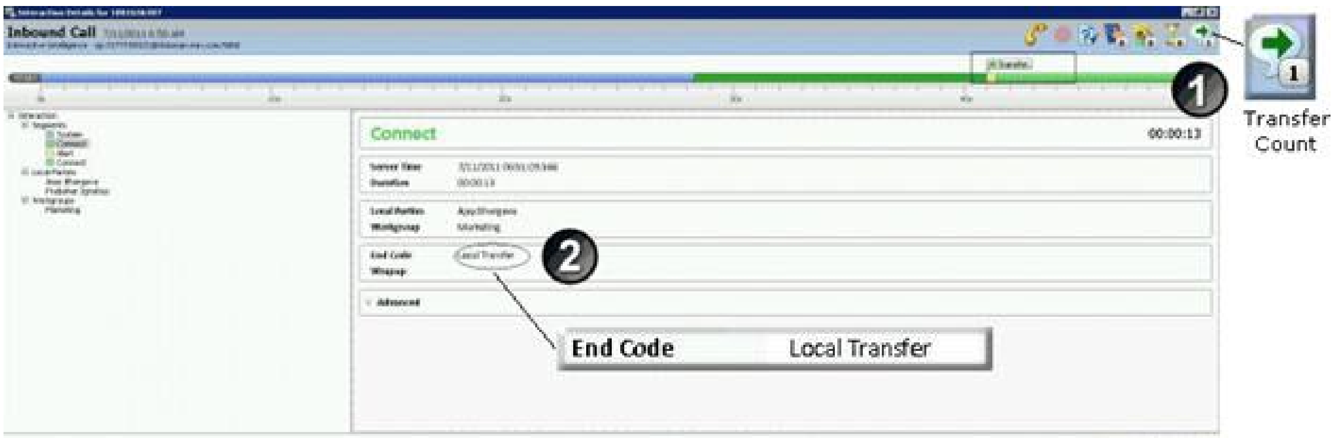
Transferred Interaction Example

The system also stores interaction details for **Call Transfers**. Local and remote transfers can be examined in the Interaction Details dialog.

Local Transfer

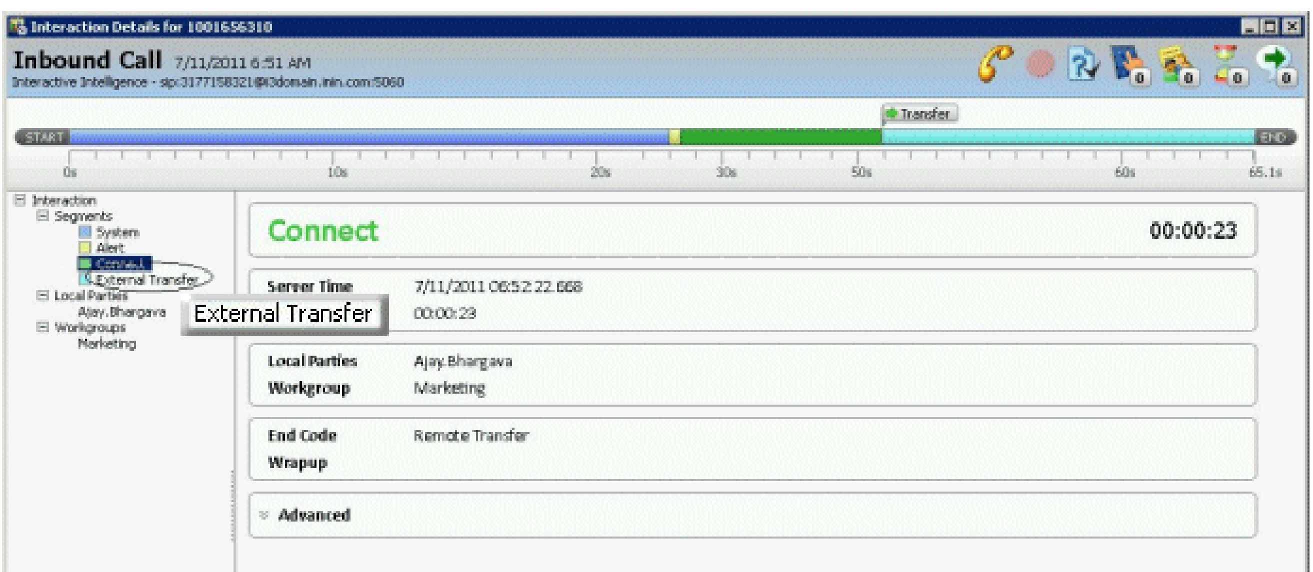
A *Local Transfer* indicates when the interaction is transferred within CIC. This is also applicable when more than one CIC servers is involved, for example, when agents are connected between different CIC servers. A local transfer is represented below. Notice that the Transfer icon has a count (callout 1) and also that there is an *End Code* (callout 2) for the segment which initiated the transfer. In this case the connect segment is transferred. The TransferCount includes only the Local Transfer happening in the system.

See Data Collection Relationship to learn how data collection in Interaction Detail Viewer co-relates with legacy summary data collection.



Remote Transfer

When an interaction is remotely transferred outside the CIC system, a similar transfer icon will appear, but the *End Code* will be *Remote Transfer*, and a segment named External Transfer represents the external transfer segment.



How interactions are dispositioned using segment detail data

The system derives an Interaction disposition from segment detail data. The default, minimum dispositions are most accurate with two party interactions. For example, less data is available to evaluate when an interaction becomes part of conference. When an interaction is transferred to IVR, the disposition is not meaningful.

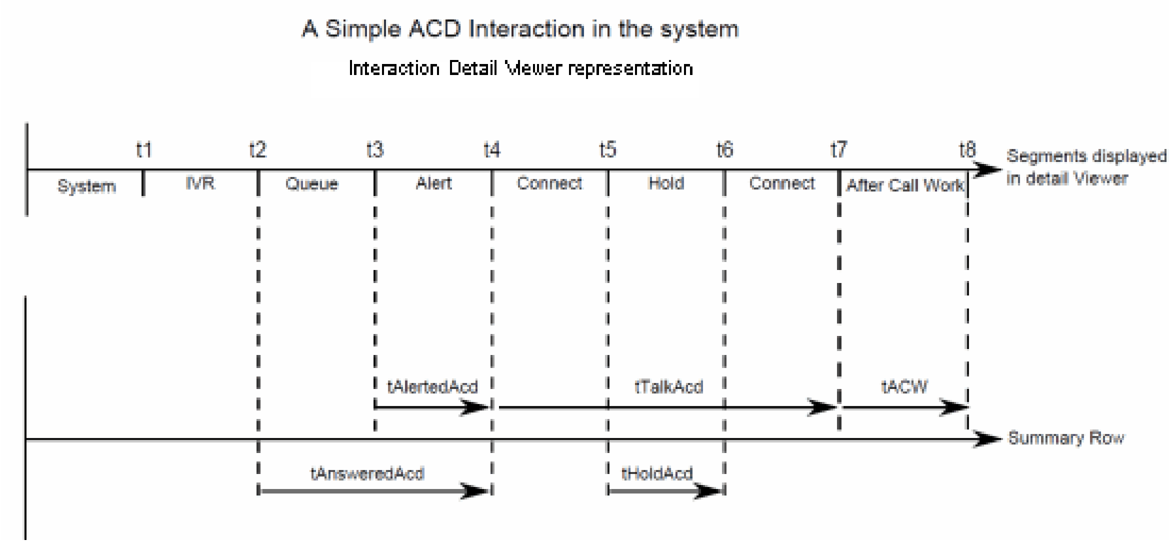
DB Value Logged	Scenario
1	**Interaction never connected to a user or station**. If the interaction is never connected to the user or station, it receives a disposition value of 1 in the database. Tracker receives the connect segment only the interaction state goes to connected. The special cases excluded are: a. If it is waited in the queue or delay segment and remotely disconnected it is dispositioned as 'Remote Disconnect when Waiting in Queue'. b. If it waited in the queue or delay segment and disconnected by user/system or internal disconnect then it is dispositioned as 'Local Disconnect when waiting in Queue' c. If it alerted the user/station and remotely disconnected it is dispositioned as 'Remote Disconnect when alerting user/station'. d. If it alerted the user/station and disconnected by user/system it is dispositioned as 'Local Disconnect when alerting user/station'.
2	**Remote Disconnect when waiting in Workgroup Queue**. This is irrespective of interaction is connected or not, so long as the last segment is delay segment/waiting in the Workgroup queue and it is remotely disconnected.
3	**Local Disconnect when waiting in Workgroup Queue**. This is irrespective of interaction is connected or not. As long as the last segment is delay segment/waiting in the Workgroup queue and it is remotely disconnected, we disposition as this.
4	**Remote Disconnect when alerting user/station**. This is irrespective of interaction is connected or not, so long as the last segment is alert segment and it is remotely disconnected.
5	**Local Disconnect when alerting user/station**. This is irrespective of interaction is connected or not, so long as the last segment is alert segment and it is locally disconnected by user or system.
6	**Connected – Remote Disconnected**. This disposition is assigned if final connect segment is disconnected by the remote party. The connect segments considered for this dispositions are connect, held, suspend and consult. ("Consult" is the consult call's segment type, not the connect that was logged as consult segment type).
7	**Connected- Local Disconnected**. If final connect/Held segment is disconnected by the local user, it is dispositioned as this. The connect segments considered for this dispositions are connect, held, suspend and consult. ("Consult" is the consult call's segment type, not the connect logged as consult segment type).
8	**Unknown**. This disposition is assigned if the interaction did not match any one of the above disposition conditions. If the interaction terminated in a conference, the disposition is also logged as Unknown.

Related Topics

Interaction Details dialog

Data Collection Relationship

The diagram below explains how data collection in Interaction Detail Viewer correlates with legacy summary data collection.



Notes

The IWrkgrpQueueStats table has the summary of interactions. In the example above, we are assuming only one interaction is received, answered and completed with follow up work within the interval in question.

When there are multiple interactions, then the stats related to them are summarized according to their workgroup, media type, and report group. To co-relate them, it would be necessary to find corresponding Interaction Detail Viewer segments. The purpose of the above diagram is not to compare the Interaction detail viewer segment with IWrkGroup Queue statistics. Instead, it is to explain how the statistic collection is mapped between the two data collection modules.

Interaction Detail Viewer gives the snap shot of the interaction state changes in the CIC system. It does not consider agent activities other than the follow up event that happened as a result of an ACD interaction it tracked.

Also the duration in the Detail Viewer is linear and not overlapped with each other, whereas IWrkGrpQueueStats are overlapped with each other. When there are multiple interactions with complex interaction scenarios such as transfers and conferences involved, breaking the summary statistics into detail segments is not intuitive.

Related Topics

Interaction Details dialog

Transferred Interaction Example

InteractionSummary Table

The following information is from the "InteractionSummary Table" in "Appendix E: Interaction Tables" of the *PureConnect Data Dictionary Technical Reference*. It is included here for convenience. For the most current information, see the *PureConnect Data Dictionary Technical Reference* in the PureConnect Documentation Library.

This table summarizes key attributes of the interaction. In general, only one row for an interaction will be logged here. If the interaction is persisted and recreated with the same InteractionIDKey, the system increments sequence numbers in two rows. This is the table which replaces the legacy Calldetail table. It has all the columns used in the Calldetail table plus some new columns to track additional attributes. Here is the mapping between Interaction Summary and Calldetail view.

Column Name	Type	Null	Default	Description	CallDetail_viw
InteractionIDKey	Char(18)	No		Interaction Key	CallId

SiteID	Integer	No	-1	SiteID of the Interaction where it disconnected.	SiteID
SeqNo	TinyInt	No	0	SeqNo is only used when the interaction is persisted and recreated with the same InteractionIDKey.	Not Included
InteractionID	bigint	No		CallID/Interaction ID of the interaction. This is displayed in the CIC client.	Not Included
StartDateTimeUTC	DateTime2(3) Timestamp(3)	No		StartDateTime (UTC) for the Interaction ID	Not Included
StartDTOffset	Integer	No		Offset to Server local time [in seconds] for the UTC StartDateTime	Not Included
Direction	tinyint	No		Interaction Direction (1-inbound, 2-Outbound, 3-Intercom 0-Unknown)	CallDirection
ConnectionType	tinyint	No		Unknown(0), External(1), Intercom(2),	CallType
MediaType	tinyint	No		Unknown(255), calls(0), chat(1), SMS(2), GenericObject(4), Email(5), Callback(6), InstantQuestion(7), WebCollabration(8), Fax(21), WorkItem(22)	InteractionType
RemoteID	nVarchar(50)	NULL		Remote ID	RemoteNumber
DNIS_LocalID	nVarchar(50)	NULL		Number dialed	DNIS
tDialing	Integer	NULL		How long interaction is in dialing state	tDialing
tIVRWait	Integer	NULL		Total IVR Time for the interaction	tIVRWait
tQueueWait	Integer	NULL		Total time the interactions waited in one or more Queues	tQueueWait
tAlert	Integer	NULL		Total time the interaction alerted a different user/station	tAlert

tConnected	Numeric(19)	NULL		Total connected time for an Interaction. If the same interaction is handled by multiple agents, this is the sum of all talk time. Captures the duration of how long the interaction is in the connected state with two participants. The participants can be a remote person, local CIC User, or standalone station.	CAST(ROUND(I.tConnected/1000., 0) as INTEGER) as CallDurationSeconds
tHeld	Numeric(19)	NULL		Total held time for the interaction. If the interaction transition to held state is by multiple agents, this value includes all held durations. Captures the duration of how long the interaction is in a held state.	CAST(ROUND(I.tHeld/1000., 0) as INTEGER) as HoldDurationSeconds
tSuspend	Numeric(19)	NULL		Not currently supported, for use in a future CIC release.	tSuspend
tConference	Numeric(19)	NULL		Total time the interaction actively participated in a conference	tConference
tExternal	Numeric(19)	NULL		Total time the interaction was connected after an external transfer	tExternal
tACW	Integer	NULL		Total wrap up time for the interaction	tACW
tSecuredIVR	Numeric(19)	NULL		Total duration of the secured session for the particular interaction id. For example, if the interaction went to multiple sessions of secured session, this column will accumulate all the individual sessions and log the total duration.	Not Included
nIVR	Small Int	NULL		Number of times the interaction entered any IVR, as determined by call attribute set by Interaction Attendant or a handler.	nIVR
nQueueWait	Small Int	NULL		Number of times the interaction waited in any ACD queue, even the same queue multiple times.	nQueueWait
nTalk	Small Int	NULL		Number of times this interaction was actively connected to any agent, even the same agent multiple times.	nTalk
nConference	Small Int	NULL		Number of times this interaction was actively connected to any conference, even the same conference multiple times.	nConference

nHeld	Small Int	NULL		Number of times the interaction was in held state after connected	nHeld
nTransfer	Small Int	NULL		Number of times the interaction was transferred	nTransfer
nExternal	Small Int	NULL		Number of times the interaction was transferred externally	nExternal
nSecuredIVR	Small Int	NULL		Number of times the call went to secured session during its entire life.	Not Included
Disposition	Small Int	No	0	The values that get logged are 0 to 7. For details, see the "Interaction Detail View in IC Business Manager" section of the *Interaction Tracker Help*.	Not Included
DispositionCode	Small Int	NULL		This is how the Telephony Services (TS) server dispositioned the interaction.	DispositionCode
WrapUpCode	nVarchar(200)	NULL		Not used in the current CIC release. Exists for legacy reasons.	WrapUpCode
AccountCode	nVarchar(50)	NULL		Account code tied to the Interaction	AccountCode
IsRecorded	Bit	NOT NULL		0 or 1. It is set if the interaction is recorded. It is set if at least one leg of this interaction is recorded. For example, this value is set if an interaction is recorded then transferred blind to the second agent and not recorded for the second leg of the interaction.	Not Included
IsSurveyed	Bit	NOT NULL		0 or 1. If the interaction is surveyed, it is set	Not Included
MediaServerID	nVarchar(200)	NULL		The Media Server that handles the interaction audio.	Not Included
IndivID	Char(22)	NULL		The remote Party IndivID if resolved by Tracker. This value is NULL if not resolved	Not Included

OrgID	Char(22)	NULL		Remote Party's OrgID if it is resolved by Tracker. This value is NULL if not resolved.	Not Included
LineID	nvarchar(50)	NULL		The line interaction received	LineID
LastStationID	nvarchar(50)	NULL		The last connected station to the interaction	StationID
LastLocalUserID	nvarchar(50)	NULL		Local User ID associated with the last connected interaction	LocalUserID
LastAssignedWorkgroupID	nvarchar(100)	NULL		The last routed workgroup for that interaction	AssignedWorkGroup
LastLocalNumber	varchar(200)	NULL		Local number associated with the last connected user, for an email it is mailbox ID, for chat it is the user's display name or arbitrary name given by the chat initiator.	LocalNumber
LastLocalName	nvarchar(50)	NULL		LocalName associated with the last connected user	LocalName
RemoteICUserID	nvarchar(50)	NULL		The respondent's CIC User ID, will be populated only for Intercom interaction	Not Included
RemoteNumberCountry	smallint	NULL		The country code associated with the remote number	RemoteNumberCountry
RemoteNumberLoComp1	varchar(10)	NULL		Lower component of the remote number	RemoteNumberLoComp1
RemoteNumberLoComp2	varchar(10)	NULL		Lower component of the remote number	RemoteNumberLoComp2
RemoteNumberFmt	varchar(50)	NULL		Remote number format	RemoteNumberFmt
RemoteNumberCallId	varchar(50)	NULL		CallID of the remote number	RemoteNumberCallId

RemoteName	nvarchar(50)	NULL		Remote Name	RemoteName
InitiatedDateTime	datetime2(3) TIMESTAMP(3)	NOT NULL		Interaction Initiated date and time with millisecond granularity	InitiatedDate
ConnectedDateTime	datetime2(3) TIMESTAMP(3)	NOT NULL	1970-01-01	Interaction connected date and time with millisecond granularity	ConnectedDate
TerminatedDateTime	datetime2(3) TIMESTAMP(3)	NOT NULL	1970-01-01	Interaction Terminated date and time with millisecond granularity	TerminatedDate
LineDuration	Numeric(19)	NULL		Duration of the line in milliseconds	CAST(ROUND(I.LineDuration/1000., 0) as INTEGER) as LineDurationSeconds
CallEventLog	nvarchar(2000	NOT NULL		Call Event log	CallEventLog
PurposeCode	int	NULL	0	Purpose code set for the interaction	PurposeCode
CallNote	nvarchar(1024)	NULL		Text description related to call	Not Included
FirstAssignedAcdSkillSet	nvarchar(100)	NULL		First ACD Skillset value assigned to an interaction	Not Included

INDEXES

Primary Key : InteractionIDKey , SiteID, SeqNo

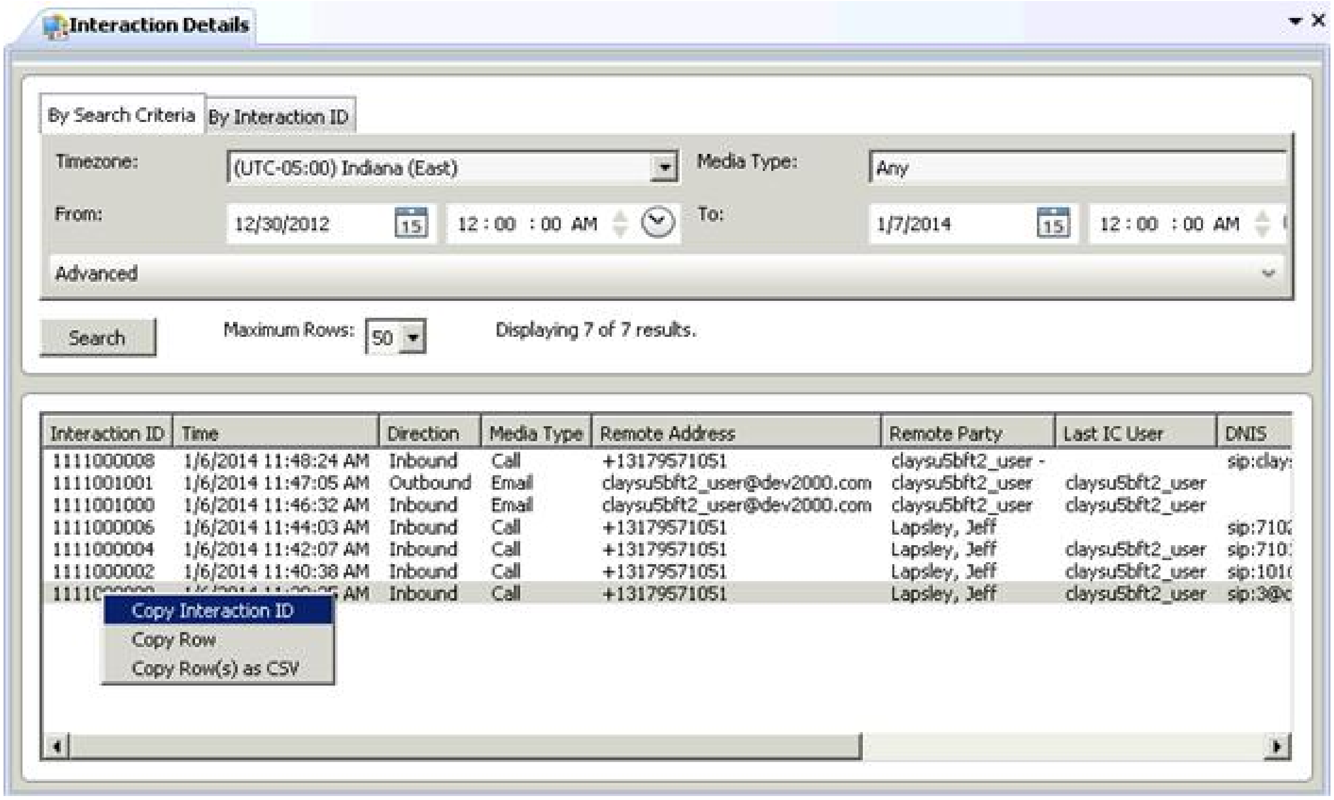
Clustered Index : InitiatedDateTime, SiteID

Additional Indexes : StartDateTimeUTC and LastLocalUserID

Copying Tracker information to the Clipboard

There are three ways to copy Tracker information from an Interaction Details view to the clipboard, for pasting into other applications:

From the **search results screen**, when a **single row** is selected, three copy options appear when you right-click to reveal the context menu: Copy Interaction Id, Copy Row, and Copy Row(s) as CSV.



Copy Interaction ID

Copies the ID of the selected interaction to the clipboard. For example:

1111000000

Copy Row

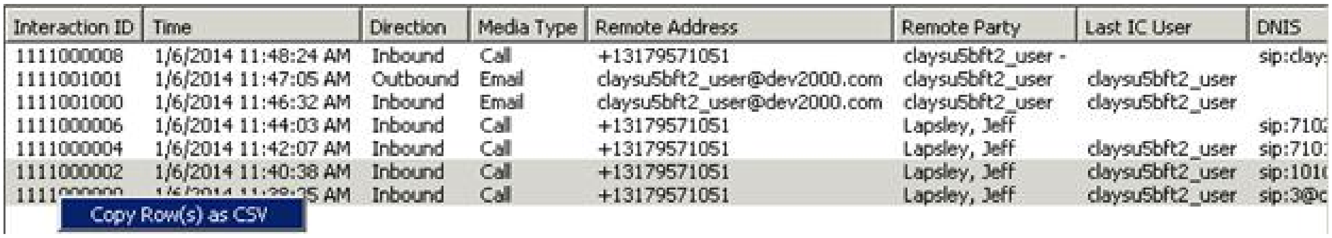
Copies data from each column to the clipboard. For example:

Interaction ID: 1111000000
Time: 1/6/2014 11:38:25 AM
Direction: Inbound
Media Type: Call
Remote Address: +13179571051
Remote Party: Lapsley, Jeff
Last CIC User: claysu5bft2_user
DNIS: sip:3@claysu5bft2:5060
Last Workgroup: Marketing
Connected Duration: 00:00:03
Line Duration: 00:00:49

Copy Row(s) as CSV

Copies data from each column to the clipboard as a series of comma separated values. The first paragraph contains column heading names. The second paragraph contains the value of each column. For example:

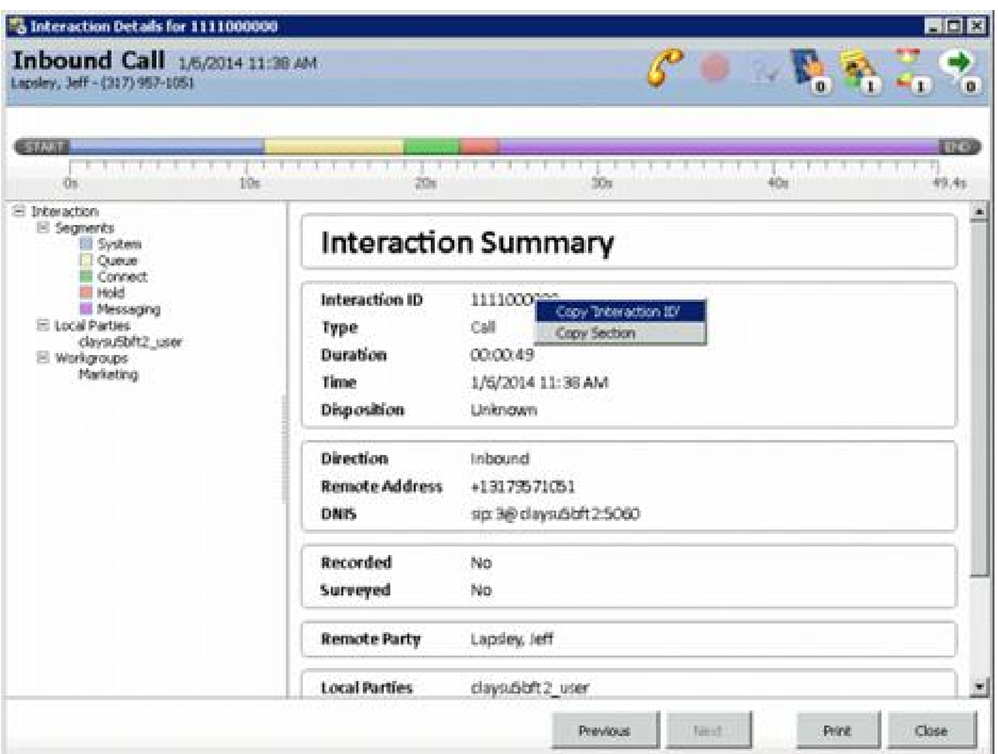
Interaction ID, Time, Direction, Media Type, Remote Address, Remote Party, Last CIC User, DNIS, Last Workgroup, Connected Duration, Line Duration
1111000000, 1/6/2014 11:38:25 AM, Inbound, Call, +13179571051, Lapsley, Jeff, claysu5bft2_user, sip:3@claysu5bft2:5060, Marketing, 00:00:03, 00:00:492.   From the search results screen, when multiple rows are selected, one option: "Copy Row(s) as CSV"
From the **search results** screen when **multiple rows** are selected, the context menu option is "Copy Row(s) as CSV"



This places on the clipboard a line of comma separated column headings, followed by column data for each row that was selected. For example:

> Interaction ID, Time, Direction, Media Type, Remote Address, Remote Party, Last CIC User, DNIS, Last Workgroup, Connected Duration, Line Duration
>
> 1111000000, 1/6/2014 11:38:25 AM, Inbound, Call, +13179571051, Lapsley, Jeff, claysu5bft2_user, sip:3@claysu5bft2:5060, Marketing, 00:00:03, 00:00:49
>
> 1111000002, 1/6/2014 11:40:38 AM, Inbound, Call, +13179571051, Lapsley, Jeff, claysu5bft2_user, sip:101@claysu5bft2:5060, , 00:00:22, 00:01:01

If you double-click a row in the search result to open the **Interaction Details window**, all sections and fields in the summary panel (right hand side) can be copied. For any given item, two options: "Copy [name of field]" and "Copy Section"



Copy [name of field]

Copies the value of the field that was right-clicked. For example if you right-click Interaction ID and select Copy 'Interaction ID' the value copied to the clipboard is 1111000000.

Copy Section

Copies all fields in the section to the clipboard. For example:

Interaction ID: 1111000000

Type: Call

Duration: 00:00:49

Time: 1/6/2014 11:38 AM

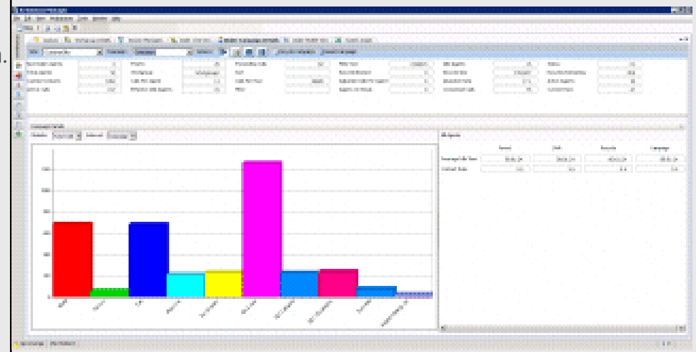
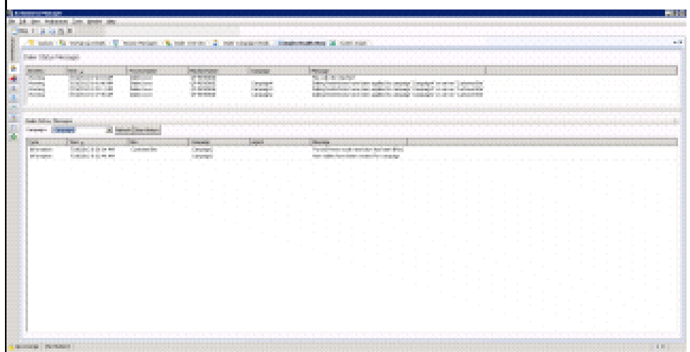
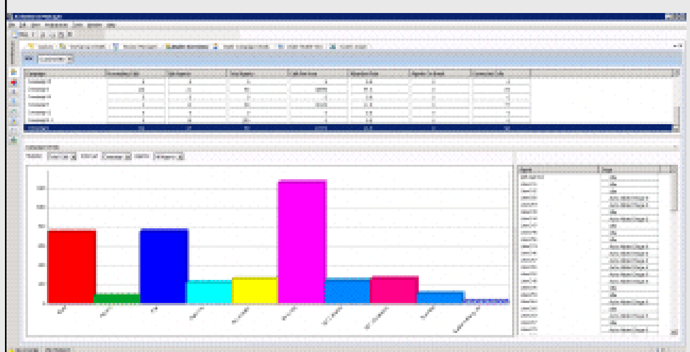
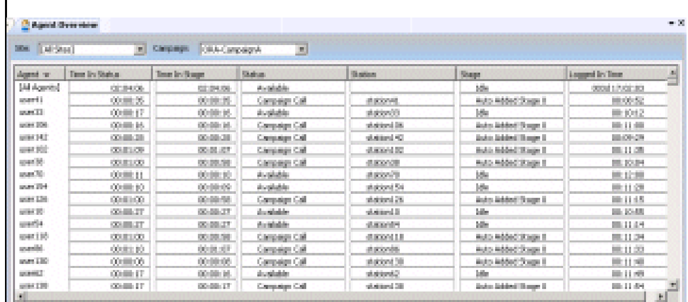
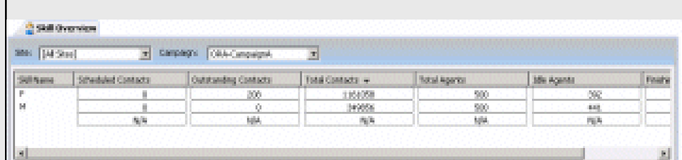
Disposition: Unknown

Interaction Dialer category

Summary

Interaction Dialer is a client/server extension that adds automated dialing and campaign management features to CIC servers. Interaction Dialer conducts campaigns by contacting a list of people according to a prescribed list of rules. Interaction Dialer places outbound telephone calls for campaigns, plays .wav files to answering machines, sends faxes to fax machines, and routes calls answered by a live person to an Interaction Attendant profile or directly to Dialer agents.

Interaction Dialer views display statistics about Dialer agents, outbound campaigns, skills, stages, wrap-up codes and categories, the overall status of multiple running campaigns, and the health of Dialer servers. If the **Dialer Statistics** category does not appear when you add a view, contact your CIC System Administrator. See Licenses, Security and Access Control Rights for details.

Icon	View Details	Appearance
	Dialer Campaign Details Shows detailed statistics about a campaign.	
	Dialer Health view Shows the health and status of campaigns and Interaction Dialer in general.	
	Dialer Overview Shows statistics and an overview of the Dialer campaigns and their agents.	
	Agent Overview Statistical information for Dialer Agents broken down by Dialer campaigns. This view is available in Dialer 4.0 Service Update 1 and later.	
	Skill Overview Statistics broken down by skill per each Dialer campaign. This view is available in Dialer 4.0 Service Update 1 and later.	

Dialer Statistics

Dialer agent statistics summarize the activity of a specific Dialer agent.

Dialer campaign statistics provide totals that pertain to a campaign or site.

Dialer overall statistics summarize Dialer's performance as a whole.

Dialer phone number detail statistics summarize the details of a specific phone number.

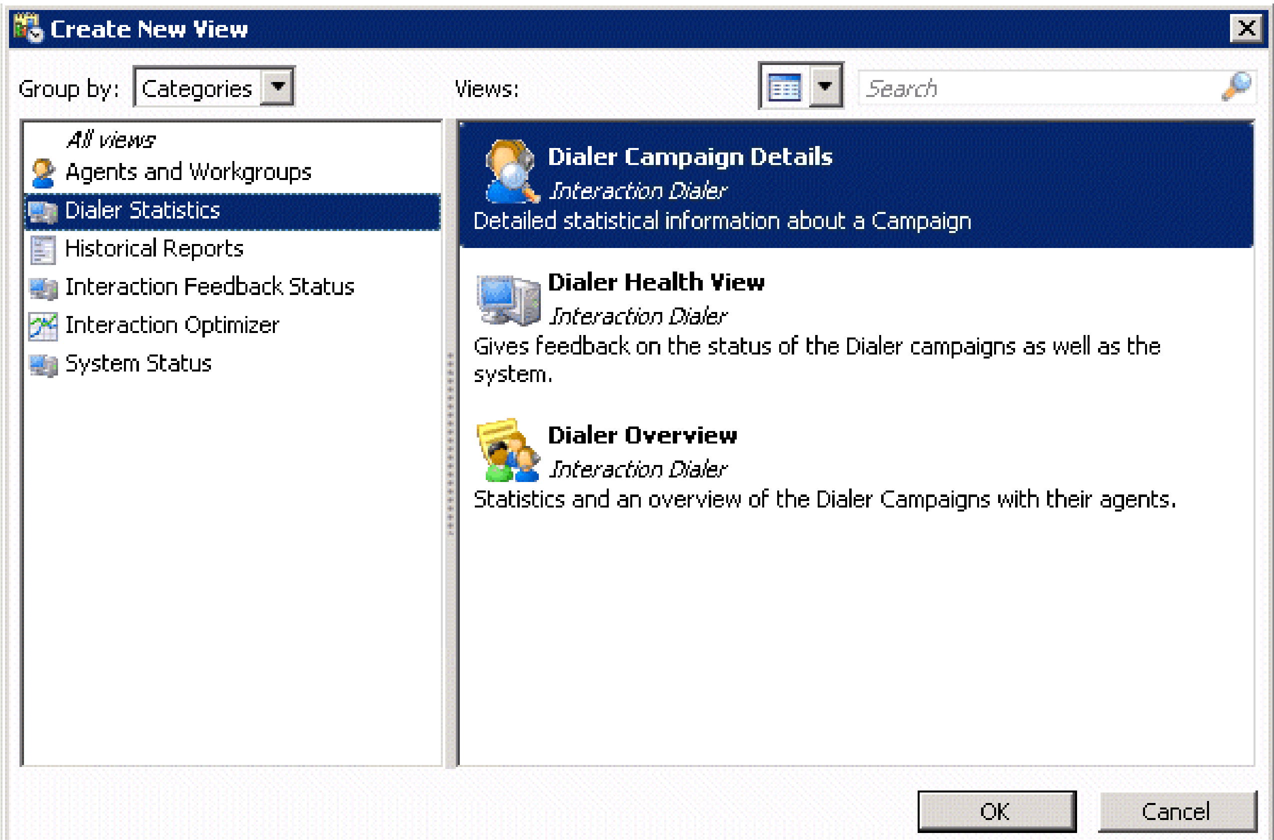
Dialer skill statistics summarize the details of a specific skill.

Dialer stage statistics summarize the activity for a specific Dialer stage.

Dialer wrap up statistics summarize the dispositions of Dialer calls.

Add a Dialer view in IC Business Manager

1. Start IC Business Manager and log on.
2. Select an existing workspace from the **Workspaces** tab, or create a new workspace to host the view.
3. Select **New** > **View** from the **File** menu. The *Create New View* dialog appears, listing views by category or product.
4. Select **Categories** from the *Group By* drop list. Then click **Dialer Statistics**. A list of Dialer views appears in the list on the right.



Tip—if *Product* is selected in the *Group By* list, click *Interaction Dialer* to display views you can add.

5. Select a view to add by clicking an item in the *Views* list. The Dialer views are:

View Name	Description
Dialer Campaign Details view	Displays detailed statistics about a campaign.
Dialer Health view	Displays the health and status of campaigns and Interaction Dialer in general.
Dialer Overview	Displays statistics and an overview of the Dialer campaigns and their agents.

6. Click **OK**.
7. If the view requires parameters to be set, other dialogs appear at this time to prompt for view settings.

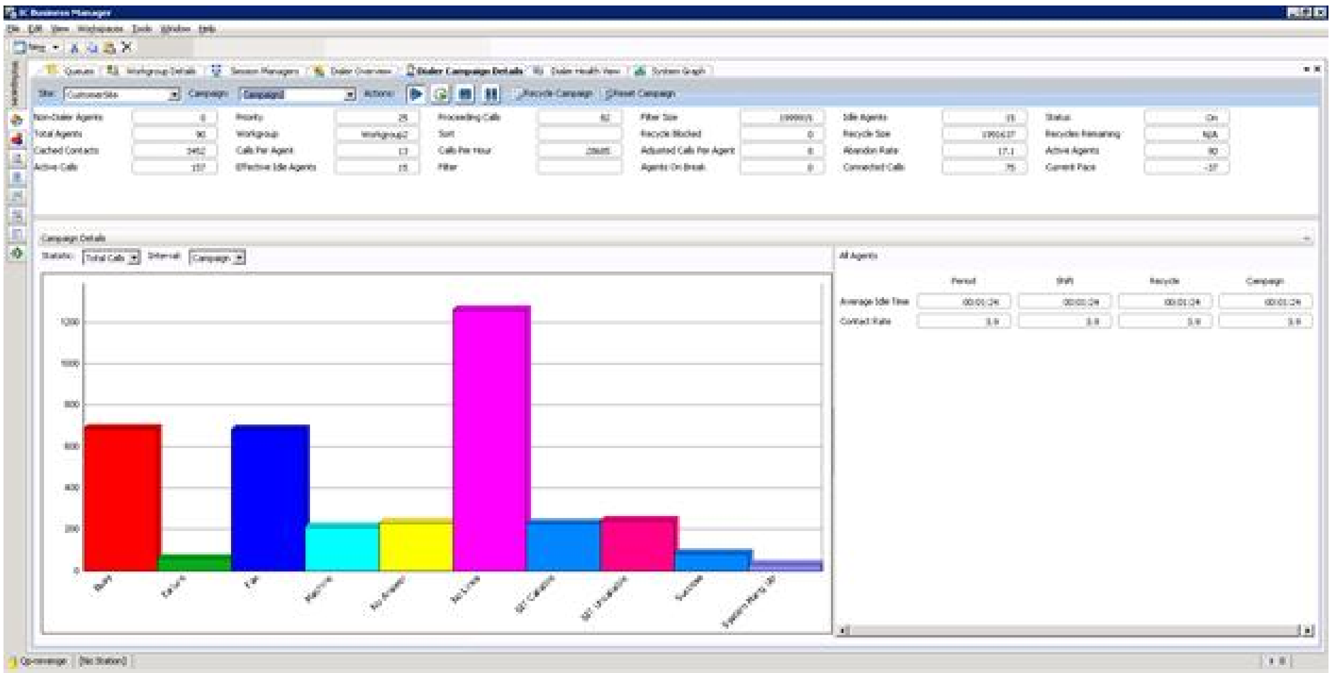
> As on Dialer 4 GA, no Dialer views require additional parameters to be set. However, additional views may become available after service updates are applied. Future Dialer views may require parameters to be selected. Optionally press **F1** for help with parameter selection dialogs.

8. When you finish selecting parameters, the view will appear in the workspace.

   Views are automatically disabled if the connection with CIC server goes down for any reason. A 'spinner' cursor is shown in all Supervisor views, indicating that no data is being received. Views are automatically enabled once the connection is restored.

> The *Interaction Supervisor Help* for IC Business Manager explains how to work with views and alerts. To open this help system in IC Business Manager, select **Interaction Supervisor** from the **Help** menu.

Dialer Campaign Details view



This view displays operational statistics about any single campaign, a configurable graph of campaign details, and live information about agents by period, shift, recycle and campaign.

Campaign Performance Statistics

Statistics at the top of the view are updated in real-time to indicate the overall performance of the campaign. See Dialer Campaign statistics for information about these statistics. Site and Campaign drop lists work together to allow selection of a single campaign to report on. A set of campaign execution controls make it easy to change the state of a campaign. For example, you can Start, Stop, or pause a campaign from this view, without having to open a campaign configuration in Interaction Dialer Manager.

Campaign Details Graph

The graph displays Dialer stage statistics once you select a statistic (total time, total calls, percent calls, average time, or percent time) and interval (period, shift, recycle, or campaign).

Agent Statistics

The bottom right section part of the view displays Dialer agent statistics for all agents. You cannot display statistics for a single agent, since the view is scoped to summarize the overall status of the campaign and site.

Campaign Execution Controls

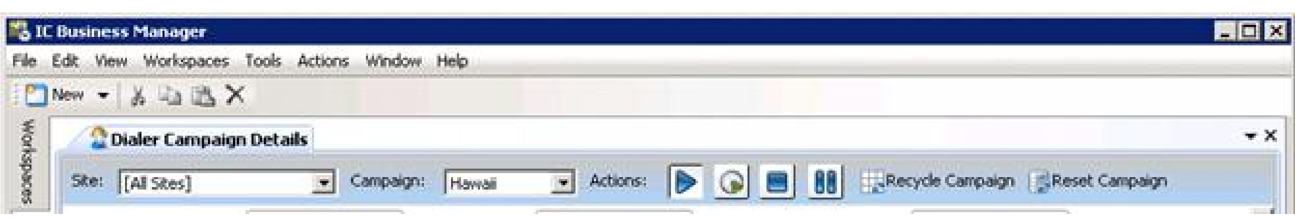
Campaigns have **execution states** that are selectable in Interaction Dialer Manager and from within Supervisor views in IC Business Manager.

Command	Campaign Execution State
Turn Campaign On	No calls are placed for a campaign until that campaign is turned **on**. Outbound calling begins once agents change to available status. When a campaign is turned on, he contact list will be processed from the top.
Turn Campaign On for scheduled calls only	A campaign can be **on for scheduled calls only**. In this execution state, Dialer places only calls that were rescheduled by agents. Priority dials are still made, but no regular calls are placed. This mode ignores the campaign schedule, if one is assigned. Auto-scheduled calls are not placed in this mode.
Pause/Un-Pause	A running campaign can be **paused**. This suspends outbound dialing for the campaign. The campaign will continue to run until agents complete active calls. No new calls will be placed. The record cache is preserved so that the system can resume processing the contact list. A campaign can be **un-paused** by clicking the Pause button a second time**.** This will resume outbound dialing from the point the campaign was paused. Agents will not need to log on again when the campaign resumes.
Turn Campaign Off	A campaign can be **off**. This stops outbound dialing once the cache is empty. This execution mode ignores the campaign schedule. If you stop a campaign instead of pausing it, agents must log in when the campaign is turned back on. Outbound calling will resume once agents change to available status.
Recycle Campaign	A campaign can be **recycled**. Recycle refers to the process of restarting the call selection process at the beginning of the contact list. This happens automatically after all records are processed, or manually in response to a campaign reset command. A recycle period is the time that Interaction Dialer needs to process all records in a contact list.
Reset Campaign	A campaign can be **reset**. The contact list will be processed from the top to reach parties that were not contacted in a previous pass. If major settings have been changed (DSN, Sorting or Filters, etc.), the campaign is reset and restarted with the new configuration. This command also sets the count of recycles back to zero.

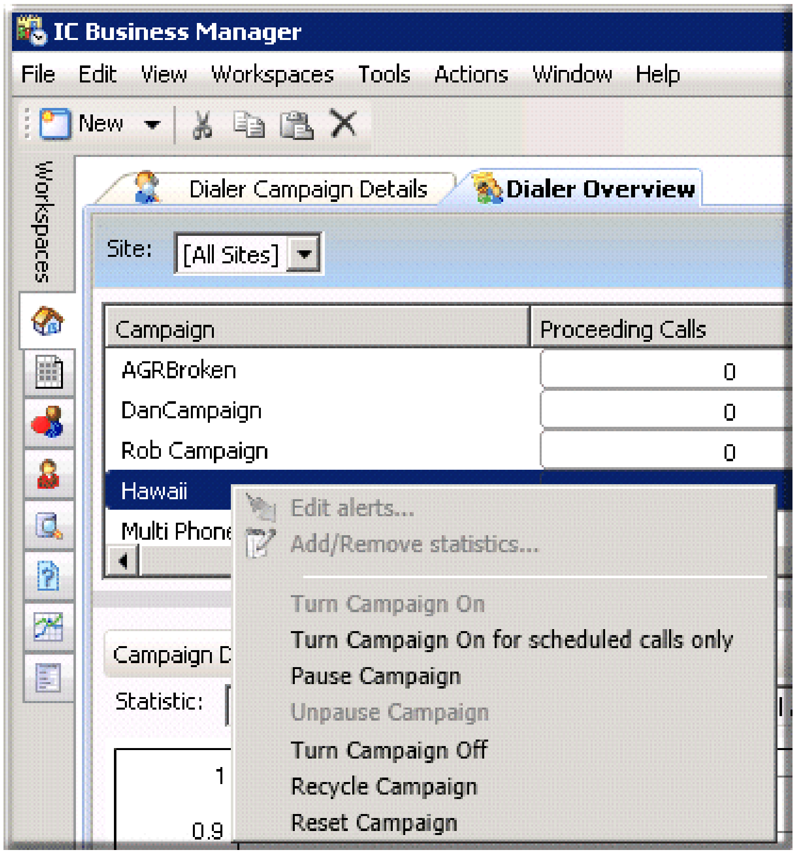
Managing the execution state of campaigns from IC Business Manager

When a call center supervisor is monitoring Dialer views in IC Business Manager, the supervisor can control campaign execution in three ways:

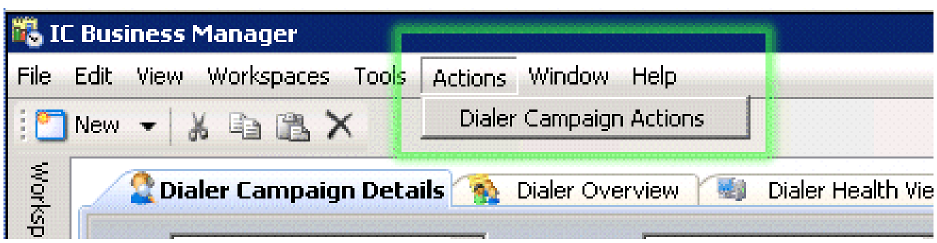
- By using campaign execution controls on the Dialer Campaign Details view:



- By using shortcut menu commands in IC Business Manager's Dialer Overview view:



- By selecting Dialer Campaign Actions from the Actions menu:



Selecting *Dialer Campaign Actions* opens the **Dialer Campaign Actions** dialog. It offers the same execution controls that appear on the Campaigns page in Interaction Dialer Manager.

Note: the *Actions* menu only appears if the view is added to the default workspace in IC Business Manager.

Interval Definitions

In several of the Dialer views in IC Business Manager, you can select an Interval, which specifies the length of time for the collection of statistics. An interval can be measured as Period, Shift, Recycle, or Campaign.

Period

Any user-defined interval delimited by specific start and stop times.

Shift

An interval defined in Interaction Administrator to represent a standard work day.

Recycle †

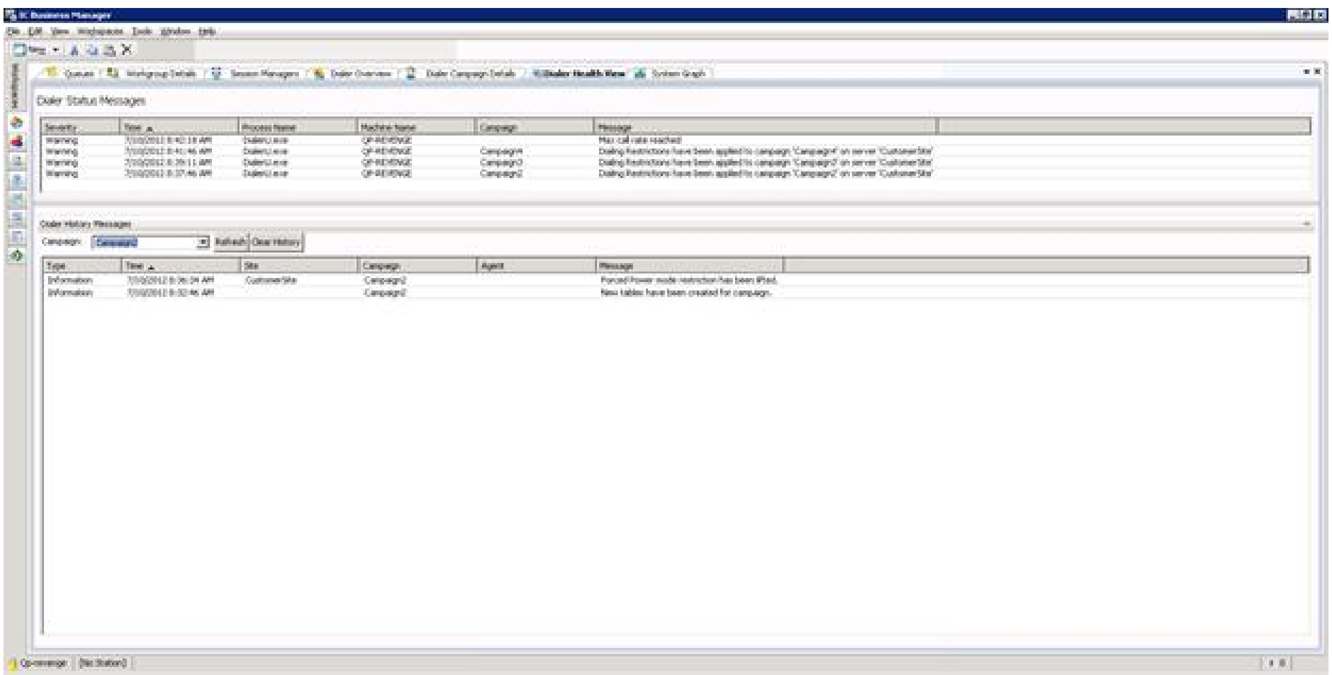
An interval defined by the amount of time that has elapsed between when the Contact List was last recycled and the present.

Campaign

An interval defined by the amount of time that has elapsed between when the active campaign began running and the present.

† While Recycle can be designated as an Interval, it actually refers to the process of restarting the call selection process at the beginning of the contact list. This can happen automatically after all records are processed, or manually in response to a Reset Campaign command. A Recycle period is the time that Interaction Dialer needs to process all records in a contact list.

Dialer Health view



The Dialer Health view displays the health and status of campaigns and Interaction Dialer in general. Use this view to troubleshoot issues. It presents two panes of information:

- The top pane displays **Dialer Status Messages**—diagnostic information about the current condition of campaigns and workflows. This pane dynamically updates itself to display new messages and to remove messages that no longer apply.
- The bottom pane chronicles **Dialer History Messages**. It lists event and status messages that were logged by the Central Campaign Server, Outbound Dialer Servers, and by internal processes such as DialerTran. The user must refresh to retrieve the most recent messages posted to the history pane.
- The top and bottom panes are not related. The top pane displays diagnostic information about current conditions. The bottom pane is a historical log of past events. You can sort a column alphabetically in either pane by clicking on the column heading.

Dialer Status Messages pane

Messages in the *Dialer Status* (top) pane are derived from heuristics that indicate adverse situations. The columns displayed are:

Severity column

The column indicates the seriousness of the event condition (Warning, Information, etc.)

Time column

Timestamp that indicates when an event occurred.

Process Name

Name of the server process that sent the status message.

Machine Name

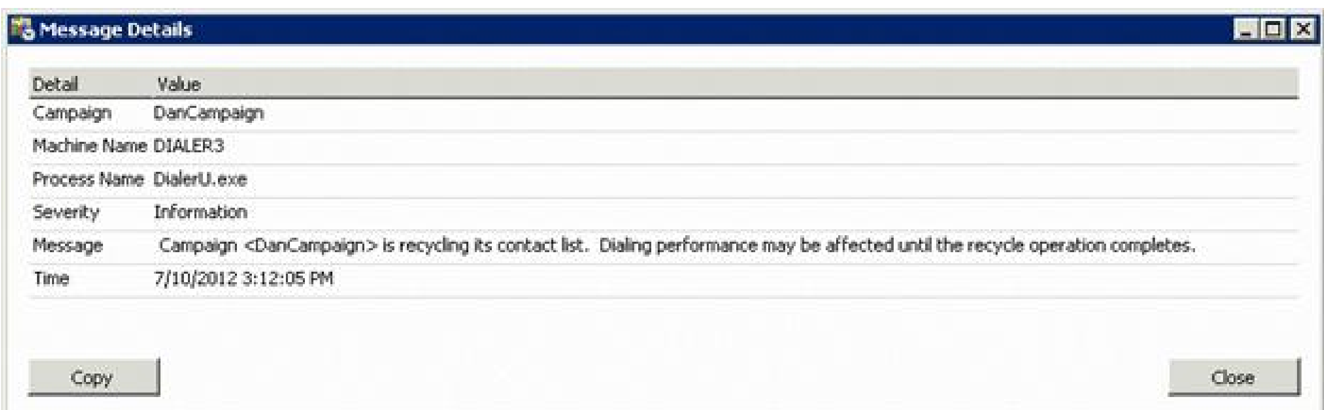
Name of the ODS server.

Campaign

Campaign associated with the event, if known.

Message

Brief description of the event that occurred. To display the entire text, double-click the event to open the Message Details dialog.



Messages are added to this list when:

- Max Calls per Agent has been hit.
- Global Maximum calls have been hit.
- Line group with little or no lines.
- Running campaigns in predictive mode with < 5 agents.
- The Line group specified does not exist.
- Current abandon rate has been exceeded (10% over for target, absolute threshold for strict).
- Dialer isn't dialing because it is waiting for something: (waiting on dialerTranU / recycle / get contacts, etc.)
- The Pace is manually adjusted.

See Messages that can appear in a Dialer Health view for additional information.

Dialer History Messages pane

The bottom pane (Dialer History) lists event and status messages that were logged by the Central Campaign Server, Outbound Dialer Servers, and by internal processes such as DialerTran. Since Dialer consolidates messages in its own message history, it is convenient to examine this repository for Dialer-related entries. When the view is scoped to view multiple workflows, the messages for each workflow are grouped together (in other words, messages for workflow A and workflow B are not intermixed). When the dialog is scoped to monitor a single workflow, only messages from that workflow appear in the list.

Type column

This column identifies the type of message. *Error* indicates a significant problem, such as loss of data or loss of functionality. *Warning* indicates an event that is not necessarily significant, but may indicate a possible future problem. For example, when disk space is low, a Warning will be logged. An *Information* event describes the successful operation of an application or subsystem.

Time column

The date and time when the message was logged.

Site column

Name of the Outbound Dialer that this message pertains to.

Campaign column

Name of the campaign that this message pertains to.

Agent column

Name of the call center that this message pertains to, if applicable.

Message column

Text of the message entry.

Messages that can appear in a Dialer Health view

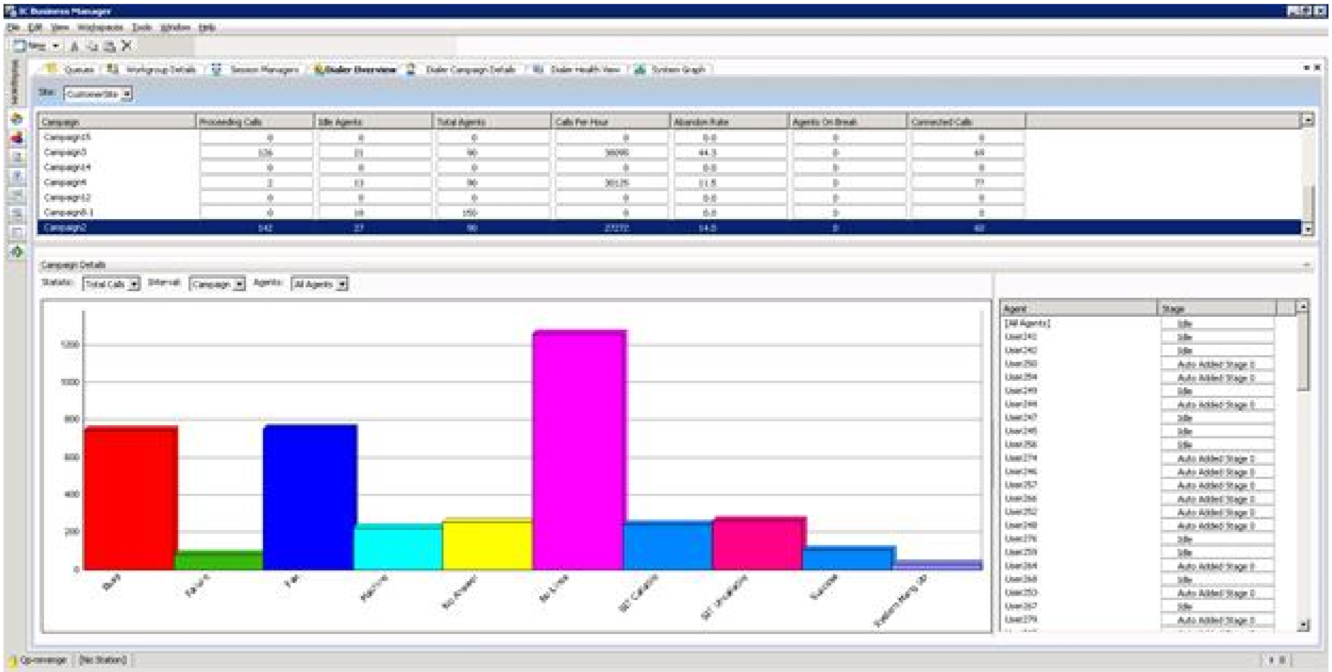
Status Messages	History Messages
The calculated calls per connect value for a campaign is greater than the configured maximum calls per agent. Configured line group is invalid or contains no lines. Campaign has fewer than six active agents, potentially decreasing agent utilization and increasing abandon rate. Current abandonment rate exceeds the configured target rate. Contact cache has been depleted. Configured Zone Set is blocked all callable contacts. Dialing is being restricted because the configured line capacity has been reached. History updates (campaign stats, agent stats, call history) are accumulating in queue. Contact list updates are accumulating in queue. Current abandonment rate exceeds the configured strict abandonment rate. Dialer Transaction Server is not responding. No callable contacts left.	Campaign could not be found in the dialer cache. Failure to register Dialer site with central campaign server. A memory allocation failed while trying to create a new object. Agent automatically logged out because the connection between the agent's scripter application and Dialer was lost. Configured line group is not active on the server. Call ID attribute not present among contact attributes. Campaign ID not found among contact attributes. An unknown exception occurred. A Win32 exception occurred. Dialer Transaction Server failed to start. Dialer Transaction Server is restarting because of too many hung threads. A COM exception occurred. An exception occurred. A Notifier request failed.

History updates (campaign stats, agent stats, call history) are accumulating in queue. Contact list updates are accumulating in queue. The database provider in use is not recommended for use with Dialer. Default database is not specified or UDL file is not compatible with Dialer. Default database is not specified or the UDL file is invalid. Campaign is paused because TS API calls are failing, likely due to TS Server not running. DNC scrubbing failed. Policy set contains one or more behaviors referencing contact columns not used by the campaign. Agent has none of the required skills for the campaign, so no calls will be placed for the agent. Automatic time zone mapping is unavailable because the time zone source data could not be initialized. Automatic time zone mapping source data file is not accessible because no CCS dial plan is available for phone number standardization. Automatic time zone mapping source data file is not accessible because the map data set file is missing. Automatic time zone mapping is unavailable for all campaigns because no automatic time zone mappings are present. Automatic time zone mapping is unavailable because no time zone map data sets are configured for automatic time zone mapping. An agent has been placed on break because a TS API call failed. A campaign is reserving a high percentage of active agents for non-Dialer calls. A campaign is recycling its contact list. An agent logged into a campaign with a persistent connection, but no persistent connection wav file is configured. Dialing is being restricted by the configured maximum call rate setting. A problem occurred while attempting to load the configuration XML file.	Insert or update operation was aborted because there was no data to process. Data passed in as a date value could not be parsed. Warnings were generated while processing a database update. The ACD workgroup is not active on the server. An error occurred while validating a database table. A policy set could not be loaded by the campaign server. A query for the number of remaining contacts failed. A policy reported an error. A connection to the database could not be established. A SQL operation failed to complete. A behavior failed to run properly. An event interface object was not found in the global interface table. An error occurred while attempting to evaluate a rule item The campaign server was unable to read/write the xml configuration file. The campaign server management interface pointer could not be obtained An operation failed because the requested object identifier was not found The campaign server's request for statistical data failed The campaign server was unable to commit table properties to the configuration file. The campaign server has reached the maximum number of threads allowed, typically because all processing threads are hung. Unable to retrieve the number of contacts left in the current recycle. An error was reported by a rule action. An error occurred while trying to load a property. An error occurred while looking up the active station for an agent. Campaign initialization failed while processing related properties. A database table could not be initialized or validated. An error status message was deactivated. A contact list updated was in an incorrect format. A campaign was paused because it exceeded the maximum number of errors. A campaign was paused because it could not load the contact columns. An error occurred while attempting to enable workgroup period stats. A requested action was ignored because the associated agent is not logged into the campaign. A requested action was ignored because the associated agent is not active in the campaign. A campaign has been manually paused. An interaction could not be found in the dialer cache.

	The scheduled date passed in from the script was invalid.
	A call was placed and routed to an agent, but not completed.
	The campaign will not be started because it is not configured as active.
	A contact does not have a callable phone number.
	No lines available in the line group.
	All campaigns are paused until CPU utilization drops below the configured point.
	An agent could not be found in the dialer cache.
	A campaign has stopped because it has completed the maximum number of recycles.
	A campaign has entered forced power dialing mode because its abandon rate exceeded the maximum rate.
	Predictions made for a campaign are paused because the number of inbound calls is greater than the configured maximum for the workgroup.
	A policy reported a warning.
	A rule action reported a warning.
	A reset or recycle operation for a campaign was ignored because the campaign has already completed.
	An agent attempted to disposition an interaction that he/she does not own.
	A campaign's pace was manually adjusted.
	An agent changed to an available status prior to call disposition.
	A warning status message was deactivated.
	A campaign has started.
	Dialer Transaction Server has started.
	A campaign has been manually un-paused.
	All campaign dialing has resumed because CPU utilization dropped below the configured maximum.
	A campaign has stopped.
	A contact list has recycled.
	A campaign has exited forced power mode due to the abandon rate dropping below the configured maximum.
	A campaign has resumed making predictions due to the number of inbound calls dropping below the configured maximum for the workgroup.
	A campaign has been manually restarted.
	A policy reported an informational message.
	A rule action reported an informational message.
	One or more database tables were created for a campaign.
	A campaign was restarted by a rule.
	A campaign was restarted by a user.
	A campaign was recycled by a rule.
	A campaign was recycled by a user.
	A campaign has stopped because it reached the maximum recycle count due to zone blocking.

	An informational status message was deactivated.

Dialer Overview



The Dialer overview displays important campaign statistics at the top of the screen.

You can control campaign execution directly from this pane in the Dialer Overview.

Select a row in the top pane for a campaign. Then right-click to display a context menu.

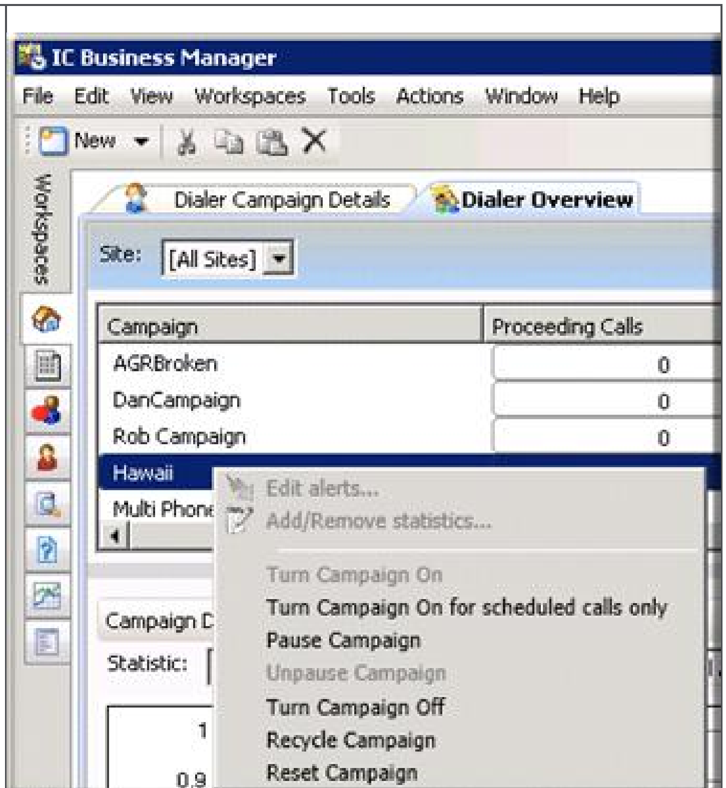
See Campaign Execution Control for more information.

The graph pane displays Dialer stage statistics for a time interval (period, shift, cycle, campaign) and agent(s) selected.

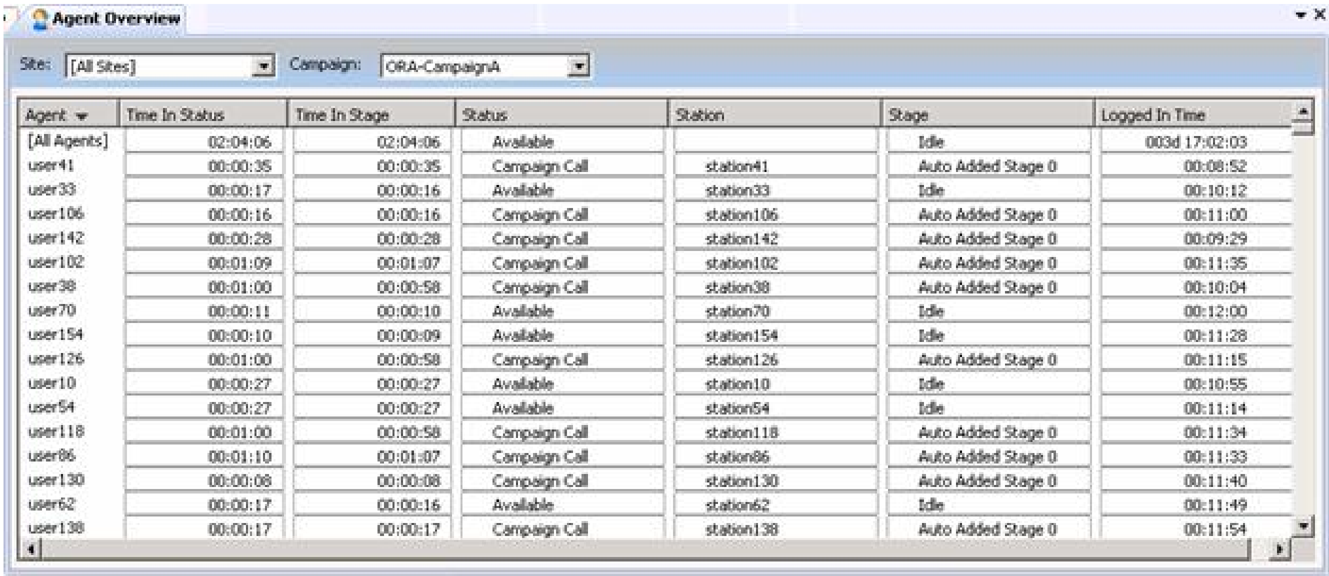
The pane in the lower right displays Dialer agent statistics, such as the **call stage** each agent is currently in.

Use it compares the performance of multiple agents across sites and campaigns in a workflow. It can display the current activity of agents, such as each agent's current status, current stage, time in status, and time in stage.

The *Interaction Supervisor Help* for IC Business Manager explains how to work with views and alerts. To open this help system in IC Business Manager, select **Interaction Supervisor** from the **Help** menu.



Agent Overview



Agent Overview

Site: [All Sites] Campaign: ORA-CampaignA

Agent	Time In Status	Time In Stage	Status	Station	Stage	Logged In Time
[All Agents]	02:04:06	02:04:06	Available		Idle	003d 17:02:03
user41	00:00:35	00:00:35	Campaign Call	station41	Auto Added Stage 0	00:08:52
user33	00:00:17	00:00:16	Available	station33	Idle	00:10:12
user106	00:00:16	00:00:16	Campaign Call	station106	Auto Added Stage 0	00:11:00
user142	00:00:28	00:00:28	Campaign Call	station142	Auto Added Stage 0	00:09:29
user102	00:01:09	00:01:07	Campaign Call	station102	Auto Added Stage 0	00:11:35
user38	00:01:00	00:00:58	Campaign Call	station38	Auto Added Stage 0	00:10:04
user70	00:00:11	00:00:10	Available	station70	Idle	00:12:00
user154	00:00:10	00:00:09	Available	station154	Idle	00:11:28
user126	00:01:00	00:00:58	Campaign Call	station126	Auto Added Stage 0	00:11:15
user10	00:00:27	00:00:27	Available	station10	Idle	00:10:55
user54	00:00:27	00:00:27	Available	station54	Idle	00:11:14
user118	00:01:00	00:00:58	Campaign Call	station118	Auto Added Stage 0	00:11:34
user86	00:01:10	00:01:07	Campaign Call	station86	Auto Added Stage 0	00:11:33
user130	00:00:08	00:00:08	Campaign Call	station130	Auto Added Stage 0	00:11:40
user62	00:00:17	00:00:16	Available	station62	Idle	00:11:49
user138	00:00:17	00:00:17	Campaign Call	station138	Auto Added Stage 0	00:11:54

The **Agent Overview** compares the performance of multiple agents across sites and campaigns. This view displays the current activity of agents, such as each agent's current status, current stage, time in status, and other Dialer Agent Statistics, such as time in stage. As with most views, you can click a column header to sort by that column.

View Options

Site

This control allows you to select agents from a single ODS server, or all sites. The view is automatically updated when you make a selection.

Campaign

This control changes the currently monitored campaign. When clicked, it displays a drop list of campaigns to choose from. The view is automatically updated when you make a selection.

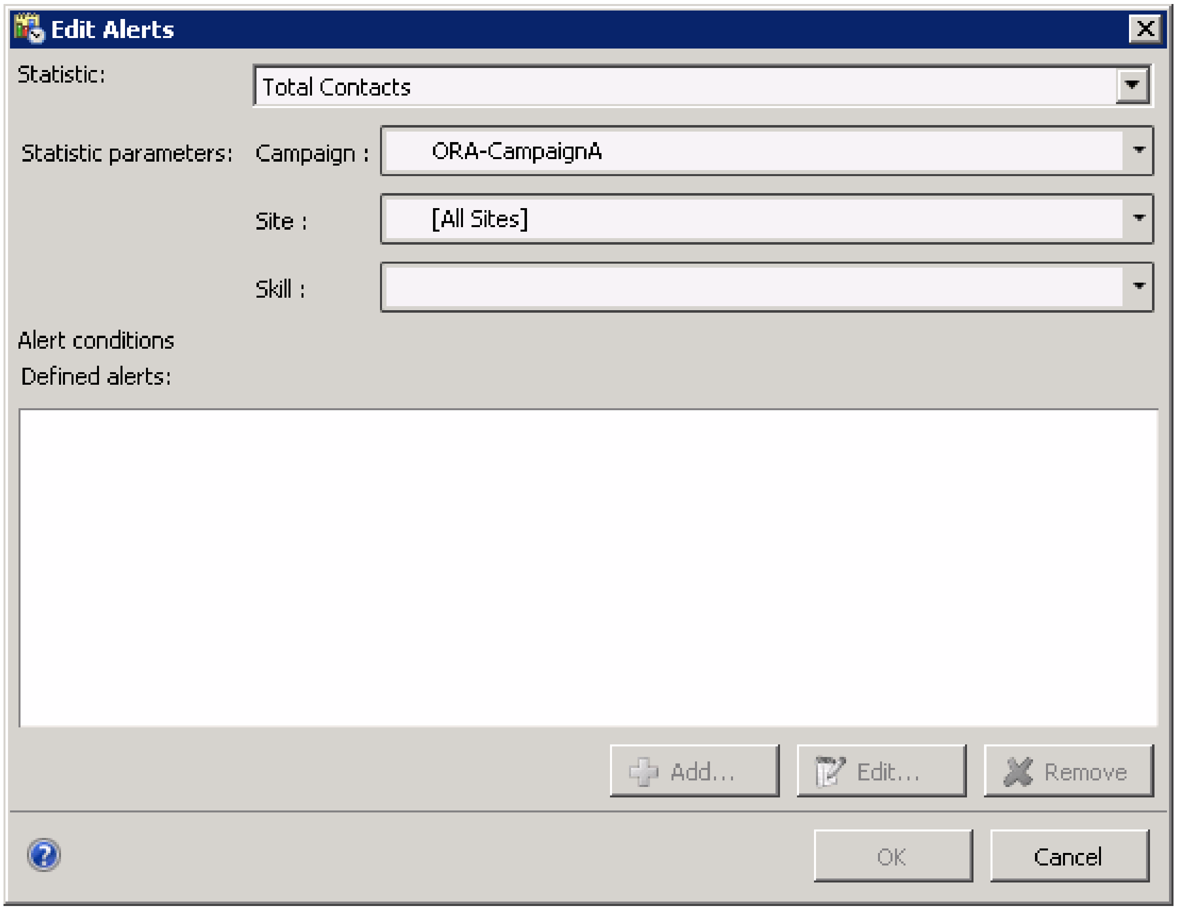
Shortcut Menu Commands

Shortcut menu items appear if you right-click a data row in the grid.

Edit alerts…

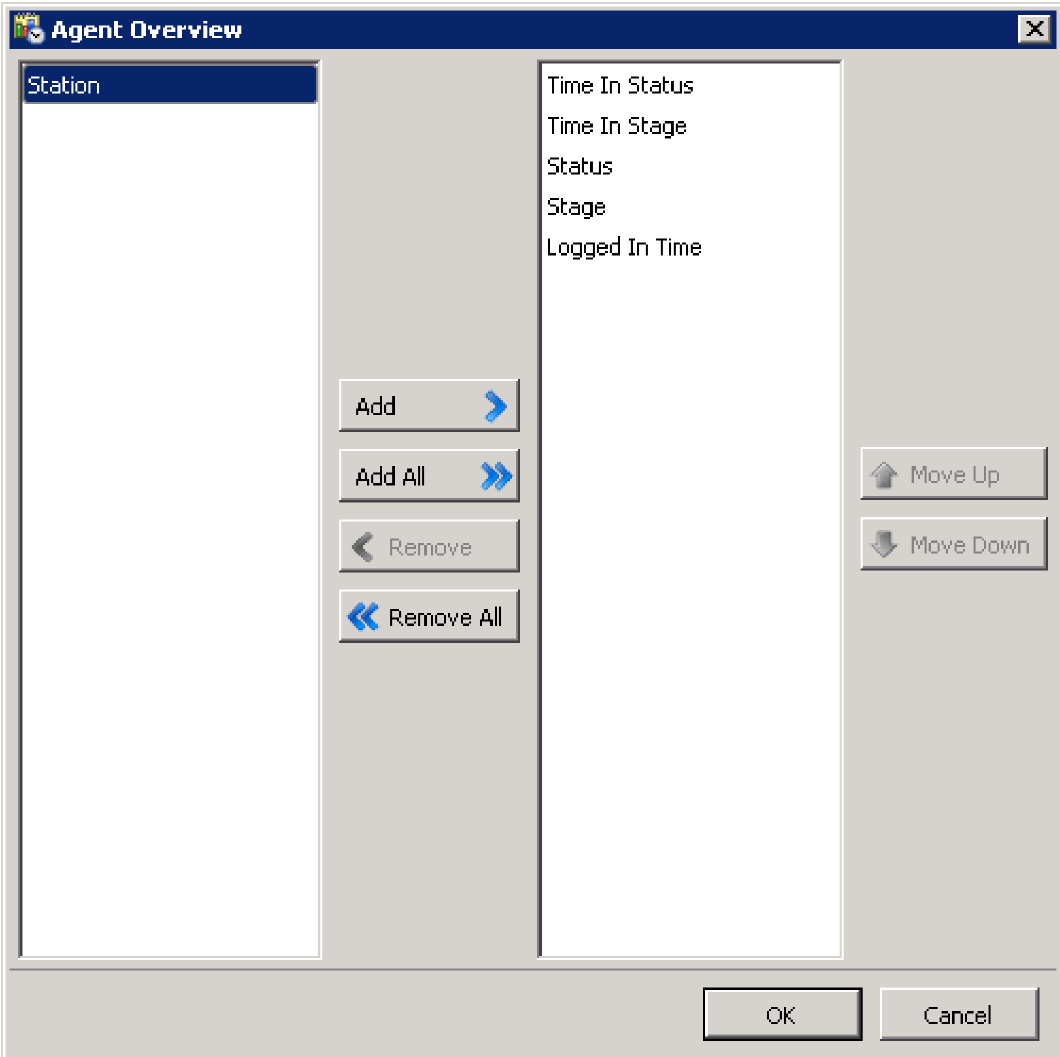
Adds or edits an alert. An alert notifies when a statistic is in or out of a chosen range, based on statistical items or values on the CIC Server. An active alert can change the color of the display, play a wave file, display an icon in your system tray, send electronic mail, or invoke a handler.

Selecting this shortcut command opens the *Edit Alerts* dialog, which is customized for the type and combination of statistics currently selected.

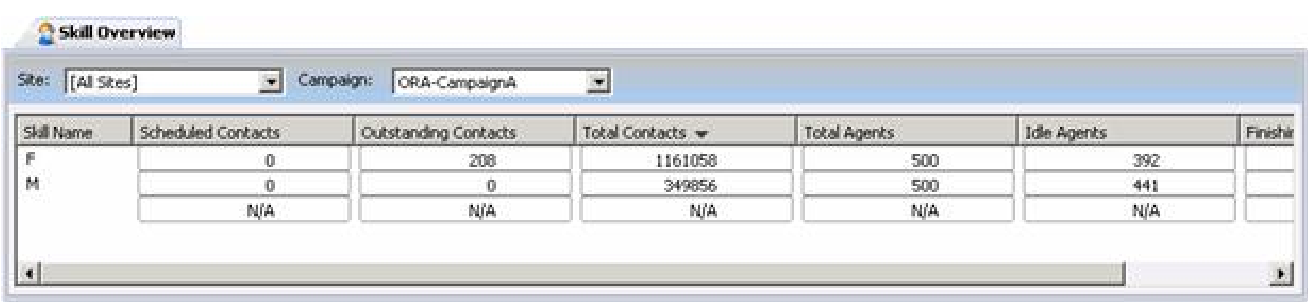


Add/Remove statistics…

Opens a dialog allowing the selection of statistics in the current view to be changed.



Skill Overview



The **Skills Overview** displays skill summary statistics. This view helps supervisors manage skills-based dialing in predictive, power, and preview modes. It displays contacts by Skill Set to indicate which agent skills are needed. As with most views, you can click a column header to sort by that column.

View Options

Site

This control allows you to select agents from a single ODS server, or all sites. The view is automatically updated when you make a selection.

Campaign

This control changes the currently monitored campaign. When clicked, it displays a drop list of campaigns to choose from. The view is automatically updated when you make a selection.

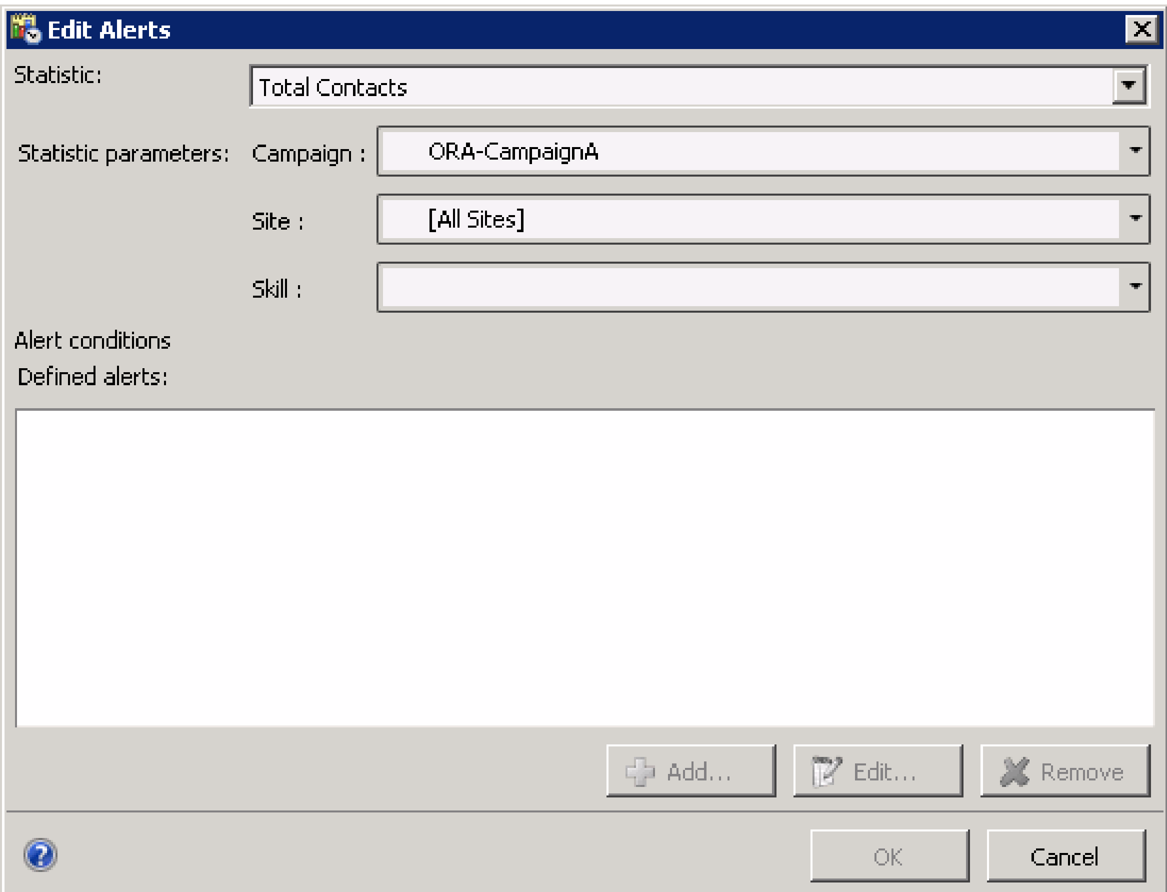
Shortcut Menu Commands

Shortcut menu items appear if you right-click a data row in the grid.

Edit alerts…

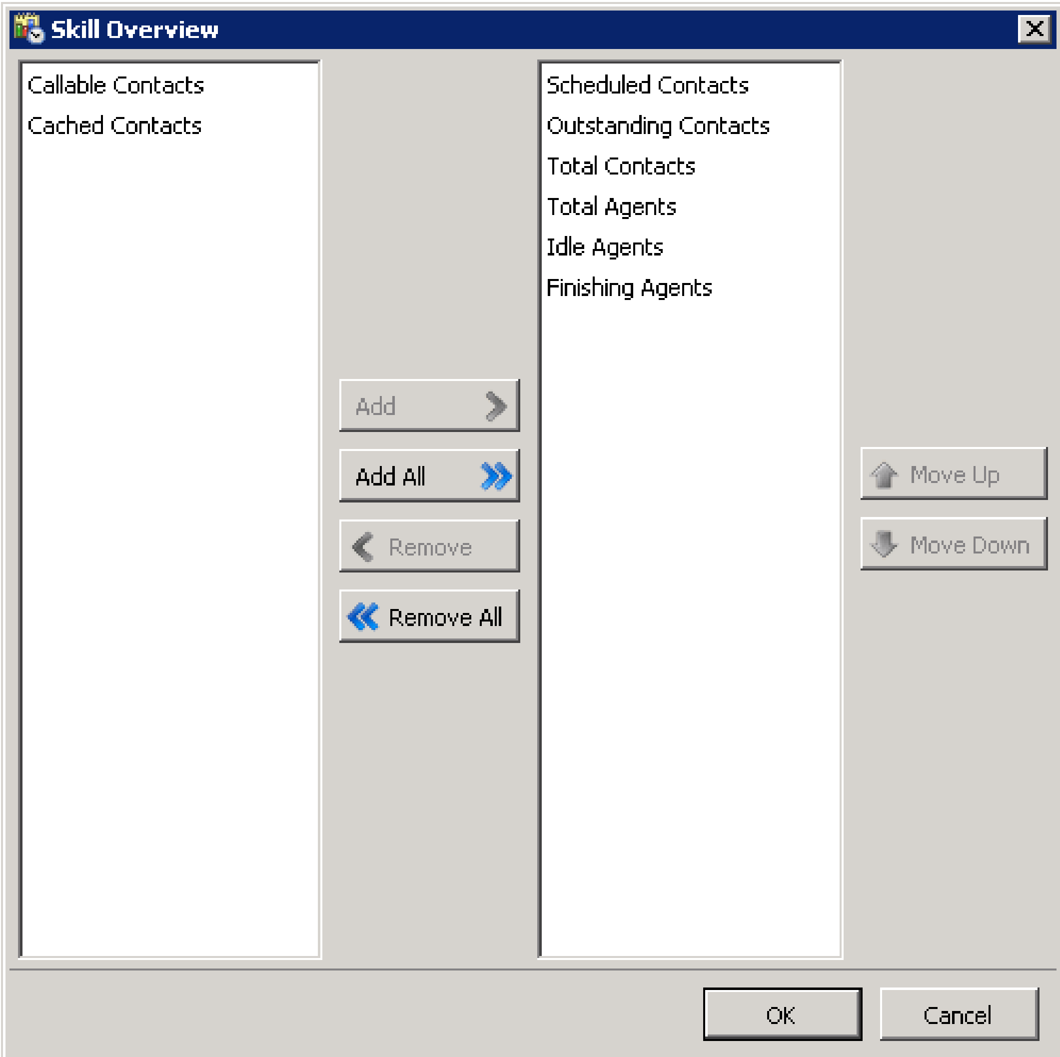
Adds or edits an alert. An alert notifies when a statistic is in or out of a chosen range, based on statistical items or values on the CIC Server. An active alert can change the color of the display, play a wave file, display an icon in your system tray, send electronic mail, or invoke a handler.

Selecting this shortcut command opens the *Edit Alerts* dialog, which is customized for the type and combination of statistics currently selected.

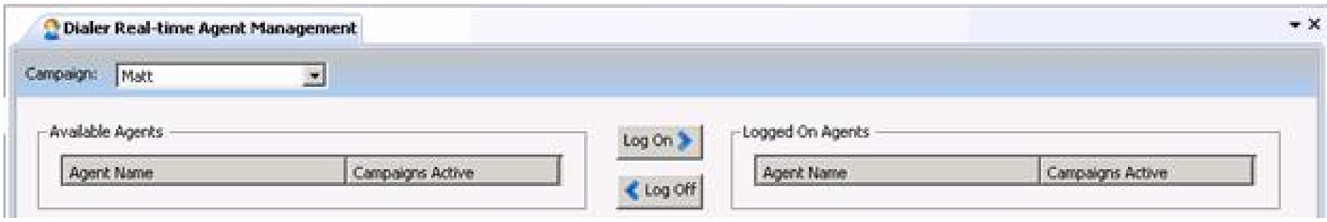


Add/Remove statistics…

Opens a dialog allowing the selection of statistics in the current view to be changed.


Skill Overview
Callable Contacts
Cached Contacts
Add
Add All
Remove
Remove All
Scheduled Contacts
Outstanding Contacts
Total Contacts
Total Agents
Idle Agents
Finishing Agents
Move Up
Move Down
OK
Cancel

Dialer Real-time Agent Management



Call Center Supervisors can use this view to move agents between campaigns in order to optimize the use of available agents. Supervisors can select a campaign, see what agents are logged into the campaign, see what agents are available and then log Agents into or out of a campaign. This gives Supervisors the ability to alter the agent pool participating in a campaign.

It is important to keep in mind that if a Supervisor wants to be able to log agents in and out of campaigns, the agents themselves cannot have the Logon Campaign right.

> **Note**: For more information on the Logon Campaign right, see the Security Rights topic in the Interaction Administrator help system.

Campaign

Selects the campaign whose agent participation you want to manage.

Available Agents

Lists names of agents and the active campaigns they are currently receiving calls for.

Logged On Agents

Lists the names of agents participating in the currently selected campaign.

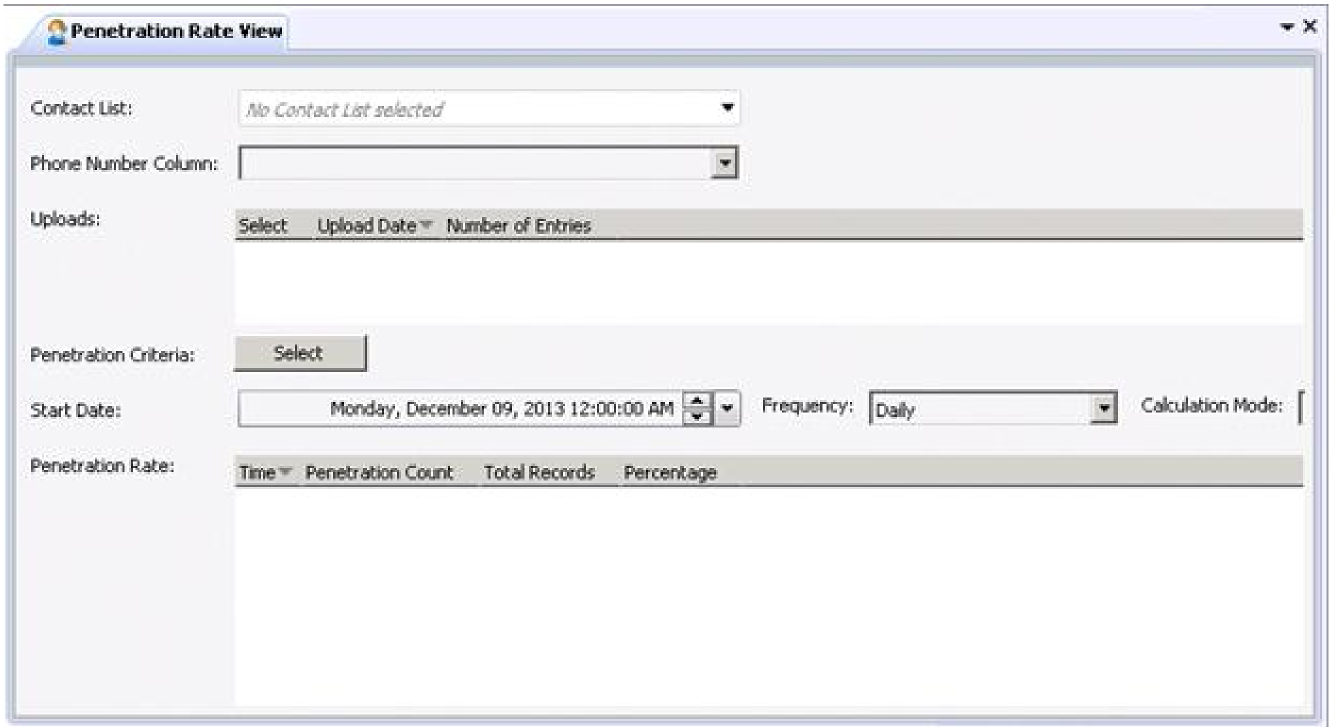
Log On

Logs any agents selected in the *Available Agents* list into the campaign.

Log Off

Logs off any agents selected in the *Logged On* Agents list out the campaign.

Penetration Rate view



The Penetration Rate view provides details about Dialer penetration rates.

View Options

Contact List

This control allows you to select a contact list to view data about.

Phone Number column

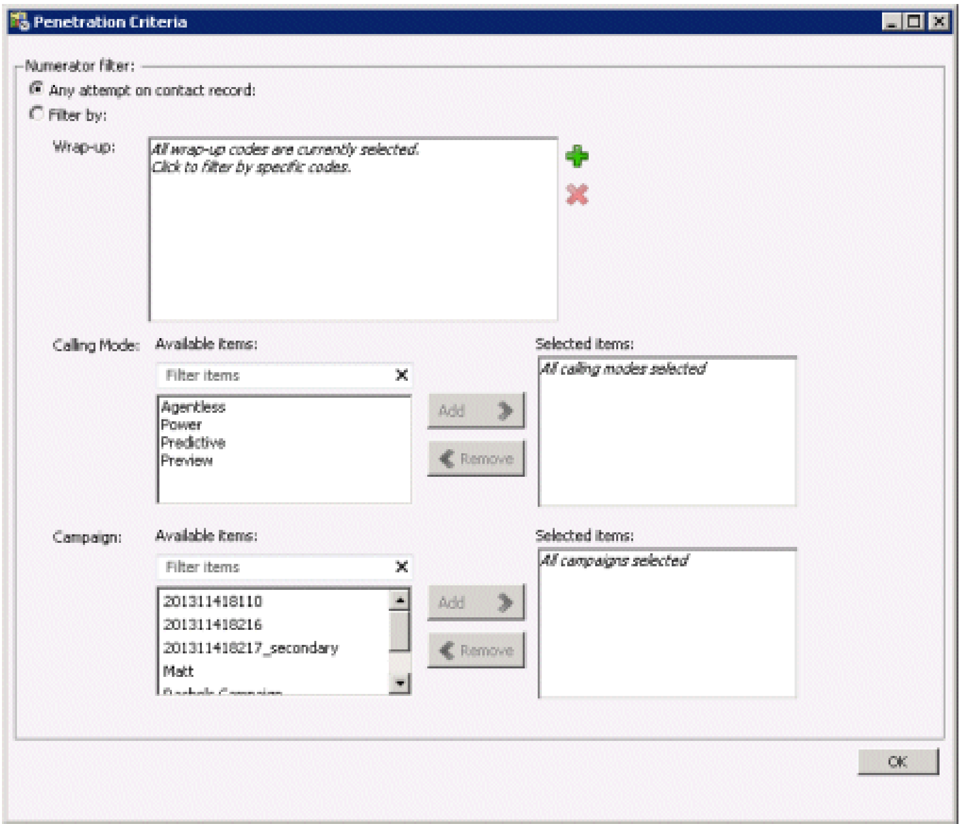
Use this control to select a single column in the contact list that contains phone numbers. You may optionally select [All Phone Number Columns] to select all columns designated as storing phone numbers.

Uploads

Allows selection of penetration rate data for records uploaded to the contact list. If you uploaded records to the contact list, you can select from this list.

Penetration Criteria

Click *Select* to open the *Penetration Criteria* dialog. This dialog allows you to filter the selection of penetration rate records based on wrap-up codes, calling modes, and campaign, or report any attempt to dial contact records. When you finish making selections, click OK to dismiss the dialog.



Start Date

Sets a date and time used to select penetration rate records. The drop list down arrow displays a calendar. The up and down buttons increment or decrement the day, month, day of month, year, hour, minute, or second selected.

Frequency

Scopes the frequency of data to hourly, weekly, daily, or monthly intervals.

Calculation Mode

Selects the method used to calculate penetration. Selections include Call List Penetration, Phone Number Penetration, Call List Saturation, and Phone Number Saturation.

Calculation Mode	Use Case	Formula
Call List Penetration	Ensure all records in a given list have been attempted at least once.	Count of Unique Attempts / Count of Call List Records Maximum Value = 100%
Phone Number Penetration	Ensure at least 1 dialing attempt for every phone number on every record.	Count of Unique Phone Attempts / count of Phone Numbers Maximum Value = 100%
Call List Saturation	Show average penetration level of records. 500% would indicate that each account had been attempted 5 times on average.	Count of Total Call Attempts / Count of Call List Records Maximum Value = None.
Phone Number Saturation	Show average penetration level of phone numbers. 500% would indicate that each phone number had been attempted 5 times on average.	Count of Total Call Attempts / Count of Phone Numbers Maximum Value = None.

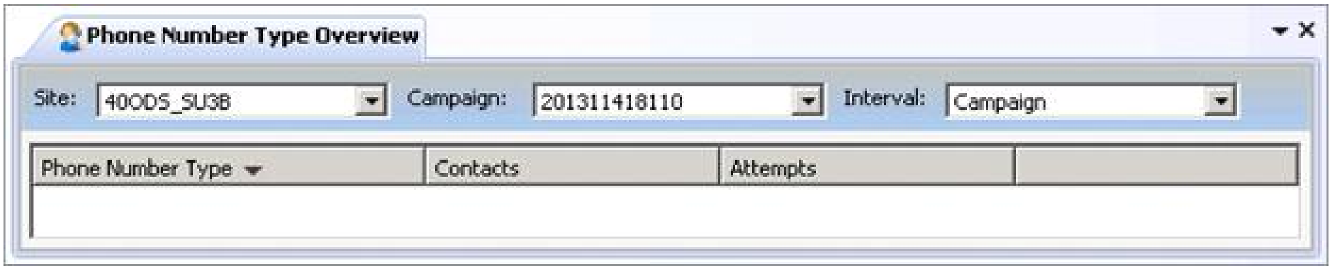
Penetration Rate (result)

Displays penetration data returned by the query. Columns include Time, Penetration count, Total Records, and Percentage.

Related Topics

Penetration Rate Report Data.

Phone Number Type Overview



This view displays Phone Number Type summary statistics for the site, campaign and interval selected.

Site

Selects the name of the Outbound Dialer server or [All sites].

Campaign

Selects the name of a Campaign.

Interval

Selects a statistic collection interval.

Phone Number Type

A customer-defined phone number type (home, cell, work, etc.).

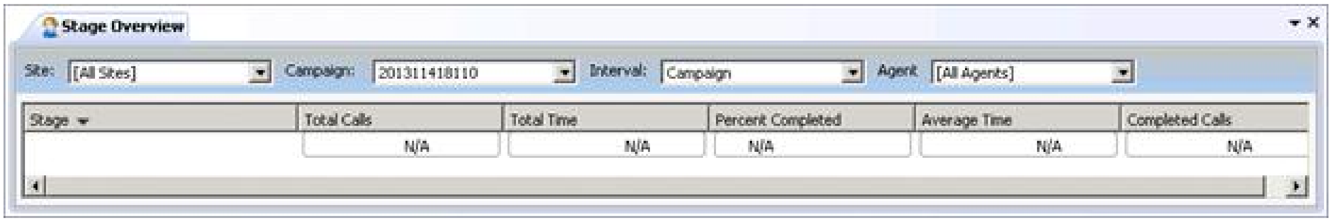
Contacts

The total number of contacts that have been made to this phone number type.

Attempts

The total number of times this phone number type has been attempted.

Stage Overview



This view displays overview statistics for Stages for a specific Dialer campaign, site and agent. See Dialer stage statistics.

Site

Selects the name of the Outbound Dialer server or [All sites].

Campaign

Selects the name of a Campaign.

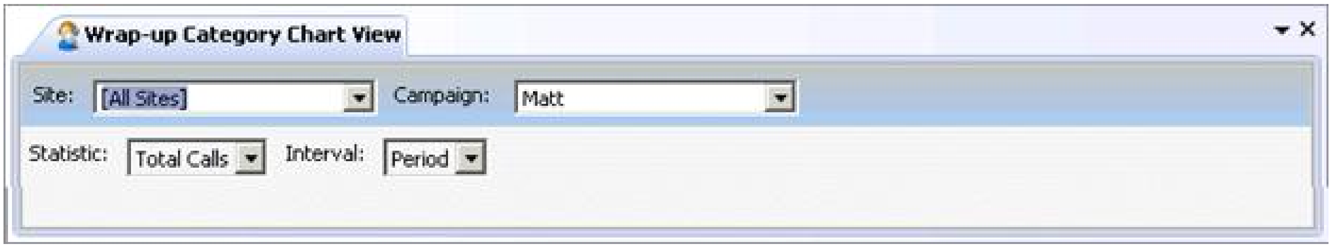
Interval

Selects a statistic collection interval.

Agent

Selects a single agent or [All Agents]

Wrap-up Category Chart View



This view shows wrap-up category statistics in a chart. Wrap-up categories classify the result of a contact attempt. Unlike wrap-up codes, which are user-defined, the same standard wrap-up category codes are mapped to all campaigns.

Site

Selects the name of the Outbound Dialer server or [All sites].

Campaign

Selects the name of a Campaign.

Statistic

Selects a Dialer wrap-up statistic.

Interval

Selects a statistic collection interval.

Wrap-up Code Chart View

This view shows wrap-up code statistics in a chart. Wrap-up codes are strings that indicate the completion status of a call step. Wrap-up codes are the disposition options that agents see in a script.

Site

Selects the name of the Outbound Dialer server or [All sites].

Campaign

Selects the name of a Campaign.

Statistic

Selects a Dialer wrap-up statistic.

Interval

Selects a statistic collection interval.

Wrap-up Category

Wrap-up Category Chart View

How Call Analysis detections affect Abandon Rate

This topic provides supplemental information about Call Analysis Detections as they affect calculation of the Abandon Rate statistics. The method used to calculate Abandon Rate can directly affect agent idle time and the speed of outbound dialing. The *Detections* option calculates abandon rate in a way that plans for less-than-perfect Call Analysis. The best way to understand this option is to consider a real-world scenario.

Suppose that 250 numbers are dialed, and that 150 of those calls are auto-dispositioned. The remaining 100 calls are classified as live people by Call Analysis. Dialer routes those 100 calls to agents, but 3 of those 100 calls are abandoned because there are no available agents to take the call. Of those 3 abandoned calls, 2 were actually live people and 1 was really an answering machine.

The other 97 calls are dispositioned by agents. Of the 97 dispositioned by agents, 78 calls were actually live people and 19 are not live people and are marked as such by agents (17 answering machines, 2 SITs). Agents almost always correctly identify a live person versus an answering machine, so their "call analysis" is very accurate.

Using the standard mapping of what is a contact and what is not (as configured in Interaction Administrator), the number of contacts is 81 (78 plus the 3 abandoned calls, since System HangUp is a WrapUp Category). In this case the abandoned rate as calculated by Dialer is (3 / 81) * 100 = 3.7%.

This is not the actual abandon rate, since Call Analysis is not perfect. If it were perfect, no answering machines would go to agents or get abandoned. So, the actual abandon rate is (actual live people abandoned / actual live people detected) or (2 / 78) * 100 = 2.6%.

Poor call analysis at a Dialer site affects abandon rate, since the number of contacts decreases while the possibility of an abandoned call from calls routed stays the same. This can cause contact rate to decrease and abandon rate to increase, leading to slower dialing and more agent idle time.

To alleviate this situation, use the "Based on Detections" option to make the "best effort" calculation possible with current technology. This approach considers that the system thought that 100 calls were live people, and 3 of those system-detected live people were abandoned. It recognizes that the system has no way to know that 1 of those 3 system-detected live people that were abandoned was really an answering machine. Therefore, due to a computer's less-than-perfect ability to detect live people, the best calculation of abandon rate in Dialer would be:

(system-calculated abandons / system-detected live people) * 100

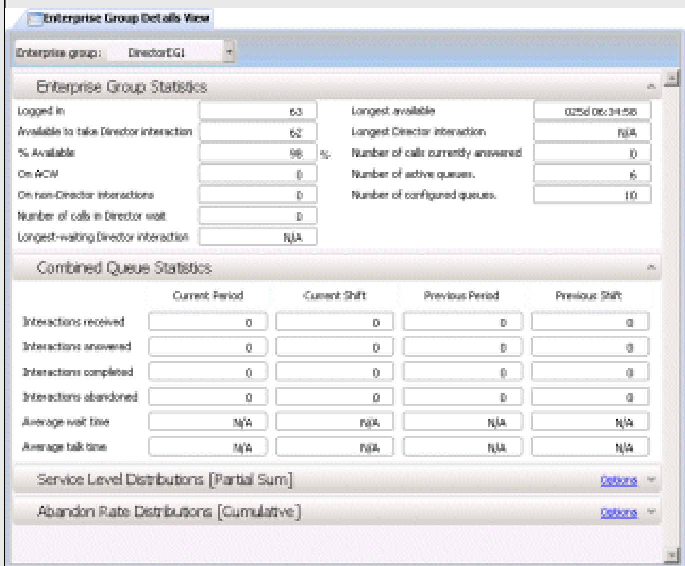
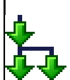
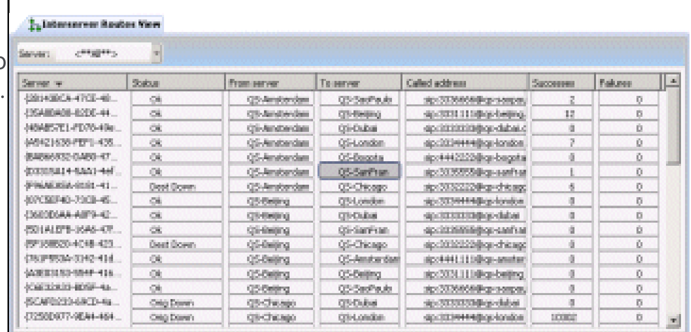
or

(3 / 100) * 100 = 3%.

The *Detections* calculation returns a value (3%) that is lower than the abandon rate that would normally be calculated by Dialer (3.7%), and which is closer to a perfectly calculated abandon rate (2.6%) which cannot be determined, due to less-than-perfect ability to detect live people.

Interaction Director category

Interaction Director is a CIC application that allows multi-site contact centers to become a single virtual operation. Interaction Director communicates with registered CIC server in real-time, to gather data that is relevant to queues, users, workgroups, skills, and so on. Director uses this data to make routing decisions. It balances loads by intelligently routing multimedia interactions between CIC servers.

Icon	View Details	Appearance
	Enterprise Group Details Shows service level, abandon and queue statistics about an Enterprise Group.	
	Interserver Routes Shows routes on a monitored server used to place inter-server calls between CIC servers.	

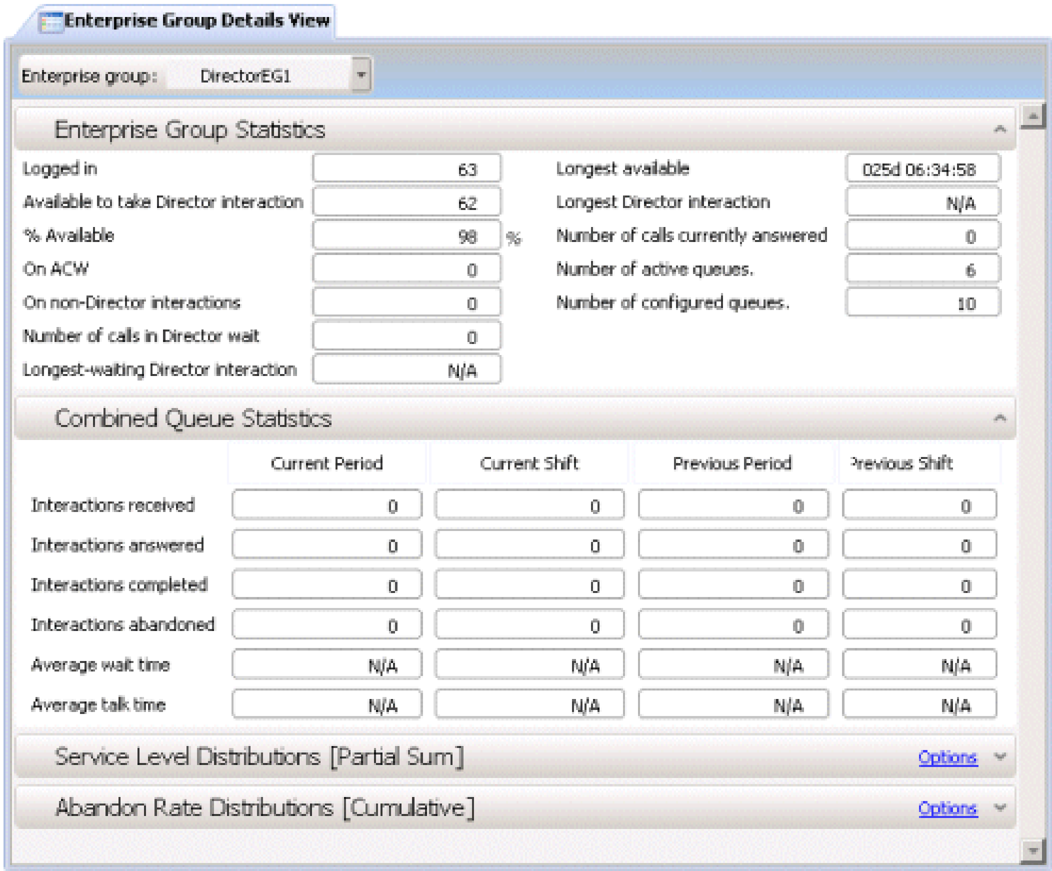
Related Topics

Select Enterprise Group dialog

Select Enterprise Group Statistics dialog

Interserver Routes – Select Server dialog

Enterprise Group Details view



Interaction Director makes intelligent routing decisions that helps balance loads across CIC sites, meet service goals, and increase customer satisfaction. This view displays service level, abandon and queue statistics about an Enterprise Group. Enterprise Groups are logically related queues that conceptually represent the target destination of a routed call.

Each group is a collection of queues from one or more CIC sites where calls could be routed. For example, an Enterprise Group named "Corporate Sales EG" might be comprised of a Sales queue on server CIC_Chicago and a Sales queue on server CIC_Atlanta.

Add this view to the workspace

Select an existing workspace from the Workspaces tab, or create a new workspace to host the view.

Select **New** > **View**. The *Create New View* dialog appears, listing views by category or product.

Select **Categories** from the *Group By* drop list. Then click **Interaction Director**.

Select **Enterprise Group Details View**.

Click **OK**. The Select Enterprise Group dialog appears.

Select an Enterprise Group. Click **Finish**.

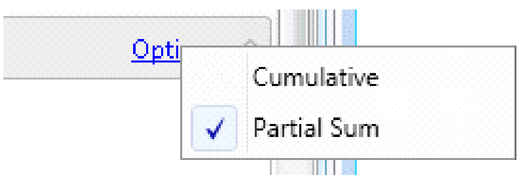
Expanders in this view

Enterprise Group statistics	Enterprise Group statistics summarize ACD interactions, such as the number of agents logged in, and other particulars that are common to the Enterprise Group as a whole.
Combined Queue Statistics	Displays Director agent statistics for interval periods. These statistics summarize the activity of call center agents, by reporting the count of interactions received, answered, completed, and abandoned, along with average wait time and average talk time.
Service Level Parameters	Display time and histogram intervals for the service level statistic. The range of service level histogram intervals are cumulated downwards by default. You can include or exclude histogram ranges.
Abandoned Rate Parameters	Displays time and histogram intervals for the abandoned rate statistic. The range of abandon rate histogram intervals are cumulated downwards by default. You can include or exclude histogram ranges.

Change statistics in this view

1. Right-click in the view to display its shortcut menu.
2. Choose **Add/Remove statistics…**
3. Use the Select Enterprise Group Statistics dialog to select statistics to display in the view. Click **OK**.

Select cumulative vs. Partial Sum histogram for Service Level or Abandon Rate statistics



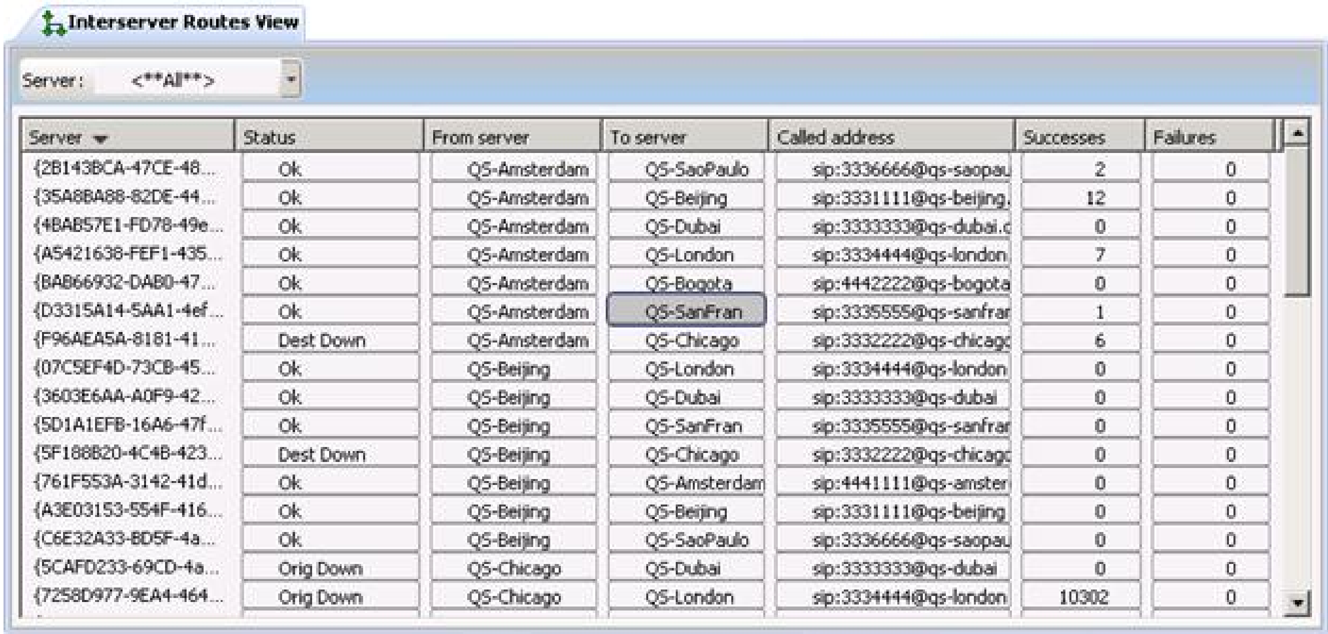
Click **Options** on the right side of the expander to select histogram type.

Think of **cumulative** distribution as an accumulative bucket for the enterprise group, interaction type and time interval (current period, current shift, etc.). An accumulative bucket means that each bucket includes the count for all of the preceding buckets. In a **partial sum** distribution, each bucket count is exclusive of any other bucket.

Set Alerts

See Manage Alerts.

Interserver Routes view



This view shows routes on a monitored server used to place inter-server calls between CIC servers.

Add this view to the workspace

1. Select an existing workspace from the Workspaces tab, or create a new workspace to host the view.
2. Select **New** > **View**. The *Create New View* dialog appears, listing views by category or product.
3. Select **Categories** from the *Group By* drop list. Then click **Interaction Director**.
4. Select **Interserver Routes view**.
5. Click **OK**. The Interserver Routes - Select Server dialog appears.
6. Select a server. Click **Finish**.

Change statistics in this view

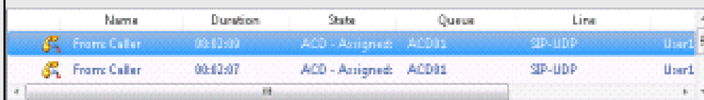
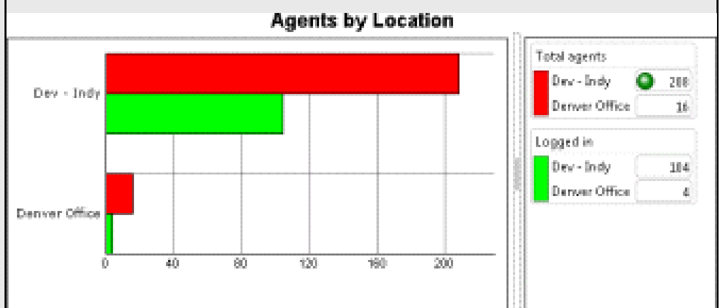
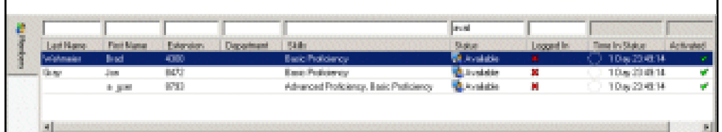
1. Right-click in the view to display its shortcut menu.
2. Choose **Add/Remove statistics…**
3. Use the Select Statistics for Interserver Routes dialog to select statistics to display in the view. Click **OK**.

Set Alerts

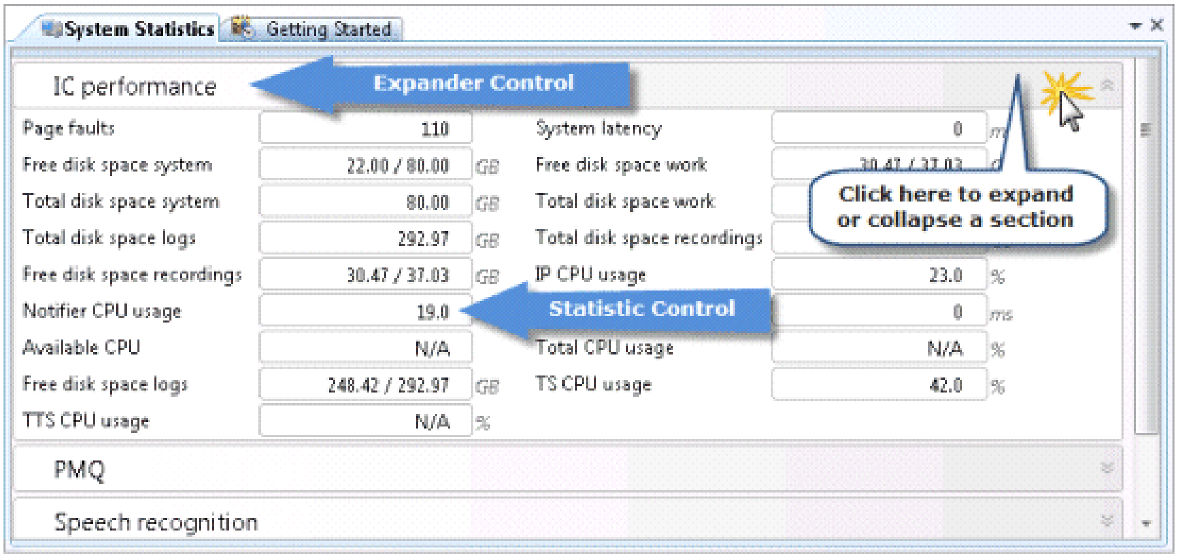
See Manage Alerts.

Visual controls in Supervisor views

The **visual controls** commonly used in Interaction Supervisor views are listed in the table below.

Control	Example
The Expander control opens or closes a region within a view to display or hide information.	
Statistic Controls display statistics and automatically update the view when the value of a statistic changes, when alerts are triggered, or when the value of the statistic no longer triggers an alert.	
Queue controls appear in views that display information about lines or queues, to provide details about interactions. Queue controls may also allow supervisory call actions to be performed on a selected item.	
Where applicable, Call Action Controls allow a supervisor to listen, coach the agent, record an interaction, join a conference, and perform basic telephony operations.	
Chart controls are used in graph views to render statistics as column, bar, or line graphs.	
Workgroup Directory controls display the status of individual workgroup **members**, such as each person's name, time in status, logged in state, skills, and so on.	

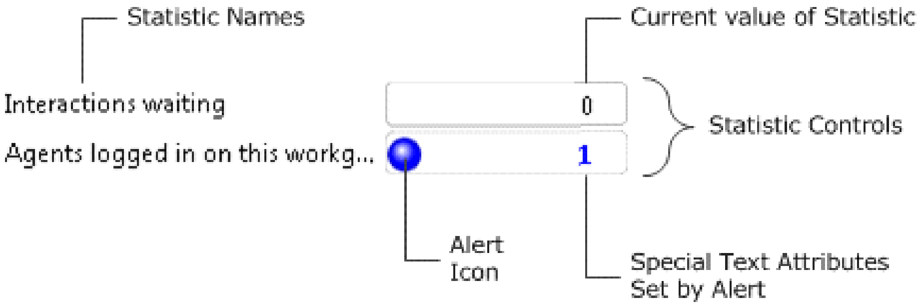
Expander control



Expander controls expose or collapse regions of a view. Expanders are often used to categorize statistics, which are in turn displayed by statistic controls. The **title bar** of the control acts as a **toggle** to expand or collapse a screen region.

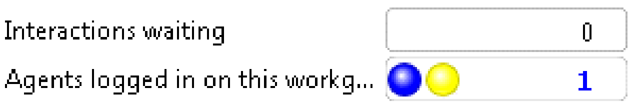
Statistic Control

The value of each statistic, and any alerts that have been set, is displayed in its own Statistic Control. In the case of charts, statistic controls appear in the legend. Icons for alerts appear in statistic controls too, if an alert has been triggered. Statistic controls update when the value of a statistic changes, when alerts are triggered, and when the value of the statistic no longer triggers an alert.



Statistic controls display alerts using **color coded icons** and conspicuous **text attributes**. Alerts can be configured to send e-mail notifications, to play sounds, invoke a handler, or to perform all of those actions.

Suppose that a view has two statistics for which alert conditions have been set. Values would appear on statistic controls as shown below:



- Suppose that for **Interactions Waiting**, an alert was set to notify when 5 or more interactions are waiting. This statistic does not have an alert icon, since the number of Interactions waiting is currently zero.
- Suppose that two alert conditions have been set for **Agents logged in on this workgroup**. The first triggers when the value is less than 3. The second triggers the alert when the value is between 0 and 7. Since both conditions are true, the statistic control displays icons for both. As you can see, an active alert is indicated by a color coded severity icon, and custom text attributes. Both of these properties are specified when alert are set.

An **alert condition** specifies how the alert is triggered (between two values, exceeds a value, etc.). The severity of the alert determines the color of the alert icon. You can select actions to take when the alert is triggered, ranging from displaying an icon only, to sending email, or invoking a handler. See Manage Alerts.

Procedures

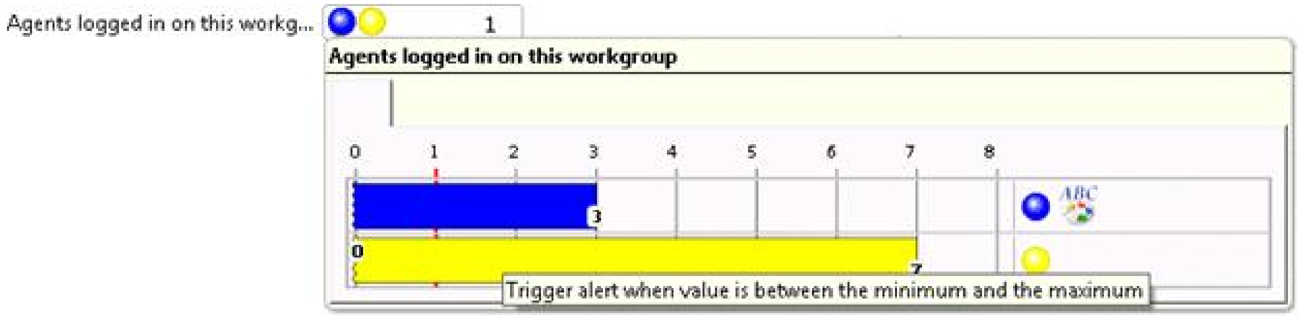
View alerts set for a statistic

Display shortcut menu for a statistic control

View alerts set for a statistic

To view alerts set for a statistic

1. Click an alert **icon**.
2. 2. A window will appear showing each alert and its threshold settings. The red bar indicates the current value of the statistic.



Related Procedures

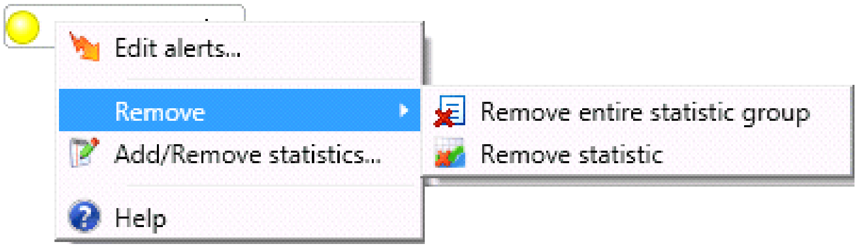
Manage Alerts

Manage All Alerts at once

Display shortcut menu for a statistic control

Each statistic control offers quick access to menu of frequently used commands. To display this shortcut menu:

1. Right-click the statistic control. The shortcut menu appears.



2. Select a command from the menu. The commands are:

Edit alerts...

Opens the Add/Edit Alert dialog so that you can manage alert conditions for the statistic. See Manage Alerts.

Remove > Remove entire statistic group

Removes all statistics in that statistic group from the view.

Remove > Remove statistic

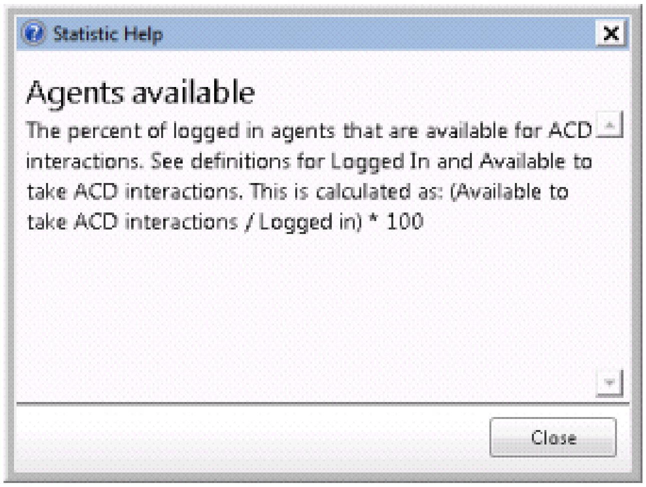
Removes the selected statistic from the view.

Add/Remove statistics...

Opens a dialog that manages which statistics appear in the view, for the type of statistics supported by the view.

Help

Displays a help definition of the statistic. Click **Close** to dismiss this dialog when you finish reading the help text. You can also display help for a statistic by holding the mouse pointer over the statistic control until pop-up text is displayed. The help text is the same, regardless of method used to display it.



Queue Control

About Queue Controls

Queue controls appear in views that display information about lines or queues. Queue controls provide details about current interactions and may allow supervisory actions to be performed on a selected item.

If there are no current interactions in the queue, "This queue is currently empty" is displayed in the first row.

For descriptions of each column in a queue control, see Queue Columns. Security settings apply to Queue controls. Security rights determine which buttons are shown. ACL rights control which buttons in the queue control toolbar are enabled. See Licenses, Security and Access Control Rights for details.

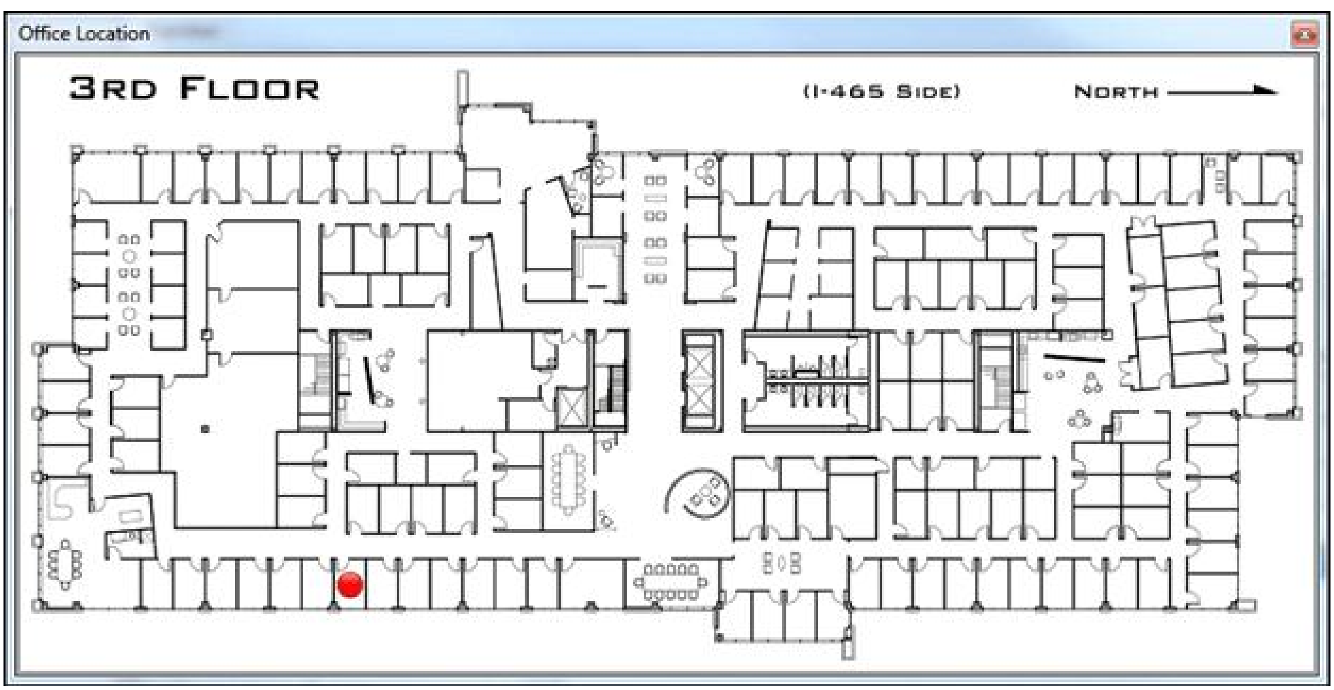
Look up an employee photo and office location

Your CIC administrator can enable a queue control shortcut menu option that will display an employee's photo and office location. If your CIC administrator chose to implement this feature, you do not need any additional licensing or user rights to use it.

To view a person's photo and office location:

1. Right-click any contact in an Agent Overview, Queues, Workgroup Details, or Workgroup Directory view. The photo of the person appears in the context menu:

2. Select **Office Location** from the context menu to display a map or diagram indicating office location. This menu option does not appear unless your administrator configured CIC to support this feature.



The graphic for Office Location can be anything your administrator draws to indicate a locale. In most cases an office floor plan is displayed.

Sort Columns

To change the sort order, click on a column heading to sort by that column.

Resize Column Width

To resize a column, drag the edge of a column heading left or right to narrow or widen the column. Column headers remain visible, even when there are no interactions to display. Customers can still adjust columns for personal preferences.

Rearrange Columns

To change the order of columns, drag and drop a column heading to a new location.

Call Action Controls

Where applicable, a Call Action control below the queue control allows a supervisor to select a queue object, and then listen, coach the agent, record the conversation, join a conference, or perform basic telephony operations.

Related Topics

Interaction Analyzer Columns in Queue Controls

Interaction Analyzer Columns in Queue Controls

If the CIC server has feature licenses for Interaction Analyzer and Interaction Recorder present, two additional columns appear in Supervisor views that contain Queue Controls (such as a Workgroup Details view, for example). These columns tally the number of keywords spotted by Interaction Analyzer, as it independently scores agent and customer channels during a conversation recorded by Interaction Recorder. If the mouse pointer is held briefly over a column, column details for that channel appear in a popup.

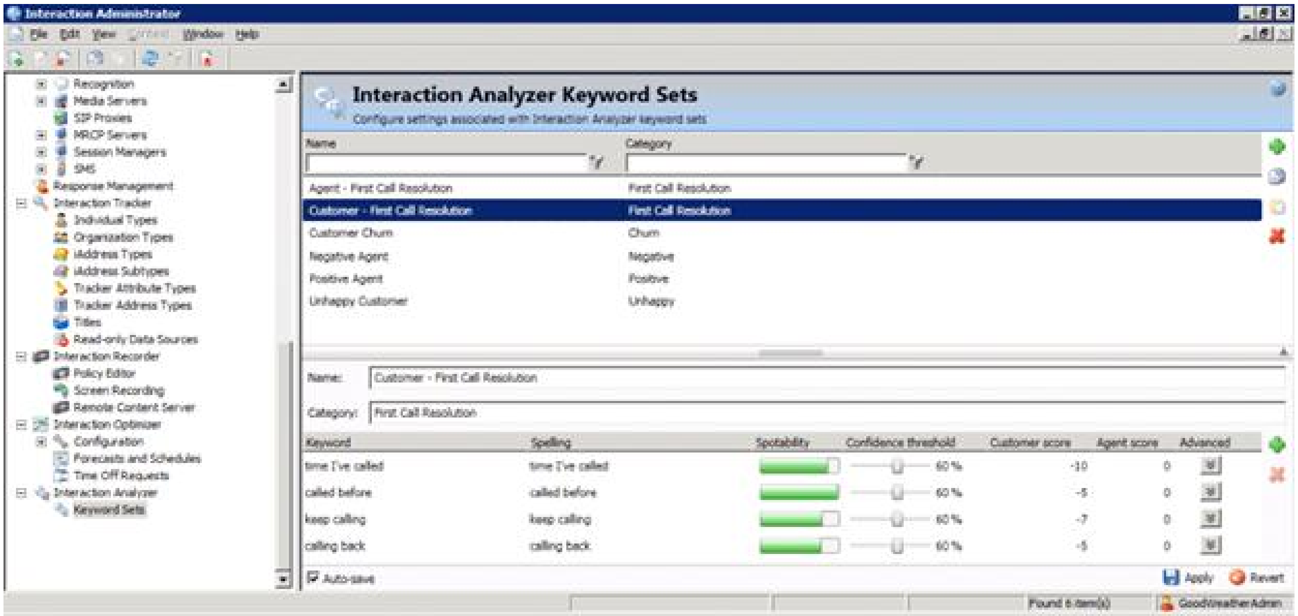
Supervisor differentiates between unanalyzed interactions and analyzed interactions with zero score, for Analyzer keyword score aggregate statistics. No score indicates that the interaction is not being analyzed and a score of 0 indicates that the interaction is being analyzed but has not accumulated a score at this time.

- The **Agent Score** column displays positive and negative totals for the agent channel of the conversation. Positive totals indicate that one or more positively scored Keywords were detected. Negative totals indicate that the agent spoke undesirable keywords that were negatively scored.
- The **Customer Score** column displays similar totals, but for the customer channel of the conversation.

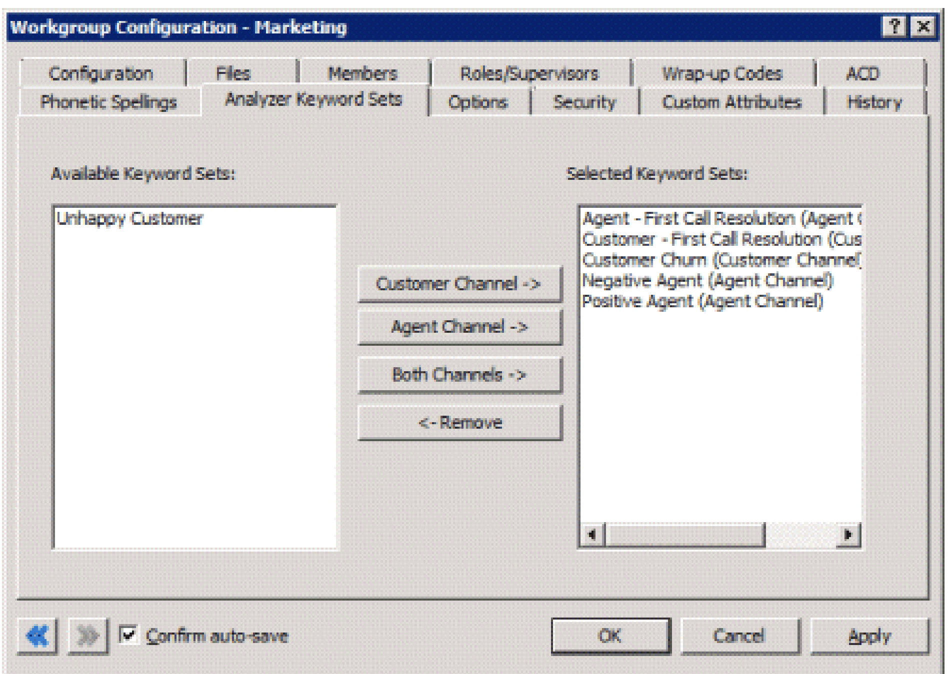
These columns display the number of recognized keywords and the combined positive and negative score for all words recognized. They also display an icon representing positive/negative/neutral combined score. The tooltip on each column displays the last positive/negative/keyword spotted during the current interaction. The column values are updated as keywords are recognized.

How Interaction Analyzer Scoring is set up

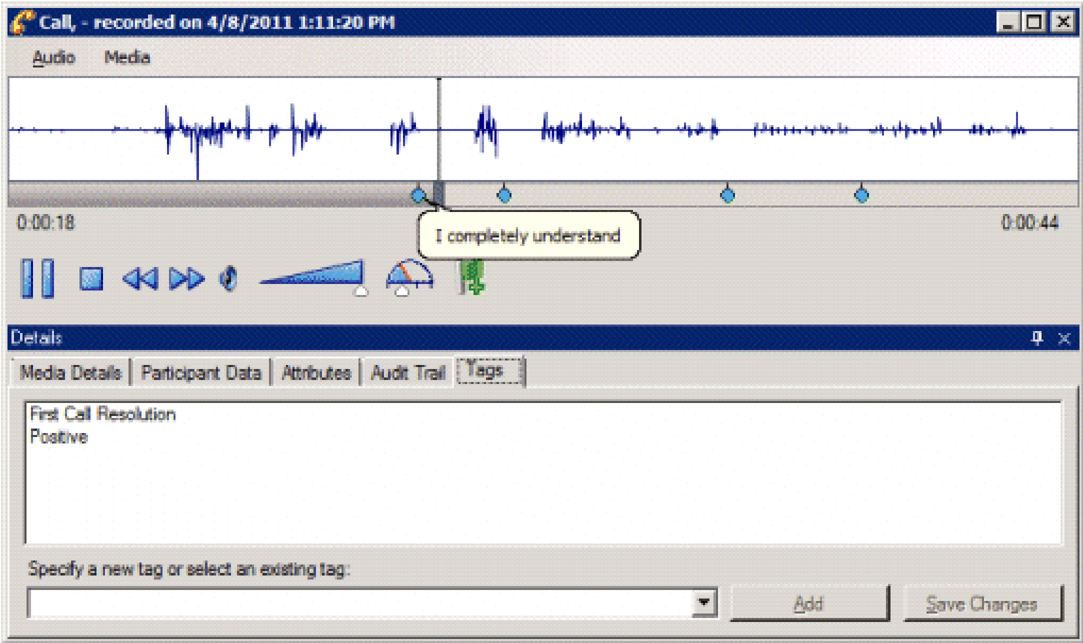
1. Interaction Analyzer **Keywords Sets** are defined in Interaction Administrator to define words and phrases that Interaction Analyzer should listen for. At this time, keywords are weighted with positive or negative values for each channel—the agent or customer side of the conversation.



2. Next, Keyword Sets are assigned to a **Workgroup configuration** in Interaction Administrator. Keyword Sets can be assigned to the customer channel, agent channel, or both.



3. When recorded conversations are replayed, Interaction Analyzer keyword hits appear as markers below the waveform. Clicking on a marker plays back that portion of the clip, so that Administrators can easy review what was said at detected points in the conversation.



For more information about Interaction Analyzer configuration, see the discussion of the Interaction Analyzer container in Interaction Administrator Help.

Call Action Control

The Call Action control often appears below a queue control so that the supervisor can select a queue object, and then listen, coach the agent, record the conversation, join a conference, or perform basic telephony operations.

Each button in the **Call Action Control toolbar** performs a telephony action on selections in the currently displayed queue. If an action cannot be performed, its button appears shaded. Whether or not a toolbar action is available is controlled by the Security and ACL rights configured in Interaction Administrator.

Pickup	Answers the current interaction, or takes the interaction off hold.
Disconnect	Disconnects the selected interactions.
Transfer	Transfers the interaction to another user.
Join	Adds the Supervisor user to a call on any user or station queue that the manager has permission to monitor. Both the agent and the customer can hear the manager's side of the conversation. When the Join feature is used, Interaction Supervisor creates a conference call between the agent, the connected party, and the Supervisor user.
Listen	Listens in on a call. For example, you can listen to a caller leaving a voice mail message, to a conversation between two parties, or to a conference call. The parties being listened to may not be aware that someone is listening to the call. Genesys disclaims any responsibility for end-user or licensee to comply with federal or state law restrictions regarding Record or Listen capabilities of CIC software. The licensee hereby warrants and represents that the end-user or licensee will use the product in compliance with any federal or state law.
Coach	Adds yourself to an agent's call on any user or station queue you have permission to monitor. This enables you to provide advice to the agent without the customer knowing that you are assisting on the call. The agent can hear your side of the conversation, but the customer cannot.
	This feature is especially helpful to supervisors who are training new agents, monitoring employee customer service performance, or simply providing assistance with a customer call.
	If the agent presses the Mute button while you are coaching the agent, the customer no longer hears the agent but the agent can continue to converse with you. The Mute button does not affect the audio between the agent and the coach.
	You must have permission to use the Coach feature and you must have permission to monitor queues. If you have questions about your rights and permissions, see your Interaction Center administrator.
	The Coach button is shaded if the call is not in a state in which this action can be performed.
Record	Records the currently selected call. This recording is saved as a .wav file. Clicking Record the first time starts the recording session for a call. Clicking Record again stops the recording session for a call.
	You can press the Record button more than once to stop or continue recording your call. The CIC client stores each part of the recorded conversation in separate .wav files, and sends them to you in e-mail message attachments after you end the call.
	The Record button appears shaded if the call is not in a state in which this action can be performed or if you do not have rights to record calls. Contact your CIC administrator if you need security rights to use this feature.
	Genesys disclaims any responsibility for end-user or licensee to comply with federal or state law restrictions regarding Record or Listen capabilities of CIC software. The licensee hereby warrants and represents that the end-user or licensee will use the product in compliance with any federal or state law.
Pause	Pauses recording. Click Pause again to resume recording.
Snip	Creates a recording snippet. To have snip capabilities, your administrator must configure your user account with the appropriate rights and licenses in Interaction Administrator. For more information, see the *Interaction Recorder and Interaction Quality Manager Technical Reference* in the PureConnect Documentation Library and the Interaction Administrator Help.
Private	Prevents other users from recording or listening to a conversation. Use of the Private feature may be subject to your company's policies and should only be used in accordance with those policies. CIC handler customization can be used to track the use of the Private feature to ensure compliance with such policies.
Assistance	The assistance request feature allows a CIC client user to request help for an interaction from an Interaction Supervisor user monitoring a queue. The Supervisor user can view information about each request, such as the problem description. The Supervisors can then accept or ignore the assistance request. See Manage Assistance Requests for more information. **Note:** Both Interaction Connect and Interaction Desktop support assistance requests.

Note

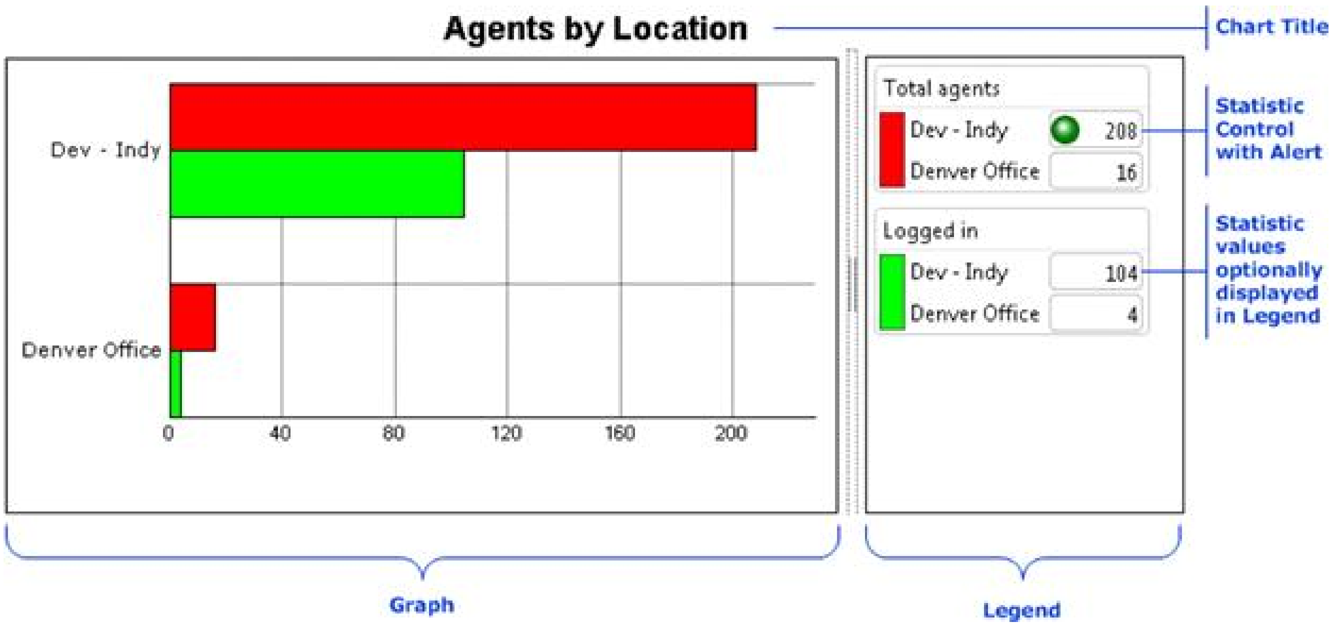
Workgroup supervisors are configured in Interaction Administrator. Also, supervisors receive assistance requests only if they are running Interaction Supervisor. They do not receive assistance requests if they are running only a CIC client.

In order for the request assistance process to work properly, at least one supervisor must be configured for your workgroup in Interaction Administrator on the Roles/Supervisor tab and at least one supervisor for your workgroup must be logged in.

Chart Control

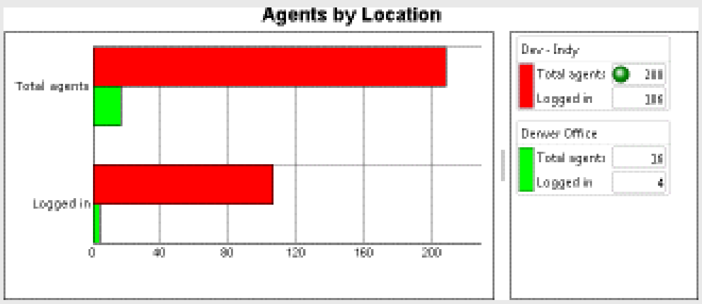
Summary

Chart controls are used by graph views to render statistics as column, bar, or line graphs. The **graph** portion of the chart presents the relation between different system statistics selected by the user for comparison. The optional **legend** displays statistic values and active alerts.



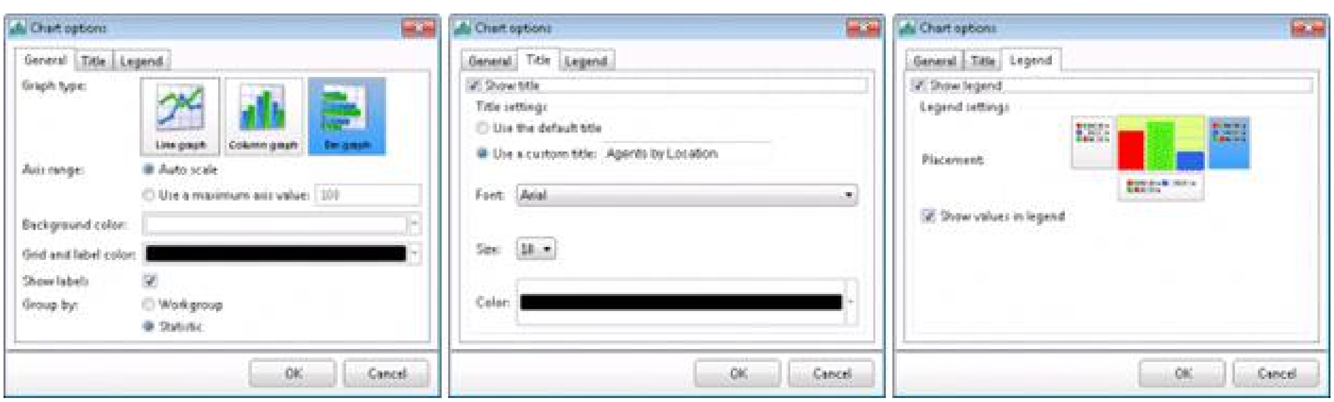
Customize a Chart

Right-click the chart control to display a shortcut menu of customization commands:

Edit Alerts…	Opens the Edit Alert dialog so that you can change the parameters of alerts. This menu option is only enabled when the shortcut menu is opened by right-clicking on a statistic in the legend.
Add/Remove…	Opens statistic and parameter selection dialogs used by the view.
Chart options…	Opens the [Chart Options dialog](#), so that you can change the general appearance of the graph. The items you can modify include the graph title, legend, and axis range information in the graph.
Show Labels	Toggles display of labels in the graph section.
Graph type	Displays a sub menu with the following options: • **Column graph**: Displays a vertically oriented graph • **Bar graph**: Displays a horizontally oriented graph • **Line graph (5 minutes)**: Displays a marquee type line graph which spans 5 minutes • **Line graph (30 minutes)**: Displays a marquee type line graph which spans 30 minutes • **Line graph (4 hours)**: Displays a marquee type line graph which spans 4 hours • **Line graph (8 hours)**: Displays a marquee type line graph which spans 8 hours • **Line graph (24 hours)**: Displays a marquee type line graph which spans 24 hours
Group By	Changes the axis used to display the chart. For example, a System Graph view allows grouping by workgroup or statistic. When grouped by statistic, the example chart looks like this: 
Legend	Opens a submenu for setting options relating to the Legend section of the view: • **Show legend**: Display/hide the legend • **Show values in legend**: Show/hide the values in the legend • **Bottom**: Position the legend on the bottom of the graph • **Left**: Position the legend on the left of the graph • **Right**: Position the legend on the right of graph

For more information about Chart control customization options, see [Chart Options dialog](#).

Chart Options dialog



The **Chart Options dialog** customizes the appearance of a [chart control](#). To open this dialog from a graph view, select **Chart Options…** after right-clicking a chart control to display its shortcut menu.

The **Chart Options** dialog has three tab pages:

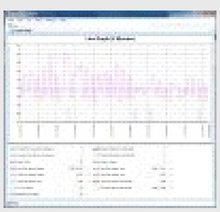
1. General options set graph type, axis range, time interval for line graphs, background color, and the color of both the grid and labels.
2. Title options manage the title displayed on the graph. The title can be set to a custom value, and the font, size and color of the text can be changed. These settings are not persisted if the user closes and re-opens a new graph view.
3. Legend options determine whether or not the legend section appears below the graph. The position of the legend relative to the graph can also be changed, with the option to show or hide statistic values in the legend. These settings are not persisted if the user closes and re-opens a new graph view.

Important!

Changes to chart settings are displayed immediately in the view, but do not become permanent until you close the Chart Options dialog by clicking **OK**.

Chart Options Dialog - General page

Options on the **General** page sets graph type, time interval for line graphs, background color, and the color of both the grid and labels. The customizations you can apply on this page are:

<table>
<tr><td rowspan="4">Change the Graph type</td><td colspan="2">Click the Line graph, Column graph, or Bar graph button.
To make zero values easier to distinguish, bar and column charts have a 3D effect applied.</td></tr>
<tr><td></td><td>Column graphs display values as a vertical column of color. Column graphs are updated every time a value changes on the server.</td></tr>
<tr><td></td><td>Bar graphs display values as a horizontal column. Bar graphs are updated every time a value changes on the server.</td></tr>
<tr><td></td><td>Line graphs display the values across time in a marquee type rolling display. Line graph are updated regularly depending on the total time displayed in the graph. If the user changes a line graph to a column or bar graph, the graph continues to accumulate and display values. This offers the opportunity to return to the line graph later to see its line history.</td></tr>
<tr><td>Change the time interval for a line graph</td><td colspan="2">Select a period from the Line graph period drop list. This option is available for line graphs only. Periods range from 5 minutes to 24 hours.</td></tr>
<tr><td>Change maximum value displayed on the Axis</td><td colspan="2">For column and bar graphs, axis range changes the maximum value displayed on the axis. These settings are not persisted if the user closes and re-opens a new graph view. Select Auto scale to use the default range, or enter and maximum axis value.</td></tr>
</table>

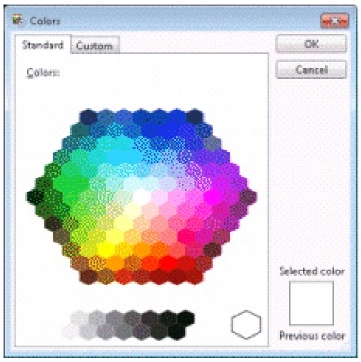
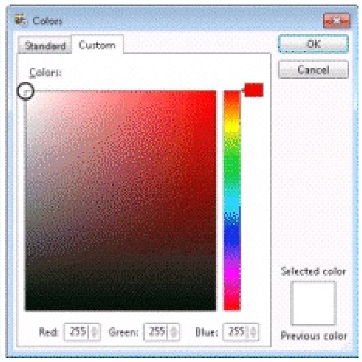
Change background color	Click **Background color** control to open a menu of default colors.  Select a default color or click **More colors…** to select custom colors from a secondary **Colors** dialog that allows selection of Standard Windows colors, or any combination selected using a slider control. To apply a custom color selection, click **OK**. 
Change grid and label color	Click the **Grid and label color** control. Its color selection options work identically to the Background color control.
Hide Labels	To hide labels in the graph section, uncheck the Show labels check box.
Group by	Changes the axis used to display the chart. For example, a System Graph view allows grouping by workgroup or statistic.

Chart Options dialog - Title page

Title options manage the title displayed on the graph. The title can be set to a custom value, and the font, size and color of the text can be changed. These settings are not persisted if the user closes and re-opens a new graph view. The customizations you can apply on this page are:

Show or hide graph title	To show or hide the title, check or uncheck the **Show Title** box. Checking this box enables other title options on this page.
Change the graph title	When **Title Type** is Default, the chart title is based on its type, and the text is Column Graph, Bar Graph, or Line Graph. If you select **Custom** you can type your own title text in the **Custom Title** box.
Change title font	Select a new font from the **Font** drop list.
Change title size	Select a new font size from the **Size** drop list.
Change title color	Click the **Color** control to open a menu of default colors.  Select a default color or click **More colors...** to select custom colors from a secondary **Colors** dialog that allows selection of Standard Windows colors, or any combination selected using a slider control. To apply a custom color selection, click **OK**.

Chart Options dialog - Legend page

The **Legend** page determines whether or not the legend section appears below the graph. The position of the legend relative to the graph can also be changed, with the option to show or hide statistic values in the legend. These settings re not persisted if the user closes and re-opens a new graph view. The customizations you can apply on this page are:

Show or hide the Legend	Legends are displayed by default. To hide the entire legend section of the graph, check the **Show legend** box.
Show or hide statistic values	The value of each statistic is shown in the legend by default. To remove values from the legend, uncheck the **Show values in legend** box.
Reposition the Legend left, below, or to the right of the chart	Three **Placement** buttons determine where the legend appears relative to the graph. Click the button that is left, below, or right of the chart graphic.

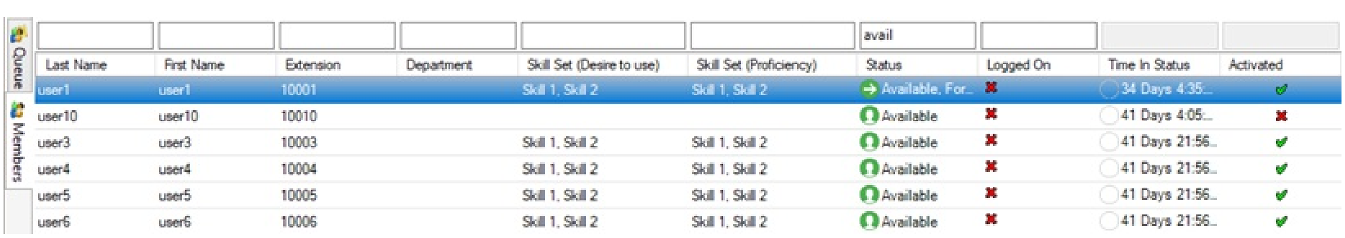
Related Views

Agent Graph view

System Graph view

Workgroup Graph view

Workgroup Directory control



Workgroup Directory controls display the status of individual workgroup **members**, such as each person's name, time in status, logged in state, and skill set.

Add or Remove Columns

You can modify the selection of columns displayed by right-clicking a column heading to open a shortcut menu.

Standard columns	The standard columns are Name, First Name, Last Name, Company, Department, Extension, Business Phone, Home Phone, and Mobile.
Status columns	Status-related columns in the *Status Columns* submenu are: Status, Status Notes, Until, Forward Number, On Phone, Logged In, Time in Status, Status Summary or Activated.
Other columns	The *Other Columns* submenu adds columns for properties of a member entry, such as Business Address, Business City, Assistant, Skill Set (Desire to use), and Skill Set (Proficiency). See also: Directory Properties dialog.

Filter Columns

To filter for specific values, text in boxes above each column.

Sort Columns

To change sort order, click on a column heading to sort by that column.

Resize Column Width

To resize a column, drag the edge of a column heading left or right to narrow or widen the column. Column headers remain visible, even when there are no interactions to display. Customers can still adjust columns for personal preferences.

Rearrange Columns

To change the order of columns, drag and drop a column heading to a new location.

View Skills

You can view skills for an agent by using the:

- **Skill Set (Proficiency)** column and the **Skill Set (Desire to use)** column.
- Display Skill list dialog box.

Skill Set (Proficiency) column and Skill Set (Desire to use) column

The **Skill Set (Proficiency)** column and the **Skill Set (Desire to use)** column makes it easy to identify agents who have a specific skill.

- The **Skill Set (Proficiency)** column displays skills associated with each agent. Point to the **Skill Set (Proficiency)** column for an agent to view the proficiency level for each skill.
- The **Skill Set (Desire to use)** column displays the agent's desire to use their associated skills. Point to the **Skill Set (Desire to use)** column for an agent to view the desire-to-use level for each skill.

Multiple skills are delimited by commas. Skills belonging to the user's workgroups appear first, followed by the skills of the user. If sorting by skills, standard alphabetical order on the entire content of the skill field is used.

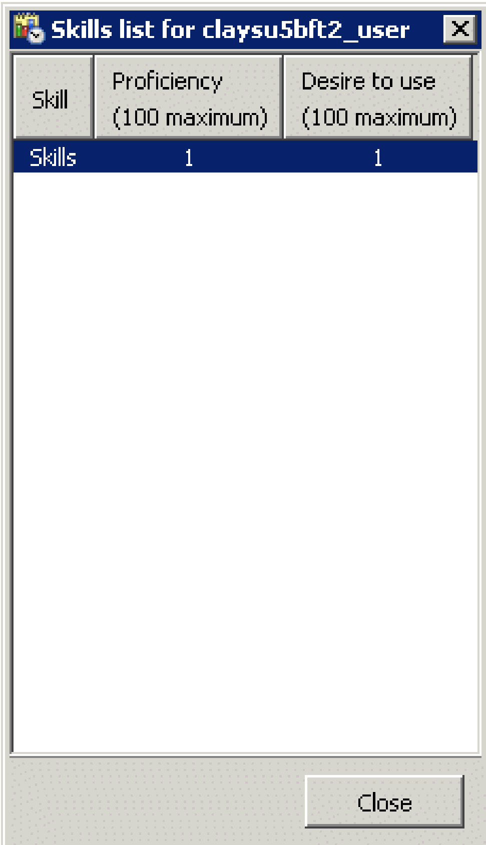
If the **Skill Set (Desire to use)** column or **Skill Set (Proficiency)** column does not appear in the view, right-click a column heading and select the columns from *Other Columns* shortcut menu.

You can filter a skill column for a specific skill. If you type a skill at the top of the column, only the agents with that skill appear in the column. The filter is case independent. When the directory is paged, the filtering is done by the server, otherwise it is done locally.

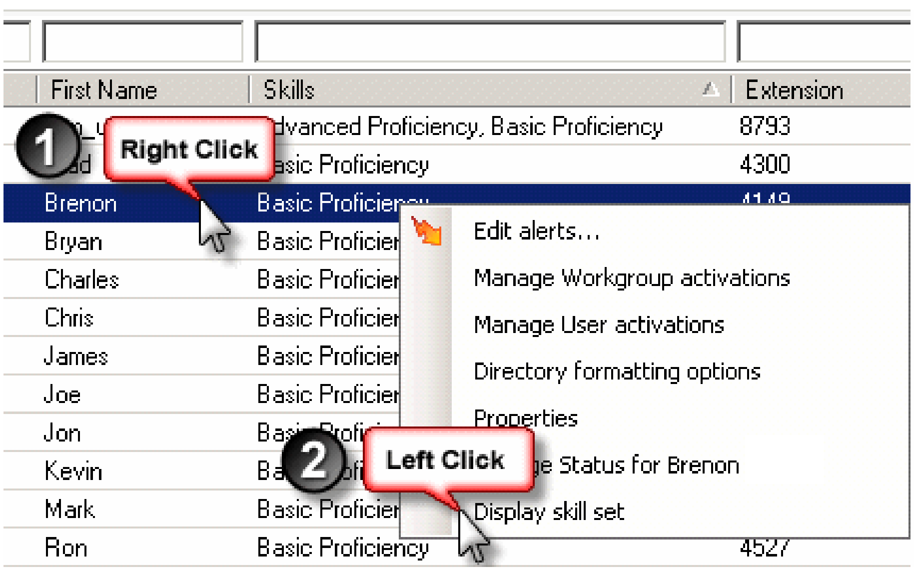
Skills display as dynamic in the contact directory list and static in the user list skills dialog box.

Display Skill list dialog box

A right-click context menu item (Display Skill Set) displays the entire list of skills, their proficiency, and the desire to use them. If a user has the same skill in two different workgroups with different proficiency and desire to use, they both appear in the user skills dialog box.

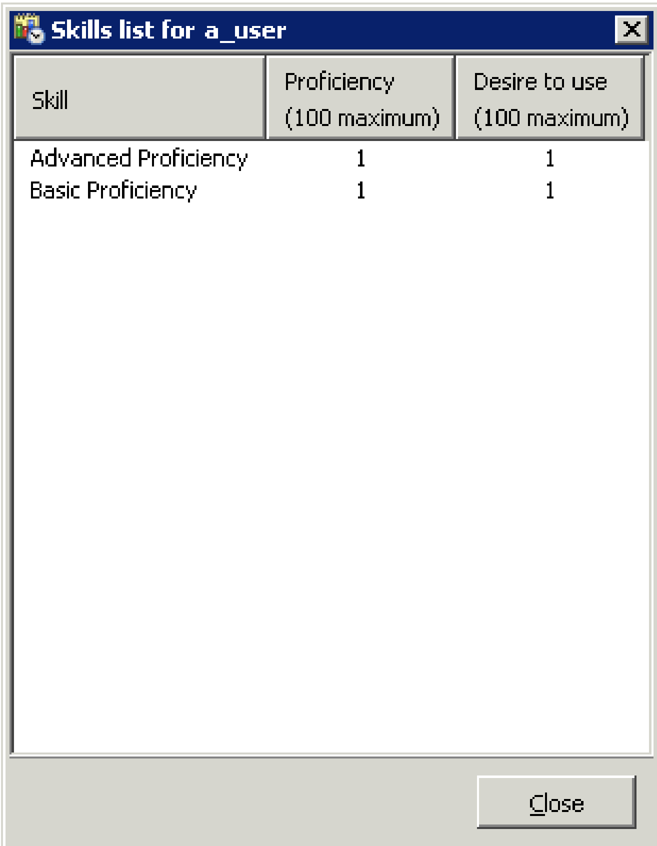


To view a person's skills, desire to use and proficiency:



1. Right-click a user row in the directory.
2. Then select *Display skill set*. Information about the users' skills is displayed in the Skills List dialog.

Skills List dialog



The *Skills List* dialog displays skills associated with a workgroup user, along with the proficiency and desire to use each skill. To display this dialog, right click a user row in a Workgroup Directory control. Then select *Display skill set*.

If a user has the same skill in 2 different workgroups with different proficiency and desire to use, they will both appear in this dialog.

Skill

A skill defines an ability that individual agents may or may not have, such as special training or certification, expertise with a particular product, or the ability to speak a foreign language. Skills are defined in Interaction Administrator, by expanding the *People* container and then selecting the *Skills* view. See *Interaction Administrator Help* for more details.

Proficiency

Proficiency indicates overall ability to apply the skill, expressed as a number between 1 and 100. Higher numbers indicate greater proficiency.

Desire to use

Desire to Use is also a number between 0 and 100, that indicates how willing the user or workgroup is to use the skill. For example, all agents may have a high level of proficiency with a particular skill (such as technical support) but may have very little desire to use that skill in an ACD environment. Higher numbers indicate greater desire to use a skill.

Close

Dismisses the dialog.

Full Screen and Slide Show Modes

IC Business Manager provides two View menu commands that work well with Supervisor views:

View > **Full Screen Mode** maximizes the application window while hiding menus and toolbars unless the mouse pointer is positioned over the area of the screen where menus are normally displayed. To exit Full Screen Mode, position the mouse pointer at the top of the window to reveal menus. Then click the **Full Screen** button.

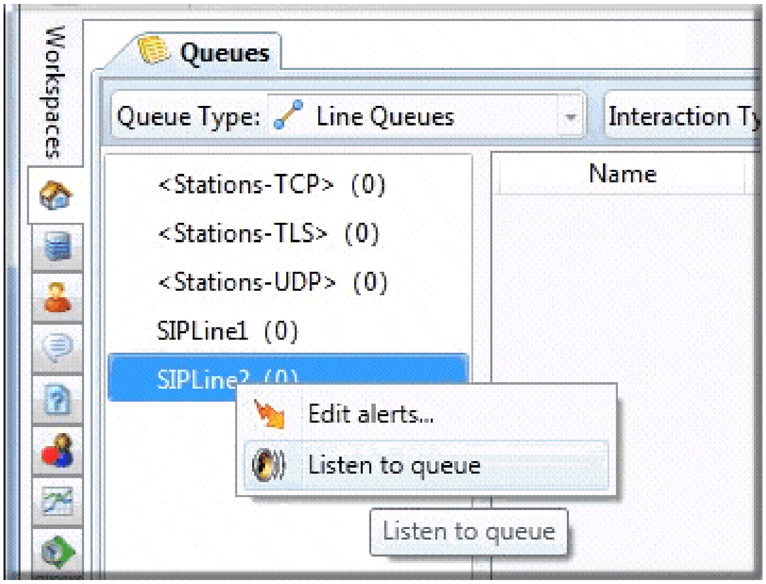
View > **Show Slide Show** cycles between views in the current workspace every 8 seconds. This marquee mode is useful for monitoring multiple views without docking them adjacent to one another. To exit Slide Show mode, position the mouse pointer at the top of the window to reveal menus. Then click the **Show Slide Show** button.

Using the Listen to Queue feature

The **Listen to Queue** feature provides the means to continuously listen to a line, station, user or workgroup queue. When you begin listening, Supervisor initiates a queue watch that automatically picks up the next longest call in the queue.

The "Listen to Queue" feature is also called "Queue Monitor". Hence an 'active queue monitor' means "a queue that is currently being listened to by this feature".

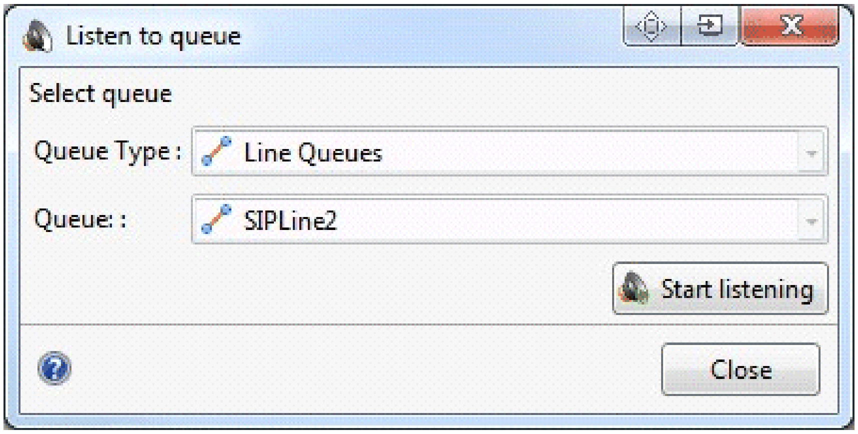
To invoke this feature, select **Listen to queue** from the **Tools** menu, or choose **Listen to queue** from the context menu associated with a list of queues.



You may also invoke this feature by clicking the status bar at the bottom right of a queue view:

The *Listen to Queue* dialog appears when invoked using any of these methods.

The Listen to Queue dialog



Selecting the *Listen to Queue* command opens a dialog that allows for selection of Queue Type and Queue name. By default, no listening takes place until selections are made, and the **Start Listening** button is pressed.

When this dialog is invoked from the status bar, and the active view is a queue view, that view's queue type and name are pre-selected.

Queue Type

Selects a collection of interactions related to a line, user, station or workgroup queue.

Queue

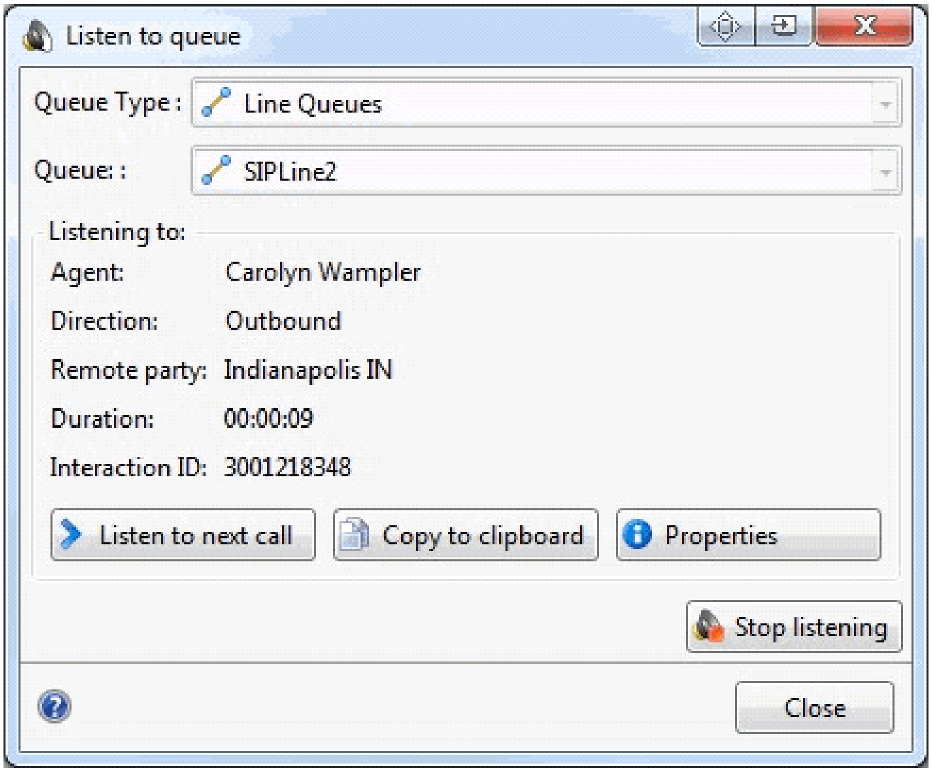
Displays names of queues of the selected type.

Start Listening button

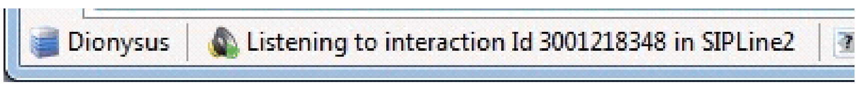
Initiates a queue watch that automatically picks up the next longest call in the queue.

- If there are no calls in a queue, the algorithm exits without starting a listen, but new interactions in the queue will be picked up automatically. The Listen to queue dialog displays this informative text:
- There are currently no calls on this queue. Listen will start when calls appear on the queue.
- If the queue contains more than one connected interaction, the oldest interaction that had not been listened to is selected.
- To prevent one supervisor listening to the same interaction more than once, those supervisors that listened to an interaction are stored in a custom attribute.

Once listening begins, the *Listen to queue* dialog offers additional functionality. It displays which queue is being monitored and which call is currently listened to. You can copy these details to the clipboard, display additional information (properties about the interaction), or skip to the next call to listen to.



Here's how the *Listen to queue* dialog appears when listening to a call. As you can see, it is used to start and stop listening to a queue, including the selection of the queue.



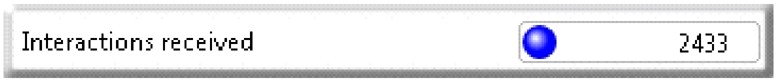
When listening in in effect, the status shown in the status bar shows:

- The queue being monitored
- The call being listened to (if any)
- The state of the monitoring (not monitoring, monitoring, paused because of call on user's queue)
- The status bar can be clicked open the *Listen to queue* dialog

Manage Alerts

Alerts enhance Interaction Supervisor's ability to report real-time information. An alert notifies when a statistic enters a user-defined threshold, is within bounds, or is no longer within a range of values.

Alerts for telephone calls can be based on calls longer than a specific duration, average hold time greater than a given value, and many other metrics. Moreover, alerts can be set for any statistic in Supervisor. For example, an IT administrator can set an alert that notifies when server disk space falls below a minimum threshold.



Alerts can be displayed in Supervisor using color coded icons and text attributes to highlight a metric. Alerts can optionally send email notifications, play sounds, or invoke a handler.

A statistic can have multiple alert conditions, each with its own alert action and notification options. For example, an alert can have a condition that warns when a non-critical threshold is reached, and another that sends email notifications when critical conditions exist.

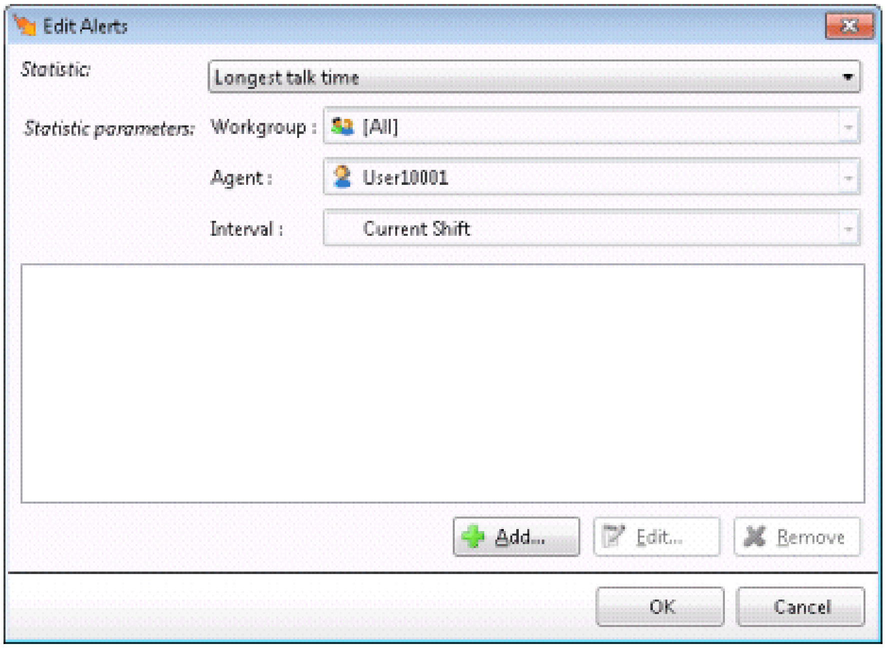
Alert-Related Procedures	Alert-Related Dialogs
Add an Alert	Add/Edit Alert dialog
Edit an Alert	Add/Edit Alert Condition dialog
Delete an Alert	Add/Edit Alert Action dialog
View Active Alerts command	Edit Alert Font Color dialog
Manage all alerts at once	Play a sound on Alert dialog
	Send an Email on Alert dialog
	Current Active Alerts dialog
	Manage Alerts dialog

Add an Alert

Configuring Interaction Supervisor to set an **alert** provides notification when a particular metric enters, is within bounds, or is no longer within a user-defined range of values. Alerts can be displayed in Supervisor using color coded icons and text attributes to highlight a metric. Alerts can optionally send email notifications, play sounds, or invoke a handler.

To set an alert for any statistic:

1. Right-click a statistic control in the view. Then select **Edit Alerts…** from the shortcut menu**.** The Add/Edit Alert dialog appears. The dialog allows you to choose a statistic and any parameters that apply to it.

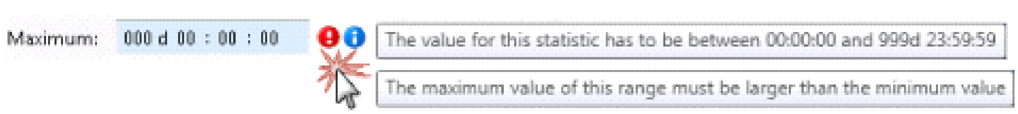


2. Optionally select a different **statistic** to base the alert on, by selecting from the *Statistic* drop list.
3. Fill in **statistic parameters** as needed. The appearance of the Add/Edit Alert dialog varies, since statistics use parameters to quantify what the statistic displays information about. For example, a statistic for *Longest Talk Time* has three parameters: workgroup, agent, and period interval (such as current shift). In this case, parameters scope the *Longest Talk Time* statistic to a particular agent, workgroup queue, and time frame. Other statistics require different parameters.

   Since the dialog prompts for parameters relating to the statistic selected, so you will see different parameters listed under *Statistic Parameters*. These should be self-explanatory. You may be prompted to select a workgroup, for example.
4. Click **Add** to establish the alert.
5. The Add/Edit Alert Condition dialog appears. The appearance of this dialog, available alert conditions, and criteria you must supply to quantify the condition, is based on the **data type** of the statistic. Therefore options on the dialog vary.
   a. Select an **Alert Condition** to evaluate the statistic against. The *Alert Conditions* column in the table below lists alert conditions by statistic data type. The *Criteria you must supply* column lists criteria you must supply to configure an alert for each possible condition.

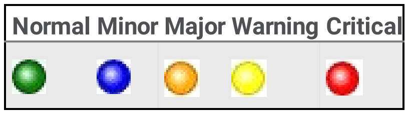
Type of Statistic	Alert Conditions	Criteria you must supply
Boolean statistics	The value is 'True', 'Yes', '1' or similar	No criteria are required by Boolean alert conditions
	The value is 'False', 'No', '0' or similar	
	Has a value	
	Not set	
Numerical statistics (integer, double and percent)	Trigger alert when value is less than the maximum	Maximum value
	Trigger alert when value is between the minimum and the maximum	Minimum and Maximum values
	Trigger alert when value is larger than the minimum	Minimum value
	Has a value	No criteria are required by this alert condition
	Not Set	No criteria are required by this alert condition
Timespan statistics (Duration, Time Duration, Future Duration, Finite Duration)	The value must be less than the maximum	Maximum time value, expressed in days, hours, hours, and minutes (ddd:hh:mm:ss)
	The value must fall between a minimum and a maximum	Minimum time value, expressed in hours, minutes and seconds (hh:mm:ss) Maximum time value, expressed in days, hours, hours, and minutes (ddd:hh:mm:ss)
	The value is larger than the minimum	Minimum time value, expressed in hours, minutes and seconds (hh:mm:ss)
	Has a value	No criteria are required by this alert condition
	Not Set	No criteria are required by this alert condition
String statistics	The value is equal to a string	Character string
	The value is not equal to a string	Character string
	The value contains a substring	Character string
	The value does not contain a substring	Character string
	The value matches a prefix	Character string
	The value does not match a regular expression	Any regular expression.
	Has a value	No criteria are required by this alert condition
	Not Set	No criteria are required by this alert condition

b. Specify **criteria** required by the alert condition (see Criteria column in above table). Icons next to input fields indicate acceptable ranges and invalid conditions.

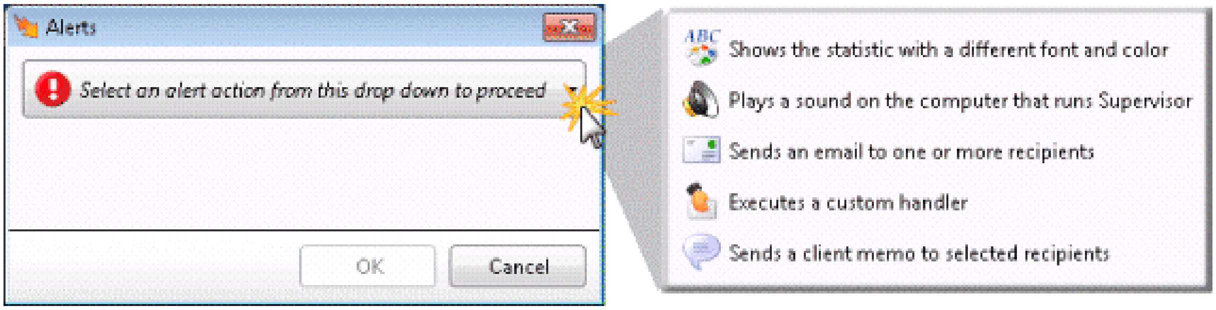


When clicked, the blue icon displays the acceptable range of criterion. If you supply a value that is out of range, a red icon is shown. Click on it to find out what is invalid. The dialog's "OK" button is disabled when values are out of range.

c. Optionally select an **Alert severity level**. This setting colorizes an icon to match predefined severity levels. This icon appears in statistic controls when the alert is triggered. No icon is shown by default. The severity levels are:



6. Click **Add**. The Add/Edit Alert Action dialog appears. Use it to define **actions** the alert will execute when the alert condition is triggered.

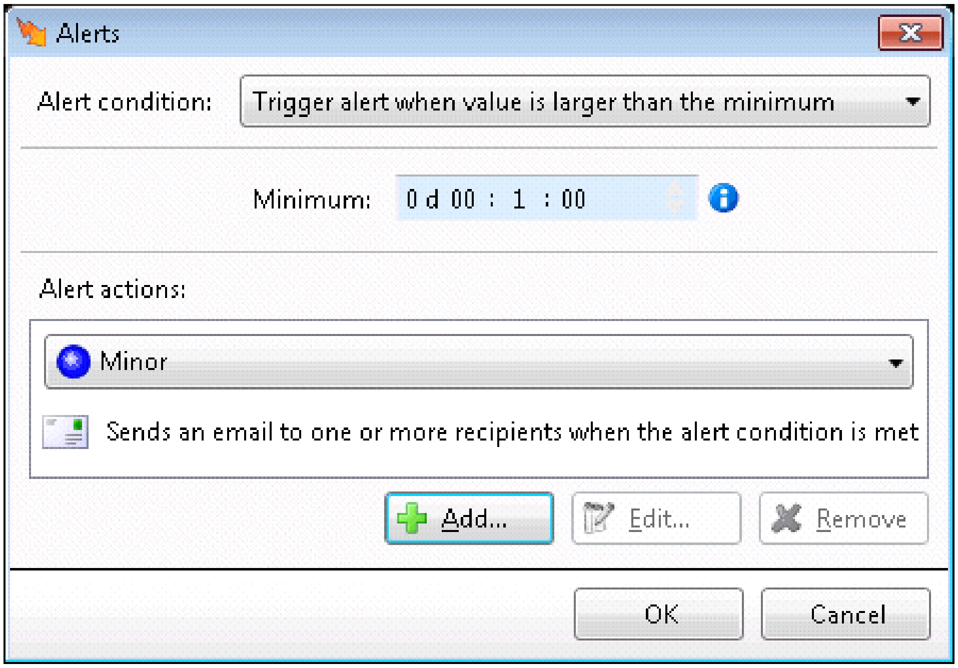


The actions you can select are:

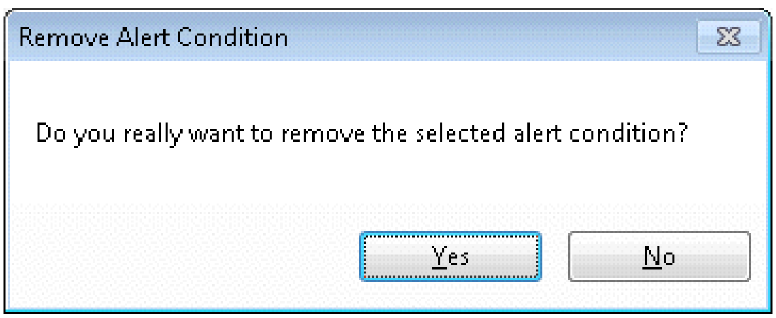
- **Show the statistic with a different font and colors**. When this action is selected, the Edit Alert Font Color dialog prompts for text color, background color, and font weight. The statistic control's value field will change to the selected font color, background color and font weight when the alert is triggered.
- **Play a sound on the computer that runs Supervisor**. When this action is selected, the Play a sound on Alert dialog prompts for sounds to play when the statistic enters the alert condition, when its value changes within the condition, and when the value exits the condition. You can select sounds by clicking a folder icon, or preview sounds by clicking a speaker icon.
- **Send an email to one or more recipients**. When this action is selected, the Send an Email on Alert dialog prompts for the names of email recipients, and whether to send emails when the statistic enters the alert condition, or exits the condition, or when its value changes within the condition.
- **Execute a custom hander**. When this action is selected, the Execute a Custom Handler on Alert dialog prompts to initiate a handler when the statistic enters or exits the alert condition.
- **Send a client memo to selected recipients**. Use this alert action to send an informational message, called a *client memo*, to CIC client users or workgroups. It opens the Client Memo dialog, so that you can configure the message, for example to appear in the CIC client as a notification along the bottom edge of the client window, or as a desktop alert (toast pop-up). For example, a Supervisor user might configure an alert to send a client memo when there are too many calls in queue, or when a queue's wait time is too long. Note that client memos can be sent directly without configuring an alert—for details, see Manage Client Memos.

> **Note:** Both Interaction Connect and Interaction Desktop support client memos.

7. Configure options for the selected action type.
8. Click **OK** to dismiss the *Edit Alert Action* dialog. If the OK button is not enabled, you have not completed all required elements in the current dialog.
9. Optionally repeat steps **5-8** to add additional alert conditions and actions. This makes it possible to create an alert that performs more than one action. Actions are listed in the *Alert actions* pane of the *Edit Alerts* dialog.



- To modify actions, double click any existing alert action to reopen the *Edit Alert Action* dialog with the action pre-selected. The only alert action for which this is not true is the Alert severity action. To change that selection, you must use the *Alert Severity* drop down.
- To *edit* the selected action, click **Edit** or double-click a condition in the Alert actions list.
- To *remove* an action, select it. Then click **Remove**. You are asked to confirm this operation.



10. Click **OK** to close *the Edit Alert Condition* dialog.
11. Click **OK** again to dismiss the *Edit Alert* dialog. In the view, an icon for the alert will appear next to the statistic. You can click the icon next to the stat to display a window listing all alert conditions and actions you have set. To edit these settings, right-click the statistic and select *Edit Alerts*.

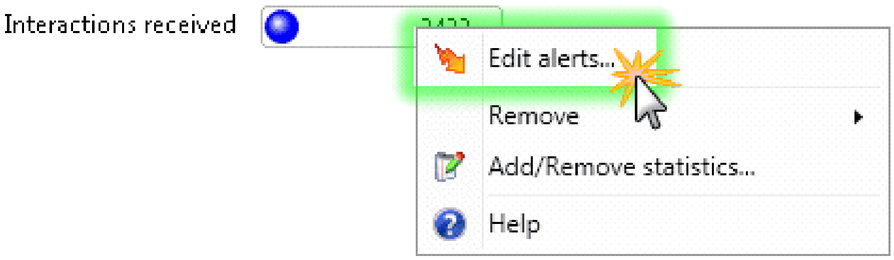
Edit an Alert

There are several ways to **edit an alert**. Editing an alert when you want to change alert parameters, actions, or the statistic the alert is based on. Once an alert is opened for editing, the Add/Edit Alert dialog will appear. See Add an Alert for procedural instructions.

Note: If you have the Master Administrator right, then you can edit the alerts for another user.

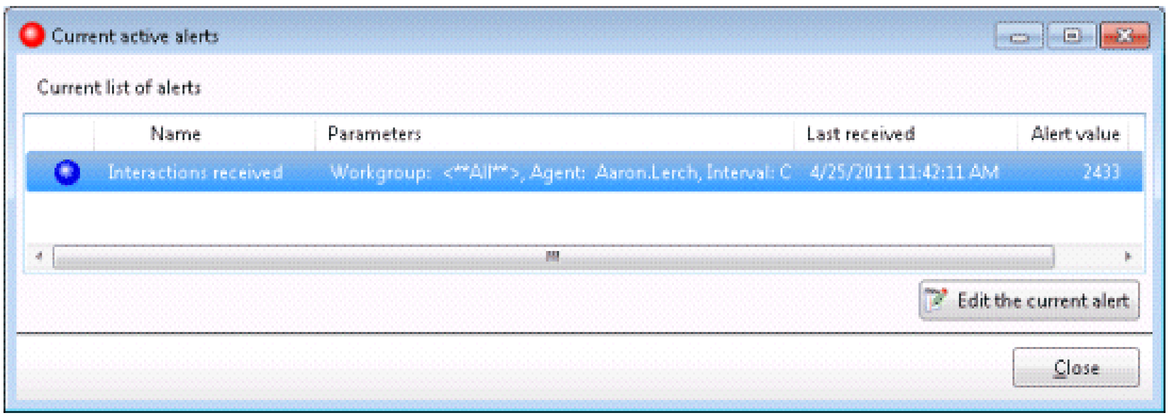
Shortcut Method

Most views provide a shortcut menu. Right-click the statistic whose alert you wish to edit. Then choose **Edit Alerts...** from the shortcut menu. In graph views, you must right click the statistic control that appears in the legend for the chart. The Add/Edit Alerts dialog will appear.



Edit Alert from the Current Active Alerts dialog

Alerts can be edited from the Current Active Alerts dialog, which appears when the View Active Alerts command is invoked.



Select an alert. Then click **Edit the current alert**. The Add/Edit Alert dialog will appear.

Edit Alert from the Manage Alerts dialog

If you are managing all alerts at once, the Manage Alerts dialog is displayed. If necessary, expand an alert set. Select the alert. Then click **Edit**.

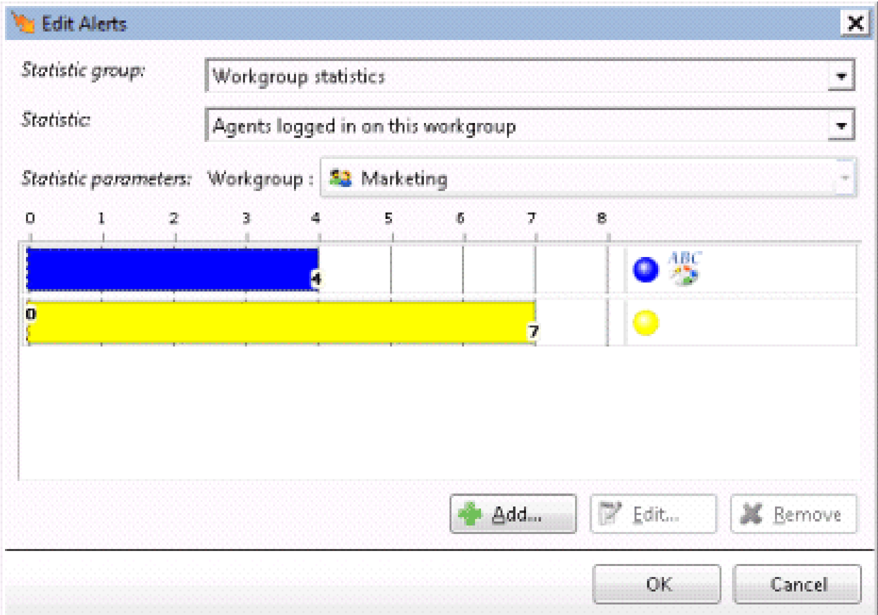
Delete an Alert

There are several ways to **delete an alert**. You can use a shortcut menu, delete an alert when the Current Active Alerts dialog is open, or delete an alert when the Manage Alerts dialog is open.

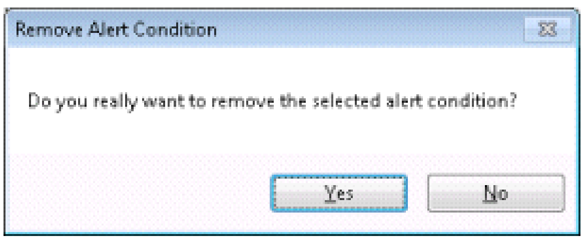
Note:
If you have the Master Administrator right, then you can delete the alerts for another user.

Shortcut Method

1. Most views provide a shortcut menu. Right-click the statistic whose alert you wish to edit. In graph views, you must right click the statistic control that appears in the legend for the chart.
2. Choose **Edit Alerts…** from the shortcut menu. The Add/Edit Alerts dialog appears.



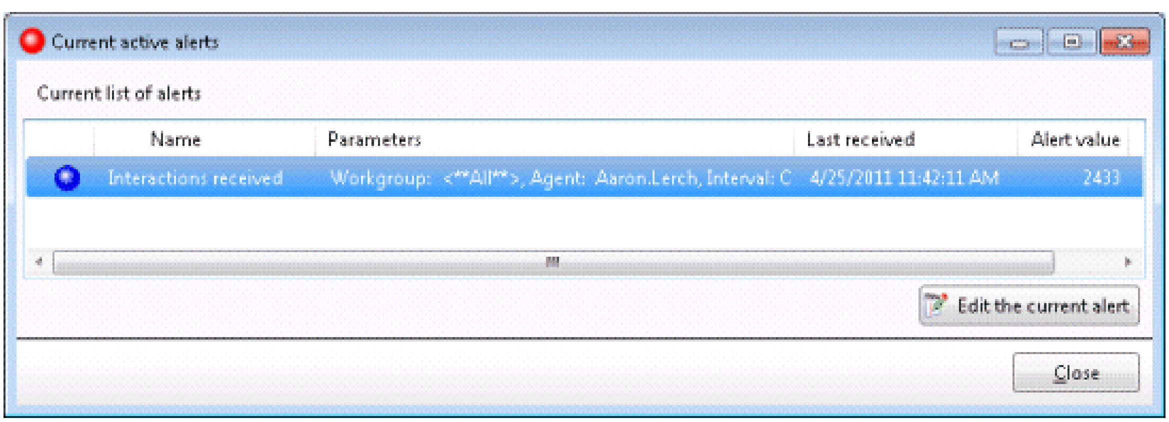
3. Select the alert to remove by clicking a row below **Static Parameters**. The click **Remove**. You are asked to confirm removal of the selected alert condition:



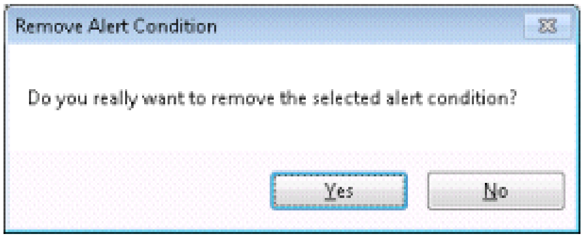
When all alert conditions are removed using this method, the alert is deleted.

Delete Alert from the Current Active Alerts dialog

Alerts can be removed using the Current Active Alerts dialog, which appears when the View Active Alerts command is invoked.



1. Select an alert. Then click **Edit the current alert**. The Add/Edit Alert dialog will appear.
2. Select the alert to remove by clicking a row below **Static Parameters**. The click **Remove**. You are asked to confirm removal of the selected alert condition:



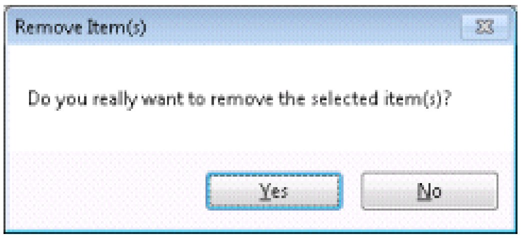
Once all alert conditions are removed using this method, the alert is deleted.

Delete Alert from the Manage Alerts dialog

If you are managing all alerts at once, the Manage Alerts dialog is displayed.

If necessary, expand an alert set to display the alert.

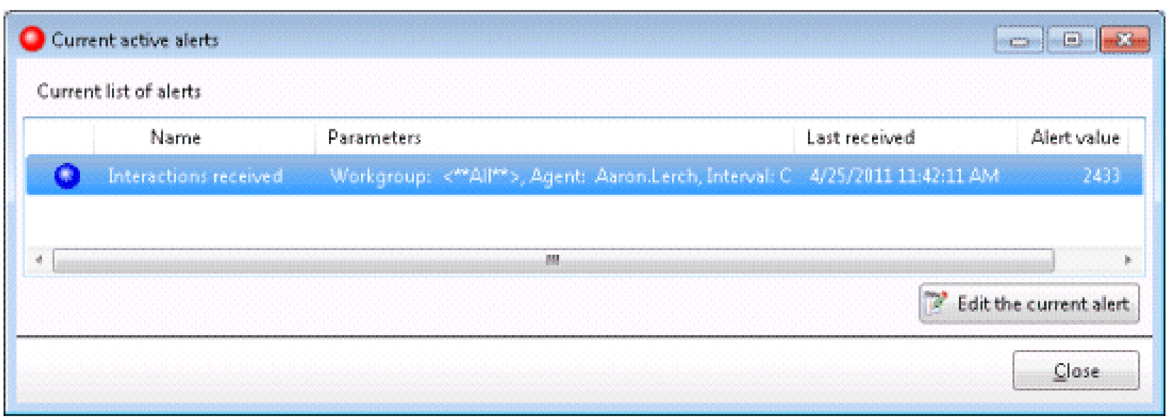
1. Right-click the Alert. Then choose **Remove Alert** from the shortcut menu, or select the Alert and then click the **Remove** button.
2. Click **Yes** to confirm removal of the Alert.



View Active Alerts command

To view alerts you have set that are currently active:

1. Select **View Active Alerts** from the **Tools** menu. The Current Active Alerts dialog appears. It displays the statistic each currently active alert is based on, parameters used to set the alert, date and time when the alert was received, and the current value of the statistic when the alert triggered.



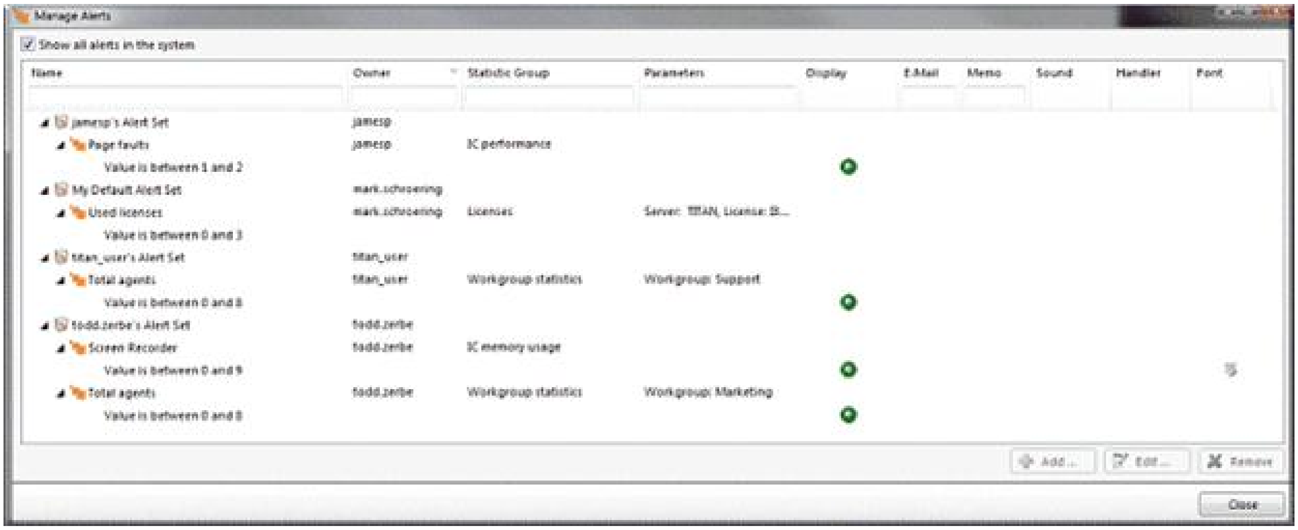
2. To edit an alert from this dialog, select an active alert. Then click **Edit the current alert**. The Add/Edit Alert dialog will appear. See also: Edit an Alert.
3. When you are finished, click **Close** to dismiss the dialog.

Manage all alerts at once

Interaction Supervisor provides a command that helps users administer all of their alerts in one dialog. The user can view alerts they have set up, edit, and remove alerts. Users can optionally see all alerts in the system, including alerts set by other users.

To manage all alerts at once:

1. Select **Manage Alerts** from the **Tools** menu. The Manage Alerts dialog appears.

   Alerts are organized by **alert set**. Text entry boxes at the top of the dialog filter the result set, allowing alerts in all categories to be filtered down to only those containing a matching search string.
2. To see all alerts in the system, select the **Show all alerts in the system** check box.

   > **Note:** This option appears only if you have the Master Administrator right, which is configured in Interaction Administrator. For more information about security rights, see the Interaction Administrator help.

3. To manage any alert in the list, expand an alert set and select the alert. Then click **Add**, **Edit**, or **Remove**.

   > **Note:** You can edit and delete an alert for another user only if you have the Master Administrator right. For more information about security rights, see the Interaction Administrator help.

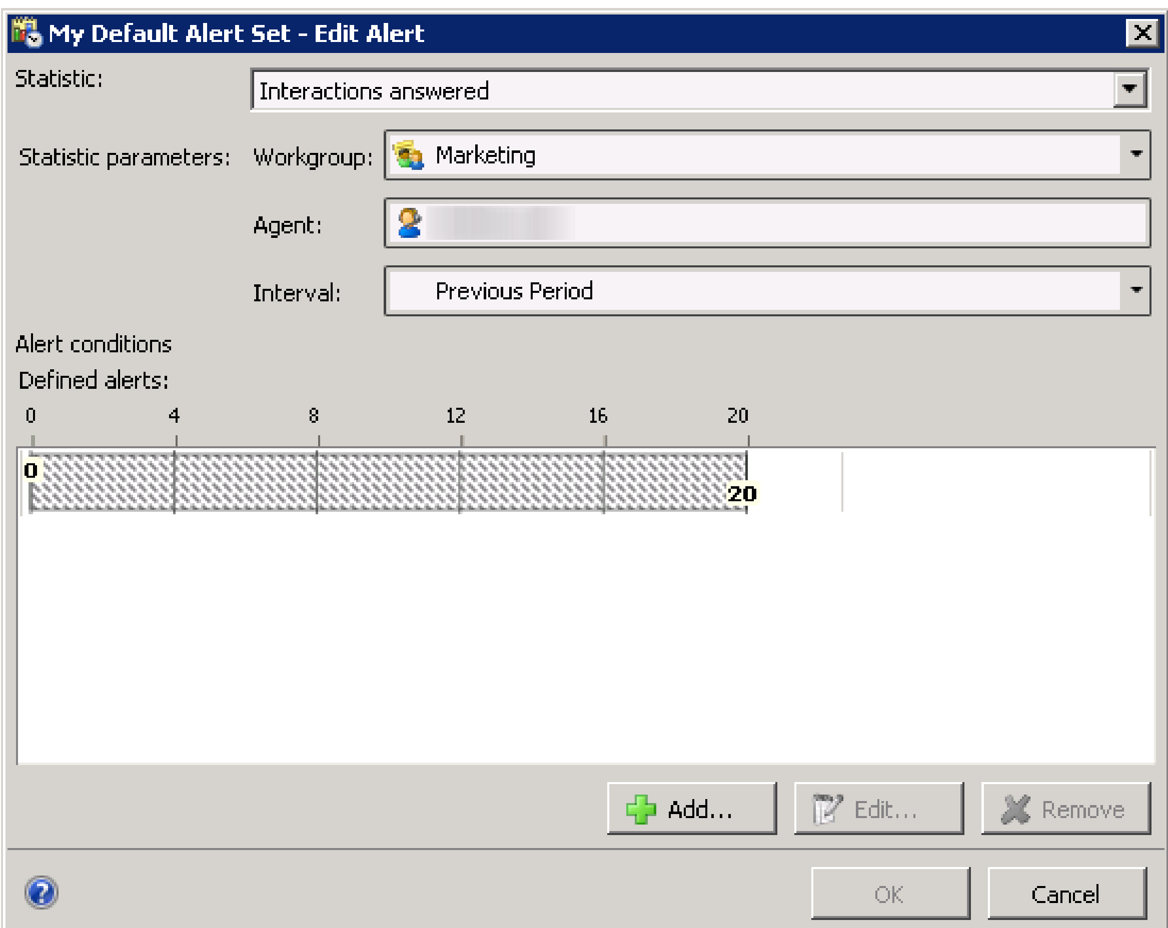
4. When you are finished, click **Close** to dismiss the dialog.

Alert-related dialogs

The following dialogs appear when an alert is added, opened for editing, when active alerts are viewed, or when all alerts are managed from one dialog.

Dialog	Usage
Add/Edit Alert dialog	Manages multiple alert conditions for a statistic.
Add/Edit Alert Condition dialog	Sets a single alert condition, icon display, and parameters.
Add/Add an Alert Action dialog	Selects the action performed when the alert condition is met
Edit Alert Font Color dialog	Configures text attributes of the alert.
Play a sound on Alert dialog	Configures audio to play for an alert.
Send an Email on Alert dialog	Configures email notifications sent by an alert.
Execute a Custom Handler on Alert dialog	Configures invocation of custom handler by an alert.
Current Active Alerts dialog	Displays list of active alerts set by the current user.
Manage Alerts dialog	Displays all alerts set by the user and optionally all alerts set on the system.

Add/Edit Alert dialog



This dialog allows alert conditions to be added for a statistic. The Add/Edit alerts dialog appears when an alert is added or edited. The example above shows a statistic that has two alert conditions set. Clicking the row for an alert condition enables the Edit button.

Statistic group

Selects the statistic group used to categorize similar types of statistics.

Statistic

Selects a statistic within the selected group to base an alert upon.

Statistic Parameters

Statistics have parameters that quantify what the statistics displays information about. For example, a statistic for Longest Talk Time has three parameters: workgroup, agent, and period interval (such as current shift). This configures the statistic to a particular agent, workgroup queue, and time frame.

Supervisor prompts for parameters that apply to the type of statistic selected. For this reason, you will see different parameter prompts in this section of the dialog.

Alerts list

Rows in this list correspond to previously set alert conditions. An **alert condition** specifies how the alert is triggered (between two values, exceeds a value, etc.), the severity of the alert, which determines the color of the alert icon, and actions to take when the alert is triggered.

To edit an alert, click on its row to enable the **Edit...** button. Pressing that button opens the Add/Edit Alert Condition dialog.

Add button

Opens the Add/Edit Alert Condition dialog to create a new alert condition.

Edit button

Opens the Add/Edit Alert Condition dialog to edit a selected alert condition.

Remove button

Removes the selected alert condition.

OK button

Saves changes and dismisses the dialog.

Cancel button

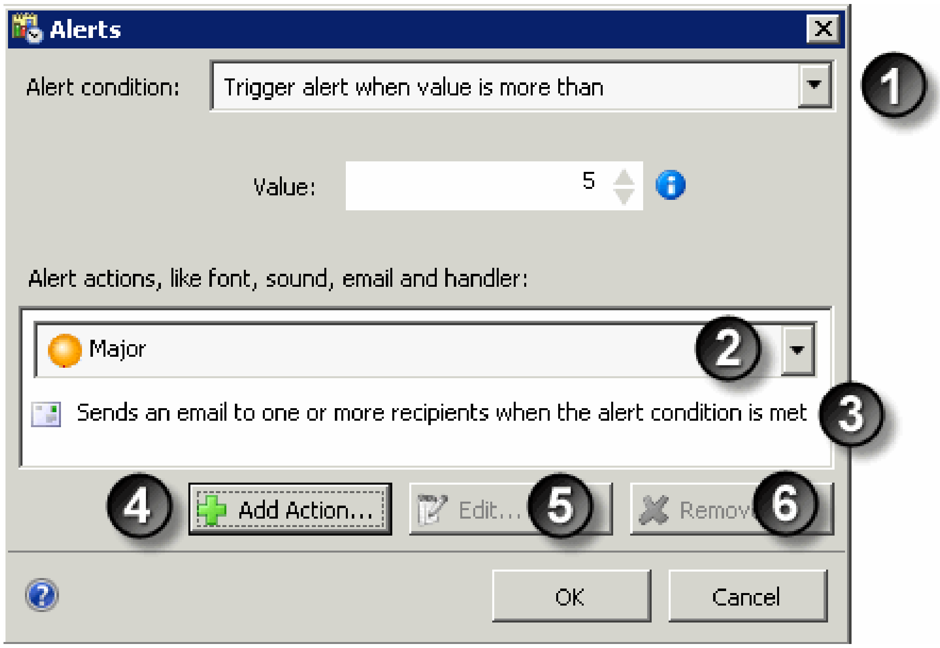
Closes the dialog without saving changes.

Add/Edit Alert Condition dialog

The Add/Edit Alert Condition dialog manages an alert condition when an alert is added or edited. The appearance of this dialog, available alert conditions, and criteria you must supply to quantify the condition, is based on the **data type** of the statistic.

Use this dialog box to:

- Select a **condition** to evaluate the statistic against.
- Prompt for **criteria** required by the condition, such as a maximum value.
- Assign a **severity level** to the alert: Normal, Minor, Major, Warning, or Critical.
- Prompt to define **actions** the alert will execute when it is triggered.



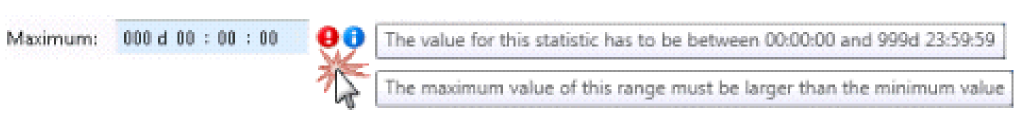
1	Selects an **Alert Condition** which affects the criteria you are asked to supply.
2	Sets **Severity** of the alert to Normal, Minor, Major, Warning, or Critical
3	Lists **Actions** this alert will perform when triggered
4	Adds an **Action** the alert will perform when triggered.
5	**Edits** selected Action.
6	**Deletes** selected Action.

To complete this dialog

1. Select an **Alert Condition**. The table below lists alert conditions by statistic data type, and criteria you must supply to configure an alert for each possible condition.

Type of Statistic	Alert Conditions	Criteria you must supply
Boolean statistics	The value is 'True', 'Yes', '1' or similar	No criteria are required by Boolean alert conditions
	The value is 'False', 'No', '0' or similar	
	Has a value	
	Not set	
Numerical statistics (integer, double and percent)	Trigger alert when value is less than the maximum	Maximum value
	Trigger alert when value is between the minimum and the maximum	Minimum and Maximum values
	Trigger alert when value is larger than the minimum	Minimum value
	Has a value	No criteria are required by this alert condition
	Not Set	No criteria are required by this alert condition
Timespan statistics (Duration, Time Duration, Future Duration, Finite Duration)	The value must be less than the maximum	Maximum time value, expressed in days, hours, hours, and minutes (ddd:hh:mm:ss)
	The value must fall between a minimum and a maximum	Minimum time value, expressed in hours, minutes and seconds (hh:mm:ss) Maximum time value, expressed in days, hours, hours, and minutes (ddd:hh:mm:ss)
	The value is larger than the minimum	Minimum time value, expressed in hours, minutes and seconds (hh:mm:ss)
	Has a value	No criteria are required by this alert condition
	Not Set	No criteria are required by this alert condition
String statistics	The value is equal to a string	Character string
	The value is not equal to a string	Character string
	The value contains a substring	Character string
	The value does not contain a substring	Character string
	The value matches a prefix	Character string
	The value does not match a regular expression	Any regular expression.
	Has a value	No criteria are required by this alert condition
	Not Set	No criteria are required by this alert condition

2. Specify **criteria** required by the alert condition (see table). Icons next to input fields indicate acceptable ranges and invalid conditions.



When clicked, the blue icon displays the acceptable range of criterion. If you supply a value that is out of range, a red icon is shown. Click on it to find out what is invalid. The dialog's "OK" button is disabled when values are out of range.

3. Select an **Alert severity level**. This setting colorizes an icon to match predefined severity levels. This icon appears in statistic controls when the alert is triggered. No icon is shown by default. The severity levels are:

Normal	Minor	Major	Warning	Critical
				

Buttons on this dialog

Add…

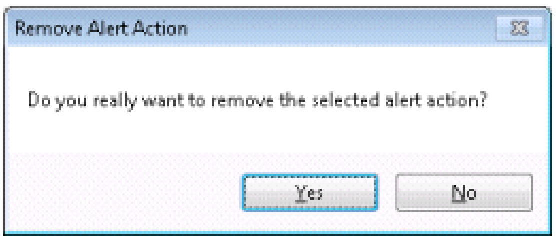
Optionally adds an action for the alert to perform when triggered. This opens the Add/Edit Alert Action dialog.

Edit…

Opens appropriate dialog for editing the selected alert action (font color, play sound, send email, execute custom handler, etc.)

Remove

Removes the selected alert action. You are prompted to confirm this operation.



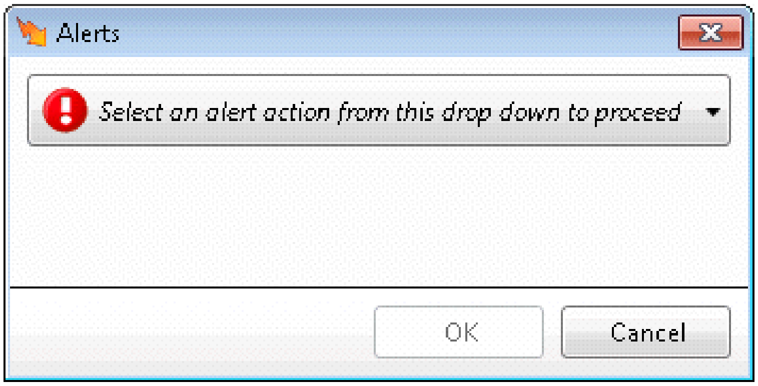
OK

Saves changes and closes the dialog.

Cancel

Closes the dialog without saving changes.

Add/Edit Alert Action dialog



This dialog selects the action performed when the alert condition is met.

Select an alert action from this drop down to proceed

This drop down selects and alert action, and opens a configuration dialog for that type of action.

- **Shows the statistic with a different font and color**. When this action is selected, the Edit Alert Font Color dialog prompts for text color, background color, and font weight. The statistic control's value field will change to the selected font color, background color and font weight when the alert is triggered.
- **Play a sound on the computer that runs Supervisor**. When this action is selected, the Play a sound on Alert dialog prompts for sounds to play when the statistic enters the alert condition, when its value changes within the condition, and when the value exits the condition. You can select sounds by clicking a folder icon, or preview sounds by clicking a speaker icon.
- **Send an email to one or more recipients**. When this action is selected, the Send an Email on Alert dialog prompts for the names of email recipients, and whether to send emails when the statistic enters the alert condition, or exits the condition, or when its value changes within the condition.
- **Run a custom hander**. When this action is selected, the Execute a Custom Hander on Alert dialog prompts to initiate a hander when the statistic enters the alert condition, exits the condition, when the alert changes, and optionally when its value changes within the condition range. Custom handler parameters can be entered in a text box. Depending on the programmed action behavior, the handler will be invoked when the condition is met, the value changes while the condition is met, or the condition becomes false.
- **Send a client memo to selected recipients**. Use this alert action to send an informational message, called a *client memo*, to CIC client users or workgroups. It opens the Client Memo dialog, so that you can configure the message, for example to appear in the CIC client as a notification along the bottom edge of the client window, or as a desktop alert (toast pop-up). For example, a Supervisor user might configure an alert to send a client memo when there are too many calls in queue, or when a queue's wait time is too long. Note that client memos can be sent directly without configuring an alert—for details, see Manage Client Memos.

  Note: Both Interaction Connect and Interaction Desktop support client memos.

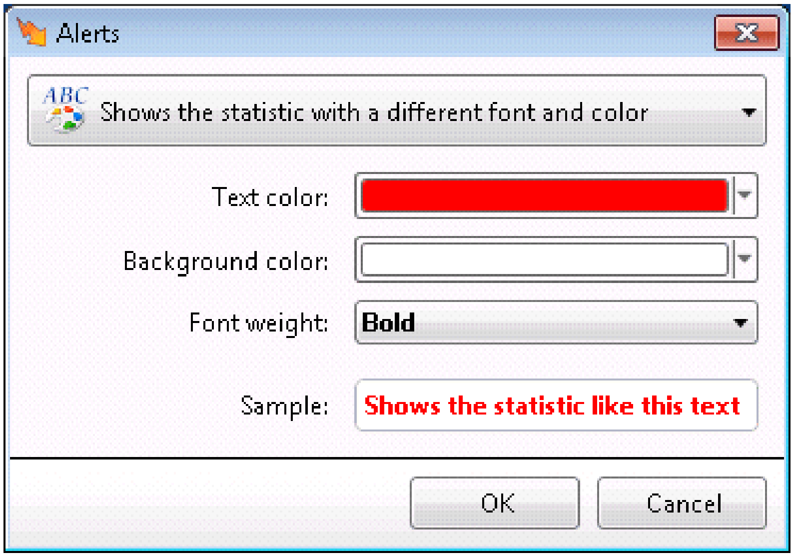
OK button

Closes the configuration dialog for the selected alert action.

Cancel button

Closes this dialog without configuring an alert action.

Edit Alert Font Color dialog



Options on this dialog control the appearance of statistic text when the alert is active. The Sample field indicates what the text will look like when the alert is triggered.

Text Color

Sets the foreground color to display when the alert is active.

Background Color

Sets the background color to display when the alert is active.

Font Weight

Sets the font weight to Bold, Default, or Normal, to control the appearance of text when the alert is active.

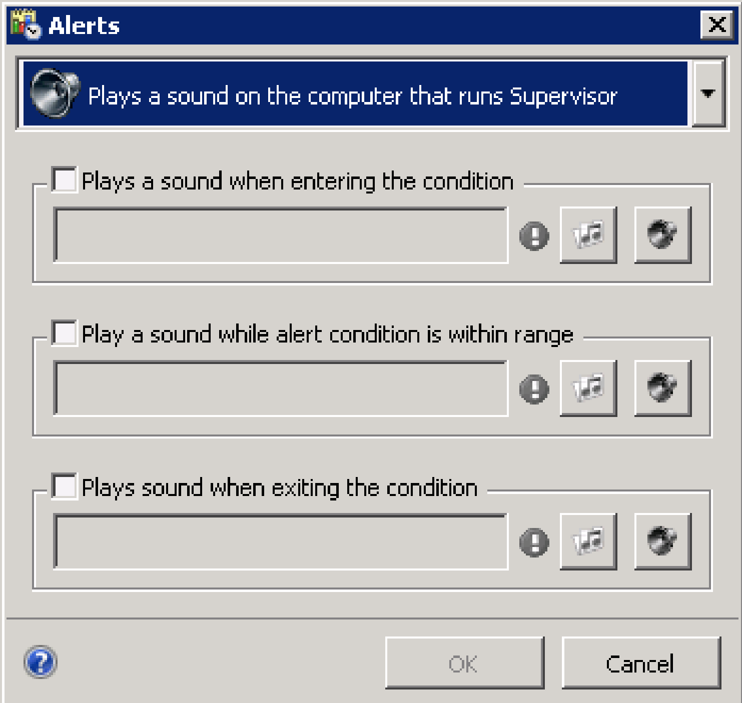
OK button

Closes the dialog, saving text attributes.

Cancel button

Closes the dialog without saving text attributes.

Play a sound on Alert dialog



Use this dialog to play sounds when the value of the statistic enters the range of a condition, changes within the condition, or exits the range of a condition. For each option, you can type or select the full path to a recording, or listen to the sound file.

Icon	Description
	Indicates that a playback option is not checked and no validation of the audio file was performed.
	Indicates that the path or filename is invalid.
	Indicates that the audio file is valid.
	Opens a File selection dialog. Use to navigate to an audio file instead of typing its full path manually.
	Plays the selected audio file.

Plays a sound when entering the condition

Check to play a wave audio file when the value of the statistic *enters* the range defined for the alert.

Play a sound while alert condition is within range

Check to play a sound when the alert is within range of the condition, and its value changes within that range.

Plays sound when exiting the condition

Check to play audio when the value of the statistic *exits* the range defined for the alert.

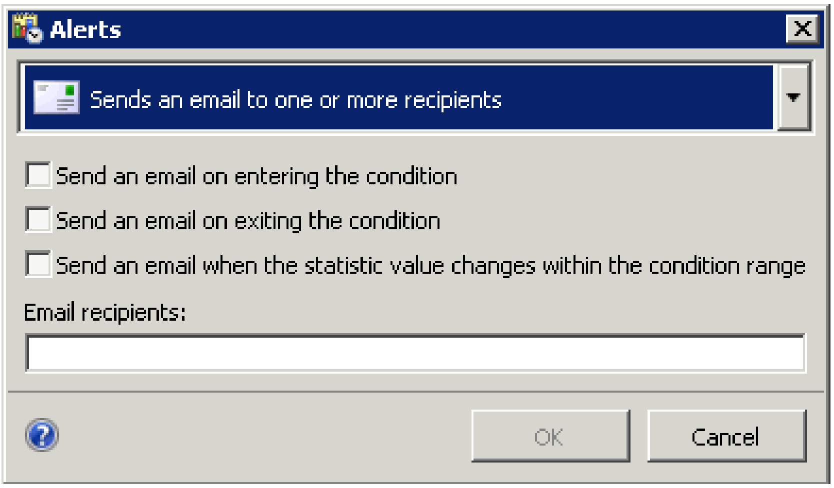
OK button

Closes the dialog and puts alert properties into effect.

Cancel button

Closes the dialog without setting alert properties.

Send an Email on Alert dialog



This dialog configures an alert to send Email messages. Messages can be sent when the value of the statistic enters or exits the range of the alert condition, or when parameters of the alert are changed by someone else. Here's an example e-mail message sent by an alert.

Event : Range Exited
Statistic : Time in status
Statistic Parameters:

- Workgroup = Development
- Status = At Lunch

Value : N/A
Lower Range : 0s
Upper Range : 1m 55.0s
Server: INDYDEVIC2
Owned By: John Doe
Alert ID: 27015460-5018-456e-a68d-e7c16426d18f

Send an email on entering the condition

Sends an Email when the value of the statistic enters the condition defined for the alert.

Send an email on exiting the condition

Sends an Email when the value of the statistic exits the condition defined for the alert.

Send an email when the statistic value changes within the condition range

Sends an Email every time that a value within the range of the alert changes. Use this option carefully, since it can potentially generate many messages.

Email recipients

Type one or more or more email addresses in this field, separated by semicolons.

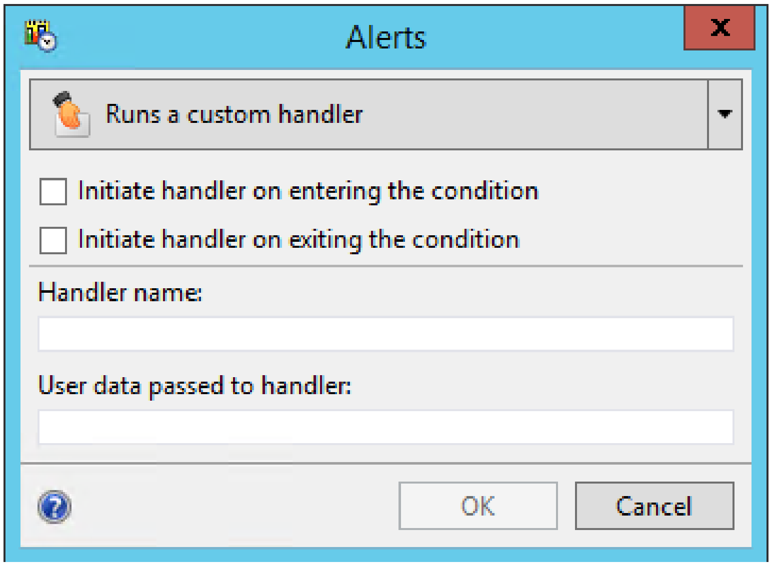
OK button

Closes the dialog and puts alert properties into effect.

Cancel button

Closes the dialog without setting alert properties.

Execute a Custom Handler on Alert dialog



This dialog configures an alert to execute a handler when the alert condition is entered, exited, when statistics change within the range of the condition, or when someone reconfigures the alert itself. Use the StatAlertServer initiator to define the custom handler. For more information about the StatAlertServer initiator, see Designer help in the PureConnect Documentation Library.

Initiate handler on entering the condition

Initiates a handler when the statistic enters the range specified by the alert condition. "Entering" the condition is independent from which direction it approaches the alert range.

Initiate handler on exiting the condition

Initiates a handler when the alert condition is no longer met. "Exiting" the condition is independent from which direction the statistic leaves the alert range.

User data passed to handler

An optional string passed as a parameter to the handler.

OK button

Closes the dialog and puts alert properties into effect.

Cancel button

Closes the dialog without setting alert properties.

Client Memo dialog

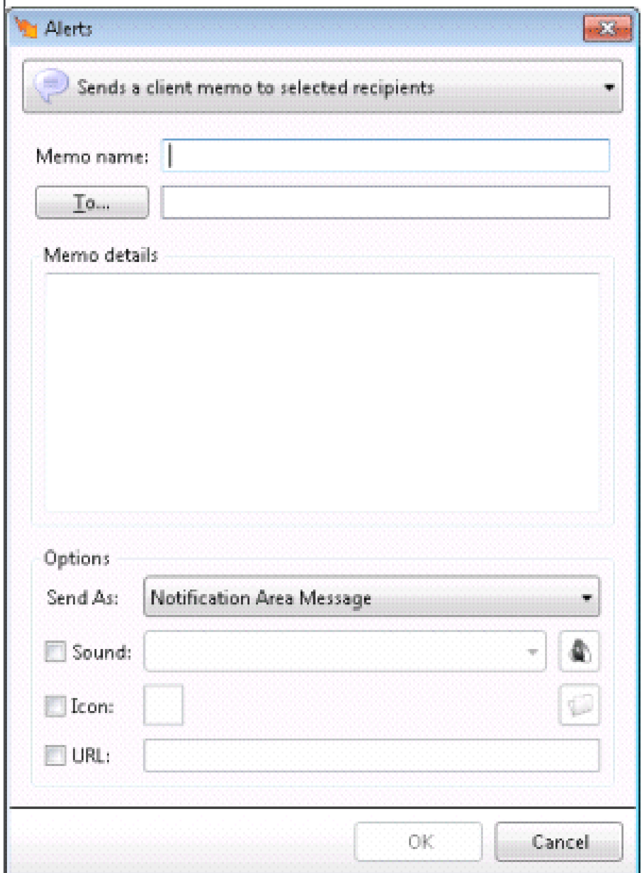
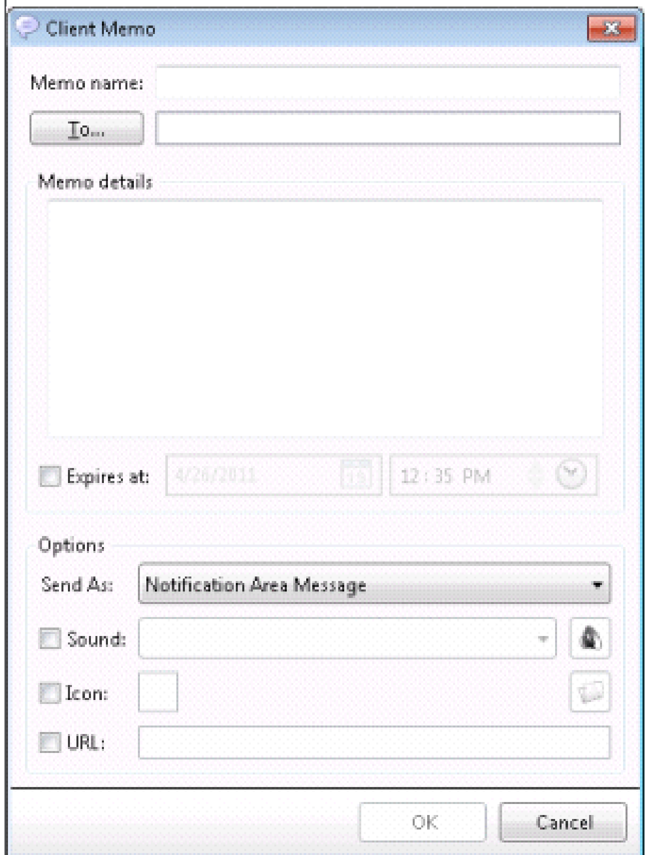
The **Client Memo dialog** composes a message to send from Interaction Supervisor to CIC client users. Messages can be addressed to any combination of workgroups or agents. A Client Memo is not an email message. A client memo appears in a CIC client as a notification along the bottom edge of the client window, or as a desktop alert (toast pop-up). See Manage Client Memos for more information.

Note: Both Interaction Connect and Interaction Desktop support client memos.

Supervisor users can send client memos in two ways:

- By creating an alert with a client memo action. The memo is sent when the alert is in range. .

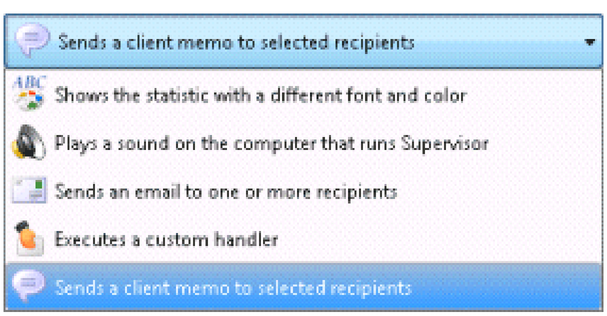
- Using the Client Memo Management dialog, opened using the **Tools** > **Client Memos** command. Once the memo is added, it is sent immediately. See Manually create Client Memo.
- The appearance of the *Client Memo* dialog varies depending upon the method used to configure the message:

	
Appearance when client memo is configured as an alert action.	Appearance when composed from the Client Memo Management dialog.

Controls

Alert Action drop list (Client Memo Alerts only)

When client memos are configured as alert actions, the dialog offers a drop list that allows the user to select a different action:



Memo Name

Text field used to name this memo. The description typed here is listed in the Client Memo Management dialog to help identify the memo when it is listed with other memos.

To…

Click this button to address the memo to any combination of Users and Workgroups. It opens the Select Client Memo Recipients dialog.

Memo details

The text typed here will be displayed to recipients in the CIC clients.

Expires at

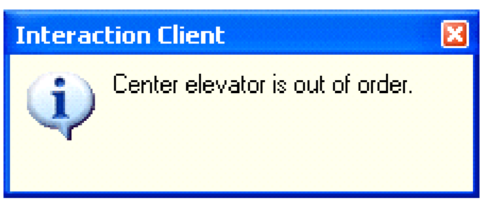
Expiration options appear in the dialog only if the memo is composed from the *Client Memo Management dialog*. When checked, users can set a date and time when the message will automatically expire, meaning that it is automatically removed from the CIC clients.

Send As drop list

Selects the manner in which the message will be displayed in the CIC clients; either as a desktop alert (pop-up) or as a scrolling notification along the bottom edge of the client window.

- If the memo is sent as a **notification**, it is displayed at the bottom of the CIC client window. Messages move into the notification area by rotating in from the bottom while the current message rotates out the top. To allow time for the user to read the message, there is a pause of several seconds between the time the message is fully rotated in and the time it begins cycling to the next message.

- If the memo is sent as a **desktop alert**, it appears in the CIC client as a pop-up window (sometimes called toast) in the lower right–hand corner of the Windows desktop. Desktop alerts remain on screen until the user closes them or the Supervisor removes them.



Sound

When checked, allows selection of warning, information, or error sounds to play when the memo is displayed in the CIC clients. You can optionally click the speaker icon to preview the selected sound.

Icon

Selects an icon to display with a desktop alert message. When this option is checked, you can browse the Resources folder on the CIC server for icon files.

URL

Check this box when you want the message to send a URL to the recipient. It enables the URL field so that a URL may be typed in.

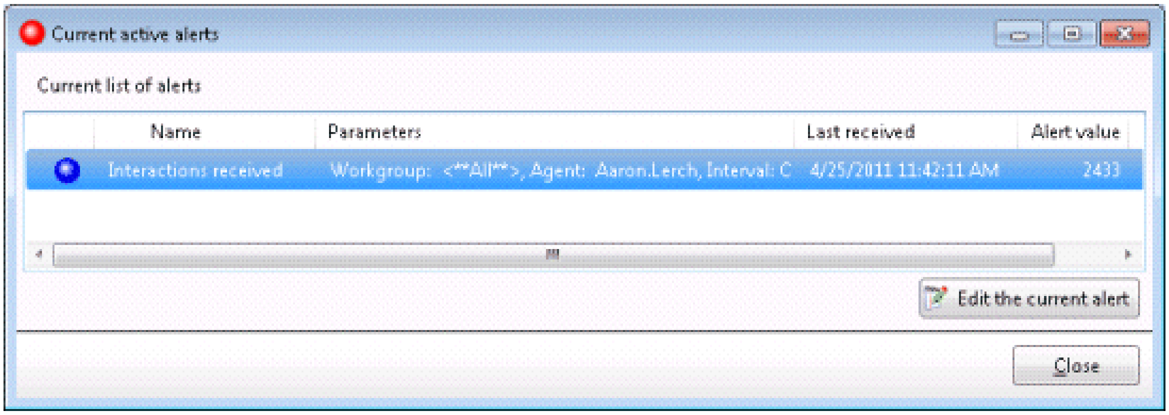
OK button

When composing an alert, this button closes the dialog, returning control to the Add/Edit Alert Condition dialog. The message will not be sent until the alert triggers. When composing a memo using the Client Memo Management dialog, the message is sent immediately.

Cancel Button

Closes the Client Memo dialog, discarding changes.

Current Active Alerts dialog



The **Current Active Alerts dialog** displays a list of your active alerts. It displays the statistic each currently active alert is based on, parameters used to set the alert, date and time when the alert was received, and the current value of the statistic when the alert triggered.

Open this dialog

Pull down the **Tools** menu. Then select **View Active Alerts**. See also View Active Alerts command.

Edit an alert

Select an alert. Then click **Edit the current alert**. The Add/Edit Alert dialog will appear.

Dismiss the dialog

Click **Close** to dismiss the dialog.

Manage Alerts dialog

Use the **Manage Alerts** dialog to manage all of your alerts at once. To open this dialog, choose **Manage Alerts** from the **Tools** menu. It lists alerts you have set up, and optionally, all alerts in the system set by other users. You can add a new alert for any statistic, and optionally edit and remove your alerts. When the Manage Alerts dialog opens, alerts are displayed in a collapsed tree fashion instead of an expanded tree initially.

Filter options

Alerts are organized by alert set. The columns in the list are sortable, but are not configurable. You cannot add or remove columns. To sort a column, click on its column name.

To filter the result set, type in text boxes at the top of the dialog. This filters down alerts in all categories to only those containing a matching search string.

Add New Alert

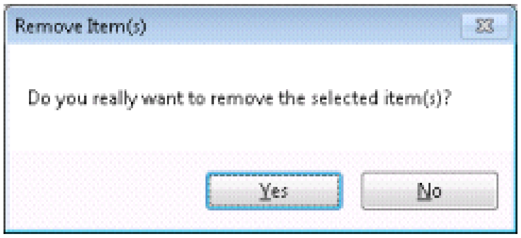
To add a new alert, click **Add**. See Add an Alert for procedural help.

Edit an Alert

If necessary, expand an alert set. Then select the alert. Click **Edit**. See Edit an Alert for procedural help.

Delete an Alert

1. If necessary, expand an alert set before selecting an alert. Click **Remove**.



2. Click **Yes** to confirm the operation. The alert is removed.

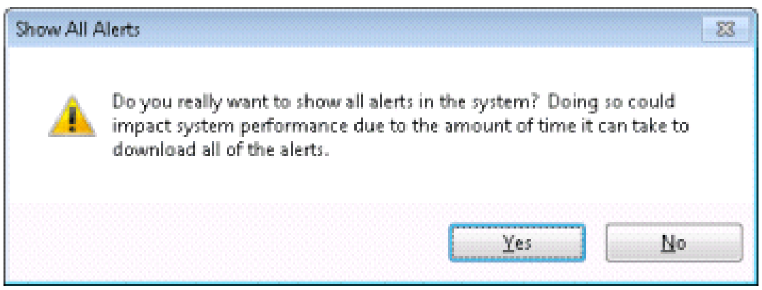
Users cannot remove their default alert set. If you select your owner default alert set and click Remove, it has no noticeable effect.

Show all alerts in the system

Note: Only CIC master administrators can see all alerts in the system. If you are not a master administrator, then the **Show all alerts in the system** check box does not appear.

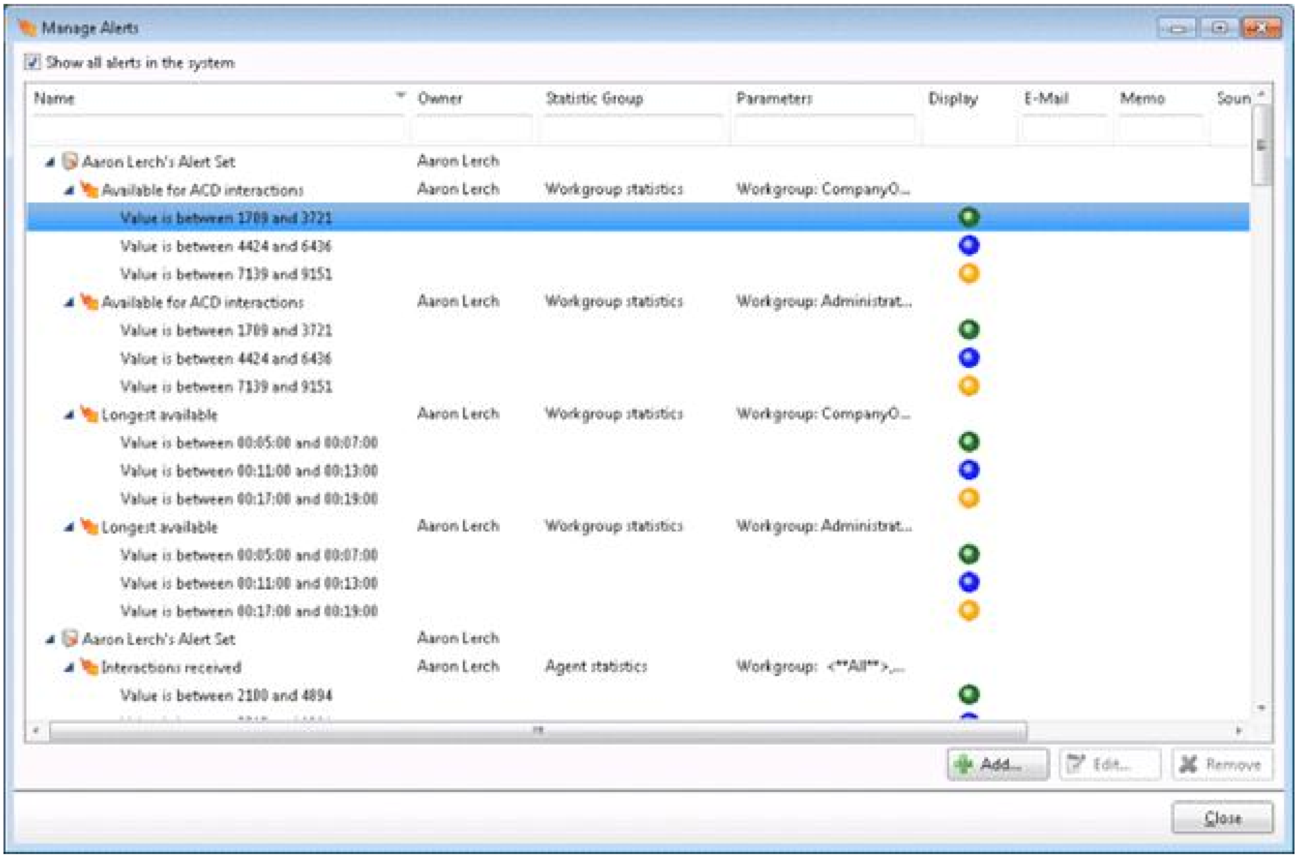
To display all alerts in the system, including alerts set by other users:

1. Check **Show all alerts in the system**. You are asked to confirm this operation, because it introduces performance overhead.



> **Note:** The *Show all alerts in the system* check box is only available when the user is configured as a master administrator in Interaction Administrator.

2. Click **Yes** to proceed. Alerts for all users are displayed. Note that the Edit and Remove buttons are disabled. You cannot modify or remove alerts set by other users.



Dismiss the dialog

When you are finished, click **Close** to dismiss the *Manage Alerts* dialog.

Manage Assistance Requests

The **Assistance Request** feature in Interaction Supervisor and the CIC clients is used by agents to contact a Supervisor for help on an interaction. Assistance requests initiate a chat between an ACD agent and one or more supervisors with regard to a particular interaction on the agent's queue.

Note: Both Interaction Connect and Interaction Desktop support assistance requests.

New requests generate notifications displayed to persons who are currently running Interaction Supervisor and who are supervisors of the workgroup that the interaction is on. Each workgroup supervisor can choose whether to respond to individual requests. When a supervisor responds to a chat, the supervisor can exchange textual messages with the agent, and optionally use call action controls to listen, coach, join, record, pause, pickup, or disconnect interactions.

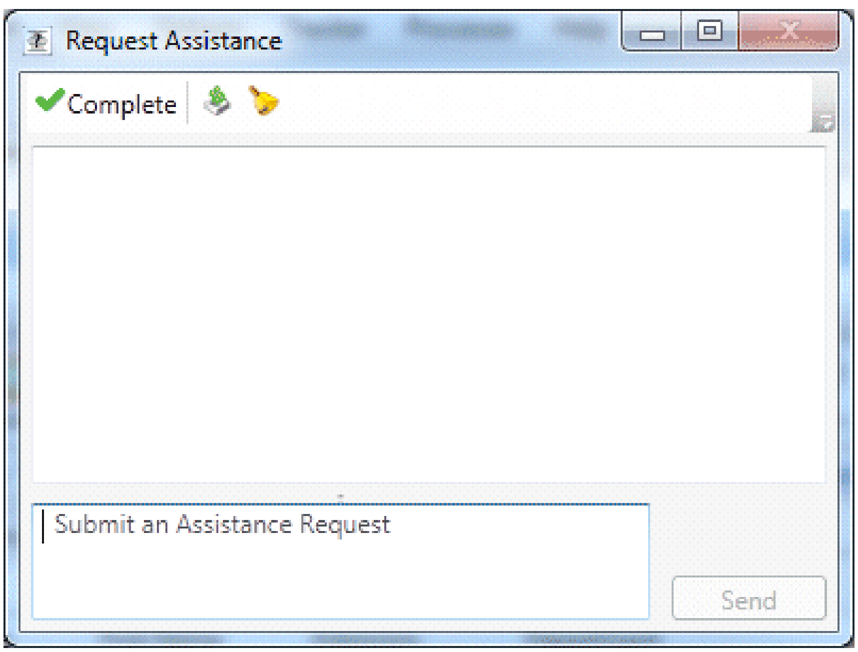
- There can only be one assistance request for an interaction at any given time.
- The user may request assistance multiple times for the same interaction as long as any prior requests are completed prior to beginning a new request.

Supervisors receive assistance notifications only if they are running Interaction Supervisor in IC Business Manager. They do not receive assistance notifications if they are running only a CIC client. In order for the request assistance process to work properly, at least one supervisor must be configured for a workgroup in Interaction Administrator, and at least one supervisor for the workgroup must be logged in.

Assistance requests from an agent's perspective

In a **CIC Client**, an agent requests assistance as follows:

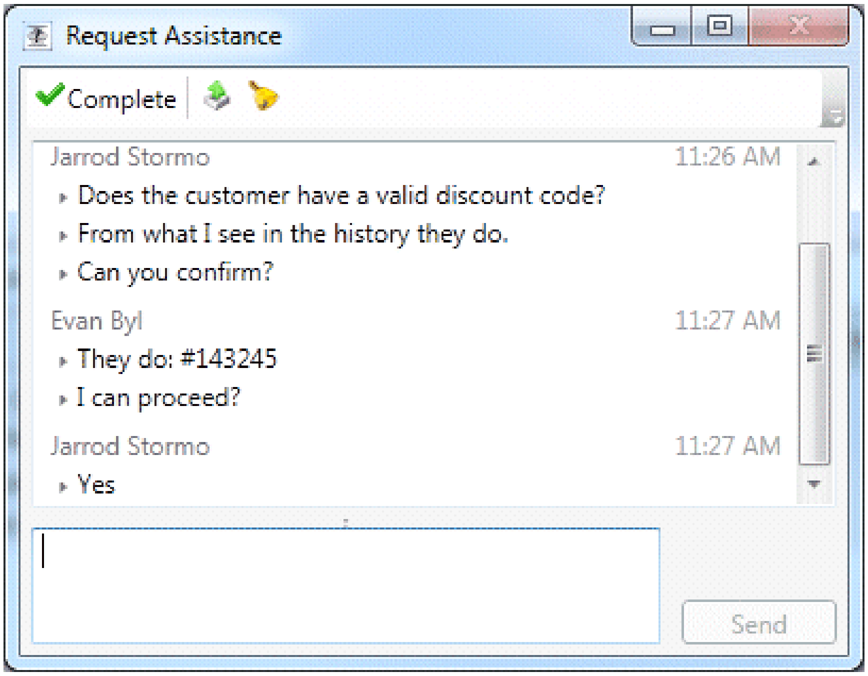
1. The agent selects a call or web chat in the CIC client's **My Interactions** list, and then clicks the **Assistance** button. Alternately, the agent can right-click the interaction and choose **Request Assistance** from a shortcut menu. The **Request Assistance** dialog appears.



> The Assistance button may or may not be available in Interaction Client, depending on security rights assigned in Interaction Administrator. To see this button, the **Assistance** Interaction Command right must be selected for the agent's workgroup, role, or user record. To enable this button, the **Request Assistance from Supervisors** right must also be assigned. Even with these rights, the Assistance button is enabled only for ACD-routed interactions. The button appears shaded if the interaction is not in a state in which the action can be performed.

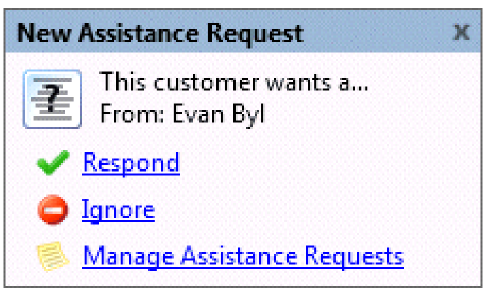
2. The agent types a brief explanation of why he needs assistance from a supervisor.

3. The agent clicks **Send**. Afterward the agent can monitor the status of the request in the Request Assistance dialog to see if a workgroup supervisor will assist with the interaction.

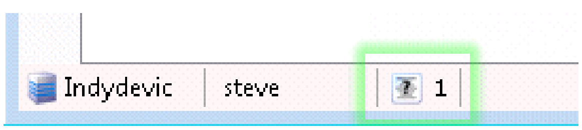


Assistance Requests from a supervisor's perspective

1. When an agent initiates an assistance request, the workgroup supervisor receives a **toast notification** in Interaction Supervisor. The toast notification closes automatically if another supervisor responds to the request.



At this time, the status bar is also updated to show the current number of assistance requests for all workgroup queues this supervisor supervises.



Supervisors should check the number of assistance requests in the status bar immediately after logging in. If there are active requests, the supervisor can select **View Assistance Requests** from the **Tools** menu to manage requests using the Agent Assistance dialog. Toast notifications are not displayed for requests sent while the supervisor was logged out, to prevent a supervisor from receiving an undesirable number of toast notifications. There is also a 30 second time out on the toast notifications. If a supervisor does not respond within that time frame, the toast notification will be removed and the supervisor will need to use the View Assistance Requests option from the Tools menu.

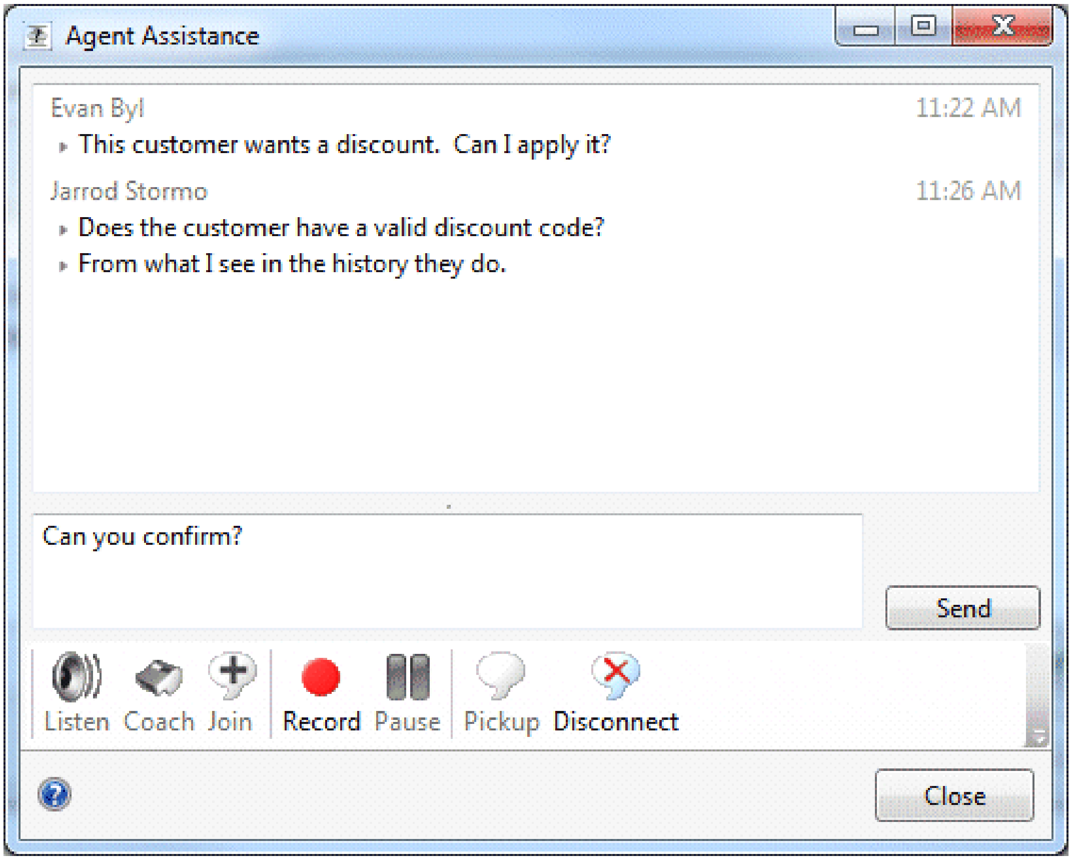
2. The supervisor responds to the notification by clicking a link:

- **Respond** opens the Respond to Assistance Request dialog, to give immediate assistance and feedback to the user. The supervisor can text chat with the agent, and use call action controls to listen, coach, join, record, pause, pickup, or disconnect the interaction.

- **Ignore** disregards the message and dismisses the assistant request toast.
- **Manage Assistance Requests** opens the Agent Assistance dialog, which displays all assistance requests for workgroups the supervisor has responsibility for. The supervisor can select a request to answer, and assist multiple agents at the same time.

Respond to Assistance Request dialog

The **Agent Assistance** dialog is used when supervisors are assisting an agent.



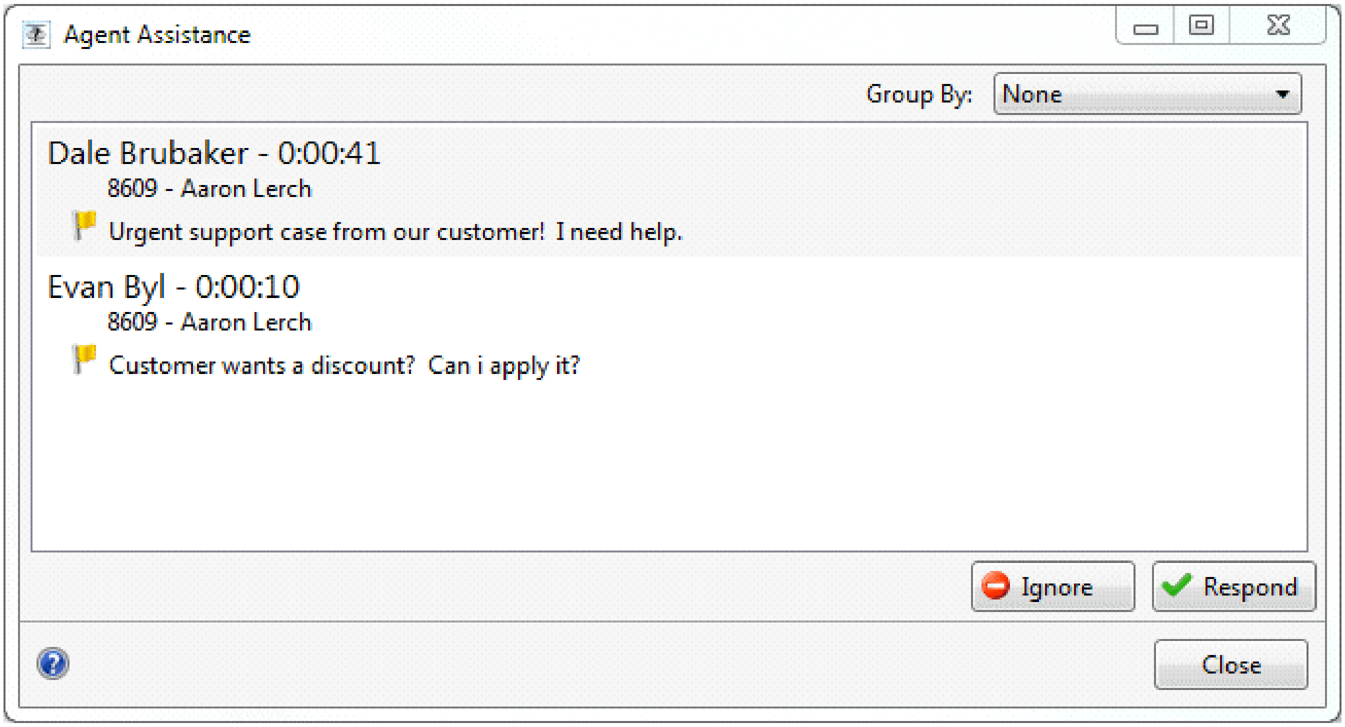
The top pane displays a list of message between the agent and the supervisor. Supervisors can send text messages to the agent by typing into a text box and clicking **Send**. Call action controls allow the supervisor to listen, coach, join, record, pause, pickup, or disconnect the interaction.

Listen	Listens in on a call. For example, you can listen to a caller leaving a voice mail message, to a conversation between two parties, or to a conference call. The parties being listened to may not be aware that someone is listening to the call. Genesys disclaims any responsibility for end-user or licensee to comply with federal or state law restrictions regarding Record or Listen capabilities of CIC software. The licensee hereby warrants and represents that the end-user or licensee will use the product in compliance with any federal or state law.
Coach	Adds yourself to an agent's call on any user or station queue you have permission to monitor. This enables you to provide advice to the agent without the customer knowing that you are assisting on the call. The agent can hear your side of the conversation, but the customer cannot. This feature is especially helpful to supervisors who are training new agents, monitoring employee customer service performance, or simply providing assistance with a customer call. If the agent presses the Mute button while you are coaching the agent, the customer no longer hears the agent but the agent can continue to converse with you. The Mute button does not affect the audio between the agent and the coach. You must have permission to use the Coach feature and you must have permission to monitor queues. If you have questions about your rights and permissions, see your Interaction Center administrator. The Coach button is shaded if the call is not in a state in which this action can be performed.
Join	Adds the supervisor user to a call on any user or station queue that the manager has permission to monitor. Both the agent and the customer can hear the manager's side of the conversation. When the Join feature is used, Interaction Supervisor creates a conference call between the agent, the connected party, and the Supervisor user.
Record	Records the currently selected call. This recording is saved as a .wav file. Clicking Record the first time starts the recording session for a call. Clicking Record again stops the recording session for a call. You can press the Record button more than once to stop or continue recording your call. The CIC client stores each part of the recorded conversation in separate .wav files, and sends them to you in e-mail message attachments after you end the call. The Record button appears shaded if the call is not in a state in which this action can be performed or if you do not have rights to record calls. Contact your CIC administrator if you need security rights to use this feature. Genesys disclaims any responsibility for end-user or licensee to comply with federal or state law restrictions regarding Record or Listen capabilities of CIC software. The licensee hereby warrants and represents that the end-user or licensee will use the product in compliance with any federal or state law.
Record	Records the currently selected call. This recording is saved as a .wav file. Clicking Record the first time starts the recording session for a call. Clicking Record again stops the recording session for a call. You can press the Record button more than once to stop or continue recording your call. The system stores each part of the recorded conversation in separate .wav files, and sends them to you in e-mail message attachments after you end the call. The Record button appears shaded if the call is not in a state in which this action can be performed or if you do not have rights to record calls. Contact your CIC administrator if you need security rights to use this feature. Genesys disclaims any responsibility for end-user or licensee to comply with federal or state law restrictions regarding Record or Listen capabilities of CIC software. The licensee hereby warrants and represents that the end-user or licensee will use the product in compliance with any federal or state law.
Pause	Pauses recording. Click Pause again to resume recording.
Pickup	Answers the current interaction, or takes the interaction off hold.
Disconnect	Disconnects the selected interaction.

Note: Both Interaction Connect and Interaction Desktop support client memos.

Agent Assistance dialog

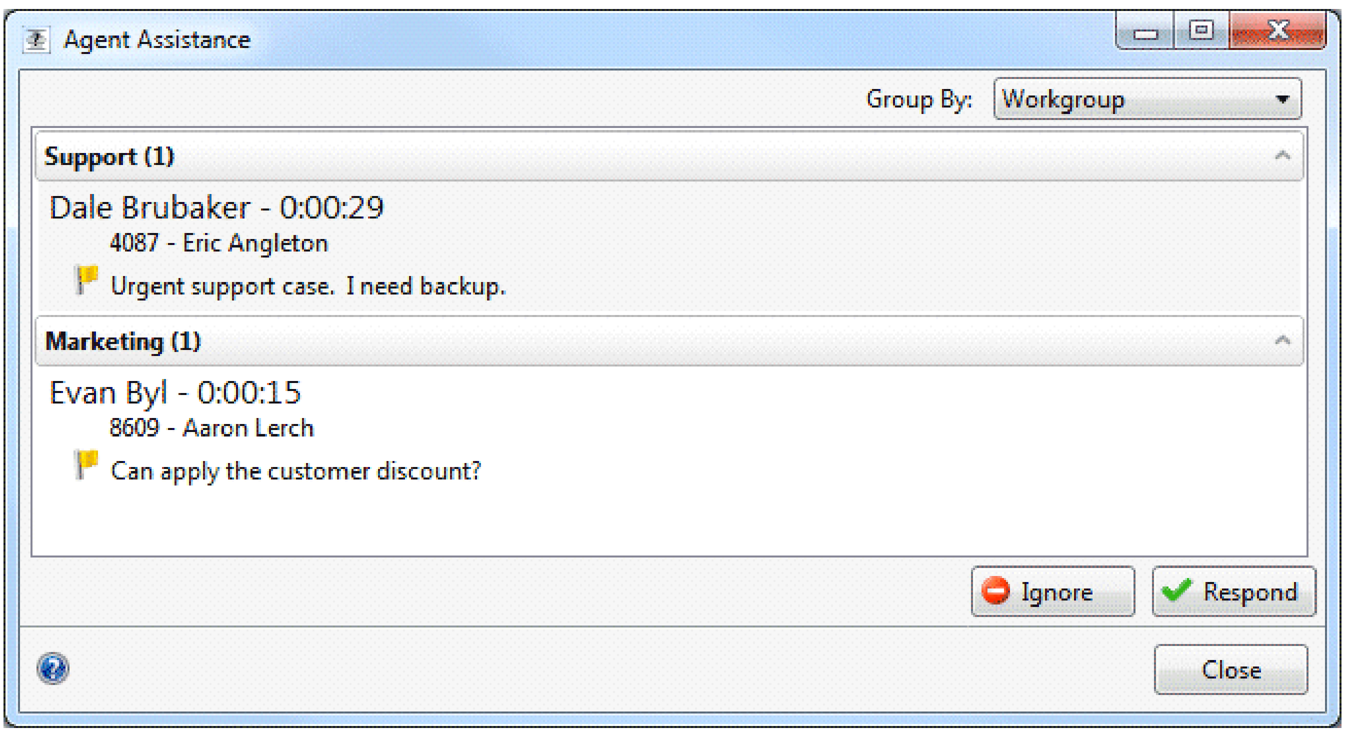
The **Agent Assistance dialog** manages assistance requests in one place. It displays assistance requests from agents in workgroups that the supervisor is responsible for, along with the name of the agent, interaction details, problem description, and if it is being answered.



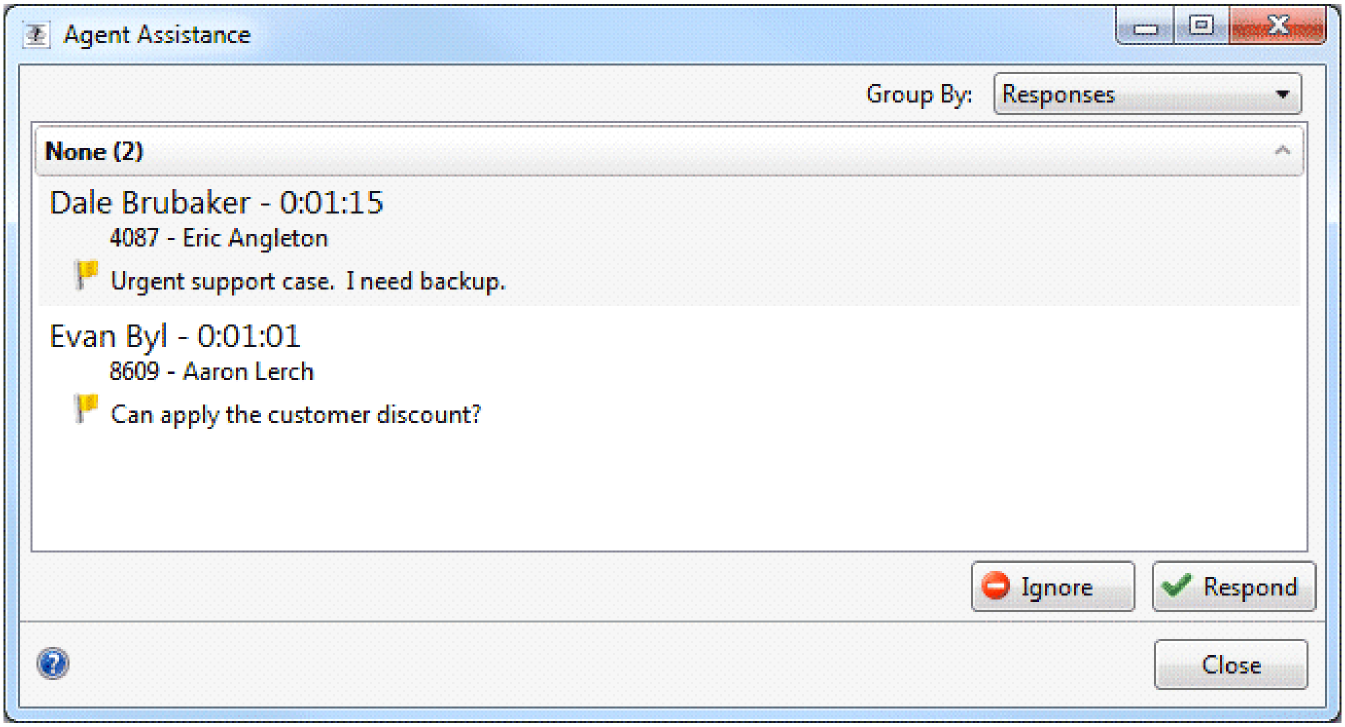
This dialog is displayed when a supervisor selects **View Assistant Requests** from the **Tools** menu. It also appears when a supervisor responds to an assistance request toast notification, by clicking the **Manage Assistance Requests** link.

Group By

When multiple requests are in queue, this drop list organizes items **by Workgroup** or **by Responses**. When organized **by Workgroup**, requests from the same workgroup appear share expander.



When grouped **by Responses**, the expander organizes request by the number of responses. In the example below, there are two requests when a supervisor has not responded to.



Ignore button

Ignores an assistance request. If another supervisor is available, the request remains open until all available Supervisors have ignored or responded.

Respond button

Opens the Respond to Assistance Request dialog, allowing the Supervisor to chat with the agent, or perform operations on the interaction, such as coaching or recording.

Help button

The help button opens this help topic.

Manage Client Memos

A **Client Memo** is a message sent from Interaction Supervisor to CIC client users. When Client Memos are sent, the Supervisor user can control the manner in which a message is displayed in the CIC clients; either as a desktop alert (pop-up) or as a scrolling notification along the bottom edge of the client window.

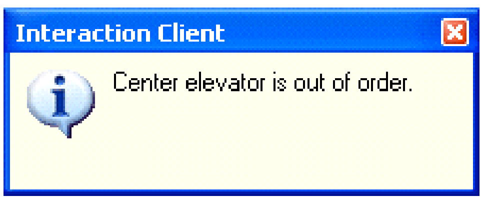
Note: Both Interaction Connect and Interaction Desktop support client memos.

Client memos are client messaging features that help Supervisor users keep agents and workgroups informed.

For example, a Supervisor user might configure an alert to send a client memo when there are too many calls in queue, or when a queue's wait time is too long. Such a message might tell agents: "Hurry up and finish your calls. The queue is backing up!"

- If the memo is sent as a **notification**, it is displayed at the bottom of the Interaction Client window. Messages move into the notification area by rotating in from the bottom while the current message rotates out the top. To allow time for the user to read the message, there is a pause of several seconds between the time the message is fully rotated in and the time it begins cycling to the next message.

- If the memo is sent as a **desktop alert**, it appears in the CIC client as a pop-up window (sometimes called toast) in the lower right–hand corner of the Windows desktop. Desktop alerts remain on screen until the user closes them or the Supervisor removes them.



How Client Memos are configured and sent

Supervisor users can send client memos in two ways:

- By creating an alert with a client memo action. The memo is sent when the alert is in range. See Add an Alert.
- Using the Client Memo Management dialog, opened using the **Tools** > **Client Memos** command. Once the memo is added, it is sent immediately. See Manually create and send a Client Memo.

Procedures

Manually create and send a Client Memo

Edit a Client Memo

Remove a Client Memo not set to expire

Manually create and send a Client Memo

Note: Both Interaction Connect and Interaction Desktop support client memos.

To manually create and send a client memo:

Select **View client memos** from the **Tools** menu. The Client Memo Management dialog appears, listing all client memos.

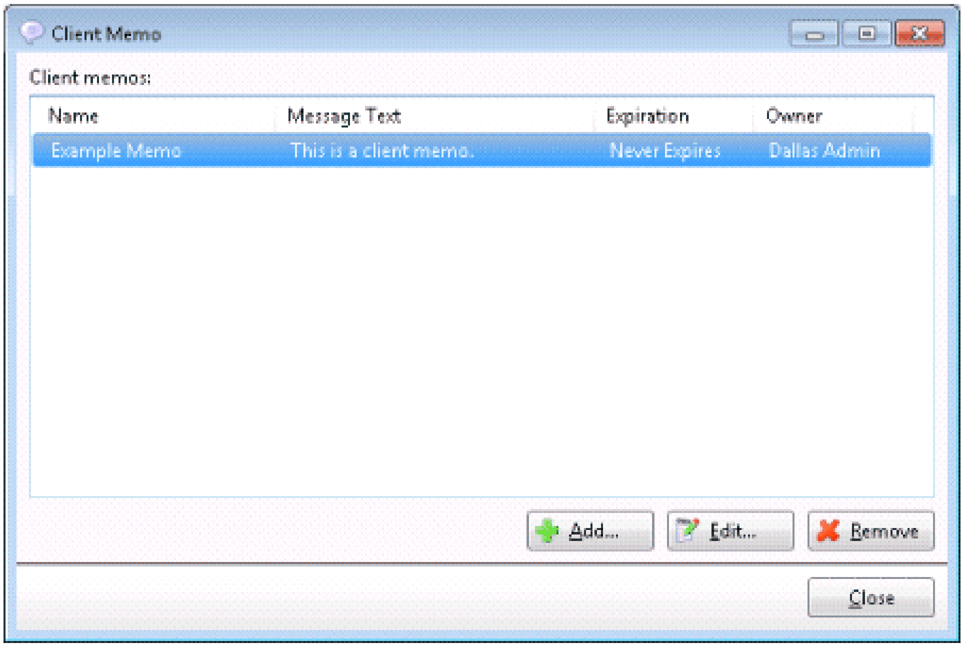
Click **Add**. The Client Memo dialog appears. Use it to compose a message to CIC client users.

Click **OK**. The message is sent immediately.

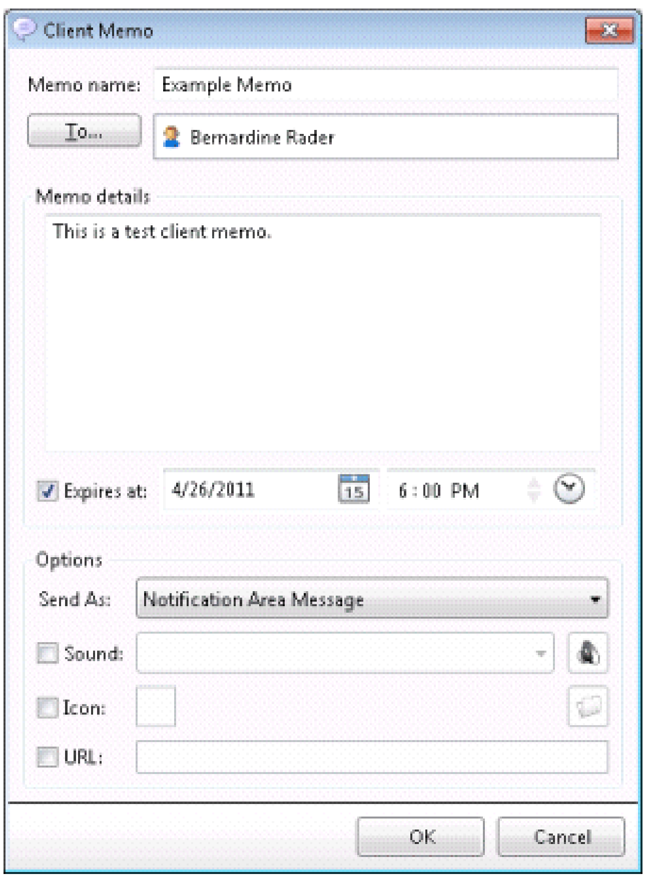
Edit a Client Memo

To edit a memo listed in the Client Memo Management dialog:

1. Select **Client Memos** from the **Tools** menu. The Client Memo Management dialog appears. This menu option is visible only when the default or a custom workspace is active.
2. Select a client memo.



3. Click **Edit**. The memo is opened for editing in the Client Memo dialog.



4. Modify options as needed. Click **OK** when finished.

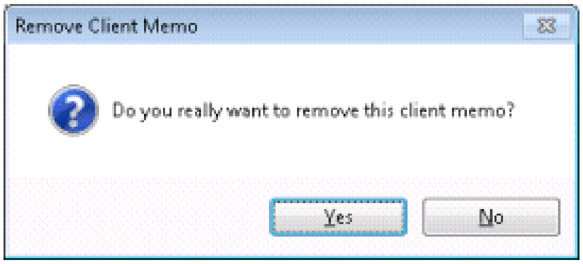
Remove a Client Memo not set to expire

Once a client memo is manually created, it will either expire or will remain in the list of client memos until the supervisor removes it.

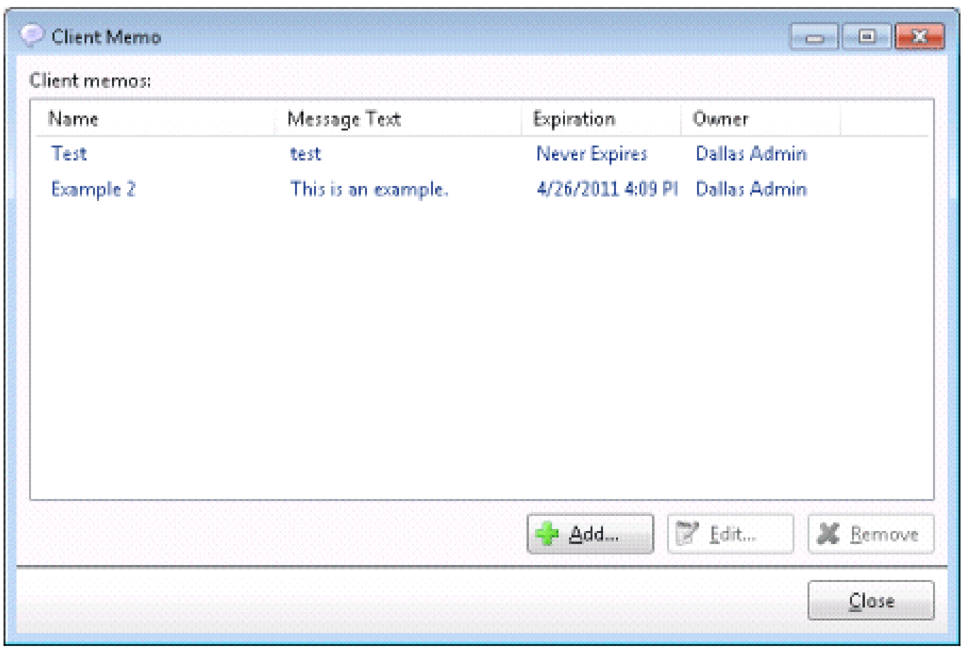
Note: You cannot remove a client memo that is associated with an alert set.

To remove a client memo:

1. Select **View client memos** from the **Tools** menu. The Client Memo Management dialog appears.
2. Select an item in the list.
3. Click **Remove**.
4. Click **Yes** to confirm the operation.



Client Memo Management dialog



This management dialog allows Supervisor users to add, edit, or remove any client memo. When creating a memo, the supervisor adds recipients to that it will be sent to. The memo is given a name and message to send. The memo can optionally contain an expiration, URL, icon, and/or play a sound.

Once added, the memo is sent immediately to each member of the recipient list. It will either expire or will remain until the supervisor removes the memo.

This dialog appears when the **Tools** > **Client Memos** command is selected.

Controls

The dialog lists client memos that have been created. The columns are:

Name

Descriptive name assigned to the memo.

Message Text

Body text of the message.

Expiration

Indicates the date and time when the memo will automatically expire, or "Never Expires" if automatic expiration was not used.

Owner

Name of the person who created the memo.

Add button

Manually creates and sends a new client memo.

Edit button

Opens the selected memo for editing in the Client Memo dialog.

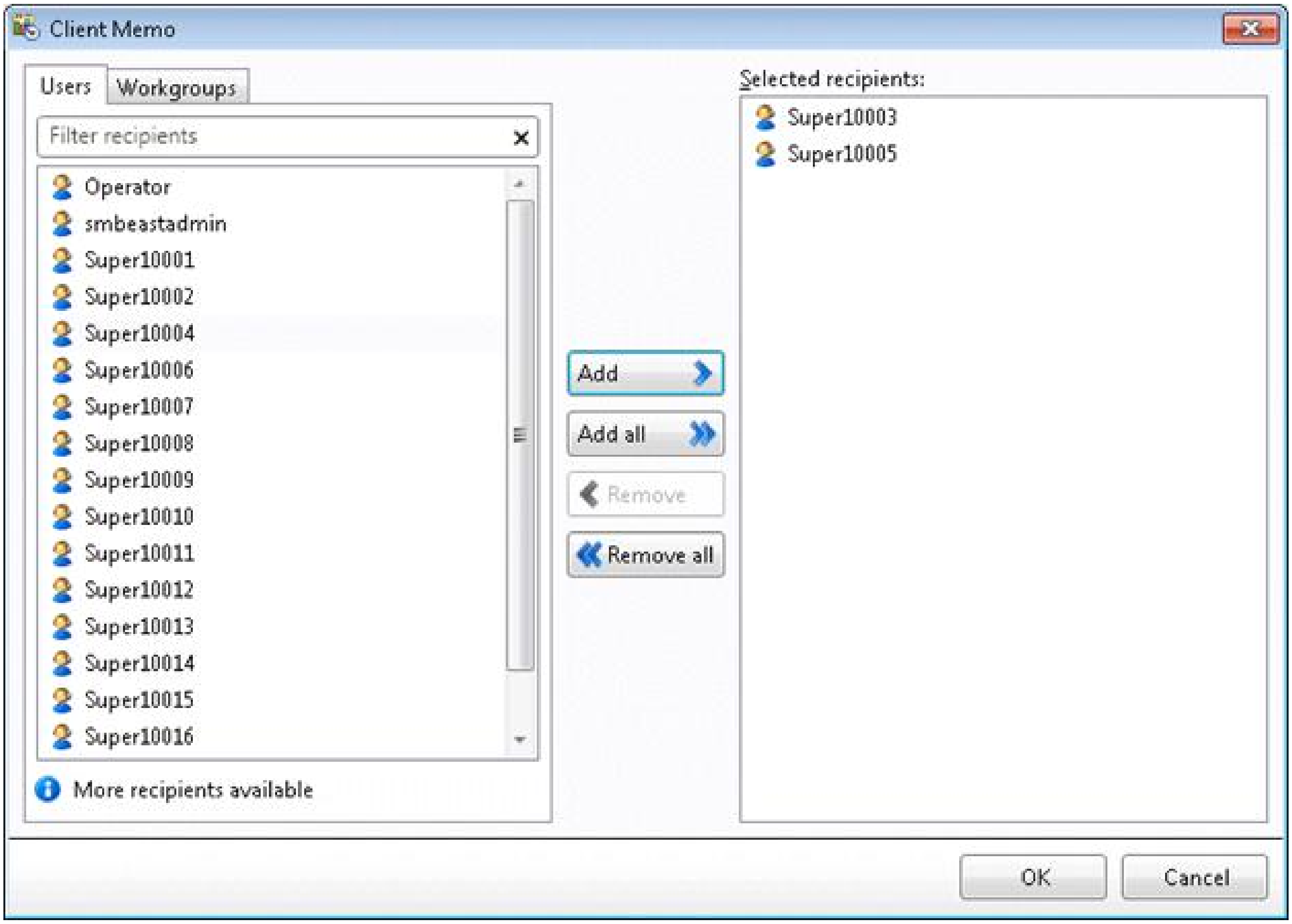
Remove

Removes the selected client memo.

Close

Dismisses this dialog.

Select Client Memo Recipients dialog



This dialog selects recipients who will receive a client memo.

Users tab

Displays list of persons who can be added to the *Selected Recipients* list.

Workgroup tab

Displays workgroups that can be added to the *Selected Recipients* list.

Add button

Adds selected persons or workgroups to the *Selected Recipients* list.

Add all button

Adds all users or workgroups to the *Selected Recipients* list.

Remove button

Removes Selected Recipients so that they will not receive this client memo message.

Remove all button

Clears all entries from the *Selected Recipients* list.

OK button

Saves selections and dismisses the dialog.

Cancel button

Closes the dialog without saving selections.

Related Topics

Manage Client Memos

Add an Alert

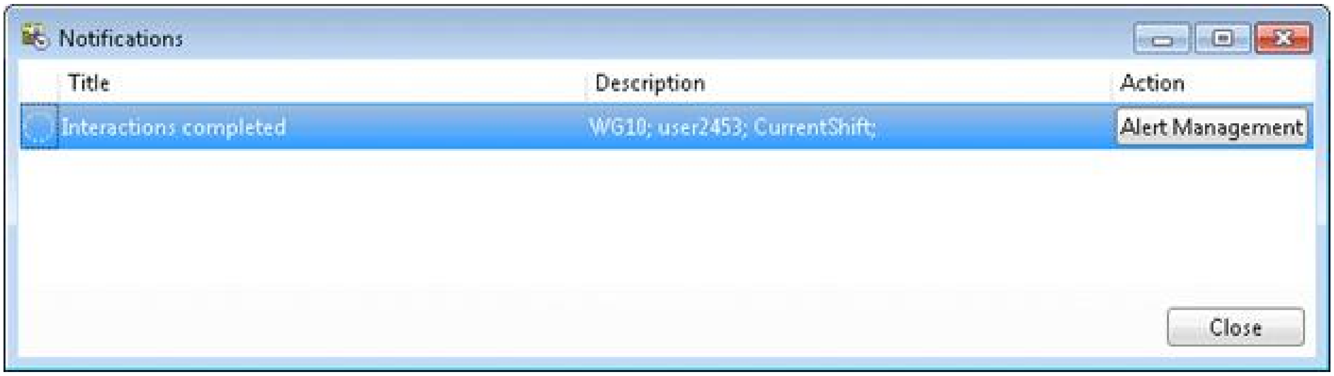
Add/Edit Alert Action dialog

Client Memo Dialog

Client Memo Management dialog

Manage Notifications

Application modules in IC Business Manager can display notifications to the user. To view notifications, pull down the **Tools** menu, and then select **Notifications**. The *Notifications dialog* appears. This feature is documented elsewhere. See *Understanding Notifications* in the *IC Business Manager Getting Started Help*.



The Notifications dialog.

Dialogs

This reference section describes commonly used wizards and dialogs in Interaction Supervisor. Elsewhere in the documentation, procedures link to topics here, to provide reference information about elements of the user interface that Supervisor displays in multiple contexts. If you press **F1** for help, control may be passed to a topic in this section.

For example, you can set many types of alert conditions in Interaction Supervisor, but the dialog that configures an Alert Action is the same for all alert types. Rather than re-describe that dialog in every procedure that explains how to set an alert, a single reference topic is provided. When you follow a link to a reference topic, you can return to your point of origin by clicking the **Back** button.

Please note that modules in IC Business Manager have limited awareness of procedural context when help is called. The application framework can associate a help topic with each dialog or control, but it does not know the circumstance in which you are using that control, or the data displayed by it. For this reason some help topics are generic by necessity.

Where possible, we have linked reference topics to procedures, to make it easier to locate help for tasks associated with GUI elements.

Controls used in Views

See Visual controls in Supervisor views.

See Using the Listen to Queue feature.

Dialogs used when setting Alerts

See Alert-Related Dialogs.

Activation Dialogs

Manage Workgroup Activations

Manage User Activations

Assistance Requests

Agent Assistance dialog

Manage Assistance Requests

Respond to Assistance Request dialog

Details about an interaction

Interaction Details dialog

Interaction Properties dialog

Parameter Selection Wizards and Dialogs

Agent Details Wizard

Agent Selection dialog

Change User Status dialog

Directory Properties dialog

Interaction Feedback Statistics

Interaction Feedback Wizard

Interval and Queue Statistic Selection dialog

[Module Management dialog]

[Queue Columns Selection dialog]

[Real Time Adherence Wizard]

[Statistic Help dialog]

[System Statistics Selection dialog]

[Transfer dialog]

[Workgroup Directory Options dialog]

[Workgroup Statistics and Queue Statistics dialog]

[Workgroup Statistics dialog]

[Workgroup Statistics Selection dialog]

[Workgroups Selection dialog]

Interaction Director

[Select Enterprise Group dialog]

[Select Enterprise Group Statistics dialog]

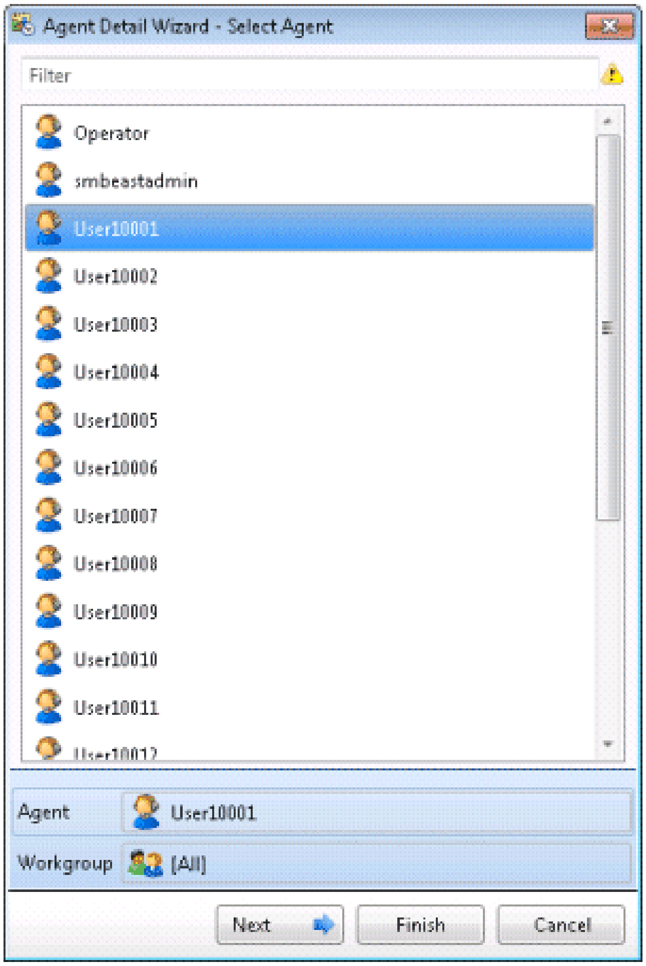
[Interserver Routes - Select Server dialog]

[Select Statistics for Interserver Routes dialog]

Agent Details Wizard

The Agent Details wizard appears when an Agent Details view is added. This wizard prompts to select an agent and workgroup to summarize details for.

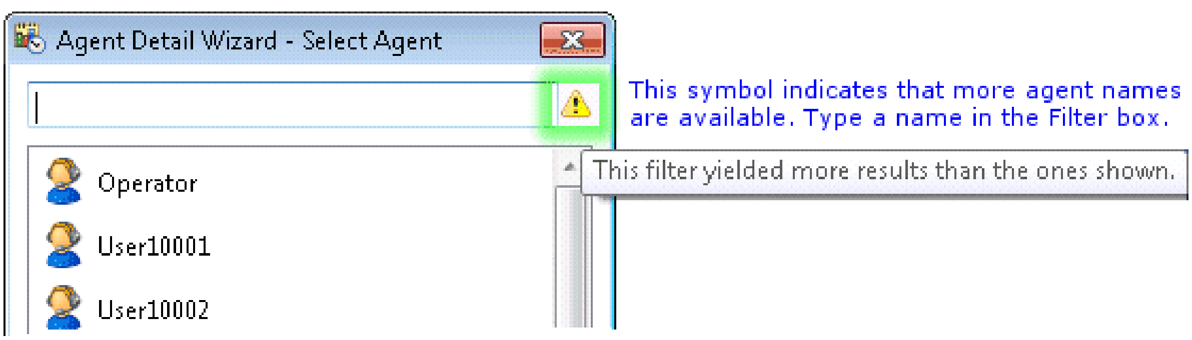
Select Agent page



Use the first page of the Agent Details wizard to select the agent whose statistics will appear in the view. Only agents that are members of at least one workgroup are shown in this list.

To complete this page of the wizard:

Select the name of an agent. You may need to type the name in the **Filter** box. When more than 20 agents exist in the system, only the first 20 are shown, and an indicator () informs that more agent names are available. In that case, typing part of an agent's name in the Filter box locates the correct agent. When 20 or less agents exist in the system, the filter is not shown.



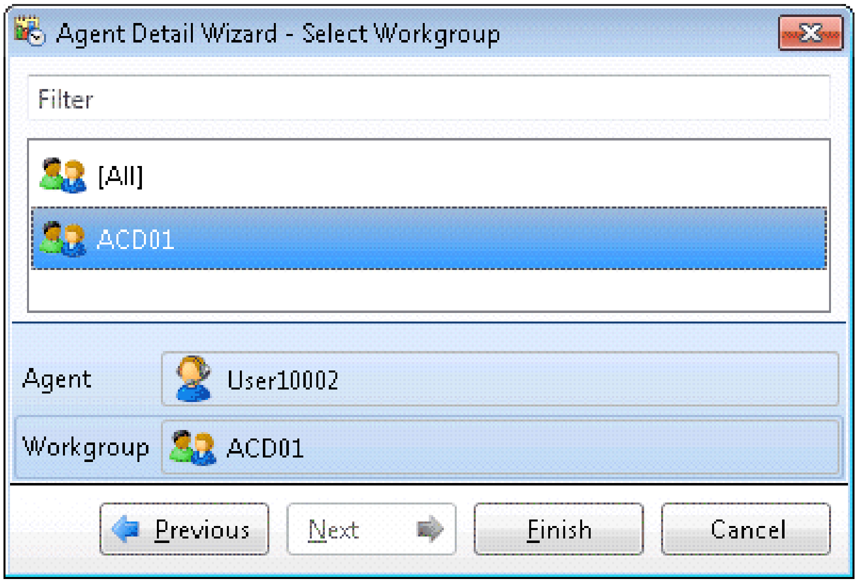
Once you select an agent, his or her name appears in the Agent box under **Selected Parameters**. This helps verify the current selection. Note that Workgroup appears in that section. Workgroups are selected on the next wizard page.

2. Click **Next** to Proceed. The Select Workgroup page appears.

Select Workgroup page

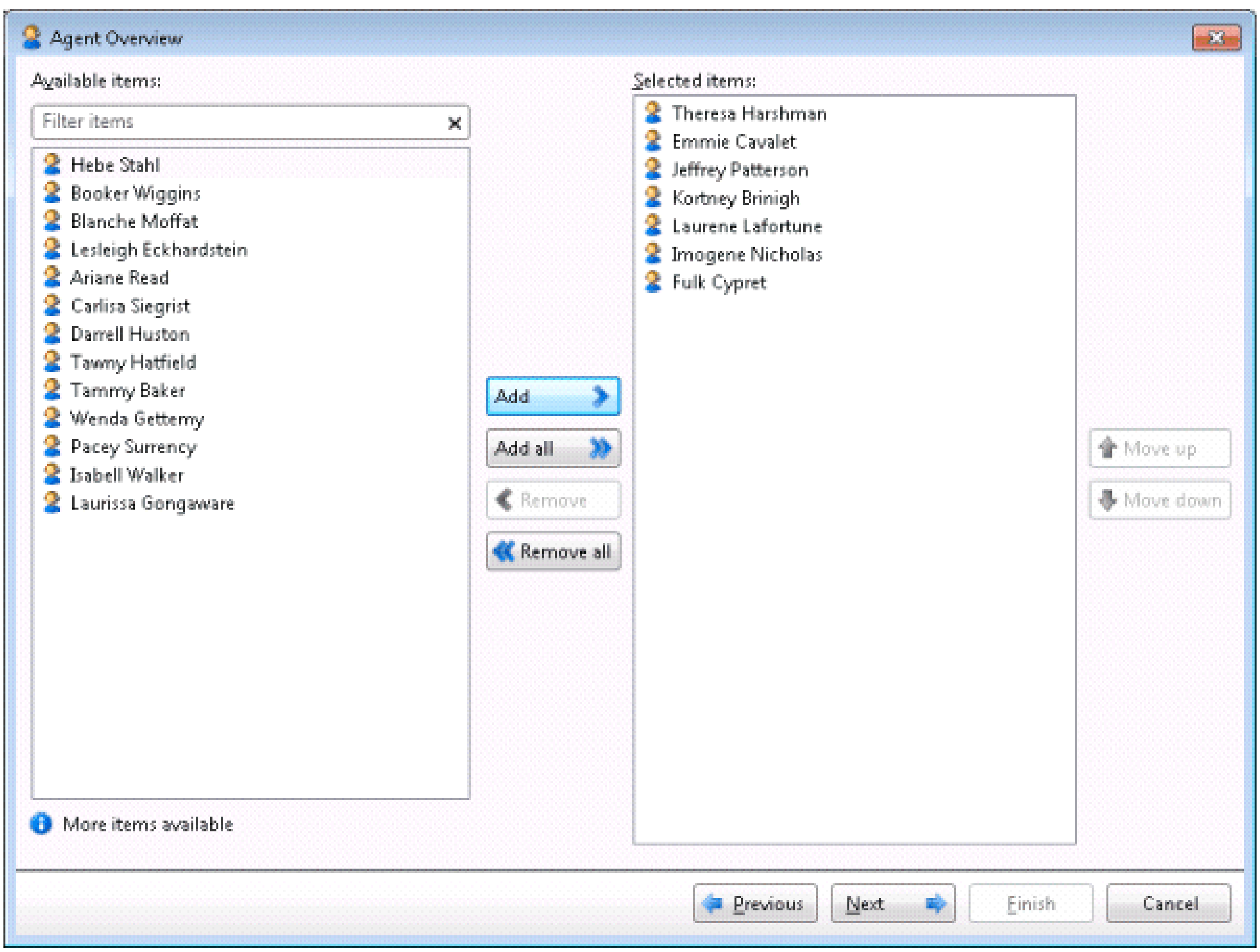
The second page of the Agent Details wizard prompts whether to select statistics for a single workgroup, or for the agent's activity in all workgroups.

1. Click to select a workgroup by name, or select [All] for all workgroups this agent is a member of. Optionally use the Filter box to locate specific workgroups by typing starting characters of the name.



2. The workgroup name (or [All]) appears in the Workgroup box under **Selected Parameters**. This helps verify your selection.
3. Click **Finish** to Proceed. The Agent Details view appears.

Agent Selection dialog



This dialog selects agents to include as criterion for a view. The list on the left shows available agents. The list on the right displays agents selected for inclusion in the view.

Add button

Adds available agents to the list of selected agents.

Add all button

Adds all available agents to the list of selected agents.

Remove button

Removes selected agent names from the list on the right.

Remove all button

Clears the list of selected agents.

Move up button

Modifies the display order of agents in the view. Higher items in the list the more leftmost in the view.

Move down button

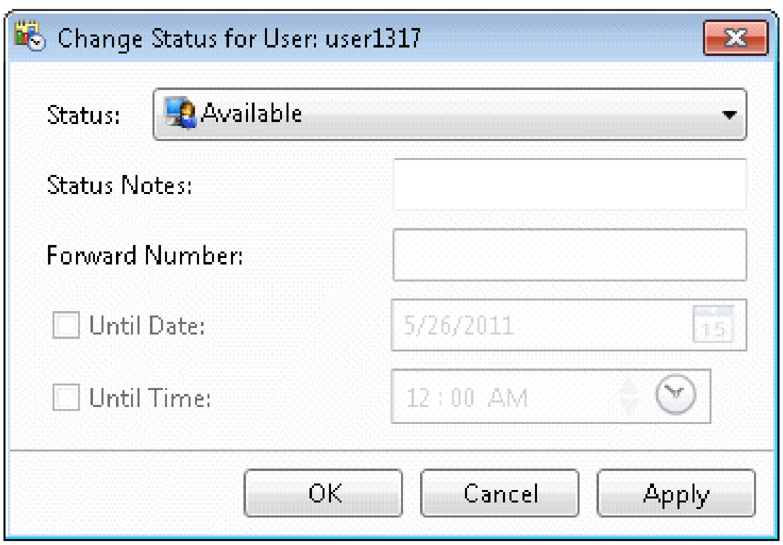
Modifies the display order of agents in the view. Lower position in the list is more rightmost in the view.

Related Topics

Agent Overview view

Agent Graph view

Change User Status dialog



Summary

This dialog is used to modify a user's status from the workgroup view, by right clicking on the agents name and selecting **Change Status for** {User Name} from the shortcut menu. To use this dialog, the Supervisor user must have the "Change Status" access control right for the selected user.

Required Rights

This feature is subject to access restrictions. In order for a Supervisor user to set another user's status, the Supervisor user must have one of the following permission assigned in Interaction Administrator:

- *Modify Workgroup Queue* permissions. This allows the user to modify any user status within the Workgroup Details View.
- *Modify User Queue* permissions. This option restricts access on a per-user queue basis.

Controls

Status selector

Displays a list of user status identifiers. If you select an unavailable status condition, the *Until Date* and *Until Time* options are enabled, allowing you to control precisely the agent will become available again.

The Status Filtering feature in CIC 3.0 (and later) allows system administrators to create custom statuses for select groups of users. This means that persons with different roles can have different status selections to choose from.

For example, a company can provide its business users with one set of statuses, and assign a different set to workgroup agents. Statuses are defined and assigned to Workgroups and Roles in Interaction Administrator.

Consequently, the statuses that appear in Interaction Supervisor are scoped to each user. This means that different status choices may appear when Supervisor is used to change a user's status, or to set "Time in Status" alerts.

Status Notes

Text field used to collect supplemental information about the status condition. If a Supervisor user does not have the "Status Notes" security right configured in Interaction Administrator, the "Status Notes" text box is hidden.

Forward Number

Prompts for a telephone number when status is set to *Available, Forward*.

Until Date

Date when user will be returned to *Available* status.

Until Time

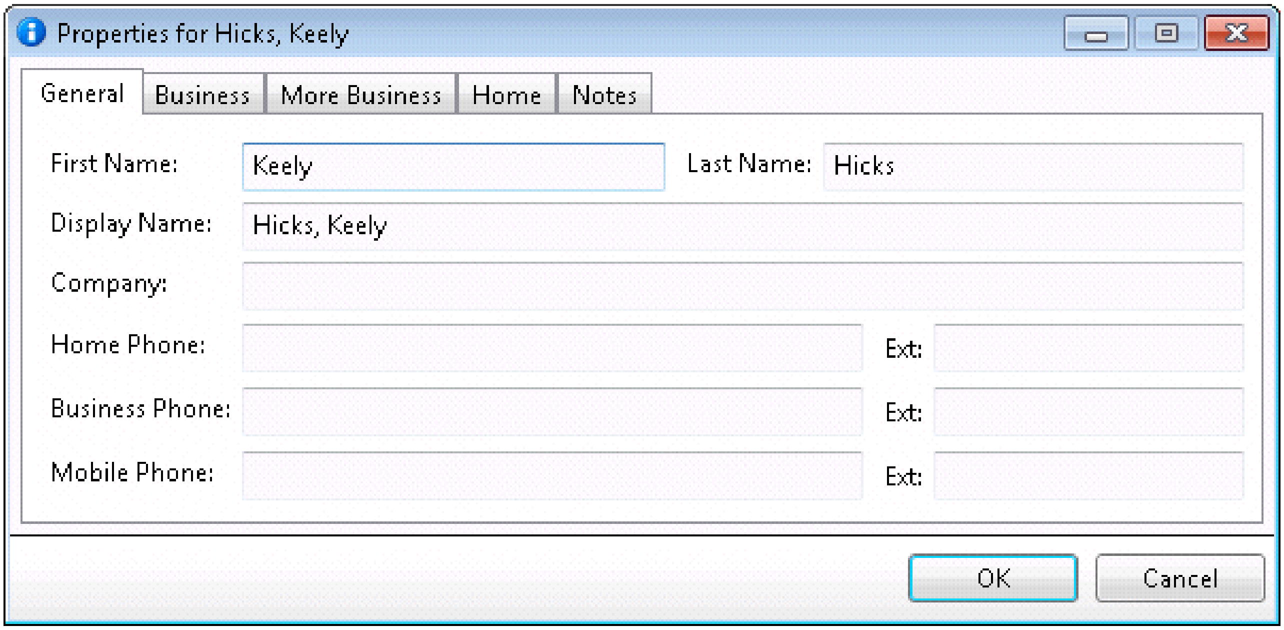
Time when user will be returned to *Available* status.

Related Topics

[Workgroup Details view]

[Workgroup Directory view]

Directory Properties dialog



This dialog displays personal information about directory member. The several tabs of the Properties dialog box can contain:

- Name, title, department and company
- Home, business, cell phone, pager and fax numbers
- Home and business street addresses
- Home and business e-mail addresses
- Business web site address
- Assistant's name and phone number
- Notes

Related Topics

Workgroup Details view (See **Formatting Options** command)

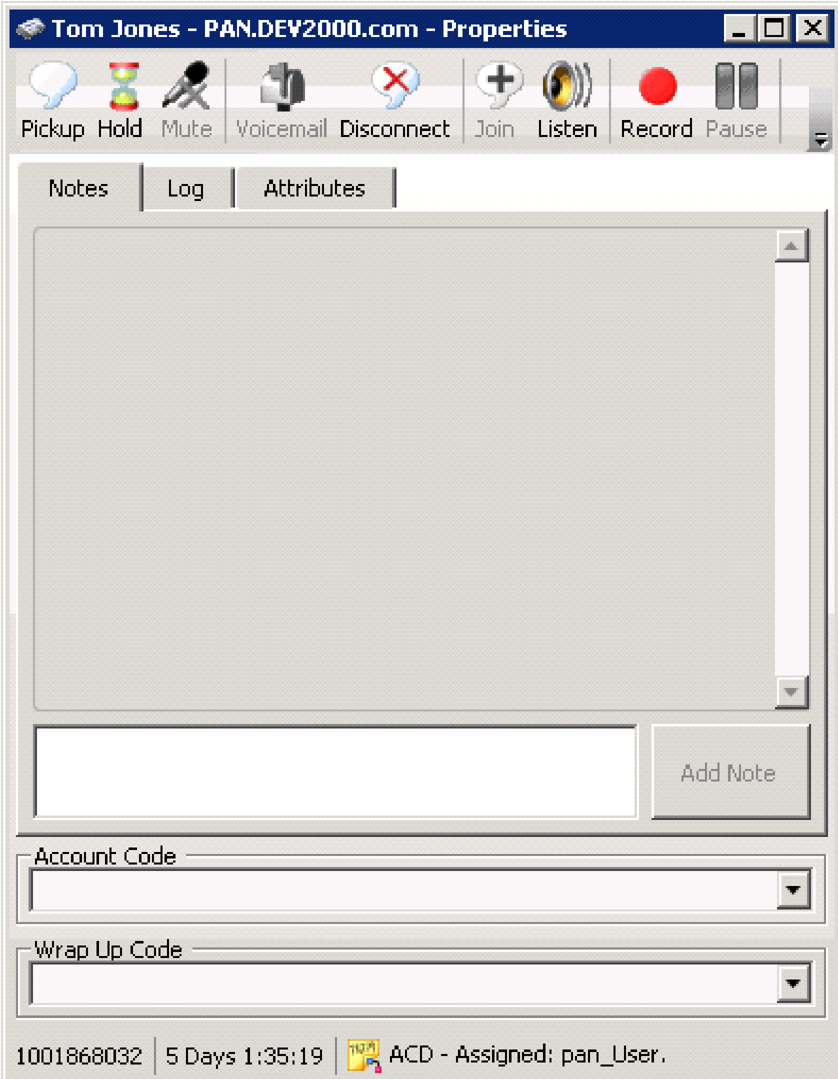
Interaction Properties dialog

The *Interaction Properties* dialog is often used to add notes to an interaction or to view an interaction's log. It is also used to assign account codes and wrap-up codes to interactions.

When a user drills down into a statistic that has one or more interactions, the *Attributes* tab displays all attributes for which the user has rights. For example, users can drill down into longest interactions statistics in a System Status view to examine the interactions responsible for the longest interaction statistic. The drill down feature not only works for the 'Longest' statistics, but for all statistics that have one or more interactions as drill down information.

This dialog is opened from the Agent or Workgroup Queue view by selecting *Properties* from the context menu for an interaction. Subject to access rights and license restrictions, this dialog offers call control buttons (pickup, hold, etc.)

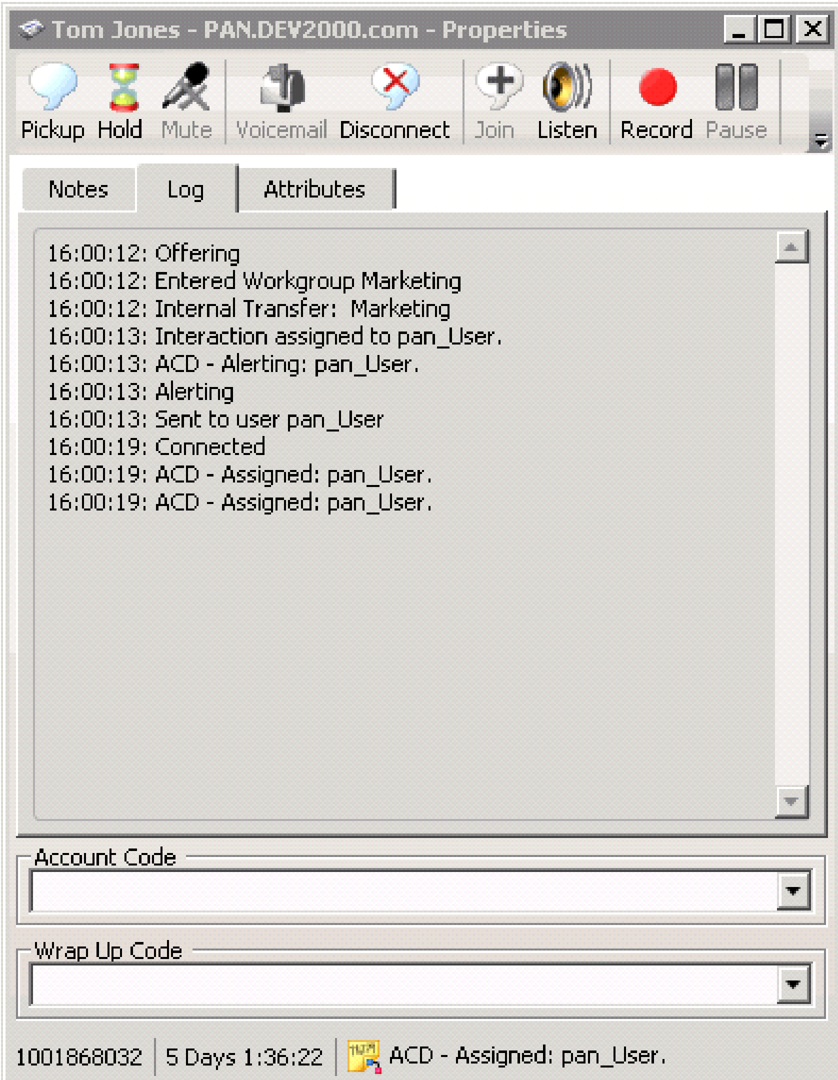
Notes tab



Use the **Notes** tab to add notes to an interaction, or to assign account codes and wrap-up codes to an interaction.

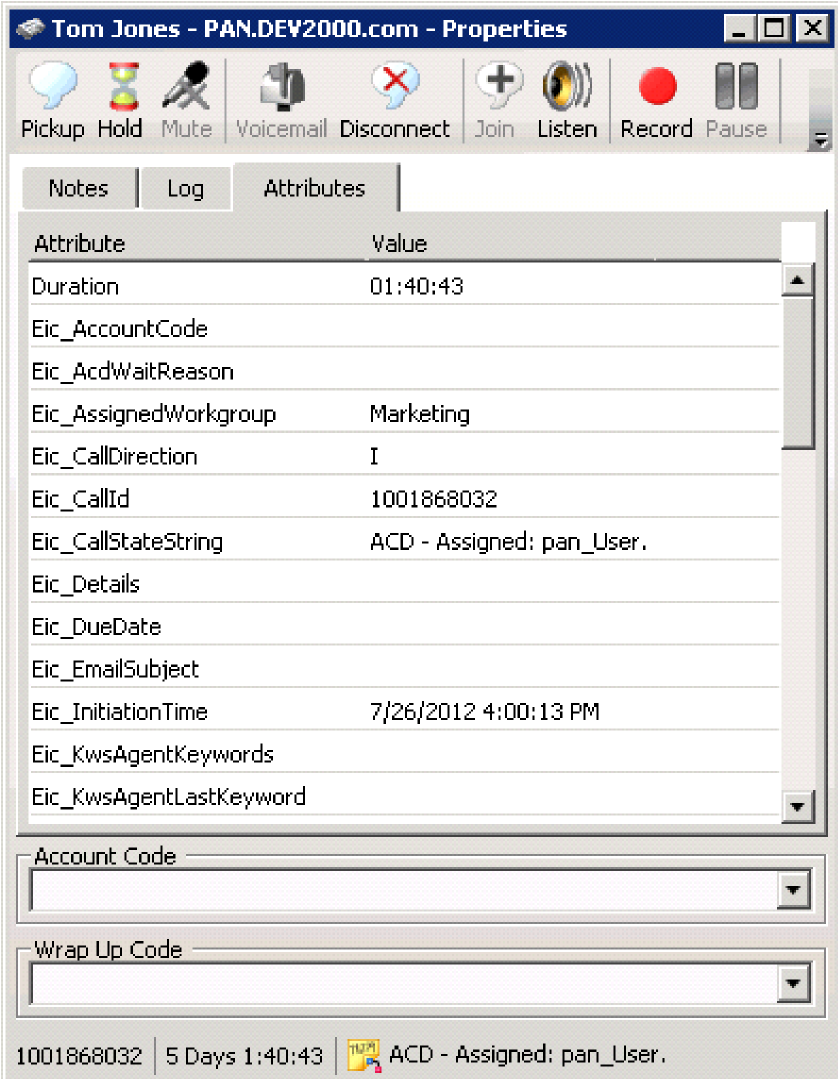
- **Account codes** organize interactions by customer. You may find this feature useful for customer billing purposes, or if you process interactions through Interaction Center for more than one company. CIC can generate reports to categorize call details by account codes.
- **Wrap-up codes** indicate the nature of an interaction; for example, a billing problem, a new order, or a service request. CIC can generate reports that categorize call details by wrap-up codes. Your CIC administrator can associate wrap-up codes with any workgroup queue. You must be a member of a workgroup for which wrap-up codes are configured in order to assign a wrap-up code. If you have questions about your wrap-up code permissions, contact your CIC system administrator.

Log tab



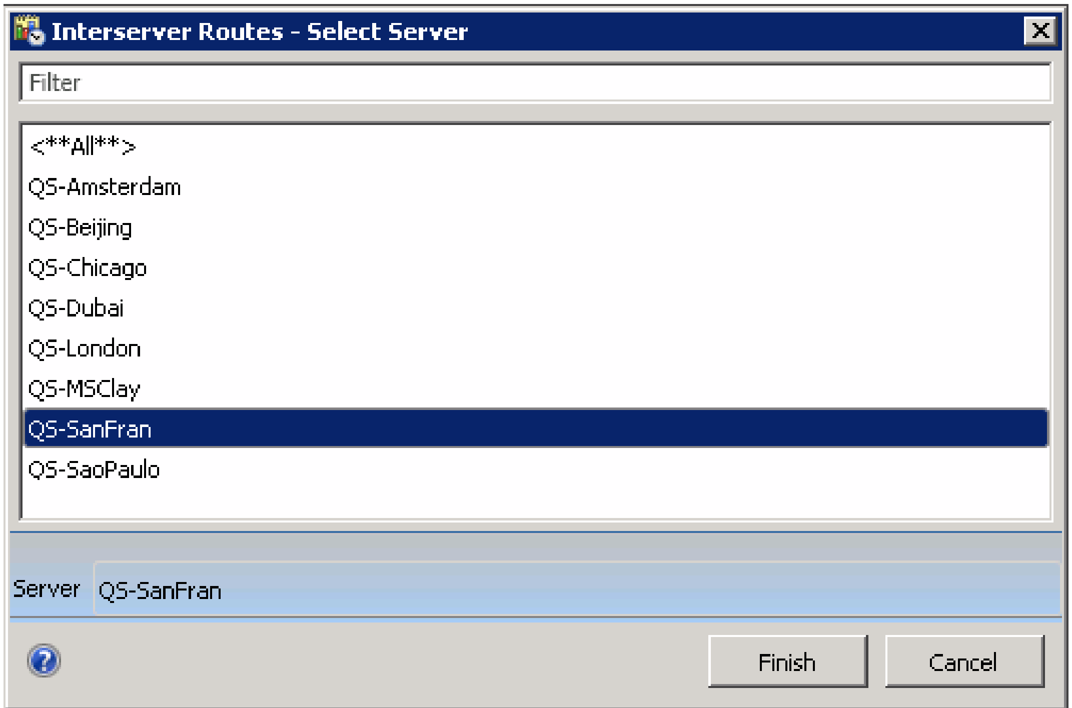
Use the **Log** tab to view an interaction's log, or to assign account codes and wrap-up codes to an interaction.

Attributes tab



When the user has drilled down into a statistic that has associated interactions, the **Attributes** tab displays all attributes for which the user has rights to view.

Interserver Routes - Select Server dialog



This dialog selects an CIC to display routes for when an Interserver Routes view is added.

Filter box

Selects a subset of server names in the list based on user input of a partial or full server name.

Server list

Names of servers in the Enterprise Group.

Help button

Opens this help topic.

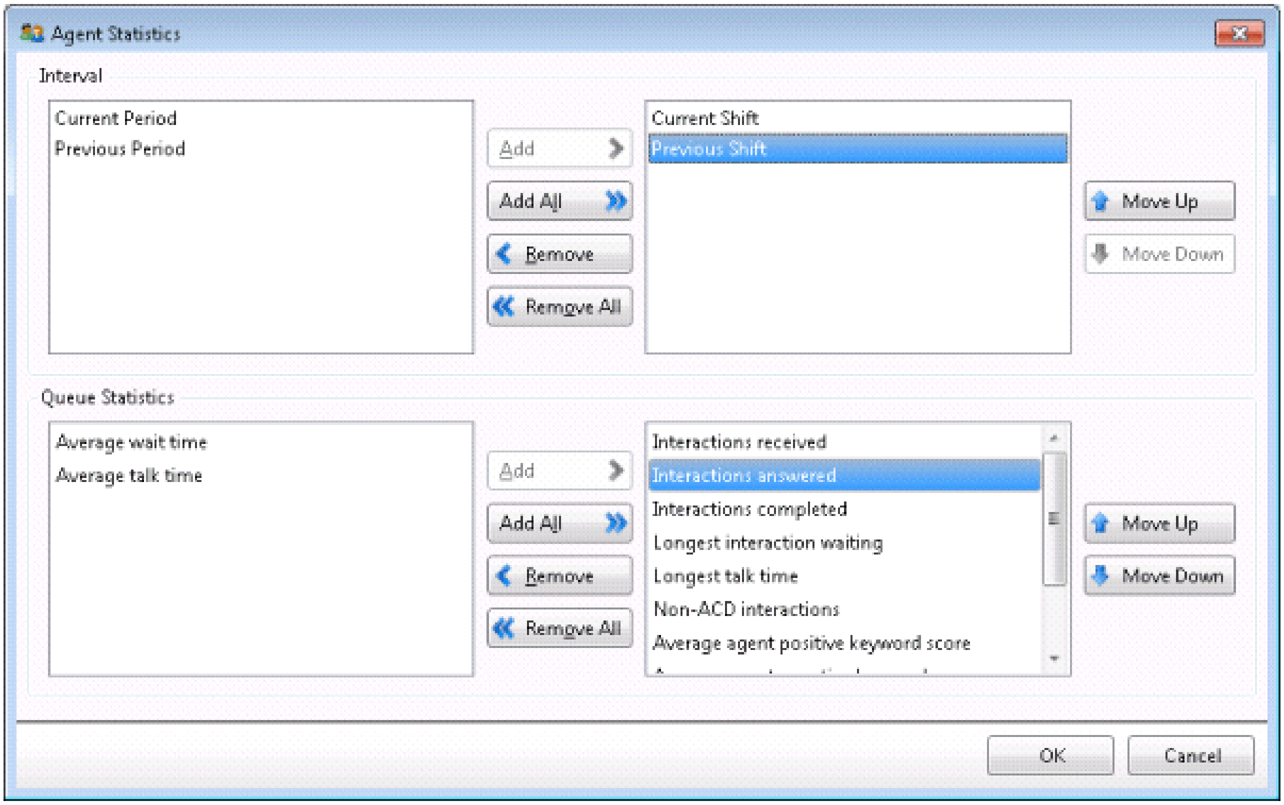
Finish button

Displays view for the server selected.

Cancel button

Closes the dialog and cancels the new view.

Interval and Queue Statistic Selection dialog



This dialog selects which time intervals and queue statistics appear in a view.

Interval frame

Options in this frame manage **time periods** to report in the view. The list on the left contains items that are not currently included in the view. The list on the right contains items selected to include in the view. Select items in the list on the left. Then click **Add** to move them to the other list, to include them in the view. **Add All** selects all items for inclusion. You can change the display order of **columns** in the view using **Move Up** and **Move Down** buttons. To exclude **periods** from the view, select items in the list on the right. Then click **Remove**. The **Remove All** button excludes all time periods from the view, but at least one has to be included.

Queue Statistics frame

Options in this frame manage **statistics** to report in the view. The list on the left contains items that are not currently included in the view. The list on the right contains items selected to include in the view. Select items in the list on the left. Then click **Add** to move them to the other list, to include them in the view. **Add All** selects all items for inclusion. You can change the display order of **rows** in the view using **Move Up** and **Move Down** buttons. To exclude **statistics** from the view, select items in the list on the right. Then click **Remove**. The **Remove All** button excludes all statistics from the view, but at least one has to be included.

Related Topics

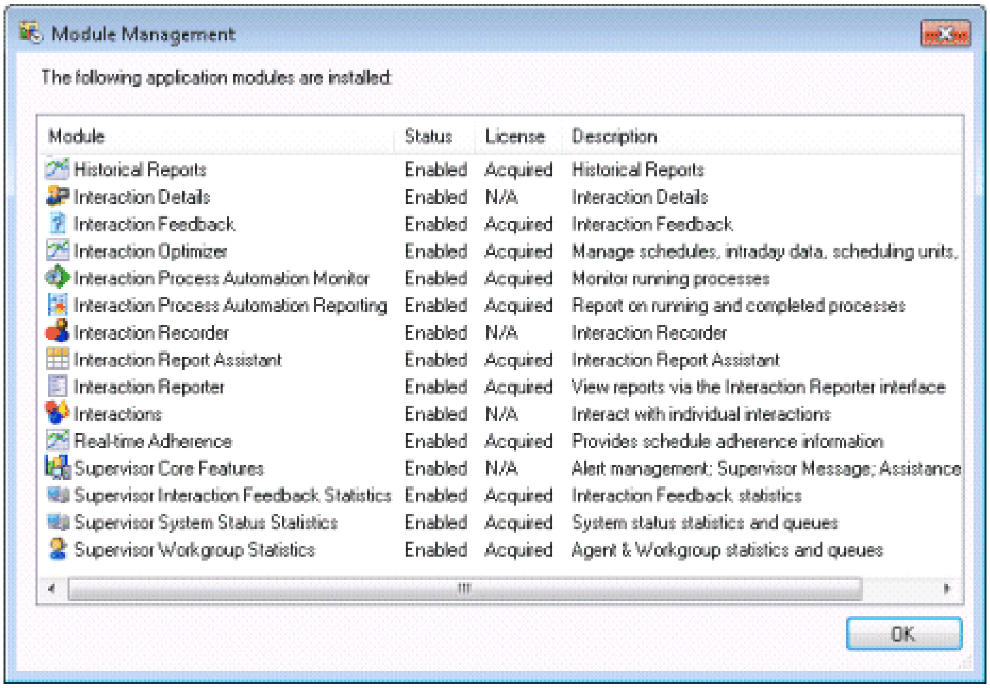
Agent Details view

Agent Graph view

Agent Overview

Workgroup Overview view

Module Management dialog



The *Module Management dialog* appears when **Module Management** is selected from this **Tools** menu. This dialog lists installed application modules, whether they are enabled, and whether a license has been acquired allowing usage. See Licenses, Security and Access Control Rights for more information.

Module

Name of application module.

Status

Indicates whether or not the module is enabled by Access Control Right.

License

Indicates whether or not a license to use the module was acquired.

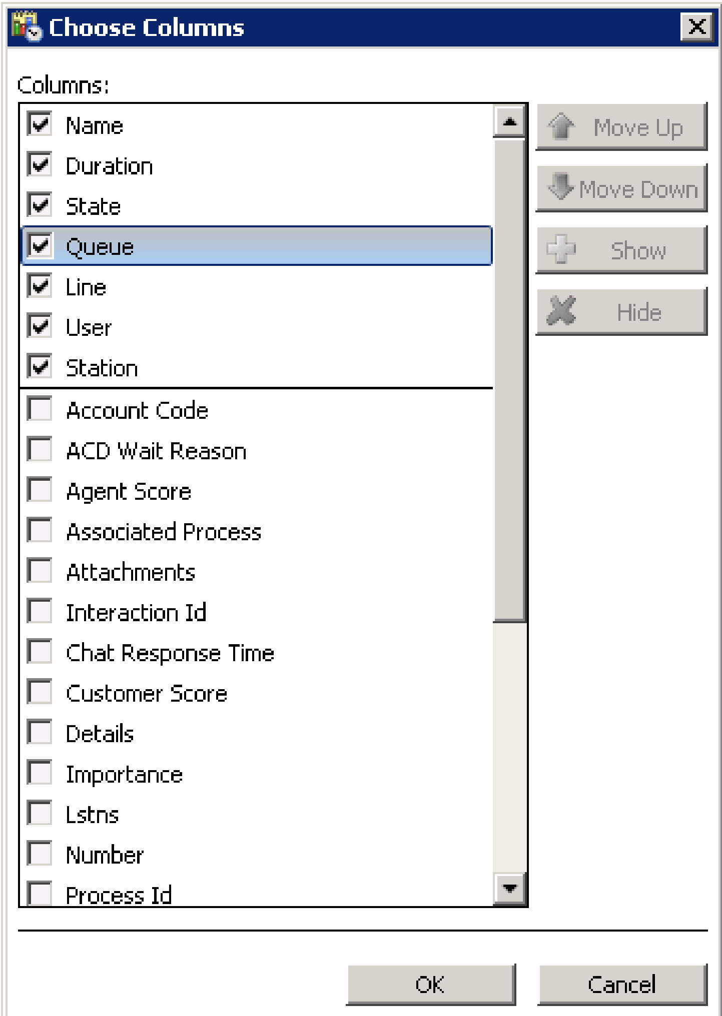
Description

Provides a general indication of module functionality.

OK button

Dismisses the dialog.

Queue Columns Selection dialog



Use the **Queue Columns Selection dialog** to select queue columns to display in a view, and to optionally set their order of appearance in a view.

Columns list

Columns selected for inclusion in the view appear at the top (above a dividing line) with check marks next to column name. The list below the dividing line contains columns that can be included in the view by checking boxes. When a column is checked, it is moved to the top section, and vice versa.

To change column order, select a checked item. Then click Move Up or Move Down. The higher an item is in the list, the more left most it will appear in the view.

Move Up button

Moves a selected column up in the list, so that appears more left most in the view.

Move Down button

Moves a selected column down in the list, so that appears more right most in the view.

Show button

Moves a selected column to the top list, checking it for inclusion in the view.

Hide button

Moves a selected column to the bottom list, unchecking it for exclusion from the view.

OK button

Applies changes made to column selection and order before dismissing the dialog.

Cancel button

Dismisses the dialog without applying changes to column selection or display order.

Queue Columns

Queue Columns are columns that appear in views that display information about lines or queues. The table below shows available Queue columns sorted alphabetically:

Queue Column	Description
Account Code	The account code assigned to the interaction based on the Eic_AccountCode attribute, if your organization uses account codes.
ACD Wait Reason	This column gives the reason a call is waiting in queue, which is useful information for contact center managers. The following reasons can be given by the system: No Available Agent No Agent with necessary Utilization (so already too busy) No Agent with the correct Media Type No Agent with correct ACD Category No Agent with required Skills No Agent with required Proficiency Level No Agent with required Desire to Use
Agent Score	The Agent Score column displays positive and negative totals for the agent channel of the conversation. Positive totals indicate that one or more positively scored Keywords were detected. Negative totals indicate that the agent spoke undesirable keywords that were negatively scored.
Associated Process	The name of the process with which this interaction is associated. This is a feature of Interaction Process Automation.
Attachments	Details of attachments associated with the interaction, where applicable. The attachments column shows an icon indicating that an attachment exists on an email interaction, or blank if no attachments exist. This information is available in the Details column but is included here to enable sorting, should the user desire that.
Chat Response Time	This column shows a counter that shows how much time has elapsed since the last time the chat had text entered into it by anybody involved in the chat.
Customer Score	The Customer Score column displays similar totals, but for the customer channel of the conversation.
Details	Details about the interaction, if the interaction type provides details. For example, a call interaction might display "To: Genesys". This column displays context-specific information based on the interaction type. For calls, it shows the Remote Address (phone number). For callbacks, it shows the subject of the callback. For e-mails it shows the e-mail subject. For chats, it shows the name of the user who last typed, and the text they entered.
Duration	Length of time that the interaction has been in effect, based on Eic_InitiationTime and Eic_DeallocationTime attributes.

Importance	The importance column shows an icon indicating whether an email is high or low importance, and is blank for "normal" importance. This information is available in the Details column but is included here to enable sorting, should the user desire that.
Interaction Id	A system-assigned number that uniquely identifies the interaction object, based on the Eic_CallId attribute.
Line	Name of the line that this interaction is on, based on the Eic_LineName attribute. In some views the name is prefixed by an icon that indicates the state of the object (see below).
Lstns	Lstns is an abbreviation for "Listens". Displays a speaker icon in this column if Supervisor is monitoring the interaction, based on analysis of Eic_Monitors and Eic_MonitorsSupv attributes.
Name	Descriptive name of the interaction, based on Eic_CallDirection and Eic_RemoteName attributes.
Number	Telephone number of an interaction member based on Eic_RemoteId.
Process Id	Identifer of the process with which this interaction is associated. This is a feature of Interaction Process Automation.
Queue	The icon in this column indicates the general state of the queue object, based on the Eic_AssignedDistributionQueue attribute. See Queue States for information about icons that appear in this column.
Recs	Recs is an abbreviation for "Recording". Displays a red icon in this column if Supervisor is recording the Interaction. Note that when screen activity is being recorded, the Recs column does not display a red circle to indicate that a recording is in progress, since screen activity is not technically an interaction. When an interaction (such as a call) is recorded, the icon is displayed.
Security	This column indicates whether a call is secure; specifically, whether or not TLS/SRTP is implemented on the line. Interaction Center call security prevents others from listening in on a call or even determining which internal parties are involved in a conversation. This applies to station-to-station calls, IVR sessions, or for ACD routed calls. It provides flexibility and confidentiality for security-sensitive organizations. For background information, the help for the CIC clients.
State	This column indicates the *state* of the interaction. The current condition of an interaction in a queue is based on the Eic_State attribute. See Interaction States for information about states that appear by default in the State column.
Station	The station queue where the interaction is currently located based on the Eic_StationName attribute.
Subject	The subject of the interaction, if the interaction type provides it. For calls, chats, generic objects, and workflows, this is based on the Eic_CallId attribute. For Emails, the Eic_Subject attribute is used. For Callback objects, subject is derived from the Eic_CallBack attribute.
Time in Workgroup Queue	The amount of time an interaction has been in a workgroup queue. When the interaction is not in a workgroup, the value is an empty string.
User	Name of the user who initiated the interaction, based on the Eic_LocalUserId attribute.
Work Item Category	This column is available when the user has appropriate licenses and rights to use Interaction Process Automation (IPA) in Interaction Supervisor. It is based on the Eic_WorkItemCategory attribute. It applies to a work item in the queue; specifically the Work Item Category, which categorizes work items of a particular type. For example, a Work Item Category might be "Loan Request". For more information about IPA, refer to the *Interaction Process Automation Technical Reference* in the PureConnect Documentation Library on your CIC server.
Work Item Created On	Date when work item was initiated.
Work Item Description	Short description of the work item, based on the Eic_WorkItemDescription attribute. This usually indicates what must be done to complete.
Work Item Due Date	Date when the work item must be completed, based on the Eic_DueDate attribute.
Work Item Error	Error condition, if any, associated with work items.

Wrapup Code	The wrap-up code assigned to this interaction, based on the Eic_WrapUpCode attribute.

Related Topics

Queue Columns Selection dialog

Interaction States

Queue States

Interaction States

The current condition of an interaction in a queue is called its **interaction state**. Interaction State is based on the Eic_State attribute. The table below describes each state an interaction may be in during the life of the interaction. Your CIC administrator or application developer can modify or customize these state strings if desired. States are listed in alphabetical order.

Interaction State	Description
ACD – Alerting: [Agent's Name]	Seen for inbound calls. CIC places the call into a queue, and sends it to an available agent.
ACD – Assigned: [Agent's Name]	Seen for inbound calls. CIC placed a call into a queue, sent it to an available agent, and the agent picked up the call.
ACD – Wait Agent	Seen for inbound calls. CIC placed a call into a queue, but all agents were busy and CIC was unable to alert an agent.
ACD – Wait Agent -> Last Attempted: [Agent's Name]	Seen for inbound calls. CIC placed a call into a queue, sent it to an available agent, but the agent did not pick up the call and CIC placed it back into the queue.
Alerting	Seen for inbound interactions. A CIC client user is notified that he or she has an incoming interaction.
Connected	Seen for both outbound calls and inbound interactions. The interaction is connected to a user or a station. If call analysis is not enabled, Connected means the same as Proceeding.
Dialing	Seen for outbound calls. CIC dials the outbound proceeding interaction.
Disconnected	Seen for both outbound calls and inbound interactions. The interaction is no longer active.
Disconnected (Local Disconnect)	Seen for both outbound and inbound interactions. The interaction was disconnected locally and is no longer active.
Disconnected (Remote Disconnect)	Seen for both outbound and inbound interactions. The interaction was disconnected by the remote party and is no longer active.
Generic Object Waiting	Seen for inbound interactions. CIC sends a generic object to a user queue, but the user is unavailable or not logged in.
Held	Seen for both outbound and inbound interactions. The interaction is on hold.
Manual Dialing	Seen for outbound calls. A telephone handset has been picked up and a dial tone is being generated. Calling from the handset will act the same as calling from a CIC client when call analysis has not been enabled in the CIC clients. Calling from the handset when call analysis has been enabled, will show outgoing calls as Connected and will continue to ring until the call is answered.
Multi-Site	Seen on the Lines page for inbound calls. The call is in a multi-site state.
Offering	Seen for inbound interactions. CIC places the interaction in a queue, but the interaction is not alerting. CIC determines if the called party is available to take the interaction.
One Number Follow-Me	CIC sends an interaction to a user whose status is set to Follow Me, and CIC is routing the interaction based on the user's Follow Me settings.

Operator Escape	The user presses zero to reach an operator from any queue.
Parked	The interaction is waiting on a User, Workgroup, or Station queue.
Pending Disconnect	If the system administrator or application developer modifies or customizes a Disconnected state strings, this state will appear before the Disconnected state. For example, an administrator or developer may modify a handler to direct CIC to send a caller to an IVR survey before disconnecting.
Proceeding	Seen for outbound calls. The interaction proceeds through the outside telephone network and is waiting to be answered. Proceeding is used if a CIC client user has enabled call analysis. Calls Proceeding eventually time out if the call is not answered.
Queue Email Alerting: [Agent's Name]	Seen for inbound email interactions. CIC places the email into a queue, and sends it to an available agent.
Queue Email Connected: [Agent's Name]	Seen for inbound email interactions. CIC placed an email into a queue, sent it to an available agent, and the agent picked up the email.
Queue Email Not Answered: [Agent's Name]	Seen for inbound email interactions. CIC placed an email into a queue, sent it to an available agent, but the agent did not pick up the call and CIC placed it back into the queue.
Queue Timeout	Seen for inbound calls. The call waits in a timeout queue and times out. The caller is being presented with prompts to determine how he or she wants the CIC client to proceed with the call (send to voicemail, try another extension, etc.).
Remote Transfer	CIC sends an interaction to a user whose status is set to Available, Forward, and CIC is forwarding the interaction based on the user's call coverage settings.
Ring No Answer	Seen for inbound calls. The call was sent to an agent who did not pick up the call. The call timed out, and the caller is being presented with prompts to determine how he or she wants the CIC client to proceed with the call (send to voicemail, try another extension, etc.).
System	The interaction is interacting with handlers or other components of the CIC system.
Voice Mail	The caller is leaving a voicemail message.

Related Topics

Queue Columns Selection dialog

Queue Columns

Queue States

Queue States

Queues have a state condition, which is similar to an interaction's state. Queue state indicates the general state of the queue object. In queue controls, icons in the Queue column indicate the state of the queue object, based on the Eic_AssignedDistributionQueue attribute.

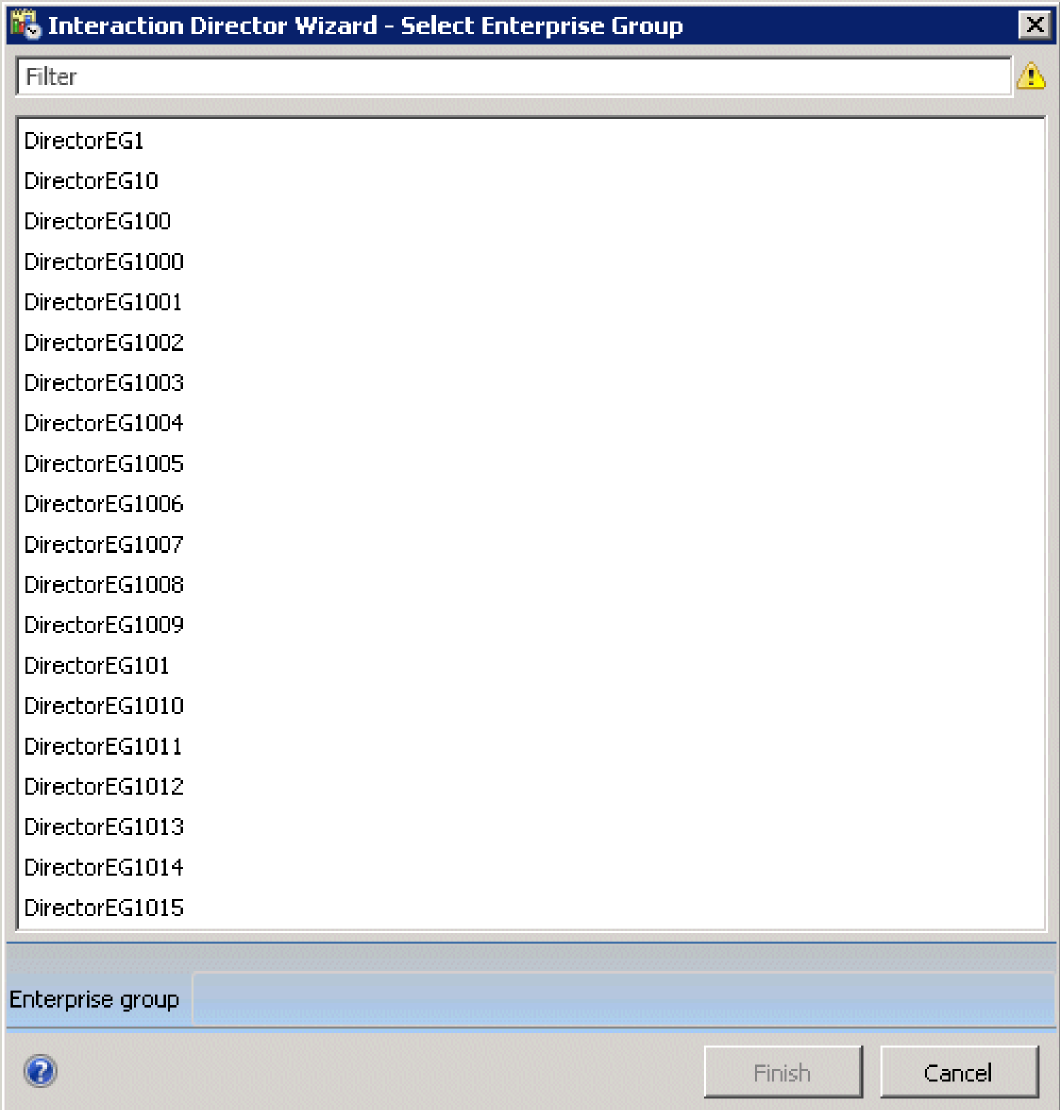
	Normal	Connected	Held	Disconnected
Call				
Callback				
Chat				
Email				
Generic Object				
Instant Question				

Related Topics

Queue Columns

Interaction States

Select Enterprise Group dialog



This dialog selects an Interaction Director Enterprise Group to display when an Enterprise Group Details view is added.

Filter box

Selects a subset of names in the list based on user input of a partial or full Enterprise Group name.

Enterprise Groups list

Names of Enterprise Groups. Enterprise Groups are logically related queues that conceptually represent the target destination of a routed call.

Help button

Opens this help topic.

Finish button

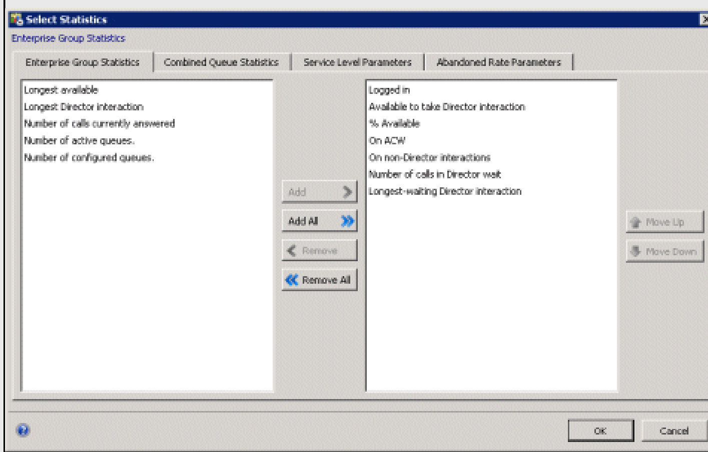
Displays the Enterprise Group Details view for the group selected.

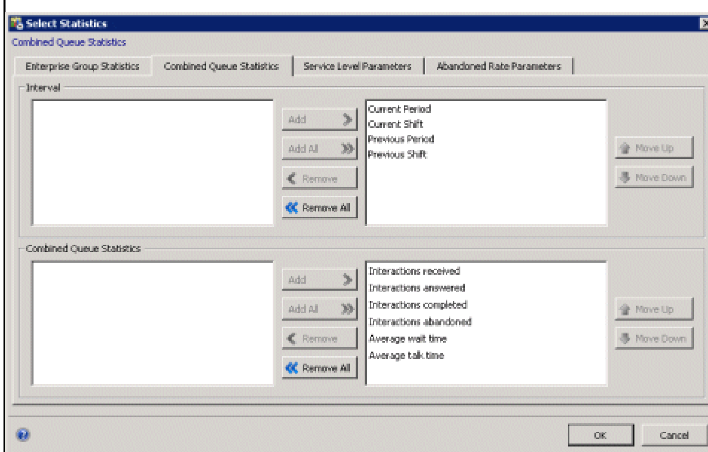
Cancel button

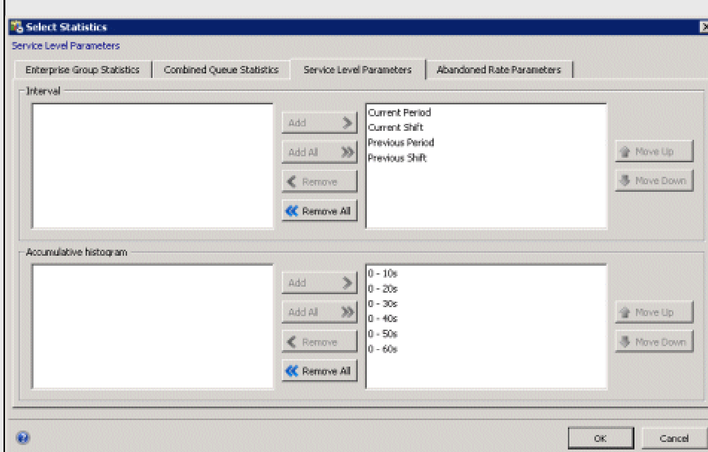
Closes the dialog and cancels the new view.

Select Enterprise Group Statistics dialog

This dialog has multiple tabs used to select statistics, periods, and histogram intervals for service level and abandonment rate. The *Add* and *Remove* buttons move a selection from one list to another. *Add All* and *Remove All* move all items from one list to another. *OK* applies changes and dismisses the dialog. *Cancel* dismisses the dialog without applying changes.

<table>
<tr><th>Description</th><th>Tab</th></tr>
<tr><td>
Options on the Workgroup Statistics tab are used to select Enterprise Group statistics to include in the view.
Enterprise Group statistics summarize ACD interactions, such as the number of agents logged in, and other particulars that are common to the Enterprise Group as a whole.
</td><td>


</td></tr>
<tr><td>
Options on the Combined Queue Statistics tab select agent statistics for interval periods.
These statistics summarize the activity of call center agents, by reporting average talk time, longest talk time, average wait time, and other particulars that are common to a group of agents.
</td><td>


</td></tr>
<tr><td>
Options on the Service Level Parameters tab select time and histogram intervals for the service level statistic.
The range of service level histogram intervals are cumulated downwards by default.
You can include or exclude any of the histogram ranges below:
0-10s
0-20s
0-30s
0-40s
0-50s
0-60s
</td><td>


</td></tr>
</table>

Options on the **Abandoned Rate Parameters tab** select time and histogram intervals for the abandoned rate statistic.

The range of abandon rate histogram intervals are cumulated downwards by default.

You can include or exclude any of the histogram ranges below:

0-10s

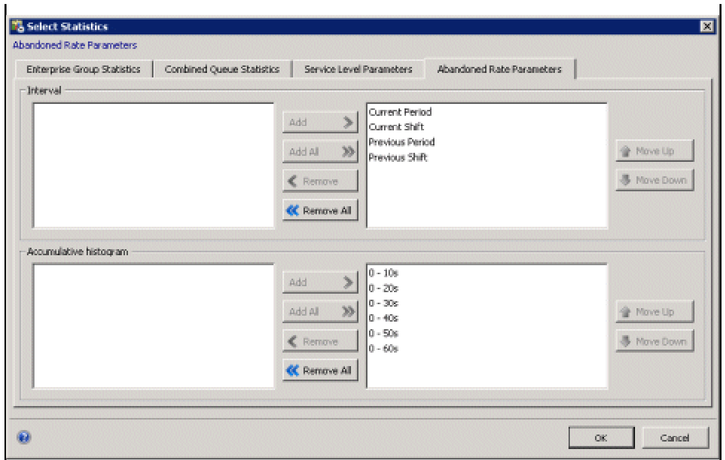
0-20s

0-30s

0-40s

0-50s

0-60s

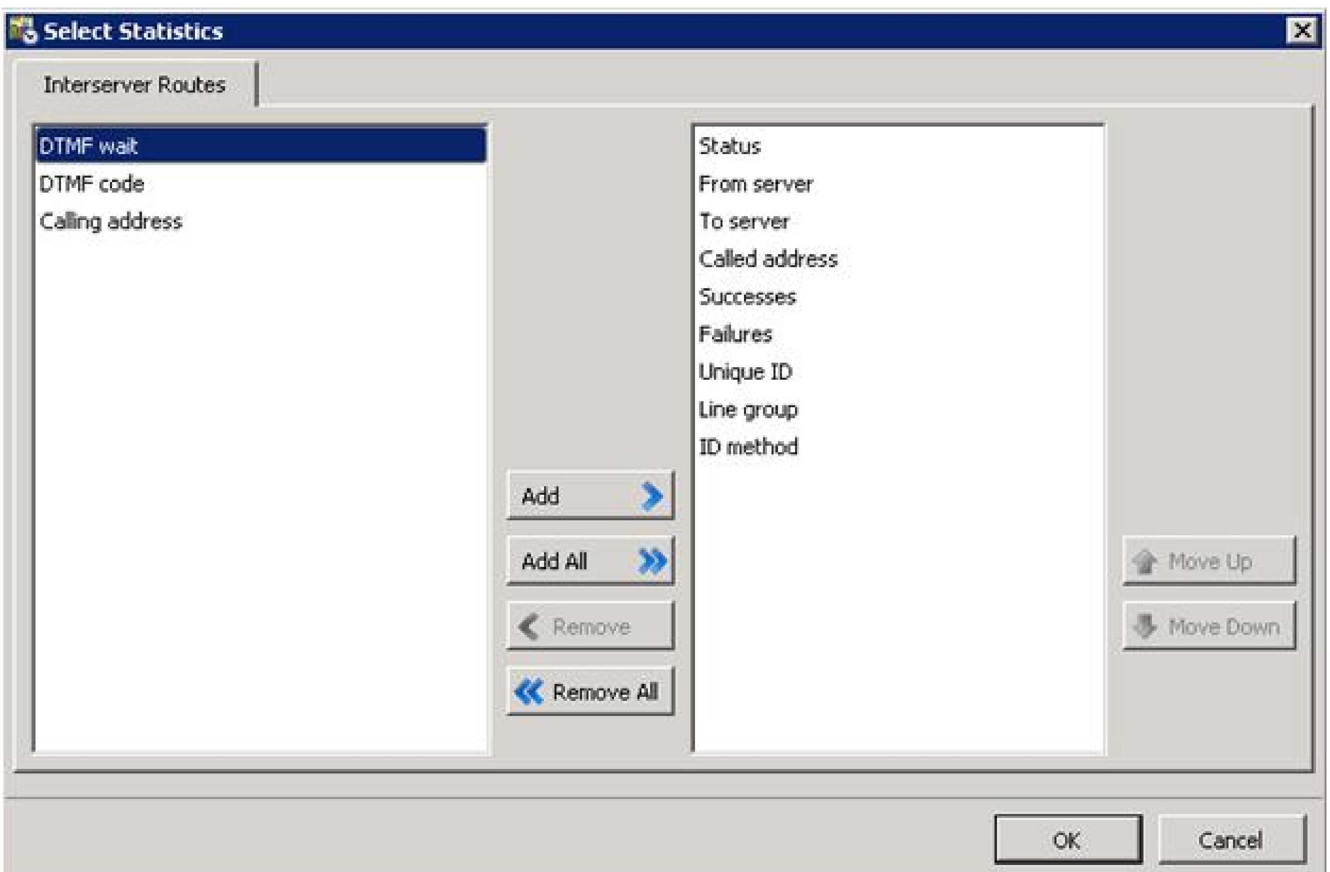


Related Topics

[Enterprise Group Details view]

[Interaction Director category]

Select Statistics for Interserver Routes dialog



This dialog selects columns for an [Interserver Routes view] to display. Available statistics include:

Statistic	Description
DTMF Wait	DTMF Wait interval.
DTMF Code	DTMF digits played to navigate an IVR.
Calling Address	Calling number of the T1/E1 or ISDN tie line that connects the servers, where applicable.
Status	Status of the monitored server: OK, Destination Down, and so forth.
From Server	Name of originating Director-monitored server.
To Server	Name of destination Director-monitored server.
Called Address	Called number of the T1/E1 or ISDN tie line that connects the servers, where applicable.
Successes	Total successes.
Failures	Total failures.
Unique ID	Unique enterprise group identifier.
Line Group	The Line Group that Director should use when it routes calls from this monitored server to the server specified in the To Server field.
ID Method	Summarizes signaling sent when a call is routed to the server (Called Address, DTMF, Calling Address, and so on).
Server	Unique server identifer.

Controls on this dialog

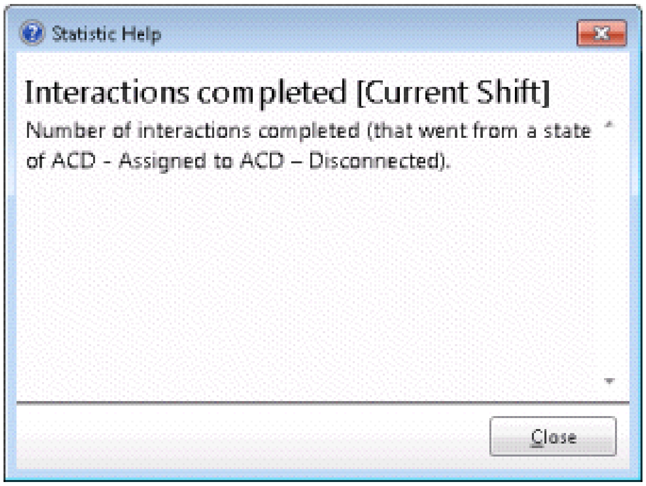
Available Statistics list	The left list contains statistics that can be added to the view.
Selected Statistics list	The right list shows statistics selected to include in the view.
Add button	Adds selected items to include in the view.
Add All button	Adds all available items to the list of items to include in the view.
Remove button	Removes items from the rightmost list, so that they are not included in the view.
Remove All button	Removes all items from the view.
Move Up button	Moves the selected statistic up one row, to change its column order in the view.
Move Down button	Moves the selected statistic down one row, to change its column order in the view.

Related Topics

Interserver Routes view

Interaction Director category

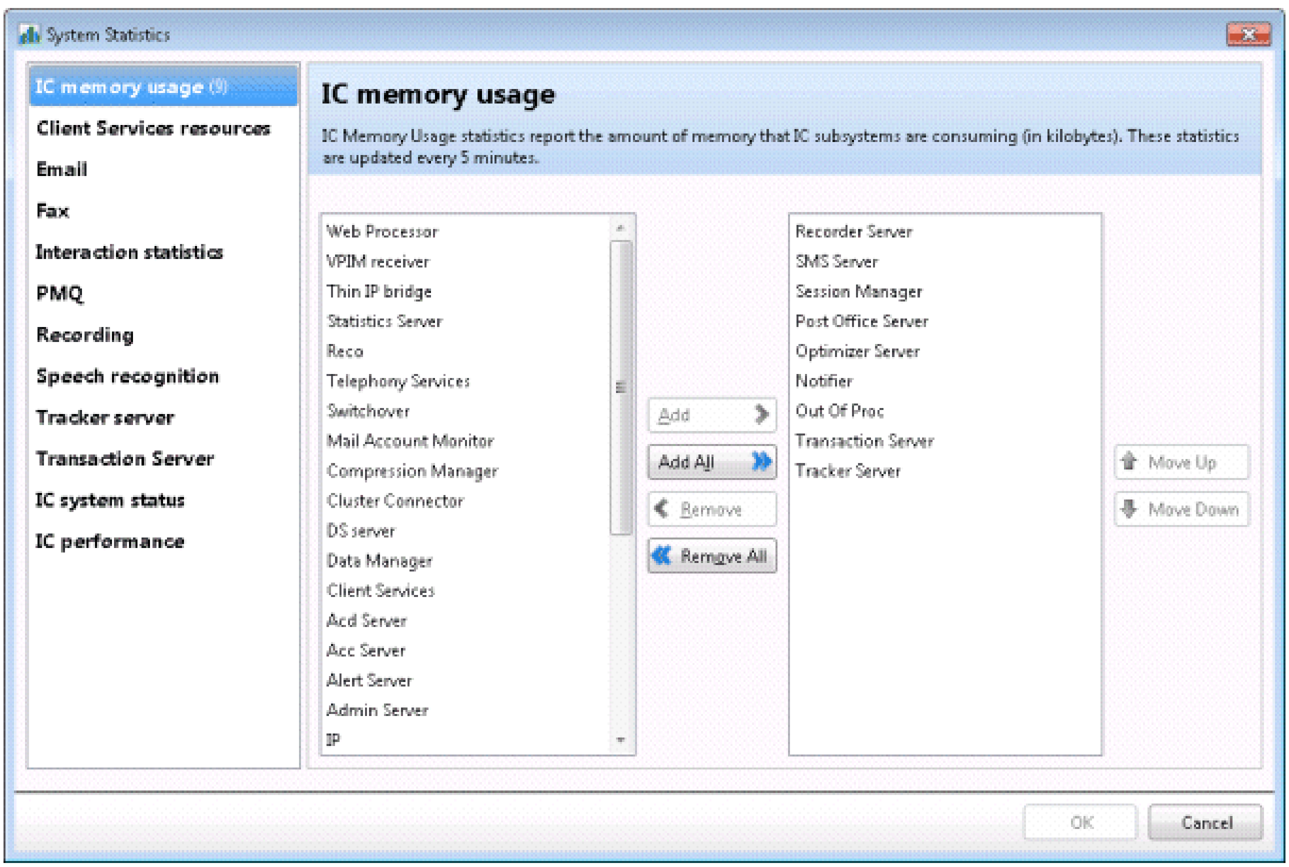
Statistic Help dialog



This dialog describes a statistic. To display help for a statistic:

1. **Right-click** the statistic to display a shortcut menu.
2. Select **Help**. The description of the statistic appears.
3. When you are finished, click **Close** to dismiss the dialog.

System Statistics Selection dialog



The *System Statistic Selection dialog* determines which system statistics appear in a System Graph or System Statistics views. The dialog appears when these views are added or when the *Add/Remove Statistics* command is used to modify the selection of statistics in an existing view.

Statistical Categories

System Statistics are grouped by these statistical categories:

IC Memory Usage	Amount of memory that CIC subsystems are consuming.
Client Services Resources	Number of resources that Client Services has available.
Email	Electronic mail routing activity in CIC.
Fax	Faxing operations in the CIC system.
Interaction Statistics	Current number of interactions by object type on the CIC system, and the currently longest interaction.
Recording	Activity in the voice recording sub-system.
Speech Recognition	Activity in the speech recognition subsystem.
Tracker Server	Activity in the Tracker subsystem over the last 10 minute period.
Transaction Server	Activity in the Transaction Server subsystem over the last 10 minute period.
IC System Status	General status of CIC, in terms of number of executing handlers, threads, errors, available text-to-speech sessions, and switchover events.
IC Performance	Current health of the system in performance terms.

Controls on this dialog

Statistic Category list	The leftmost list displays general categories of System Statistics, followed by the number of statistics within each category that are selected for inclusion in the view.
Available Statistics list	The middle list contains statistics that can be added to the view.
Selected Statistics list	The rightmost list shows statistics for the currently selected category.
Add button	Adds selected items to include in the view.
Add All button	Adds all available items for the category to the list of items to include in the view.
Remove button	Removes items from the rightmost list, so that they are not included in the view.
Remove All button	Removes all items in the selected category from the view.
Move Up button	Moves the selected statistic up one row, to change its order in the view.
Move Down button	Moves the selected statistic down one row, to change its order in the view.

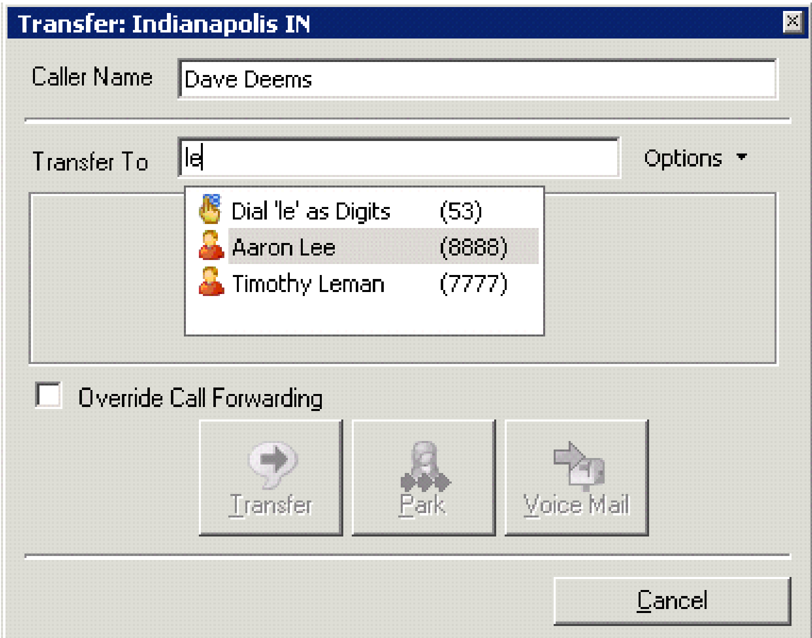
General Procedure

To determine which statistics appear in a view:

1. Select a **category** in the leftmost list.
2. Select items in the middle list. Then click **Add**. If you are not sure which statistics to select, briefly rest the mouse pointer over a statistic to display its description.
3. Optionally modify the display order of selections by clicking the **Move Up** and **Move Down** buttons.
4. Repeat steps 1-3 to select statistics from a different category.
5. When you are finished, click **OK** to apply selections to the view.

Transfer dialog

The Transfer dialog is used to locate and select the recipient of a transferred interaction, using search criteria. Once a user is selected, you can easily initiate the transfer by clicking a button.



Caller Name

You can modify the information in the **Caller Name** text box to correct the name of the caller or to provide additional information such as an account number or a description of the caller's problem. If you then transfer the call to another CIC client user, the newly entered information appears in the recipient's *My Interactions* or other queue list view.

Use only alphanumeric characters (A-Z, a-z, or 0-9) in the *Caller Name* text box. Do not use special characters such as comma (,), colon (:), at sign (@), ampersand (&), etc. Special characters can cause the call transfer to fail or prevent the recipient from picking up the call. Also, do not enter more than 78 characters in this text box.

Transfer To

As you type the recipient's name or number in the **Transfer To** text box, a drop-down list of choices appears.

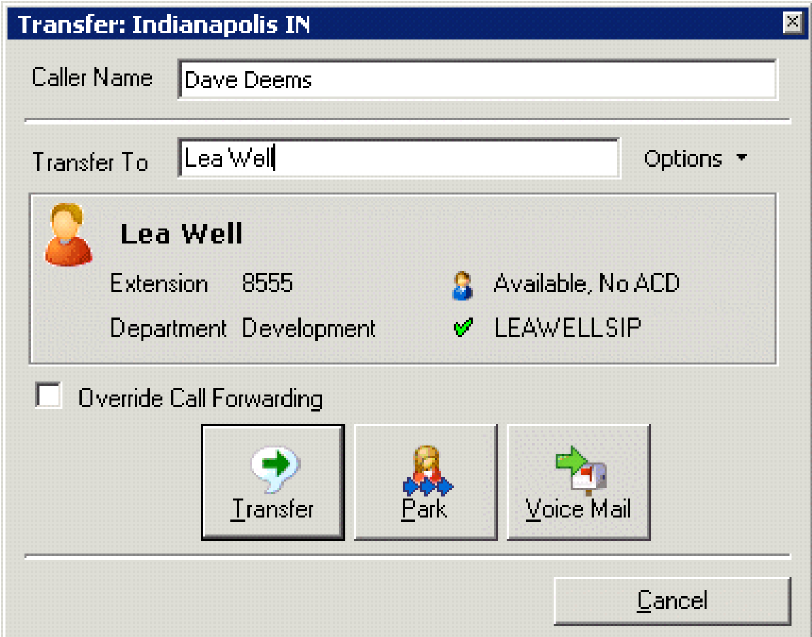
- Selecting "Dial 'your entry' as Digits" enables you to convert a text entry into numbers. In the example shown, if you type le and select "Dial [your entry] as Digits," the CIC client dials the number "53."
- Selecting the contact name from the drop-down list enables you to dial the associated extension or phone number. For example if you select "Aaron Lee," the CIC client dials the number "8888."

Options drop list

You control the types of information used to find a match. Use the **Options** drop-down list to filter the contact search. You can choose to search any combination of Users, Workgroups, Standalone Phones, Stations, Station Groups, or Attendant Profiles.

As you type in the Transfer to text box, the selections you made in the Options drop down list determine which information is used to find a match.

After you select the transfer recipient, the Transfer dialog displays the status information for your recipient, if he or she is a CIC client user. This can help you decide what kind of call transfer to use.



Override Call Forwarding

Interaction Client users can set Call Coverage options that forward their calls to another CIC user. CIC client users can also set status details that forward their calls to an alternate phone number. Select the **Override Call Forwarding** check box to ignore these settings and transfer the current call directly to the selected number or voicemail box or to park the call on the selected number.

Related Topics

Transfer a Work Item

Transfer a Work Item

A work item is a form presented to a user to gather information. Work items may appear in user or workgroup queues that you are monitoring. You can transfer a work item to another user or workgroup queue. Supervisor users can transfer work items that are not on Hold, if necessary to continue a process. If a supervisor transfers a work item while an agent has that work item open, then any data changed or entered by the agent since the work item was picked up may be lost.

Licenses and Other Conditions

You do not need an IPA license to transfer a work item. You can transfer a work item to another user or workgroup under certain conditions:

- You need the right to modify the queue in which the work item appears. Your CIC administrator assigns user rights in Interaction Administrator. Contract your CIC administrator if you have a question about user rights.
- You can transfer work items only to other IPA-licensed users or to a workgroup with at least one IPA-licensed user.
- If you transfer a work item to a workgroup, the target workgroup must have an associated queue.
- You can transfer only work items that are in a New, ACD - Wait Agent, or Held state. You cannot transfer a completed work item or a work item you are viewing or revising (In Progress state).

Work Item Transfer Dialog Box

Transferring a Work Item uses the same Transfer dialog as transferring an interaction, with some minor differences.

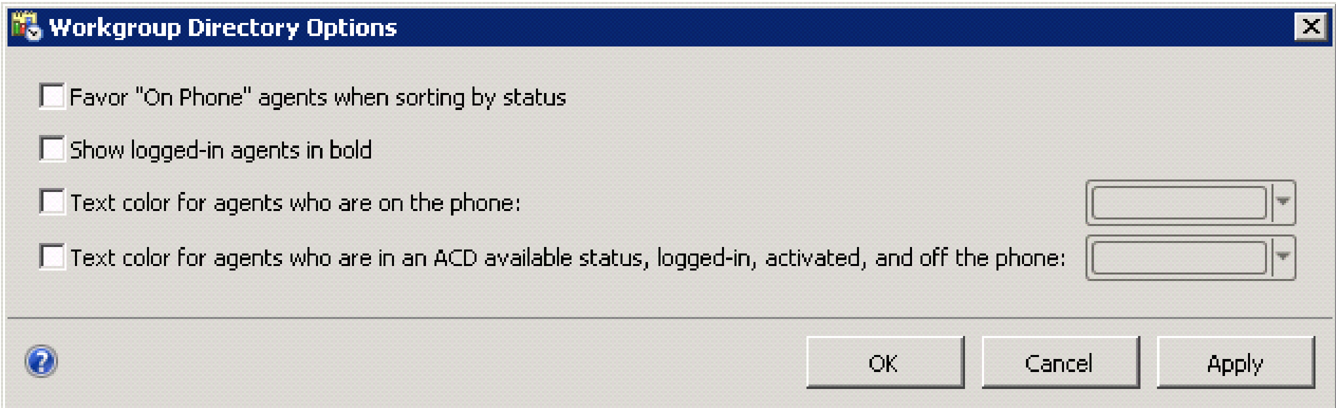
- The *Options* drop-down list limits your search for a transfer recipient to either users or workgroups or both. You cannot transfer a work item to a phone, station, station group or attendant profile, so these search criteria do not appear.
- The *Override Call Forwarding* check box does not appear as it applies only to transferred calls, not work items.
- The Park and Voice Mail are disabled as they apply only to transferred calls, not work items.

Transfer a work item

1. Select a work item that is in a New, ACD - Wait Agent, or Held state.
2. Click the *Transfer* button or right-click the work item and choose *Transfer* from the context menu. The Transfer dialog box appears.
3. In the Transfer To: text box, type all of part of the recipient's name. A drop-down list of choices appears. If the drop-down list does not contain the recipient you expected, check the search criteria selected in the Options drop-down list and adjust them if necessary. You can search by user or workgroup name or both.
4. From the drop-down list, select the appropriate recipient. Status information appears for the selected user or workgroup, including whether a selected user is logged into a CIC client and is available to accept the transferred work item. If the selected recipient is a workgroup, it shows how many interactions are in the workgroup queue, how many agents are logged in and how many agents are available.
5. Click the **Transfer** button. The work item is removed from your My Work Items page or other queue where you selected it and is routed to the selected agent or workgroup. If you are transferring a work item from another user's queue or workgroup queue, you may see this warning: "You do not own this interaction, are you sure you want to perform this action?" Click *Yes* to continue the Transfer.

> **Important**: Certain work item settings are no longer in effect after a transfer. For example, work items can have a timeout setting that controls how much time an CIC user has to pick up an alerting work item before it is routed to another user. This pickup time limit no longer applies to the transferred work item because the transfer signals the work item is "being handled" or "under an agent's control."

Workgroup Directory Options dialog



Options on this dialog format rows for a list of members in a workgroup directory. The directory options are specified per-directory-view in IC Business Manager. This option appears when a workgroup directory is right-clicked and the **Formatting Options** shortcut command is selected.

Favor "On Phone" agents when sorting by status

Favor "On Phone" agents when sorting by status will group all agents who are on the phone together at the top (or bottom) of the directory when the "Status" column is used to sort. If the directory is sorted by any other column, this option will have no effect.

Show logged-in agents in bold

Shows the names of logged-in agents in bold text.

Text color for agents who are on the phone

Enables text color selection applied to names of agents who are currently handling a call.

Text color for agents who are in an ACD available status, logged-in, activated, and off the phone

Enables text color selection applied to names of agents who are currently available to take ACD calls. An agent is considered to be available to take ACD calls if all of the following criteria are met:

- Agent is in a status that is "ACD Available"
- Agent is logged in
- Agent is activated on the workgroup
- Agent is not "On Phone"

Utilization is taken into account by the calculation of the Available to take ACD Interactions statistic, but not by the calculation used to set the color of agent rows. For a row to be formatted, the user has to be activated on the queue, logged-in, not on the phone (per client services) and in an ACD available status.

OK button

Applies changes to the member list and dismisses the dialog.

Cancel button

Dismisses the dialog without applying changes to the member list.

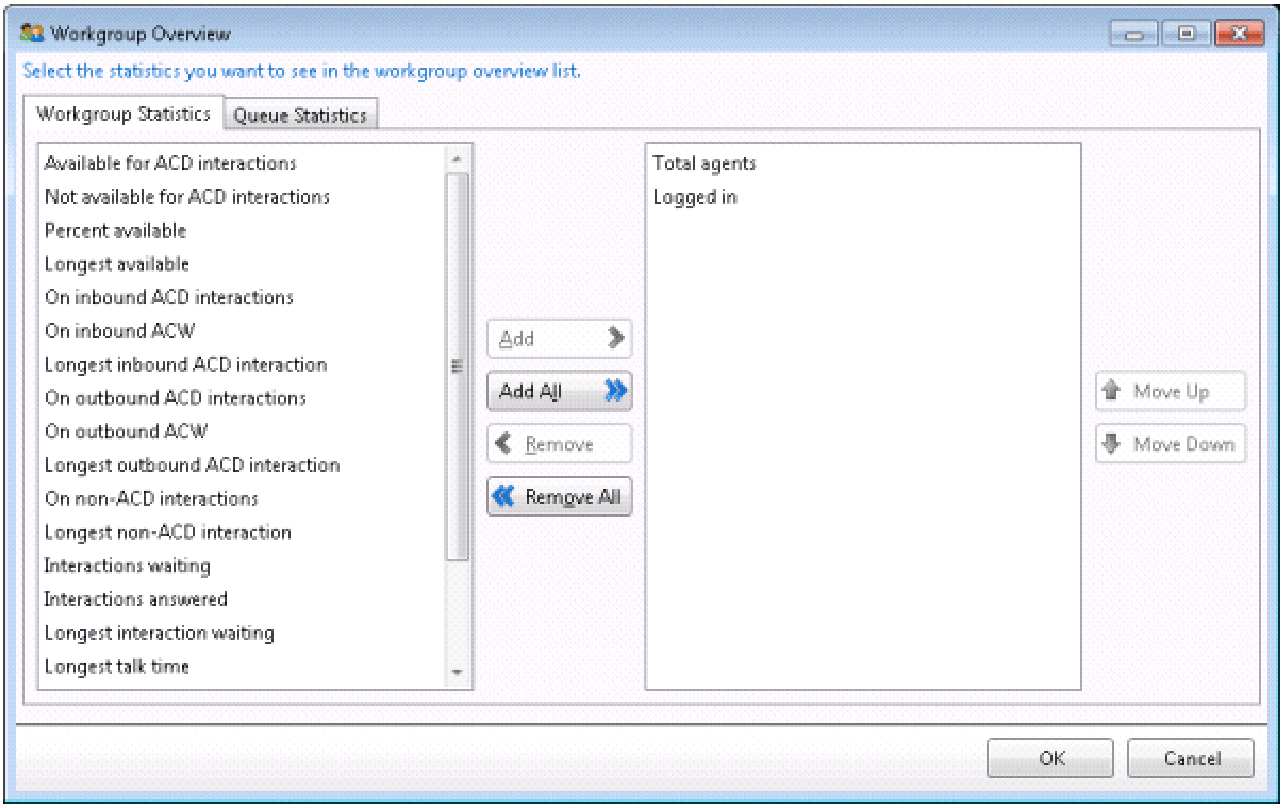
Apply button

Applies changes but does not close the dialog.

Related Topics

Workgroup Details view

Workgroup Statistics and Queue Statistics dialog



This dialog selects workgroup or queue statistics to include in a view, similar to the workgroup statistics dialog, but with fewer tabs shown.

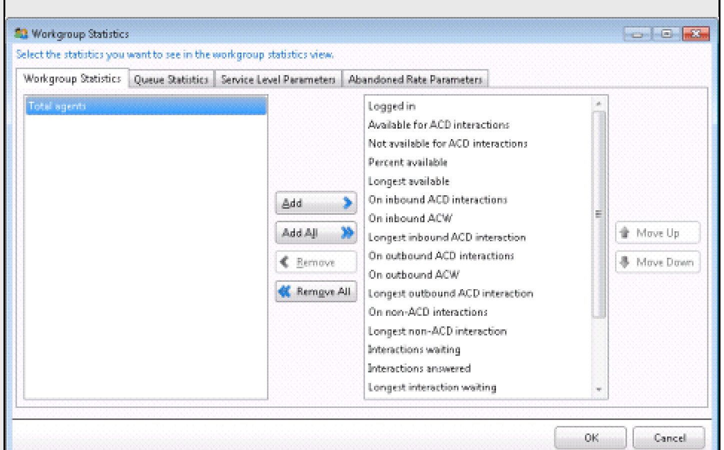
Related Topics

Workgroup Graph view

Workgroup Overview view

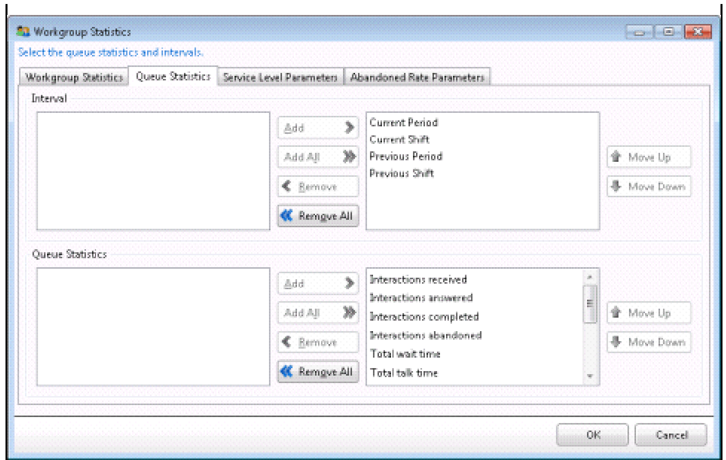
Workgroup Statistics dialog

This dialog has multiple tabs used to select statistics, periods, and histogram intervals for service level and abandonment rate. The *Add* and *Remove* buttons move a selection from one list to another. *Add All* and *Remove All* move all items from one list to another. *OK* applies changes and dismisses the dialog. *Cancel* dismisses the dialog without applying changes.

Description	Tab
Options on the **Workgroup Statistics tab** are used to select workgroup statistics to include in the view. Workgroup statistics summarize ACD interactions, such as the number of agents logged in, and other particulars that are common to the workgroup as a whole.	

Options on the **Queue Statistics tab** select agent statistics for interval periods.

These statistics summarize the activity of call center agents, by reporting average talk time, longest talk time, average wait time, and other particulars that are common to a group of agents.



Options on the **Service Level Parameters tab** select time and histogram intervals for the service level statistic.

The range of service level histogram intervals are cumulated downwards by default.

You can include or exclude any of the ranges below for call, chat, email, generic, callback and work items:

0 0-20

1 0-30

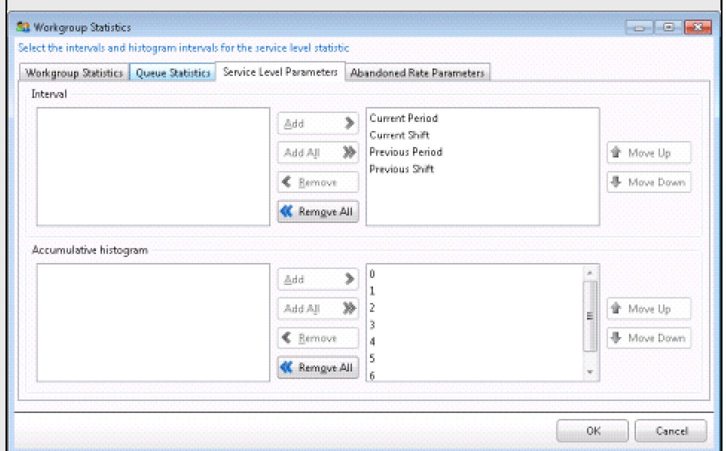
2 0-40

3 0-60

4 0-120

5 0-240

6 Total



Options on the **Abandoned Rate Parameters tab** select time and histogram intervals for the abandoned rate statistic.

The range of abandon rate histogram intervals are cumulated downwards by default.

You can include or exclude any of the ranges below for call, chat, email, generic, callback and work items:

0 0-20

1 0-30

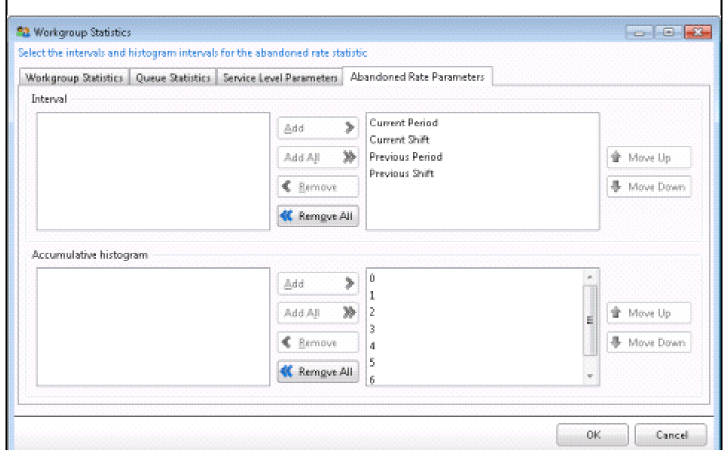
2 0-40

3 0-60

4 0-120

5 0-240

6 Total

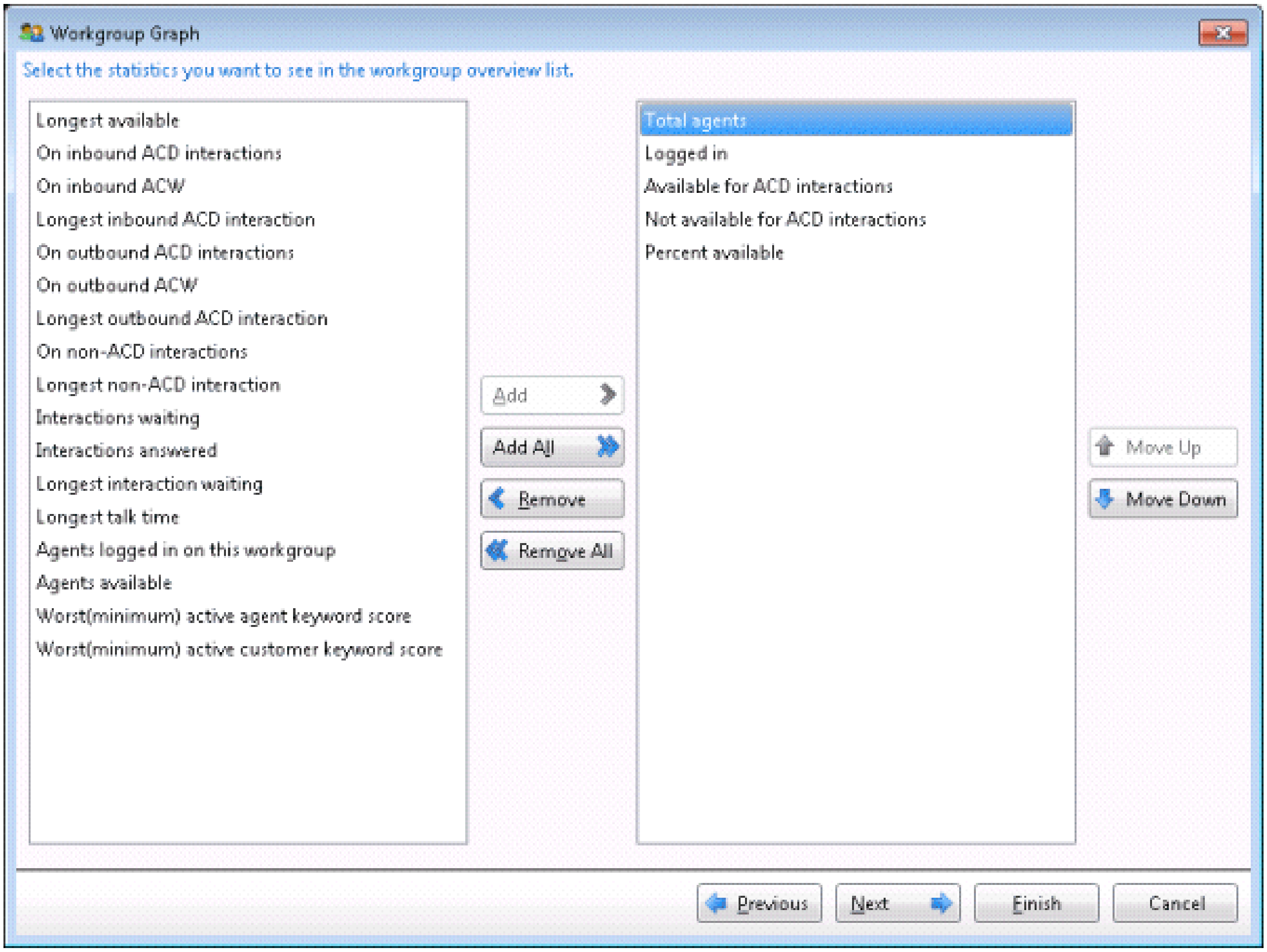


Related Topics

Workgroup Details view

Workgroup Statistics view

Workgroup Statistics Selection dialog



Use this dialog to specify which workgroup statistics appear in a view. Workgroup statistics summarize ACD interactions, such as the number of agents logged in, and other particulars that are common to the workgroup as a whole.

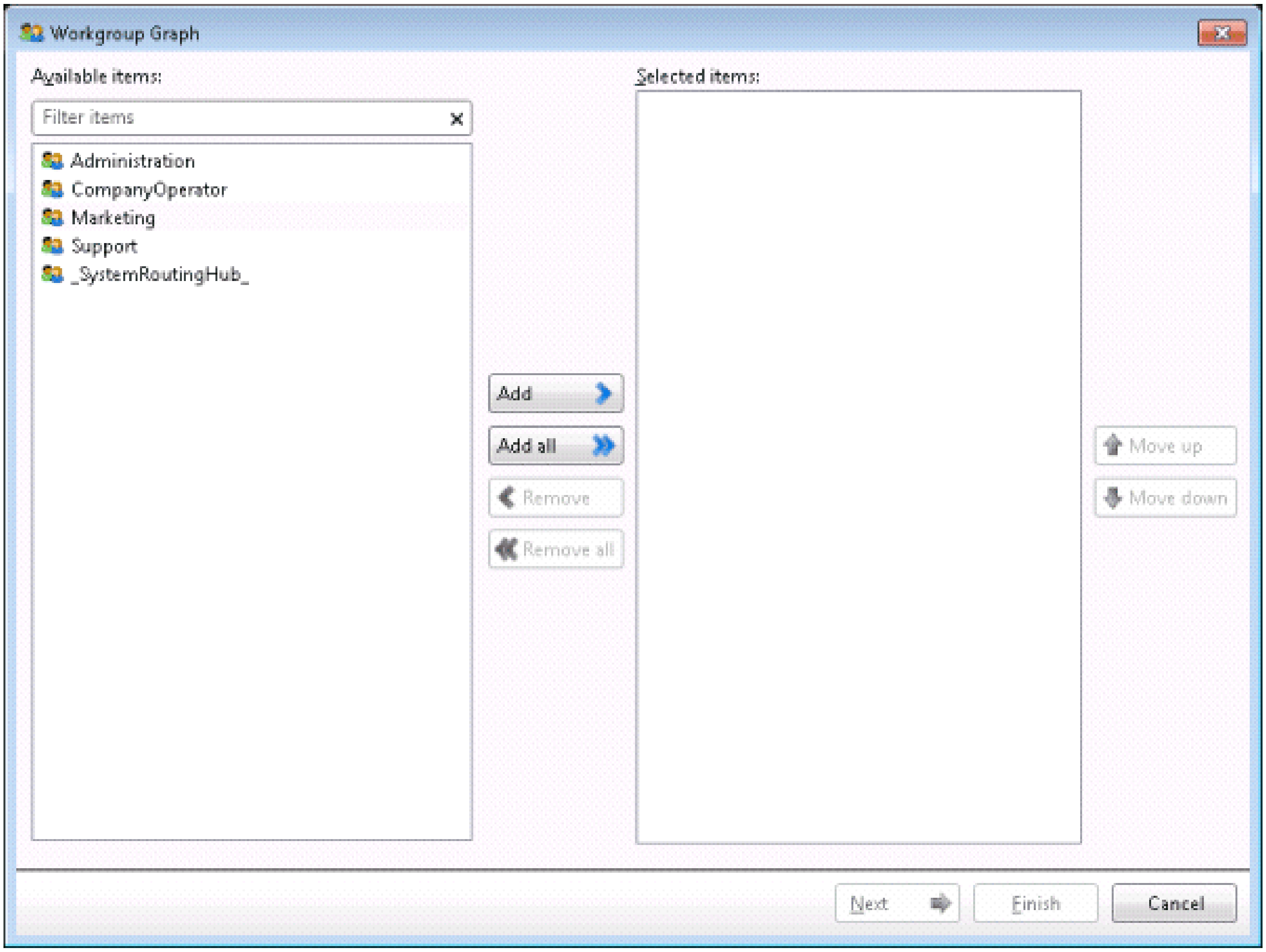
The *Add* and *Remove* buttons move a selection from one list to another. *Add All* and *Remove All* move all items from one list to another. Move Up and Move Down reorder selections so that they appear more or less prominently in the view.

Related Topics

Workgroup Graph view

Workgroup Overview view

Workgroups Selection dialog



This dialog selects one or more workgroups for a view. You can filter the list of workgroup names by typing in the Filter box above the list of available items. To display additional items, you may need to type part of a workgroup name in the **Filter** box. When more than 20 workgroups exist in the system, only the first 20 are shown, and an indicator ( ) informs that more are available. If you select more than 20 workgroups, an indicator ( ) informs that you need to remove some to continue.

Available items list

Items not selected for inclusion appear in this list.

Selected items list

Items selected for view inclusion appear in this list.

Add

Moves selected available items to the list of selected items.

Add all

Moves all items from the Available items list to the Selected items list.

Remove

Move a Selected Items entry to the Available items list.

Remove All

Removes all items from the Selected items list.

Move up

Modifies the display order items in the view to make the selection more prominent.

Move down

Modifies the display order of items in the view to make the selection less prominent.

Related Topics

Workgroup Graph view

Workgroup Overview view

Supervisor Statistics

This section describes statistics displayed in Interaction Supervisor views. You may also view statistics descriptions in the software by holding the mouse pointer over a statistic until its description is displayed in a tool tip.

Statistic Category	Description
Agent Statistics	Agent statistics summarize the activity of call center agents. These statistics report average talk time, longest talk time, average wait time, non-ACD interactions, interactions entered, interactions answered, interactions offered, or interactions completed for the current shift, previous shift, current period, or previous period. Averages are calculated when the interaction completes (disconnects).
Client Services Resources	Client Services statistics report the number of resources that CIC's Client Services subsystem has available at a given point. These statistics are updated at the regular statistics interval. Client Services keeps track of logged-in users, their status, and their rights based on security configurations.
Content Servers Statistics	The statistics in this category help determine the state of configured Remote Content Servers and Recorder Server.
Email	The statistics in this category summarize Email routing activity in CIC. These statistics are updated at the regular statistics interval.
Fax	This category provides information about Faxing operations in the CIC system. These statistics are updated at the regular statistics interval.
Feedback Statistics	Interaction Feedback statistics inform about a named Interaction Feedback survey or survey group. Feedback views display real-time statistics for the last hour (relative to the present time) or statistics for the current day, since midnight. Daily statistics reset at midnight.
Interaction Statistics	This category provides counts or durations for general object types in CIC.
Licenses	This category summarizes CIC license availability and utilization.
IC Memory Usage	IC Memory Usage statistics report the amount of memory that CIC subsystems are consuming (in kilobytes). These statistics are updated every 5 minutes.
Agents Real-Time Adherence Details	Interaction Optimizer Real Time Adherence (RTA) statistics inform about agents who are currently scheduled. RTA statistics report scheduling unit, workgroup, status, scheduled activity, actual activity (based on status), adherence status, exception type, current adherence time, cumulative shift in adherence and shift out of adherence duration for an agent.
IC Performance	This category provides information about performance of CIC server. These statistics are updated at the regular statistics interval.
PMQ	The statistics in this category summarize activity in persistent message queues.
Queue Statistics	This category contains counts of active interactions in a queue
Recording	The statistics in this category describe activity in Interaction Recorder. These statistics are updated at the regular statistics interval.
Session Manager Statistics	Statistics for each running Session Manager are given both as a total and broken down by device type.
Speech Recognition	The statistics in this category describe speech recognition activity in CIC.
IC System Status	The statistics in this category indicate general system status in terms of number of executing handlers, host and database tool errors, and available text-to-speech sessions. These statistics are updated at the regular statistics interval.
Tracker Server	These performance statistics indicate the overall health of Interaction Tracker Server in the previous ten minute interval.

Transaction Server	Transaction Server statistics indicate the overall health of Transaction Server-a generic transaction server for recording, logging, etc. These performance statistics indicate the overall health of Transaction Server in the previous ten minute interval.
Workgroup Statistics	Workgroup statistics summarize ACD interactions, number of agents logged in, and other particulars that are common to the workgroup as a whole. The workgroup may or may not have associated queues.

Agent Statistics

Agent statistics summarize the activity of call center agents. These statistics report average talk time, longest talk time, average wait time, non-ACD interactions, interactions entered, interactions answered, interactions offered, or interactions completed for the current shift, previous shift, current period, or previous period. Averages are calculated when the interaction completes (disconnects).

Note: The memory footprint (RAM Utilization) of StatServerAgent.exe increased by 14% (~ 0.4 GB) with the addition of the following statistics:
- Agent Keyword Spotted
- Average Agent Negative Score
- Average Agent Positive Score
- Average Customer Negative Score
- Average Customer Positive Score
- Customer Keyword Spotted
- Total Agent Positive Score
- Total Agent Negative Score
- Total Customer Positive Score
- Total Customer Negative Score

Customer Keyword Spotted

This statistic represents the last customer keyword spotted during the last interaction handled by this agent.

Agent Keyword Spotted

This statistic represents the last agent keyword spotted during the last interaction handled by this agent.

Interactions received

Total number of interactions that entered the queue.

Interactions answered

Number of interactions answered, calculated as the number of ACD interactions from the specified workgroup that went to a Connected state in the agent's queue.

Interactions completed

Number of interactions completed (that went from a state of ACD - Assigned to ACD - Disconnected).

Interactions held

Number of interactions held.

Average wait time

Average wait time in queue of all interactions. In other words, the average time an interaction from the specified workgroup has alerted the agent in the current period. This is the average time all interactions have been in the ACD - Alerting state on the agents queue for the specified workgroup.

Average talk time

The average time the agent has spent on interactions for the specified workgroup. In technical terms, this is the average time all interactions on the agents queue for the specified workgroup have been in the ACD - Assigned state.

Average hold time

The average hold time in queue of all ACD interactions. In technical terms, this is the average time all ACD interactions on the agents queue for the specified workgroup have been in Hold state.

Longest interaction waiting

Time of the longest currently waiting interaction. This interaction has been in the ACD - Wait Agent state the longest. Its duration is the amount of time that the interaction has waited to be picked up by an available agent, based on time in queue only. Supervisor workflow statistics always pertain to time in a workgroup or user interaction. Overall time in the system (such as time in IVR) is not counted.

Longest talk time

The total talk time of the longest currently connected interaction. .

Non-ACD interactions

The number of interactions answered by an agent that were not routed to the agent by ACD. These are interoffice interactions, transfers, and other person-to-person interactions.

Average agent positive score

Sum up agent positive score divided by the total number of calls in the current/previous period or shift

Average agent negative score

Sum up agent negative score divided by the total number of calls in the current/previous period or shift

Average customer positive score

Sum up customer positive score divided by the total number of calls in the current/previous period or shift

Average customer negative score

Sum up customer negative score divided by the total number of calls in the current/previous period or shift

Time in status

This statistic is evaluated by time-in-status alerts. It appears in Workgroup Detail views to report the amount of time that an agent has been in a particular status condition.

Total Agent Positive Score

This statistic represents the total positive score that this agent has accumulated in all interactions. This cumulative score does not include negative scores that occurred during the interactions.

Total Agent Negative Score

This statistic represents the total negative score that this agent has accumulated in all interactions. This cumulative score does not include positive scores that occurred during the interactions.

Total Customer Positive Score

This statistic represents the total positive cumulative score for customer interactions handled by this agent. This cumulative score does not include negative scores that occurred during the interactions.

Total Customer Negative Score

This statistic represents the average negative cumulative score for customer interactions handled by this agent. This cumulative score does not include positive scores that occurred during the interactions.

Service Level Distributions

The interactions that connected callers to agents within a specified time interval.

Abandon Rate Distributions

Abandon Rate Distributions

Feedback Statistics

Interaction Feedback statistics inform about a named Interaction Feedback survey or survey group. Feedback views display real-time statistics for the last hour (relative to the present time) or statistics for the current day, since midnight. Daily statistics reset at midnight.

Total licenses

Total licenses

Available licenses

Available licenses

Surveys offered last hour

Number of surveys selected and offered to customers within the past hour.

Surveys offered today

Number of surveys selected and offered to customers since midnight.

Active surveys

Number of calls in a Connected state where the customer has agreed to take a survey at the end of the call. This number reflects customers that have not started the survey as well as customers currently taking the survey who are still Connected to the CIC system.

Surveys completed today

Number of calls since midnight where a Survey was completed by obtaining answers to all of the questions. This count does not include Active Surveys or Abandoned Surveys.

Surveys abandoned today

Number of calls who agreed to take a survey (at one point considered an Active Survey) but did not complete the survey. This reflects calls where the customer disconnected before taking the survey as well as those that disconnected while taking the survey before completing it. Abandoned survey data is not used in survey reports.

Surveys bypassed (no license) today

Number of calls since midnight where the customer took a survey but the agent who dealt with the caller did not have an Interaction Feedback Access license. In this case, the customer completed the survey and the data was captured, but it will not be included in the survey data in Interaction Feedback Reports. In the case where multiple agents handled a call, if at least one of the agents has an Interaction Feedback Access license, the survey data will be included in the reports.

Survey opt-outs today

Number of calls since midnight where the customer did not agree to take the survey. This includes calls in the Connected state as well as previously disconnected calls.

Surveys in error today

Number of system errors generated by the CIC server since midnight. These errors could be any system error that could affect the performance of the CIC server, and which are reflected in either the CIC server's Windows event logs or CIC subsystem logs.

Below minimum score

This column is used only if a survey definition specified a value (other than 0) in the Minimum Acceptable Score field. If a survey specifies a minimum value, indicating the lowest acceptable score on a survey, then each survey completed since midnight that scored below that minimum value is counted in this column.

Caller disconnects today

This column is used to indicate surveys that have been opted into for which the caller has disconnected before the survey was presented, for today.

Agent no answer today

This column is used to indicate surveys that have been opted into for which no agent have answered, for today.

Survey average score last hour

This column displays the average score of selected surveys within the past hour.

Survey average score today

This column displays the average score selected surveys since midnight.

Licenses

This category summarizes CIC license availability and utilization.

Allowed

The total number of licenses on this system for the given license type.

Available

The number of licenses on this system for the given license type that are not yet used.

In use

The number of licenses on this system for the given license type that are in use.

Available in percent

The percentage of licenses on this system for the given license type that are not yet used.

Used in percent

The percentage of licenses on this system for the given license type that are in use.

Agents Real-Time Adherence Details

Interaction Optimizer Real Time Adherence (RTA) statistics inform about agents who are currently scheduled. RTA statistics report scheduling unit, workgroup, status, scheduled activity, actual activity (based on status), adherence status, exception type, current adherence time, cumulative shift in adherence and shift out of adherence duration for an agent.

Agent

Display name of scheduled agent.

Status

Current logged in status of agent

Adherence status

Agent adherence status indicating In Adherence or Out of Adherence with the schedule.

Scheduled activity

The activity scheduled by Interaction Optimizer for this agent at this point in time.

Actual activity

Current actual activity of agent based on logged in status.

Current adherence duration

Duration for which agent is in the current adherence state after last adherence status change.

Shift time in adherence

The cumulative amount of time that an agent has been in adherence, accumulated for the entire shift.

Shift time out of adherence

The cumulative amount of time that an agent has been out of adherence, accumulated for the entire shift.

Number of agents in adherence

The count of users in adherence with the current schedule.

Number of agents out of adherence

The count of users not in adherence with the current schedule.

Percent of agents in adherence

The percentage of users in adherence with the current schedule.

Percent of agents out of adherence

The percentage of users not in adherence with the current schedule.

Queue Statistics

This category contains counts of active interactions in a queue.

Interaction received

Total number of interactions that entered the queue.

Interaction answered

Number of interactions answered, calculated as the number of ACD interactions from the specified workgroup that went to a Connected state in the agent’s queue.

Interaction completed

Number of interactions completed (that went from a state of ACD -Assigned to ACD – Disconnected).

Interaction abandoned

Number of interactions that were externally disconnected by the remote party before they could be client connected (picked up by an agent). Tip: the CIC data dictionary provides supplemental information about abandoned calls.

Interactions held

Number of interactions held.

Total wait time

The total time that different ACD interactions waited in the Workgroup Queue before they were ACD assigned.

Total hold time

Total amount of hold time that on different ACD interactions.

Total talk time

Total amount of time that All Agents spent on different ACD interactions.

Average wait time

The total time that different ACD interactions waited in the Workgroup Queue before they were ACD assigned, divided by number of ACD interactions for the period reported.

Average hold time

Total amount of hold time that on different ACD interactions, divided by number of ACD interactions handled by All Agents.

Average talk time

Total amount of time that All Agents spent on different ACD interactions, divided by number of ACD interactions handled by All Agents.

Interactions flowed-out

Number of interactions flowed-out.

Service level Target

The number of calls answered that within the service level target configuration (inclusive) for the given workgroup queue, interaction type and interval (current period, shift, etc). The number of answered calls for each bucket is divided by the number of calls answered for the workgroup queue to represent this value in percentage.

Service Level Missed target

The number of calls answered that did not make the service level target. The number of those calls is divided by the number of calls answered for the workgroup queue to represent this value in percentage.

Abandon Rate Target

This statistic represents abandoned calls that happened within the service level target configuration. In addition, the number of those calls is divided by the number of calls that entered into the workgroup queue to represent this value in percentage.

Abandon Rate Missed Target

The number of calls that are abandoned outside of the service level target. It divides that number with the number of calls that entered into the workgroup queue to get this value in percentage.

Average agent positive score

Sum up agent positive score divided by the total number of calls in the current/previous period or shift.

Average agent negative score

Sum up agent negative score divided by the total number of calls in the current/previous period or shift.

Average customer positive score

Sum up customer positive score divided by the total number of calls in the current/previous period or shift.

Average customer negative score

Sum up customer negative score divided by the total number of calls in the current/previous period or shift.

Total Agent Positive Score

This statistic represents the total positive cumulative score for agent interactions in this workgroup. This cumulative score does not include negative scores that occurred during the interactions.

Total Agent Negative Score

This statistic represents the total negative cumulative score for agent interactions in this workgroup. This cumulative score does not include positive scores that occurred during the interactions.

Total Customer Positive Score

This statistic represents the total positive cumulative score for customer interactions in this workgroup. This cumulative score does not include negative scores that occurred during the interactions.

Total Customer Negative Score

This statistic represents the total negative cumulative score for customer interactions handled by this workgroup. This cumulative score does not include positive scores that occurred during the interactions.

Session Manager Statistics

Statistics for each running Session Manager are given both as a total and broken down by device type.

Session count

The number of active sessions that are currently running on the given Session Manager.

Client Services Resources

Client Services statistics report the number of resources that CIC's Client Services subsystem has available at a given point. These statistics are updated at the regular statistics interval. Client Services keeps track of logged-in users, their status, and their rights based on security configurations.

Status of the aggregator connection

This Boolean indicator (Yes or No) indicates whether a connection with Interaction Aggregator server is active.

Content Servers Statistics

Content Servers statistics include statistics that help determine the state of configured Remote Content Servers and Recorder Server.

Available HTTP Client Connections

HTTP client threads available for accepting recordings.

Available local disk space

Free disk space for recordings on the local machine in gigabytes.

Available log disk space

Free disk space for logs in gigabytes.

Available share disk space

Free disk space for recordings on network shares in gigabytes.

Configured for Amazon S3

Indicates whether or not Recorder Server is connected to Amazon's Simple Storage Service.

Failed transfers last hour

Number of recordings failed to transfer last hour.

Memory usage

The amount of paged physical memory (working set) that a content server is using, expressed in kilobytes.

Recordings played back last hour

Recordings played back in the last hour.

Recordings successfully processed last hour

Number of recordings successfully processed last hour.

Total CPU usage

The value is the sum of CPU utilization reported by Windows across all cores present in the machine. A value of 100% on a four core machine would indicate that all cores are complete used.

Email

The statistics in this category summarize Email routing activity in CIC. These statistics are updated at the regular statistics interval.

Emails waiting to be delivered

Number of Email messages that have been left, which CIC has not started processing.

Emails in pre-delivery processing.

Number of Email messages that CIC is in process of delivering.

Emails that cannot be delivered

Number of Email messages that could not be delivered, either because the number of retry attempts on the message has been exceeded, or because something about the message makes it undeliverable (e.g. there are no recipients, a voicemail that is missing an audio file, etc.)

Emails scheduled to be retried

Number of Email messages that have had at least one failed attempt at delivery, but because that failed attempt might have been due to a momentary problem (e.g. network outage, unavailable server, etc.), at least one more delivery attempt will be made.

Fax

This category provides information about Faxing operations in the CIC system. These statistics are updated at the regular statistics interval.

Faxes sent successfully

The total number of Faxes sent successfully today, this value is reset to zero every day at midnight.

Faxes send connection failures

The total number of Faxes that failed due to invalid Fax numbers or connection problems (no available lines, or other telephony failure) since the server was restarted.

Fax sends aborted

The number of Faxes sends that failed due to a faxing protocol error (too much line noise, too many errors, failure to negotiate baud rate, etc.)

Faxes received successfully

The total number of Faxes received today, this value is reset to zero every day at midnight.

Fax receptions failed (connection failure)

Total number of Faxes received which failed due to no Fax resources available. This error indicates that additional hardware Fax resources are required.

Fax receptions failed (aborted)

Total number of Faxes received which failed due to line noise or faxing protocol error.

Total fax licenses

Total number of fax licenses.

Fax licenses available

Number of active Fax stations that are currently available to send or receive Faxes. A low number indicates that additional active Fax resources should be added or configured. The display indicates the total number available out of total.

Interaction Statistics

This category provides counts or durations for general object types in CIC.

Longest call

Duration of the longest call currently in the system.

Longest chat

Duration of the longest chat currently in the system.

Longest email

Duration of the longest Email currently in the system.

Longest workflow

Duration of the longest workflow currently in the system.

Longest social direct message

Duration of the longest direct message currently in the system.

Longest social conversation

Duration of the longest social conversation currently in the system.

Longest generic object

Duration of the longest generic object currently in the system.

Active calls

Total number of active call objects in the system, including SIP calls. See SIP Station Calls for a count of active SIP calls only.

Active social conversations

Number of active social conversations in the system.

Active chats

Number of active chat objects in the system.

Active emails

Number of active Email objects in the system.

Active social direct messages

Number of active direct messages in the system.

Active workflows

Number of active workflows in the system.

Active generic objects

Number of active generic objects in the system. A generic object is an integration object that can be placed on a queue, and routed throughout CIC. Each generic object represents a third-party software construct of some sort, such as an external ticketing system, video conference, or other software that was defined by a third party.

SIP Station Calls

The number of active calls that are SIP station calls. For example, if Active Calls equals 10, and there are 5 SIP station calls at the same time, then the total call count is 10, with 5 of those calls being SIP Station Calls.

IC Memory Usage

IC Memory Usage statistics report the amount of memory that CIC subsystems are consuming (in kilobytes). These statistics are updated every 5 minutes.

Acc Server

The amount of paged physical memory (working set) that Accumulator (Acc) server is using, expressed in kilobytes. Accumulators, similar to system registers, count events as they occur in the CIC's Interaction Processor. Instances of these events are stored in variables and are accessible in report logs or other handlers using the Accumulator tools in Interaction Designer.

Acd Server

The amount of paged physical memory (working set) that ACD Server is using, expressed in kilobytes. ACD Server determines which agent a call should be routed to, based upon skill and other factors.

Admin Server

The amount of paged physical memory (working set) that Admin Server is using, expressed in kilobytes. Admin Server provides ACL management and licensing on top of the data managed by Directory Services. It maintains a very large cache of data with a size proportional to the amount of configuration information

Stat Alert Server

The amount of paged physical memory (working set) that Alert Server is using, expressed in kilobytes. Alert Services allows users and supervisors to define specific circumstances (e.g., average hold time > 10 minutes) under which they are to be alerted and the means by which the alert is to occur (e.g., e-mail, pager, phone call, etc.).

Client Services

The amount of paged physical memory (working set) that Client Services is using, expressed in kilobytes. Client Services keeps track of logged-in users, their status, and their rights based on security configurations.

Cluster Connector

The amount of paged physical memory (working set) that the Cluster Connector is using, expressed in kilobytes.

Compression Manager

The amount of paged physical memory (working set) that Compression Manager is using, expressed in kilobytes. Compression Services compress audio recordings (such as voice mail messages) using the TrueSpeech compression algorithm.

Data Manager

The amount of paged physical memory (working set) that Data Manager is using, expressed in kilobytes. Data Manager is the CIC subsystem that services Reverse White Page (RWP) lookup requests, as well as contact directory requests. Data Manager keeps track of data sources used to display Contact Directory and Speed Dial notebook pages in the CIC clients.

DS server

The amount of paged physical memory (working set) that Directory Services is using, expressed in kilobytes. Directory Services provides the interface to the proprietary data store (configuration repository) that CIC uses to store system configuration information.

DS sink

The amount of paged physical memory (working set) that DSSink is using, expressed in kilobytes.

EMS Server

The amount of paged physical memory (working set) that Multi-Site Client is using on a peer CIC site, expressed in kilobytes.

Fax Server

The amount of paged physical memory (working set) that Fax Services is using, expressed in kilobytes. The Fax subsystem allows the PureConnect Platform to send and receive faxes.

File Monitor

The amount of paged physical memory (working set) that File Monitor is using, expressed in kilobytes. File Monitor keeps track of file usage.

File Router

The amount of paged physical memory (working set) that the File Router is using, expressed in kilobytes.

Host Server

The amount of paged physical memory (working set) that Host Server is using, expressed in kilobytes. Host Services allows Interaction Center Platform to communicate with mainframes and IBM AS/400 systems using the 3270 and 5250 terminal emulation protocols.

IP

The amount of paged physical memory (working set) that Interaction Processor (IP) is using, expressed in kilobytes. Interaction Processor (IP) is the CIC subsystem that processes low-level subsystem events in order to implement higher-level business logic. For example, Interaction Processor starts an instance of a handler in response to an event.

IP Server

The amount of paged physical memory (working set) that IP Server is using, expressed in kilobytes. IP Server manages several helper tasks for Interaction Processor and Report Logging. Specifically it logs line activity, and manages part of the Message waiting light processing.

IPDB Server

The amount of paged physical memory (working set) that IPDB Server is using, expressed in kilobytes. IPDB Server connects Interaction Processor to a specified database when Database tools are used.

Mail Account Monitor

The amount of paged physical memory (working set) that Mail Account Monitor is using, expressed in kilobytes. Mail Account Monitor is responsible for syncing external user attributes from Mail accounts or LDAP to Directory Services.

Notifier

The amount of paged physical memory (working set) that Notifier is using, expressed in kilobytes.

Optimizer Server

The amount of paged physical memory (working set) that Optimizer Server is using, expressed in kilobytes.

Out Of Proc

The amount of paged physical memory (working set) consumed by OutOfProc server, expressed in kilobytes. OutOfProc server is a service used to execute DLLs for Interaction Processor without risking the integrity of the IP process. Its size will be a function of any custom activities that might be added by the customer or VAR via these customization interfaces.

Post Office Server

The amount of paged physical memory (working set) that Post Office Server is using, expressed in kilobytes. Post Office Server (POS) is the CIC subsystem that provides platform independent access to Email services such as message store access and message delivery. POS also provides support for Email routing, and will initiate an Reverse White Page (RWP) lookup request before queuing an incoming email interaction.

Reco

The amount of paged physical memory (working set) that Speech Recognition (ASR) is using, expressed in kilobytes. Speech recognition services recognize spoken commands and phrases for applications such as speech-enabled IVR (interactive voice response).

Recorder Server

The amount of paged physical memory (working set) that Interaction Recorder Server is using, expressed in kilobytes. Interaction Recorder is an application for managing phone calls, Emails, Faxes, screen recordings, and Web chats recorded within the CIC platform. Interaction Recorder identifies interactions to record and manages the compression, archiving, and storing of the attributes for each type of media recording. Using Interaction Recorder, you can quickly sort and manage large numbers of recordings. Interaction Recorder also includes features for scoring agent interactions and quality monitoring.

Session Manager

The amount of paged physical memory (working set) that Session Manager is using, expressed in kilobytes.

SMS Server

The amount of paged physical memory (working set) that Simple Message Services Server is using, expressed in kilobytes. CIC provides tools that allow SMS messages to be sent or received.

Statistics Server

The amount of paged physical memory (working set) that Statistics Server (StatServer) is using, expressed in kilobytes. Statistics Server tracks important statistical information for real-time views.

Switchover

The amount of paged physical memory (working set) that the CIC's automated switchover system is using, expressed in kilobytes. If an CIC server ever fails, in less than 30 seconds the server can switch control to another mirror image CIC server with minimal phone disruption. In addition, the switchover scheme allows administrators to manually switch the 'active' CIC server with no phone disruption.

Tracker Server

The amount of paged physical memory (working set) that Tracker Server is using, expressed in kilobytes. Interaction Tracker is composed of two server-side subsystems: Tracker Server and Tracker Tran Server (also called Transaction Server). Tracker Server listens for specific events from Queue Manager and inserts and updates interaction records. Tracker Tran Server processes insert and update requests from Tracker Server and insert, update, and query requests from Interaction Tracker Clients.

Transaction Server

The amount of paged physical memory (working set) that Transaction Server is using, expressed in kilobytes. Transaction Server is a generic processor of database transactions related transactions for several different subsystems including Tracker and Recorder.

Telephony Services

The amount of paged physical memory (working set) that Telephony Services is using, expressed in kilobytes.

VPIM receiver

The amount of paged physical memory (working set) that Voice Profile for Internet Mail (VPIM) Receiver is using, expressed in kilobytes. VPIM a mechanism for identifying body parts that a sender deems critical in a multi-part Internet mail message.

Web Processor

Amount of paged physical memory that Web Processor is using, expressed in kilobytes. Web Processor is the CIC subsystem that handles all incoming web interactions and internal intercom chats. It operates in conjunction with servlet process on a web server and acts as web interface into the CIC system.

IC Performance

This category provides information about performance of CIC server. These statistics are updated at the regular statistics interval.

System latency

Measures round trip time of a message through the Notifier subsystem. This indicates the general latency of the PureConnect platform. A high latency value indicates that the server is busy and may require additional hardware resources. On a system that is not under load, this value is typically zero. On a moderately tasked system, a typical value might be 50-100 ms. A system under heavy load might be higher. Values over 300 milliseconds may cause noticeable delays and could indicate that a hardware upgrade or handler optimization is needed.

Average latency

The average Notifier/Queue Manager latency in milliseconds. This statistic is computed by sending no-op requests from Remoco to Queue Manager and then measuring the latency in the response from Queue Manager.

Page faults

Page faults are the number of times that the operating system has to use the hard disk as a memory resource. A consistently large number of page faults may indicate that more main memory may be required.

Free disk space recordings

The free disk space recordings currently consume on this system in gigabytes.

Free disk space logs

The free disk space logs currently consume on this system in gigabytes.

Free disk space system

The free disk space of this system in gigabytes.

Free disk space work

The free disk space work in gigabytes.

Total disk space system

The value indicates the amount of free space that is available on the drive where the operating system resides.

Total disk space work

The value indicates the amount of free space that is available on the drive that contains the CIC work directory.

Total disk space recordings

The value indicates the amount of free space that is available on the drive where recordings are saved.

Total disk space logs

The value indicates the amount of free space that is available on the drive where logs are saved.

Total CPU usage

The value is the sum of CPU utilization reported by Windows across all cores present in the machine. A value of 100% on a four core machine would indicate that all cores are completely used.

Available CPU

Available CPU in percent.

Notifier CPU usage

The value is the percentage of total CPU used by the Notifier subsystem across all cores present in the machine.

IP CPU usage

The value is the percentage of total CPU used by the Interaction Processor subsystem across all cores present in the machine.

TTS CPU usage

The value is the percentage of total CPU used by the text to speech subsystem across all cores present in the machine.

TS CPU usage

The value is the percentage of total CPU used by the Telephony Services subsystem across all cores present in the machine.

PMQ

The statistics in this category summarize activity in persistent message queues.

> **Note**: Starting with CIC 2017 R1, the "PMQ is persisted to disk" and the "oldest message on disk" statistics now report the actual number of PMQ files present in the filesystem. These statistics are updated every 60 seconds.

IP is connected to DB

Indicates whether or not Interaction Processor's PMQ object currently has a connection to the database. Not having a connection only indicates an error if items are also being persisted to disk.

IP Server is connected to DB

Indicates whether or not IP Server's PMQ object currently has a connection to the database. Not having a connection only indicates an error if items are also being persisted to disk.

Admin Server is connected to DB

Indicates whether or not Admin Server's PMQ object currently has a connection to the database. Not having a connection only indicates an error if items are also being persisted to disk.

Stat Server is connected to DB

Indicates whether or not Stat Server's PMQ object currently has a connection to the database. Not having a connection only indicates an error if items are also being persisted to disk.

Recorder server is connected to DB

Indicates whether or not Recorder Server's PMQ object currently has a connection to the database. Not having a connection only indicates an error if items are also being persisted to disk.

IP's PMQ is persisted to disk

Indicates that PMQ is currently buffering Interaction Processor messages to disk. This is a common occurrence for Stat Server since it periodically sends large amounts of data to the database. If the subsystem is connected to the database, and it has messages persisting to disk then you should examine the 'oldest message on disk' statistic to find out whether messages are flowing smoothly or are backed up.

IP Server's PMQ is persisted to disk

Indicates that PMQ is currently buffering IP Server messages to disk. This is a common occurrence for Stat Server since it periodically sends large amounts of data to the database. If the subsystem is connected to the database, and it has messages persisting to disk then you should examine the 'oldest message on disk' statistic to find out whether messages are flowing smoothly or are backed up.

Admin Server's PMQ is persisted to disk

Indicates that PMQ is currently buffering Admin Server messages to disk. This is a common occurrence for Stat Server since it periodically sends large amounts of data to the database. If the subsystem is connected to the database, and it has messages persisting to disk then you should examine the 'oldest message on disk' statistic to find out whether messages are flowing smoothly or are backed up.

Stat Server's PMQ is persisted to disk

Number of Stat Server PMQ objects that are currently persisted to disk.

Recorder Server's PMQ is persisted to disk

Number of Recorder Server PMQ objects that are currently persisted to disk.

IP's oldest message on disk

This statistic indicates the age of the oldest message that PMQ is currently storing to disk for Interaction Processor server. This operation is common for Interaction Processor server, and should be a concern only if the time lag is larger than the default reporting period (30 minutes).

IP Server's oldest message on disk

Age of the oldest message that PMQ is currently storing to disk for Interaction Processor server. This operation is common for Interaction Processor server, and should be a concern only if the time lag is larger than the default reporting period (30 minutes).

Admin Server's oldest message on disk

Age of the oldest message that PMQ is currently storing to disk for Admin Server. This operation is common for Admin Server, and should be a concern only if the time lag is larger than the default reporting period (30 minutes).

Stat Server's oldest message on disk

Age of the oldest message that PMQ is currently storing to disk for Stat Server. This operation is common for Stat Server, and should be a concern only if the time lag is larger than the default reporting period (30 minutes).

Recorder Server's oldest message on disk

Age of oldest message that PMQ is currently storing to disk for Recorder Server. This operation is common for Recorder Server, and should be a concern only if the time lag is larger than the default reporting period (30 minutes).

Recorder Server errors persisted to disk

Number of Recorder Server error objects that are currently persisted to disk.

Recorder Server's oldest error on disk

Age of the oldest error that Record Server is currently storing to disk.

Recording

The statistics in this category describe activity in Interaction Recorder. These statistics are updated at the regular statistics interval.

Recorder is processing recordings

Indicates whether the Interaction Recorder system is currently processing recordings.

Note: If you see the status False, it probably means that the system is idle. It does not necessarily mean there is a problem.

Recorder database is available

Indicates whether the Interaction Recorder system can connect to its database.

Recordings in progress

Number of recordings that Interaction Recorder is conducting.

Successful recordings (last hour)

Number of successful recordings that occurred in the last sixty minutes.

Successful recordings (today)

Number of successful recordings that occurred since midnight.

Recording lag time

The oldest recording currently in the Recorder cache.

Encumbered recordings (today)

Number of recordings since midnight where one or more of the internal participants does not have an Interaction Recorder workstation license.

Encumbered recordings (last hour)

Number of recordings in the previous 60-minute interval where one or more of the internal participants does not have an Interaction Recorder workstation license.

Unsuccessful recordings (last hour)

The number of failed recordings that occurred in the last sixty minutes.

Unsuccessful recordings (today)

The number of unsuccessful recordings that occurred since midnight.

Recording storage locations low on space

The number of recording storage locations that have 5 GB or less free space.

Recording storage locations

The number of recording storage locations.

Speech Recognition

The statistics in this category describe speech recognition activity in CIC.

Current speech recognition sessions

Number of speech recognition sessions currently occurring in the system.

Peak number of recognition sessions

The peak number of concurrent speech recognition sessions since the system was started.

IC System Status

The statistics in this category indicate general system status in terms of number of executing handlers, host and database tool errors, and available text-to-speech sessions. These statistics are updated at the regular statistics interval.

Maximum executing handlers

Maximum number of handlers that can be executed in the system at any time.

Currently executing handlers

The value indicates the total number of handlers that are currently executing in the system. If this number continually trends up, this could indicate that handlers are not completing execution due to design flaws, or tool defects.

Queued handler threads

Number of handlers that are queued in the system right now.

Current handlers in the thread pool

Number of handlers in the thread pool.

IP is running

Indicates whether Interaction Processor is running.

Available remote licenses

The number of available remote licenses, updated every 10 minutes.

Host tool connection errors

Total errors for the 'Host Connect' Host Interface tool for the last ten minutes. These are failed attempts to connect to the host system. Errors of this type typically indicate host/communications problems or an incorrectly configured host profile.

Host tool other errors

Total errors for the other Host Interface tool for the last ten minutes. Typically these are minor errors, caused by timeouts, unrecognized screens, and handler programming errors.

Total TTS sessions

Maximum number of concurrent TTS sessions allowed. This statistic is valid for SAPI and does not include I3TTS and MRCP.

Available TTS sessions

This value indicates the total number of text-to-speech sessions that are currently available. This statistic is valid for SAPI and does not include I3TTS and MRCP. If the available number is approaching zero, you may need to purchase additional TTS sessions.

Ts ping time

The amount of time in milliseconds to ping the CIC's Telephony Services subsystem.

Switchover UDP heartbeat interval

Heartbeats are a series of signals emitted at regular intervals, by CIC servers on the network. This stat indicates the transmission rate for UDP heartbeats on the Switchover server, expressed in milliseconds.

Backup Server ready

Indicates the health of the backup (Switchover) server. Displays Yes if the backup server is ready, or No if the backup server is known to be in a bad state or is no longer processing properly.

Backup Server name

The Notifier name of the backup server, or N/A if no backup server is configured.

Time since last switchover

The amount of time that has passed since the last known switchover occurred, or 'N/A' if no backup server is configured.

Indicates if a switchover was performed

Indicates if a switchover was performed.

Tracker Server

These performance statistics indicate the overall health of Interaction Tracker Server in the previous ten minute interval.

Interaction segment notifications

Number of update notifications sent by Queue Manager to Interaction Tracker. This indicates how busy the server is, after having processed state changes of objects in the system (e.g. hold to voice mail, etc.).

Posted tracker transactions

Number of transactions sent to Tracker Transaction Server for processing in the last ten minute period.

Failed tracker transactions

Number of transactions sent to Tracker Transaction Server in the last ten minute period that failed. A high value indicates that Tracker Transaction Server may be down.

Transaction Server

Transaction Server statistics indicate the overall health of Transaction Server-a generic transaction server for recording, logging, etc. These performance statistics indicate the overall health of Transaction Server in the previous ten minute interval.

Executed transactions

Number of transactions that Transaction Server successfully executed in the previous ten minute interval.

Failed transactions

Number of transactions that Transaction Server failed to execute in the previous ten minute interval. A high value could indicate that database errors are occurring.

Average successful transaction time

Average amount of time that Transaction Server needed to process a transaction in the previous ten minute interval.

Workgroup Statistics

Workgroup statistics summarize ACD interactions, number of agents logged in, and other particulars that are common to the workgroup as a whole. The workgroup may or may not have associated queues.

Total agents

Total number of agents in the specified workgroups. This is typically the number of users that are members of the specified workgroup on the current server. This statistic does not take into account members of the same workgroup on peer servers.

Logged on

The number of agents logged on for the specified workgroup. This is also the number of agents who are logged on the current server. This count does not include agents who are logged on peer servers for the same workgroup.

Available for ACD interactions

The number of agents available to take ACD interactions. An agent is considered to be available to take ACD interactions if all of the following apply:

a. The agent is not on another interaction.
b. The agent has an available status.
c. The agent is logged on.
d. The agent is activated on the specified workgroup.

Not available for ACD interactions

Number of agents not available to take ACD interactions. The number of logged in and active agents minus the agents available for any interaction.

Percent available

Percent of logged in agents that are available for ACD interactions.

```
((available to take ACD interactions / logged in) * 100)
```

Longest available

Longest period of time an agent is available. In other words, the duration of the longest available agent to take an ACD interaction for the specified workgroups. See Available to take ACD interactions.

On inbound ACD interactions

Number of agents on inbound ACD interactions.

On inbound ACW

Number of agents performing after call wrap-up work after receiving an ACD interaction.

Longest inbound ACD interaction

Duration of the longest of the currently active inbound ACD interactions, or 0 if there is no inbound ACD interaction active. The duration does not include wait time or answer time. It is the time it takes for an interaction to be handled by an agent in a queue (excluding wrap time), from first connect to queue removal/disconnect.

On outbound ACD interactions

Number of agents on outbound ACD interactions.

On outbound ACW

Number of agents performing after call wrap-up work to conclude an outbound ACD interaction.

Longest outbound ACD interaction

Duration of the longest active outbound ACD interaction, or 0 if there is no active outbound ACD interaction.

On non-ACD interactions

Number of agents on non-ACD interactions.

Longest non-ACD interaction

Duration of the longest of the currently active non-ACD interactions, or 0 if there is not an active non-ACD interaction.

Interactions waiting

Number of interactions waiting to be connected to an agent. These interactions are currently in the ACD - Wait Agent state.

Interactions On Hold

Number of interactions currently on hold.

Interactions answered

Number of interactions answered, calculated as the number of ACD interactions from the specified workgroup that went to a Connected state in the agent's queue.

Longest interaction waiting

Time of the longest currently waiting interaction. This interaction has been in the ACD - Wait Agent state the longest. Its duration is the amount of time that the interaction has waited to be picked up by an available agent, based on time in queue only. Supervisor workflow statistics always pertain to time in a workgroup or user interaction. Overall time in the system (such as time in IVR) is not counted.

Longest talk time

The total talk time of the longest currently connected interaction.

Longest hold time

Time of the longest currently on hold interaction. This interaction has been in a Hold state the longest.

Logged on agents in this workgroup

Number of agents logged in on this workgroup.

Logged on + Activated

The number of activated agents logged on for the specified workgroup.

Agents available

The Available Agent Count of logged on agents that are available for ACD interactions. See definitions for Logged On and Available to take ACD interactions.

Lowest active agent negative score

Lowest agent negative score for active calls.

Lowest active customer negative score

Lowest customer negative score for active calls.

Highest active agent positive score

This statistic represents the highest positive score that an agent has accumulated in an active interaction in this workgroup. This cumulative score does not include negative scores that occurred during the interaction.

Highest active customer positive score

This statistic represents the highest positive score that a customer has accumulated in an active interaction in this workgroup. This cumulative score does not include negative scores that occurred during the interaction.

Dialer Statistics

Dialer agent statistics	Summarize the activity of a specific Dialer agent.
Dialer campaign statistics	Totals that pertain to a campaign or site.
Dialer overall statistics	Summarize Dialer's performance as a whole.
Dialer phone number detail statistics	Summarize the details of a specific phone number.
Dialer skill statistics	Summarize the details of a specific skill.
Dialer stage statistics	Summarize the activity for a specific Dialer stage.
Dialer wrap up statistics	Summarize the dispositions of Dialer calls

Dialer agent statistics

These statistics summarize the activity of a specific Dialer agent.

Abandon Rate (by calls)

The percentage of total Dialer calls handled by this agent which were classified as abandons.

Abandon Rate (by contacts)

The percentage of total Dialer calls handled by this agent which were contacts and were classified as abandons.

Abandon Rate (by detections)

The percentage of Dialer calls handled by this agent which reached a live party and were classified as abandons.

Average Break Time

The average amount of time this agent spends on break.

Average Dialer Talk Time

The average amount of time this agent spends on each Dialer call.

Average Idle Time

The average amount of time this agent spends idle.

Average Non-Dialer Talk Time

The average amount of time this agent has spends on each non-Dialer call.

Average Talk Time

The average amount of time this agent has spent on each call.

Contact Rate

The percentage of total Dialer calls handled by this agent which were classified as contacts.

Contacts Per Hour

The number of Dialer calls resulting in a contact which this agent handles per hour.

Dialer Calls

The number of Dialer calls this agent has completed.

Idle Periods

The number of times this agent has been idle.

Logged In Time

How long the agent has been logged into the campaign.

Non-Dialer Calls

The number of non-Dialer calls this agent has completed.

Percent Break Time

The percentage of this agent's time which has been spent on break.

Percent Dialer Talk Time

The percentage of this agent's time which has been spent on Dialer calls.

Percent Idle Time

The percentage of this agent's time which has been spent idle.

Percent non-Dialer Talk Time

The percentage of this agent's time which has been spent on non-Dialer calls.

Stage

The stage the agent is currently in.

Station

The station this agent is logged into.

Status

The agent's current status.

Successes Per Hour

The number of successful Dialer calls this agent handles per hour.

Successes Rate (by calls)

The percentage of total Dialer calls handled by this agent which were classified as successes.

Successes Rate (by contacts)

The percentage of Dialer calls handled by this agent which were contacts and were classified as successes.

Time in Stage

How long the agent has been in the current stage.

Time in Status

How long the agent has been in the current status.

Total Abandons

The number of calls this agent has completed that were classified as abandons.

Total Break Time

The total amount of time this agent has spent on break.

Total Breaks

The number of times this agent has been on break.

Total Contacts

The number of calls this agent has completed that were classified as contacts.

Total Detections

The number of calls this agent has completed that were detected as a live speaker.

Total Dialer Talk Time

The total amount of time this agent has spent on connected Dialer calls.

Total Idle Time

The total amount of time this agent has spent idle.

Total Non-Dialer Talk Time

The total amount of time this agent has spent on connected non-Dialer calls.

Total Successes

The number of calls this agent has completed that were classified as successes.

Total Talk Time

The total amount of time this agent has spent on Dialer and non-Dialer calls.

Dialer campaign statistics

Campaign statistics pertain to a campaign or site. These statistics are sometimes special values which represent "roll up" statistics across all entries of a type. When a campaign is reset, Dialer campaign statistics are reset to 0. Afterwards, its statistics reflect data collected in the duration of time since that reset occurred.

Abandon Rate

The current abandon rate for this campaign. This is the ratio of system-identified abandons to system-detected live persons, as was determined by call analysis, for the period. The formula is (system-calculated abandons / system-detected live people) * 100. For more information, see How Call Analysis detections affect Abandon Rate.

Active Agents

The number of agents currently active in this campaign. This number corresponds to the number of agents that are logged in and not on break.

Active Calls

The number of calls active within Dialer. This includes pending calls, outstanding calls, and connected calls.

Adjusted Calls Per Agent

The number of calls Dialer needs to place on average, at this moment, to get a connection, adjusted by the pace.

Agents on Break

The number of agents logged into this campaign that are currently on break.

Cached Contacts

The number of contacts currently in Dialer's cache.

Calls Per Agent

The number of calls Dialer needs to place on average, at this moment, to get a connection.

Calls Per Hour

The number of calls this campaign will place in an hour.

Connected Calls

The number of calls currently connected in this campaign. This statistic includes calls that are connected and calls that are disconnected but are awaiting completion information to be sent by agents who are currently in a follow-up state.

Current Pace

This value reports the current pace of a campaign. The aggression level (pace) determines the speed with which the predictive algorithm tells the server to place outbound calls. The faster the pace, the more rapidly the Outbound Dialer server places calls. For example, if the pace level is high, the predictive algorithm tells the server to place calls very quickly.

This value may have been adjusted in response to "Max Abandon Rate" settings, and other criteria, such as Contact List quality. Pace ranges from -100 (not aggressive) to +100 (very aggressive). When the pace setting is 0, the pace is entirely determined by the predictive algorithm's statistical averaging. The Outbound Dialer server may change this pace setting at any time, if a maximum abandon rate is not set.

Effective Idle Agents

The portion of the idle agents that are dedicated to this campaign.

Estimated Completion

The estimated length of time left it will take this campaign to complete the current recycle.

Filter

The SQL Filter configured for a campaign, specifying which Contact List records should be dialed.

Filter Size

The number of callable contacts in the contact list for this campaign. Specifically, the number of records in the Contact List that are callable after application of a Filter, but ignoring the Zone Set settings. This is used to diagnose the effect the Filter has on the number of callable records. This statistic is also used to determine how effectively the list has been penetrated (regardless of recycle) left in the list. Once this number becomes small, the list has been sufficiently penetrated and a new filter should be applied, or a different campaign should be started.

Idle Agents

The number of agents logged into this campaign that are currently idle.

Last Error

The most recent error associated with this campaign.

Last Warning

The most recent warning associated with this campaign.

Non-Dialer Agents

The number of agents in this campaign that are currently on non-Dialer calls.

Priority

The configured priority of this campaign.

Proceeding Calls

The number of calls currently proceeding in this campaign. These are calls that are currently being dialed or in the process of call analysis. Once a live speaker has been found (based on whether call analysis and answering machine detection has been enabled) the call will be routed to an agent via ACD. A Proceeding call will be considered Connected once an agent is physically connected to the call.

Recycle Blocked

The number of contacts that will not be dialed because they are currently zone blocked. This can be used to diagnose the effect the Zone Set is having on the number of callable records. Once a time zone becomes active (calls can be placed to this zone) the count of records in this zone will be subtracted from this value and added to the Recycle Size (no recycle is required in order for the newly active records to be picked up).

Recycle Size

The number of contacts left in the current recycle for this campaign. This value indicates the number of records in the Contact List that must be processed before the list is recycled. In other words, this is the number of phone calls that must be placed before the next recycle of the Contact List can occur. This number will decrease as the numbers of calls placed for the current recycle increases. This includes only records that are callable when considering both the active Filter and the Zone Set associated with the campaign.

Recycles Remaining

The number of recycles that need to be executed in order for the campaign to complete. The maximum number of recycles is configured for each campaign and dictates how many times the dialer will go through the list before completing or moving on to the next campaign. If a campaign is configured to recycle indefinitely then the remaining recycles statistic is not used; the dialer will continually reprocess contacts from the list and will not complete or transition to the next campaign. A transition may occur in this circumstance if the a transition rule has been configured for use with the campaign.

Sort

The sort order used by a campaign. Specifically, the SQL sort criteria configured for a campaign that specifies the sort order in which Contact List records should be dialed. Sort Criteria contains comma-separated values that indicate the current sort order of the Contact List and works exactly like the ORDER BY clause of an SQL selection statement. An example might be: 'PhoneNumber, Name DESC'.

Status

The running status of a campaign.

Total Agents

The number of agents currently logged into this campaign.

Workgroup

The workgroup used by this campaign.

Dialer overall statistics

These high-level statistics summarize Dialer's performance as a whole.

Active Agents

The number of agents currently active in Dialer, across all campaigns.

Calls Per Agent

The number of calls Dialer needs to place on average, at this moment, to get a connect.

Calls Per Hour

The number of calls Dialer will place in an hour.

Connected Calls

The number of calls currently connected in Dialer, across all campaigns.

Non-Dialer Calls

The number of non-Dialer calls currently connected to Dialer agents, across all campaigns.

Proceeding Calls

The number of calls currently proceeding in Dialer, across all campaigns.

Total Agents

The number of agents currently logged into Dialer, across all campaigns.

Dialer phone number detail statistics

Statistics summarizing the details of a specific phone number.

Attempts

The total number of times this phone number type has been attempted.

Attempts Abandoned

The total number of attempts to this phone number type which have been classified as abandons.

Attempts Answering Machine

The total number of attempts to this phone number type which have been classified as answering machines.

Attempts Busy

The total number of attempts to this phone number type which have been classified as busy.

Attempts Fax

The total number of attempts to this phone number type which have been classified as fax.

Attempts No Answer

The total number of attempts to this phone number type which have been classified as no answer.

Attempts Remote Hangup

The total number of attempts to this phone number type which have been classified as remote hangups.

Attempts Rescheduled

The total number of attempts to this phone number type which have been rescheduled.

Attempts System Hangup

The total number of attempts to this phone number type which have been classified as system hangups.

Contact Rate

The contact rate for this phone number type. The rate is calculated using the number of contacts and the total number of attempts.

Contacts

The total number of contacts that have been made to this phone number type.

Dialer skill statistics

These statistics summarize the details of a specific skill. Skill statistics help supervisors manage skills-based dialing in predictive, power, and preview modes.

Finishing Agents

The number of finishing agents active in the campaign with this skill combination.

Cached Contacts

The number of contacts requiring this skill combination which are currently in Dialer's cache. This is an assortment of records that were pulled from the schedule table or standard campaign calls that have been pulled to dial.

Callable Contacts

The number of contacts requiring this skill combination which are callable. These records in the call list have a "C" (callable) or blank Status column.

Idle Agents

The number of idle agents active in the campaign with this skill combination.

Total Agents

The number of agents active in the campaign with this skill combination.

Outstanding Contacts

The number of contacts requiring this skill combination which are currently being called. These calls are proceeding (i.e. dialing).

Scheduled Contacts

The number of contacts requiring this skill combination which are scheduled. These calls will be placed according to call schedule times. The status for these records is "S", "O", "R", or "T".

Total Contacts

The total number of contacts requiring this skill combination. This is a sum of callable, scheduled, and cached records.

Dialer stage statistics

Statistics summarizing the activity for a specific Dialer stage.

Average Time

The average time a call spends in this stage.

Completed Calls

The number of calls that were completed while in this stage.

Percent Completed

The percentage of the calls that enter this stage that are completed in this stage.

Total Calls

The number of calls that entered this stage.

Total Time

The total time calls have spent in this stage.

Dialer wrap up statistics

Statistics summarizing the dispositions of Dialer calls.

Average Time

The average amount of time this agent spends on Dialer calls with this wrap-up category and code.

Percent Calls

The percentage of the total calls this agent has completed which they completed with this wrap-up category and code.

Percent Time

The percentage of the time this agent has spent on calls for this wrap-up category and code to the total time the agent has spend on calls.

Total Calls

The number of calls this agent has completed with a specific wrap-up category and code.

Total Time

The total time this agent has spent on Dialer calls with a specific wrap-up category and code.

Supervisor-related server parameters

The following server parameters can be set on the CIC server to affect the behavior of Supervisor in IC Business Manager.

Server Parameter	Values	Description
MaximumAgentsInAgentOverviewView	maximum as integer	Maximum number of agents that the Agent Overview can show. Defaults to 20.
MaximumAgentsInAgentGraphView	maximum as integer	Maximum number of agents that the Agent Graph can show. Defaults to 20.
MaximumWorkgroupsInWorkgroupOverviewView	maximum as integer	Maximum number of workgroups that the Workgroup Overview can show. Defaults to 20.
MaximumStatisticsInWorkgroupOverviewView	maximum as integer	Limits the overall number of statistics that can be shown in the Workgroup Overview. Defaults to 180.
MaximumWorkgroupsInWorkgroupGraphView	maximum as integer	Maximum number of workgroups that the Workgroup Graph can show. Defaults to 20.
MaximumStatisticsInSystemGraphView	maximum as integer	Maximum number of statistics that can be shown in the system status graph. Defaults to 40.
MaximumStatisticsInAgentGraph	maximum as integer	Maximum number of statistics that can be shown in the Agent's graph. Defaults to 40.
MaximumStatisticsInWorkgroupGraph	maximum as integer	Maximum number of statistics that can be shown in the workgroups graph. Defaults to 40.

Licenses, Security and Access Control Rights

This section discusses licenses and rights that affect Interaction Supervisor users. When a user logs in to IC Business Manager, it enables all views for which that user has access. Access is governed by server license allocation and by the assignment of security and access control rights in Interaction Administrator. The total number of licenses available is enforced by CIC. If a needed view is unavailable after you log on, contact your CIC System Administrator for assistance.

Administrative Rights manage who can grant access—what objects are shown and can be changed in Interaction Administrator. Your CIC Administrator has administrative rights. Most CIC users do not have administrative rights, so those are not discussed here. See *Interaction Administrator Help* for details.

Please note that:

- Licenses determine whether or not a view category appears when adding a Supervisor view.
- Security Rights manage access to client application features (listen, record, etc.)
- Access Control Rights (ACLs) restrict access to objects (queues, users, etc.) and determine whether the Supervisor user can view or modify those objects.

Rights must sometimes be assigned in pairs to control whether or not an option is visible or disabled. Interaction Command Rights restrict the visibility of buttons in client applications. For example, if the Interaction Command Right for Pick-Up is not assigned, the user won't see a Pick Up button in the toolbar. This works with corresponding “My Interaction Rights” that control whether or not users can execute the button action.

You may be wondering why it is possible to display a button but not enable its action. The reasoning behind this is that different customers want their clients to behave in different ways. Some customers want to hide the buttons and others do not.   Therefore rights are granular so that customers can configure the system in the manner that they want.

Module Management Feature

Supervisor provides a command that displays application modules installed, and whether each license is enabled or acquired. Pull down the **Tools** menu and select **Module Management**. For more details, see Module Management dialog. For more information about licensing and activation file management, see Activation File Management Tool in the *PureConnect Licensing Technical Reference*.

Supervisor Related Licenses

Licenses determine whether or not a view category appears when adding a Supervisor view. If a view category is not visible, an administrator can assign licenses as follows:

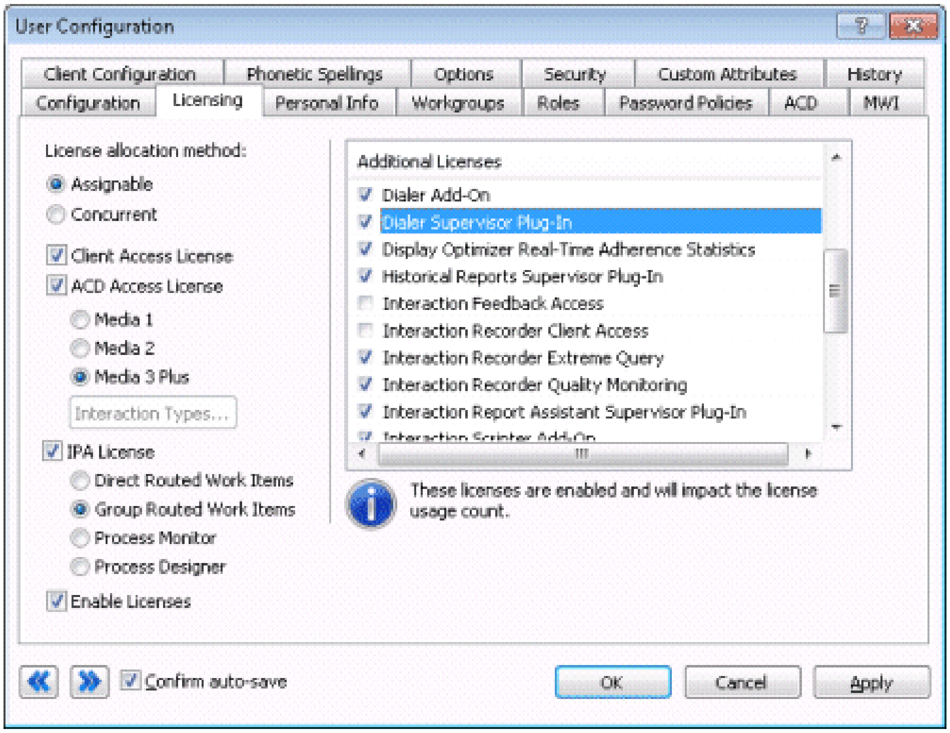
View Category	License assigned on User Configuration - Licensing tab
Agents and Workgroups	Workgroup Supervisor Plug-in I3_ACCESS_WORKGROUP_SUPERVISOR_PLUGIN
Interaction Feedback Status	Views in the Interaction Feedback Status category are automatically enabled if the Feedback feature license is present on the server. This feature license is not allocated to users on the licensing tab of a user configuration. I3_FEATURE_BASE_FEEDBACK
Interaction Optimizer	Optimizer Supervisor Plug-in: Interaction Optimizer view category is not visible unless this license is assigned to a user. I3_ACCESS_OPTIMIZER_RTA Display Optimizer Real-Time Adherence Statistics: assign to agents to allow Supervisor to monitor their adherence. I3_OPTIMIZER_SHOWRTA
System Status	System Status Supervisor Plug-in I3_ACCESS_SYSTEM_STATUS_SUPERVISOR_PLUGIN
Interaction Tracker	Access to Interaction Tracker module. This license is not required by the Interaction Details Supervisor view. I3_ACCESS_TRACKER
Optional Interaction Analyzer columns in Queue Controls	Two feature licenses control whether or not Interaction Analyzer columns appear in queue controls. I3_FEATURE_ANALYZER I3_FEATURE_RECORDER_ADVANCED
Interaction Conference This feature license is not used by Supervisor views.	Interaction Conference requires a feature license on the main Interaction Center license. The required license key is I3_FEATURE_INTERACTION_CONFERENCE. If the feature license is not present, Interaction Conference is fully functional, but all PIN numbers will be rejected when invitees attempt to call into a conference. When the license is not present, all callers are told "Your PIN is invalid. Goodbye."

Interaction Supervisor uses the licensing model introduced in CIC. A license is *assigned* to a user, or it may be *concurrent*. A user can be configured in Interaction Administrator to have an assignable or concurrent license, but not both.

- An **assignable license** is one allocated to a specific user or station.
- A **concurrent license** supports a number of simultaneous users accessing an application or feature. It allows users to acquire available licenses dynamically, or as needed, via a network connection. A centralized service maintains a list of users and licenses available and in use, much like a library loans limited copies of resources to authorized patrons.

To assign a feature license in Interaction Administrator, your CIC Administrator must:

1. Select the **Users** container in Interaction Administrator.
2. Double-click a user name in the right pane. The **User Configuration** dialog is displayed.
3. Select the **Licensing** tab page.

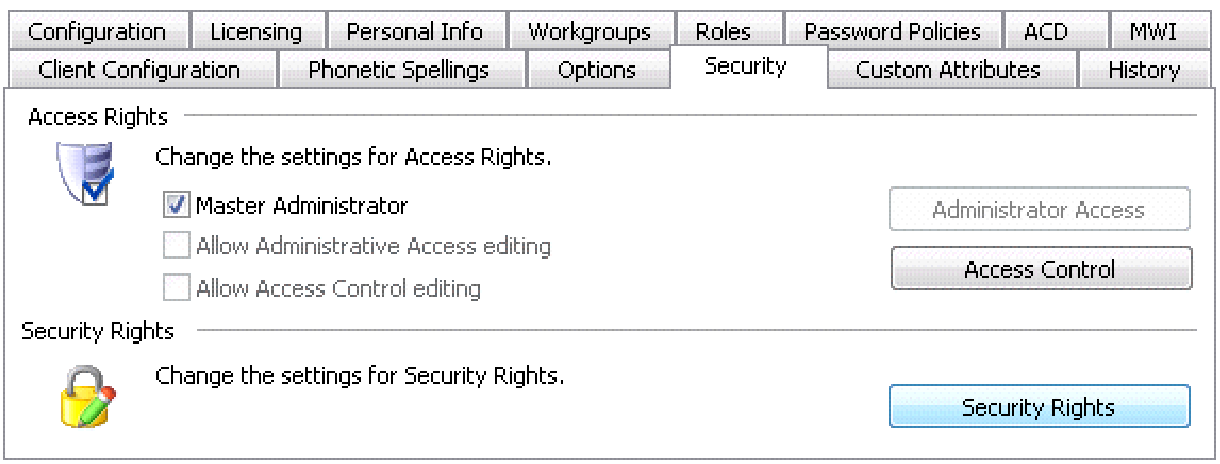


4. Select a **license allocation method** to use (assignable or concurrent).
5. In the Additional Licenses list, check boxes for licenses that the user needs (see table above). For more information on configuring the Licensing page, press F1 to open the Interaction Administrator Help.

IC Security Rights

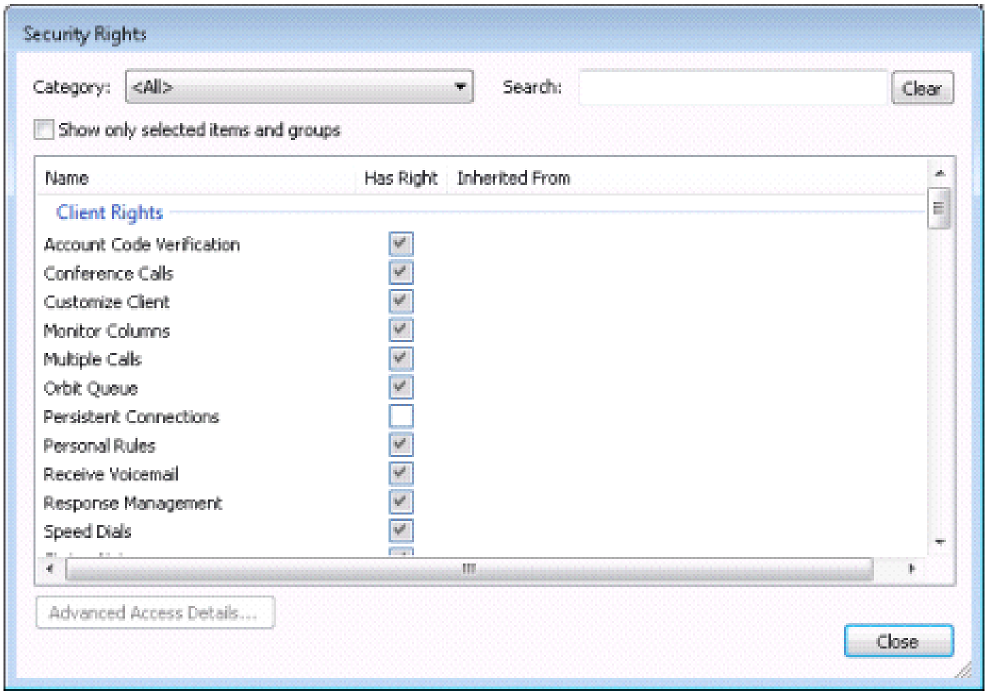
Security rights manage the functionality offered by client applications, such as buttons for recording, listening, and coaching.

1. In Interaction Administrator, security rights are assigned from the **Security tab** of a configuration record, after clicking the **Security Rights** button.



2. The **Security Rights dialog** appears. Security rights can be viewed by two categories: Application and User. Categories are subdivided into groups of related settings.

   By default, **<All>** categories is selected to display security rights in both categories. You can optionally locate rights by typing in the **Search** box.



3. After referring to the table below, check the box for each security right you wish to assign. Rights that apply to Interaction Supervisor users are marked with a star ( ).

Application category		
Group	**Name**	**Description**
Interaction Conference Policy	Create and Modify All Conferences	Permits the user to create conferences and modify all conferences. `I3_ATTR_RIGHT_INTERACTION_CONFERENCE_ALL`
	Create and Modify Conferences	Permit the user to create conferences, and modify conferences he or she has created. `I3_ATTR_RIGHT_INTERACTION_CONFERENCE_OWNED`
Optimizer	Allow Agent Preferences	Governs whether agents can set their schedule preferences in Interaction Desktop. See "Working with Schedule Preferences" in the help for that application. `I3_ATTR_RIGHT_OPTIMIZER_AGENT_PREFERENCES`
Recorder Policy	Create/Delete Questionnaire Directories and Modify Rankings	Grant this right to users who administer Interaction Recorder Questionnaires. It allows the user to create or delete questionnaire directories and also to create, change, or delete rankings. `I3_ATTR_IR_CAN_CREATE_QDIRECTORIES`
	Interaction Recorder Policy Editor	Allow the user to use the Interaction Recorder Policy Editor in the Interaction Recorder Client. `I3_ATTR_IR_CAN_USE_IRSELECTOR`
	Override Finished Scorecards	This right allows the user to modify finished scorecards for questionnaires in questionnaire directories that the user has at least the View right for. Once the scoring user clicks "Finish" on the scoring dialog, a scorecard is considered to be finished. Once a scorecard is finished, it cannot normally be changed, since that could affect reports that use the scorecard. This right provides the capability to change a Finished scorecard, potentially affecting reports. `I3_ATTR_IR_CAN_OVERRIDE_FINISHED_QFORM`
Tracker Policy	Add Individuals	User rights to add individuals in the Tracker Client. `I3_ATTR_INTX_ADD_INDIVIDUALS`
	Add Organizations	User rights to add organizations in the Tracker Client. `I3_ATTR_INTX_ADD_ORGANIZATIONS`
	Delete Individuals	User rights to delete individuals in the Tracker Client. `I3_ATTR_INTX_DELETE_INDIVIDUALS`

	Delete Organizations	User rights to delete Organizations in the Tracker Client. `I3_ATTR_INTX_DELETE_ORGANIZATIONS`
	Execute long-running queries	User rights to execute long-running queries in the Tracker Client. `I3_ATTR_INTX_EXECUTE_LONG_RUNNING_QUERIES`
	Have Private Contacts	User rights to create private contacts in the Tracker Client. `I3_ATTR_INTX_ADD_PRIVATE_INDIVIDUALS`
	Modify Individuals	User rights to modify individuals in the Tracker Client. `I3_ATTR_INTX_MODIFY_INDIVIDUALS`
	Modify Organizations	User rights to modify organizations in the Tracker Client. `I3_ATTR_INTX_MODIFY_ORGANIZATIONS`
	Related Interactions Page	User access to "Related Interactions" in the Interaction Tracker Client. `I3_ATTR_INTX_ALLOW_RELATED_INTERACTIONS_PAGE`
	Tracker Administrator	User administrator rights in the Tracker Client. `I3_ATTR_INTX_TRACKER_ADMIN`
	View Other People's Private Interactions	User rights to view other people's private interactions in the Tracker Client. `I3_ATTR_INTX_VIEW_PRIVATE_INTERACTIONS`
User category		
Group	**Name**	**Description**
Alerting Rights	E-mail Alerts	When this right and the Alert Programming user right are assigned, the user can set up an e-mail action in response to the alert. Users who have the Alert Programming right but no Alerting rights can display a special font or set colored LED alerts. If an Alerting right is revoked after the user has defined an alert, all currently existing alerts will not be modified by the system. `I3_ATTR_RIGHT_ALERT_EMAIL`
	Handler Alerts	When this right and the Alert Programming user right are assigned, the user can invoke a handler in response to the alert. Users who have the Alert Programming right but no Alerting rights can display a special font or set colored LED alerts. If an Alerting right is revoked after the user has defined an alert, all currently existing alerts will not be modified by the system. `I3_ATTR_RIGHT_ALERT_HANDLERS`
	Memo Alerts	When this right and the Alert Programming user right are assigned, the user can send a client memo in response to the alert. Users who have the Alert Programming right but no Alerting rights can display a special font or set colored LED alerts. If an Alerting right is revoked after the user has defined an alert, all currently existing alerts will not be modified by the system. `I3_ATTR_RIGHT_ALERT_MEMO`
Client Rights	Account Code Verification	Allows user access to account codes and assign them to incoming and outgoing calls. `I3_ATTR_ACCT_CODE_REQUIRED`
	Conference Calls	Allows user to create a conference call. `I3_ATTR_RIGHT_CONFERNCE_CALLS`
	Customize Client	Allow users to customize the settings in their CIC clients. `I3_ATTR_RIGHT_CUSTOMIZE_CLIENT`
	Force User Logout	Allows a user to log off another user. From the Workgroup Details view or the Workgroup Directory view in IC Business Manager/Interaction Supervisor, a user with this security right can log off another user from all CIC applications except for Interaction Administrator, Interaction Recorder Screen Capture Client, and Interaction Recorder Policy Editor. For example, if a user left for the day and forgot to log off, a supervisor with this security right can log off another user to release the licenses the user was consuming.
	Monitor Columns	Allows a user to view the "Lstns" column, and the "Recs" column. `I3_ATTR_OPTION_SHOW_MONITOR_COLS`

	Multiple Calls	This right determines whether or not handlers will present a new call to a user who is already on a call. This behavior only occurs on calls into lines that are marked "Allow Deferred Answer". The right applies to any call to a user in the following situation: If a user is already on a call, the user does not have call coverage set to forward calls when busy, and the right "Allow Multiple Calls" is not set, the call will not alert the user and the call will roll to voicemail. This setting does not actually prevent multiple calls from being on the user's queue at the same time. It merely controls if the call alerts the user or not in the above situation. Also, it applies to call on the user queue only, not calls to a logged-in station or default workstation. I3_ATTR_RIGHT_ALLOW_MULTIPLE_CALLS
	Orbit Queue	Allows a user to place objects in Orbit Queue. This places the call on hold and removes it from the user's station. Depending on the hold behavior the CIC administrator configures, callers "in orbit" hear a combination of music and messages. To a caller, there is no difference between being on hold or in orbit. I3_ATTR_RIGHT_ORBIT_QUEUE
	Persistent Connections	Gives a user the right to start a remote CIC client with the persistent option. I3_ATTR_RIGHT_PERSISTENT_CONNECTION
	Personal Rules	Allows access to Personal Rules from the CIC clients. I3_ATTR_RIGHT_AGENT_RULES
	Receive Voicemail	Allows callers to record voicemail messages for this user. If you have this right, callers are sent to voicemail when you are in a DND status (Gone Home, Out of the Office, or some other "not available" status) or when you do not answer your phone. If you do not have this right, callers are returned to the Interaction Attendant main menu. I3_ATTR_RIGHT_ALLOW_CALLER_VOICE_MAIL_RECORDING
	Response Management	Permits use of the Response Management feature in the client applications, allowing the user to respond to chats, e-mails, and callbacks using stored responses instead of having to type the same information repeatedly. **Note:** Both Interaction Connect and Interaction Desktop support Response Management. I3_ATTR_RIGHT_RESPONSE_MANAGEMENT
	Speed Dials	Allows user to create a Speed Dial page in the CIC clients. I3_ATTR_RIGHT_SPEED_DIALS
	Status Notes	Allows user to set Status Notes (supplemental information on a user's status). If a Supervisor user does not have this right, the "Status Notes" text box is hidden in the Change User Status dialog. I3_ATTR_RIGHT_STATUS_NOTES
	User-defined Telephone Number on Remote Login	Allow the remote user to enter a new number in the logon dialog box. I3_ATTR_RIGHT_ALLOW_TN_CHANGE_AT_LOGIN
	Workgroup Queue Statistics	Allow access to the Workgroup Statistics view in Interaction Connect and Interaction Desktop. I3_ATTR_RIGHT_VIEW_WORKGROUP_QUEUE_STATISTICS
	Workgroups/Profiles Tab	Allows user access to Workgroup and Profile tab in the CIC clients, from which interactions can be transferred to workgroups or Interaction Attendant inbound profiles. I3_ATTR_RIGHT_WORKGROUP_PROFILES_TAB
Handler Rights	Debug	Allow users to debug handlers published to the CIC Server. I3_ATTR_RIGHT_DEBUG_HANDLERS
	Manage	Allow users to add or remove handlers published to the CIC Server. I3_ATTR_RIGHT_MANAGE_HANDLERS
	Publish	Allow users to publish new or updated handlers on the CIC Server. I3_ATTR_RIGHT_PUBLISH_HANDLERS

Interaction Command Rights (Restricts which commands are visible in the Client)	Assistance	Determines if Assistance action is visible. I3_ATTR_SHOW_ACD_HELP_BUTTON
	Coach	Determines if Coach action is visible. I3_ATTR_SHOW_COACH_BUTTON
	Disconnect	Determines if Disconnect action is visible. I3_ATTR_SHOW_DISCONNECT_BUTTON
	Hold	Determines if Hold action is visible. I3_ATTR_SHOW_HOLD_BUTTON
	Join	Determines if Join action is visible. I3_ATTR_SHOW_JOIN_BUTTON
	Listen	Determines if Listen action is visible. I3_ATTR_SHOW_LISTEN_BUTTON
	Mute	Determines if Mute action is visible. I3_ATTR_SHOW_MUTE_BUTTON
	Park	Determines if Park action is visible. I3_ATTR_RIGHT_SHOW_PARK_BUTTON
	Pause	Determines if Pause action is visible. I3_ATTR_SHOW_PAUSE_BUTTON
	Pickup	Determines if Pickup action is visible. I3_ATTR_SHOW_PICKUP_BUTTON
	Private	Determines if Private action is visible. I3_ATTR_SHOW_PRIVATE_BUTTON
	Record	Determines if Record action is visible. I3_ATTR_SHOW_RECORD_BUTTON
	Secure Recording Pause	Determines if the Secure Record action is visible. With this security right, a user can use Secure Pause to avoid recording sensitive information, such as a Social Security number or credit card number, when connected to a call interaction. I3_ATTR_SHOW_SECURE_RECORDING_BUTTON
	Transfer	Determines if Transfer action is visible. I3_ATTR_SHOW_TRANSFER_BUTTON
	Voice Mail	Determines if Voicemail action is visible. I3_ATTR_SHOW_VOICE_MAIL_BUTTON
My Interaction Rights	Coach Interactions	Allows user to monitor interactions and coach someone by adding themselves to another agent's call on any user or station queue they have permission to monitor. I3_ATTR_RIGHT_COACH_INTERACTIONS
	Disconnect Interactions	Allows user to disconnect the current call. I3_ATTR_RIGHT_DISCONNECT_INTERACTIONS
	Join Interactions	Allows users who are Supervisors to join in on an interaction between other agents. I3_ATTR_RIGHT_JOIN_INTERACTIONS
	Listen in on Interactions	Allows users to listen to a caller leaving a message in their voicemail account, or to a conversation between two parties. I3_ATTR_RIGHT_LISTEN_IN
	Mute Interactions	Allows users to disable the mouthpiece on their telephones so that the other party or parties cannot hear what is being said. I3_ATTR_RIGHT_MUTE_INTERACTIONS
	Park Interactions	Allows user to park an interaction on another queue. I3_ATTR_RIGHT_PARK_INTERACTIONS
	Pause Interactions	Allows users to control a recording session by stopping the session. I3_ATTR_RIGHT_PAUSE_INTERACTIONS
	Pickup Interactions	Allows user to pick up interactions on a user queue. The user can answer the current call, or take the current call off hold. I3_ATTR_RIGHT_PICKUP_INTERACTIONS

	Private Interactions	Access to have private interactions. `I3_ATTR_RIGHT_PRIVATE`
	Put Interactions on Hold	Allows users to place the selected call on hold. `I3_ATTR_RIGHT_HOLD_INTERACTIONS`
	Record Interactions	Allows user to record the currently selected call. `I3_ATTR_RIGHT_RECORD`
	Request Assistance from Supervisors	Allows Users who are members of a Distribution Queue to request assistance from a supervisor. `I3_ATTR_RIGHT_ACD_HELP_INTERACTIONS`
	Secure Recording Pause Interactions	Allows user to perform a secure recording of the currently selected call. `I3_ATTR_RIGHT_SECURE_RECORDING_PAUSE_INTERACTIONS`
	Transfer Interactions	Allows users to open the Transfer window where they can select a transfer recipient and the type of transfer operation they want to perform. `I3_ATTR_RIGHT_TRANSFER_INTERACTIONS`
	Transfer Interactions to Voice Mail	Allows users to transfer a call to their voicemail account. `I3_ATTR_RIGHT_VOICEMAIL_INTERACTIONS`
Remote Access Rights	E-mail access via TUI	Allow the user to participate in e-mail interactions through the Telephone User Interface (TUI). `I3_ATTR_ALLOW_EMAIL_MSGTYPE`
	Fax access via TUI	Allow the user to participate in fax interactions through the Telephone User Interface (TUI). `I3_ATTR_ALLOW_FAX_MSGTYPE`
	Mobile Office User	Allow the user access to the Mobile Office feature. `I3_ATTR_USER_MOBILE_OFFICE`
	Outlook TUI User (Requires Mobile Office User)	User access to Microsoft Outlook through the Telephone User Interface (TUI). `I3_ATTR_USER_OUTLOOK_TUI`
	Voice Mail access via TUI	Allow the user to participate in voicemail interactions through the Telephone User Interface (TUI). `I3_ATTR_ALLOW_VM_MSGTYPE`
User Rights	Alert programming	This right controls whether or not the user can add, edit and remove alerts. When this right is assigned, context menus over statistic-based values in Supervisor provide the ability to add, edit and remove alerts. Without this right, the user can only view alerts. `I3_ATTR_RIGHT_ALLOW_ALERT_PROGRAMMING`
	Directory Administrator	Rights to edit public directories that were created by another user. `I3_ATTR_RIGHT_DIRECTORY_ADMIN`
	Follow Me	Allow users to call-forward multiple numbers, long distance numbers, and international numbers. `I3_ATTR_RIGHT_FOLLOW_ME`
	Intercom Chat	Allow the user to have intercom chats between other users on the same CIC server. `I3_ATTR_RIGHT_ALLOW_INTERCOM_CHAT`
	IP Phone Provisioning Administrator	Rights to provision IP phones in the Managed IP Phones container. `I3_ATTR_RIGHT_IP_PHONE_PROVISIONING_ADMIN`
	Remote Control	Allow the user to remotely run applications and utilities that are Notifier clients, for example, CIC System Manager and Switchover Control Panel. `I3_ATTR_RIGHT_REMOTE_CONTROL`

	Require Forced Authorization Code	Select this option so the station phone that the user is logged into will not allow toll numbers to be dialed without an authorization code. `I3_ATTR_REQUIRE_FORCED_AUTHORIZATION_CODE`
	TIFF faxes	Right to use TIFF (Tag Image File Format) for faxes. `I3_ATTR_OPTION_FAX_USE_TIFF`
	Trace Configuration	Allow the user to configure tracing using CIC System Manager or CIC Trace utility. `I3_ATTR_RIGHT_TRACE_CONFIG`
	Video	Reserved for future use. `I3_ATTR_RIGHT_ALLOW_VIDEO`
	View Interaction Details	Grants right to use the Interaction Details view in the Interaction Tracker category. This view allows an Interaction Supervisor user to search for an interaction and examine its details. `I3_ATTR_RIGHT_VIEW_INTERACTION_DETAILS`

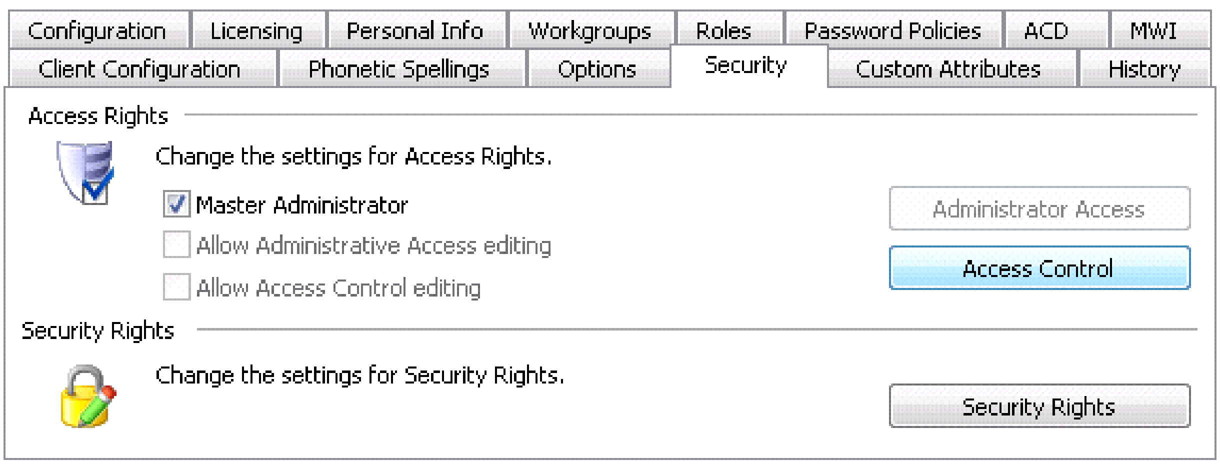
4. Click **Close** to dismiss the **Security Rights** dialog.
5. Click **Apply** to save changes to the configuration.
6. Click **OK** to dismiss the configuration dialog.

CIC Access Control Rights

Access Control Rights (ACLs) manage access to objects (queues, users, etc.) and determine whether the user can view or modify those objects.

> **Note:**
>
> Rights that apply to Interaction Supervisor users are marked with a star ( )

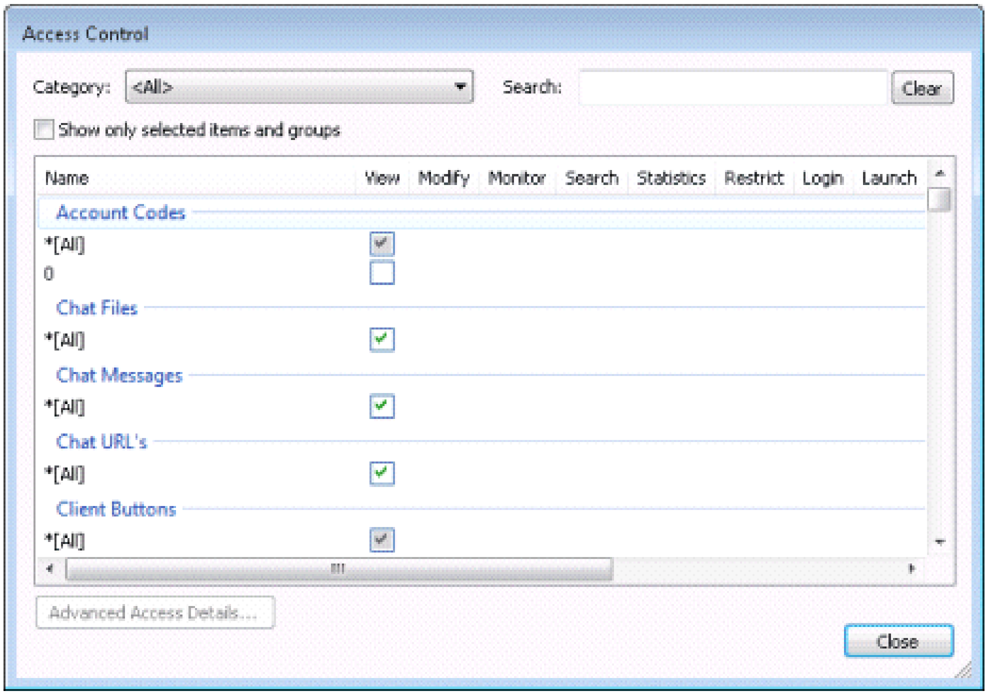
1. In Interaction Administrator, ACL rights are assigned from the **Security tab** of a configuration record, after clicking the **Access Control** button.



2. The **Access Control** dialog appears. ACL rights can be viewed across the following categories:

Application	People	System
Attendant Profiles	Queues	User
Interaction Conference	Server	
Interaction Process Automation	Station Logon	

3. Categories are subdivided into groups of related settings. By default, **<All>** categories is selected to display access control rights in all categories. You can optionally locate rights by typing in the Search box.



4. After referring to the table below, check each access control right you wish to assign. Rights that can be assigned to Interaction Supervisor users are marked with a star ( ).

Application		
Group	**Name**	**Description**
Feedback Surveys	View column	View only access to Feedback Surveys. `I3_ATTR_RIGHT_VIEW_CSSURVEY_LIST`
	Modify column	Modify access to Feedback Surveys. `I3_ATTR_RIGHT_MODIFY_CSSURVEY_LIST`
Optimizer Scheduling Units	View column	View only access to Interaction Optimizer Scheduling Units. Required to allow selection of scheduling units when Real Time Adherence view is added. `I3_ATTR_RIGHT_VIEW_SCHEDULING_UNIT_LIST`
Recorder Questionnaires	View column	This right grants view-only access to Interaction Recorder Questionnaires. In Interaction Recorder, questionnaires are gathered under "Questionnaire Directories", and rights are associated with Questionnaire Directories. A user can see any questionnaire and score any published questionnaire in Questionnaire Directories that the user has the View right for. With this right the user can modify unpublished questionnaires and delete un-scored questionnaires in the Questionnaire Directories they have the Modify right for (see Modify right below). `I3_ATTR_RIGHT_VIEW_IR_QUESTIONNAIRES_LIST`
	Modify column	Allows user to modify recorder questionnaires, as well as delete them. If a questionnaire has been published, however, it cannot be modified, only deleted; and if there are scorecards against a published questionnaire, it can't be deleted either. `I3_ATTR_ADMIN_RIGHT_IR_QUESTIONNAIRES_LIST`
View/Modify Interaction Optimizer	View column	This right affects all Interaction Optimizer functionality in IC Business Manager, by toggling edit access on or off. It should be assigned to administrators who generate Optimizer schedules. In order for users to have access to Interaction Optimizer module functionality in IC Business Manager, the new "View/Modify Interaction Optimizer: [*All] access control category must be assigned in Interaction Administrator. This right is not required to use the Real Time Adherence view. `I3_ATTR_RIGHT_OPTIMIZER_VIEW_MODIFY_ALL`
Attendant Profiles		
Group	**Name**	**Description**

Applicable to All Attendant Profile Types	View column	View only access to Attendant Configurations. I3_ATTR_RIGHT_IAT_VIEW_CFG
	Modify column	Modify access to Attendant Configurations. I3_ATTR_RIGHT_IAT_MODIFY_CFG
E-mail Profiles	Search column	Determines which Interaction Attendant e-mail profiles the user can see in Transfer dialog's "Transfer To" search. I3_ATTR_RIGHT_VIEW_ATTENDANT_EMAIL_PROFILES_IN_SEARCH
Inbound Profiles	Search column	Determines which Interaction Attendant inbound profiles the user can see in Transfer dialog's "Transfer To" search. I3_ATTR_RIGHT_VIEW_ATTENDANT_IN_PROFILES_IN_SEARCH
Operator Profiles	Search column	Determines which Interaction Attendant operator profiles the user can see in Transfer dialog's "Transfer To" search. I3_ATTR_RIGHT_VIEW_ATTENDANT_OPERATOR_PROFILES_IN_SEARCH
Outbound Profiles	Search column	Determines which Interaction Attendant outbound profiles the user can see in Transfer dialog's "Transfer To" search. I3_ATTR_RIGHT_VIEW_ATTENDANT_OUT_PROFILES_IN_SEARCH
Interaction Conference		
Group	**Name**	**Description**
Conference Rooms	Restrict column	Conference rooms (defined telephone phone numbers/stations for use in Interaction Conference) can be restricted. By default, everyone who has access to Interaction Conference can use every room defined in the system. This right allows an administrator to prevent certain users from using certain rooms for creating conferences. Restricted users can still call into the room if they have a pin but they can't make conferences that use it. I3_ATTR_RIGHT_INTERACTION_CONFERENCE_RESTRICT_ROOMS
Interaction Process Automation		
Group	**Name**	**Description**
Processes	View column	Search for and view any IPA process. I3_ATTR_RIGHT_IPA_VIEW_PROCESS_LIST
	Manage column	Search for, manage, cancel, and retry IPA processes. I3_ATTR_RIGHT_IPA_MANAGE_PROCESS_LIST
	Launch column	Search for and launch user's own IPA processes. I3_ATTR_RIGHT_IPA_LAUNCHABLE_PROCESS_LIST
People		
Group	**Name**	**Description**
Account Codes	View column	View only access to individual Account Codes. I3_ATTR_RIGHT_ACCT_CODES_LIST
Client Buttons	Client buttons View column	View only access to Client Button. I3_ATTR_RIGHT_CLIENT_BUTTONS_LIST
	Copy Logs View column	This is a custom button that shows up in the Client Buttons list for which you can grant view access to.

	Set Client Side Trace Level	View column	This is a custom button that shows up in the Client Buttons list for which you can grant view access to.
Directory Status Columns	View column		Allow user to view selected Status Columns (Activated, Forward Number, Logged In, Notes, On Phone, Status, Status Summary, Time in Status, Until, etc.) `I3_ATTR_RIGHT_VIEW_STATUS_COLUMNS`
Queue Columns	View column		Queue Columns are columns that appear in views that display information about lines or queues. Checking the name of a queue column grants the right for the selected column to appear in views. These are all of the default queue columns that are available on a new install. `I3_ATTR_RIGHT_VIEW_QUEUE_CONTROL_COLUMNS`
Skills	View column		Grants the user, workgroup, or role the ability to search for skills. `I3_ATTR_RIGHT_VIEW_SKILL_LIST`
Workgroups	View column		Check View box at intersection with workgroup name to allow selection of the workgroup when a view is added. `I3_ATTR_USER_WORKGROUPS`
	Statistics column		Check Statistics box at intersection with workgroup name to allow statistic selection when a view is added. `I3_ATTR_RIGHT_VIEW_INDIVIDUAL_STATS`

Queue

> **Note:**
> When a line, station, user, or workgroup queue is selected, the Advanced Access Details button is enabled, allowing you to set the user's queue monitoring and modification rights.

Group	Name	Description

Line Queues	Modify column	Assigns a grouping of advanced access details.
		By checking the intersection of the Modify column and a line queue, **Pickup**, **Transfer**, and **Disconnect** rights are assigned, as if you had individually assigned these rights using the Access Control Dialog, using the procedure in Set queue access rights using the Access Control Details dialog. This checkbox grants all three at once.
		`I3_ATTR_RIGHT_PICKUP_LINE_QUEUE`
		`I3_ATTR_RIGHT_TRANSFER_LINE_QUEUE`
		`I3_ATTR_RIGHT_DISCONNECT_LINE_QUEUE`

	Monitor column	Assigns a grouping of advanced access details.
		By checking the intersection of the Monitor column and a line queue, **Coach, Join, Listen**, and **Record** rights are assigned, as if you had individually assigned these rights using the Access Control Dialog, using the procedure in Set queue access rights using the Access Control Details dialog. The Monitor checkbox grants all four at once.
		`I3_ATTR_RIGHT_RECORD_LINE_QUEUE`
		`I3_ATTR_RIGHT_LISTEN_LINE_QUEUE`
		`I3_ATTR_RIGHT_JOIN_LINE_QUEUE`
		`I3_ATTR_RIGHT_COACH_LINE_QUEUE`

	View column	View access to line queue. `I3_ATTR_RIGHT_VIEW_LINE_QUEUE_LIST`

Station Queues	Modify column	Assigns a grouping of advanced access details.
		By checking the intersection of the Modify column and a station queue, **Pickup**, **Transfer**, and **Disconnect** rights are assigned, as if you had individually assigned these rights using the Access Control Dialog, using the procedure in Set queue access rights using the Access Control Details dialog. This checkbox grants three all at once.
		`I3_ATTR_RIGHT_PICKUP_STATION_QUEUE`
		`I3_ATTR_RIGHT_TRANSFER_STATION_QUEUE`
		`I3_ATTR_RIGHT_DISCONNECT_STATION_QUEUE`

	Monitor column	Assigns a grouping of advanced access details.
		By checking the intersection of the Monitor column and a station queue, **Coach, Join, Listen**, and **Record** rights are assigned, as if you had individually assigned these rights using the Access Control Dialog, using the procedure in Set queue access rights using the Access Control Details dialog. The Monitor checkbox grants all four at once.
		`I3_ATTR_RIGHT_RECORD_STATION_QUEUE`
		`I3_ATTR_RIGHT_LISTEN_STATION_QUEUE`
		`I3_ATTR_RIGHT_JOIN_STATION_QUEUE`
		`I3_ATTR_RIGHT_COACH_STATION_QUEUE`

	View column	Which station queues a Supervisor user can view. `I3_ATTR_RIGHT_VIEW_STATION_QUEUE_LIST`

User Queues	Modify column	Assigns a grouping of advanced access details.
		By checking the intersection of the Modify column and a user queue, **Pickup**, **Transfer**, **Disconnect**, **Mute**, and **Hold** rights are assigned, as if you had individually assigned these rights using the Access Control Dialog, using the procedure in Set queue access rights using the Access Control Details dialog. This checkbox grants all five rights at once.
		`I3_ATTR_RIGHT_PICKUP_USER_QUEUE`
		`I3_ATTR_RIGHT_TRANSFER_USER_QUEUE`
		`I3_ATTR_RIGHT_DISCONNECT_USER_QUEUE`
		`I3_ATTR_RIGHT_MUTE_USER_QUEUE`
		`I3_ATTR_RIGHT_HOLD_USER_QUEUE`

	Monitor column	Assigns a grouping of advanced access details.
		By checking the intersection of the Monitor column and a user queue, **Coach, Join, Listen**, and **Record** rights are assigned, as if you had individually assigned these rights using the Access Control Dialog, using the procedure in Set queue access rights using the Access Control Details dialog. The Monitor checkbox grants all four at once.
		`I3_ATTR_RIGHT_COACH_USER_QUEUE`
		`I3_ATTR_RIGHT_JOIN_USER_QUEUE`
		`I3_ATTR_RIGHT_LISTEN_USER_QUEUE`
		`I3_ATTR_RIGHT_RECORD_USER_QUEUE`

	View column	Which user queues a Supervisor user can view. `I3_ATTR_RIGHT_VIEW_USER_QUEUE_LIST`
	Statistics column	View access to user queue statistics. `I3_ATTR_RIGHT_VIEW_INDIVIDUAL_STATS`

Workgroup Queues	Modify column	Assigns a grouping of advanced access details.
		By checking the intersection of the Modify column and a workgroup queue, **Pickup**, **Transfer**, and **Disconnect**, **Activate Self**, and **Activate Others** rights are assigned, as if you had individually assigned these rights using the Access Control Dialog, using the procedure in Set queue access rights using the **Access Control Details** dialog. This checkbox grants three five at once.
		`I3_ATTR_RIGHT_PICKUP_WORKGROUP_QUEUE`
		`I3_ATTR_RIGHT_TRANSFER_WORKGROUP_QUEUE`
		`I3_ATTR_RIGHT_DISCONNECT_WORKGROUP_QUEUE`
		`I3_ATTR_RIGHT_ACTIVATE_SELF`
		`I3_ATTR_RIGHT_ACTIVATE_OTHERS`

	Monitor column	Assigns a grouping of advanced access details.
		By checking the intersection of the Monitor column and a workgroup queue, **Coach, Join, Listen**, and **Record** rights are assigned, as if you had individually assigned these rights using the Access Control Dialog, using the procedure in Set queue access rights using the Access Control Details dialog. The Monitor checkbox grants all four at once.
		`I3_ATTR_RIGHT_RECORD_WORKGROUP_QUEUE`
		`I3_ATTR_RIGHT_LISTEN_WORKGROUP_QUEUE`
		`I3_ATTR_RIGHT_JOIN_WORKGROUP_QUEUE`
		`I3_ATTR_RIGHT_COACH_WORKGROUP_QUEUE`

	View column	View access to Workgroup queue. `I3_ATTR_RIGHT_VIEW_WORKGROUP_QUEUE_LIST`
	Search column	Access to view a Workgroup Queue in a search. `I3_ATTR_RIGHT_VIEW_IN_SEARCH_WORKGROUP_QUEUE`
Server		
Group	**Name**	**Description**
Station Groups	View column	View only access to Station Groups. `I3_ATTR_RIGHT_VIEW_STATION_GROUPS`
	Search column	Access to which stations a user can see in Transfer dialog's "Transfer To" search. `I3_ATTR_RIGHT_VIEW_IN_SEARCH_STATION_QUEUE`
Station Logon		
Group	**Name**	**Description**
Stations	View column	Access to which stations a user can logon to. `I3_ATTR_RIGHT_LOGIN_STATION`
System		
Group	**Name**	**Description**
Chat Files	View column	View only access to Interaction Files. `I3_ATTR_OPTION_CHAT_FILES`
Chat Messages	View column	View only access to Interaction Messages. `I3_ATTR_OPTION_CHAT_MESSAGES`
Chat URL's	View column	View only access to Interaction URLs. `I3_ATTR_OPTION_CHAT_URLS`

General Directories	View column	View only access to General Directories (I3TextRwp, I3Tracker Private Reverse Whitepaper, I3Tracker Public Reverse Whitepaper, CIC Private Contacts, CIC Public Contacts, etc.) `I3_ATTR_RIGHT_VIEW_GENERAL_DIRECTORIES`
Interaction Reporter Reports	View column	View only access to Interaction Reporter Reports (Fax Detail, Fax summary, Line Detail, Line Group Detail, etc.) To print using the Interaction Details dialog, the "Interaction Detail" box much be checked. `I3_ATTR_RIGHT_VIEW_HISTORICAL_REPORTS`
Layouts	View Column	View only access to list of layouts.
Misc Items	Proxy Logins	Checking the Proxy Logins right allows a user to log in on behalf of other CIC users. `I3_ATTR_RIGHT_MISC`
Phone Number - Classifications	View column	View only access to Phone Number-Classifications. `I3_ATTR_RIGHT_CLASSIFICATION_LIST`
Plugins	List of Plugins	View only access to Plugins chosen for this ACL. `I3_ATTR_RIGHT_PLUGINS_LIST`
Response Management	View column	View only access to Response Management. `I3_ATTR_RIGHT_RESPONSE_MANAGEMENT_LIST`
Status Messages	View column	View only access to Status Messages. `I3_ATTR_RIGHT_STATUS_MESSAGE_LIST`
e-FAQ's	View column	View only access to e-FAQ's. `I3_ATTR_RIGHT_EFAQS_LIST`
User		
Group	**Name**	**Description**
Users	View History column	View access to user interaction history. `I3_ATTR_RIGHT_VIEW_USER_INTERACTION_HISTORY`
	Change Status column	Access to change a user's status. `I3_ATTR_RIGHT_CHANGE_USER_STATUS`

5. Click **Close** to dismiss the **Access Control** dialog.
6. Click **Apply** to save changes to the configuration.
7. Click **OK** to dismiss the configuration dialog.

Related Topics

Set queue access rights using the Access Control Details dialog

Set queue access rights using the Access Control Details dialog

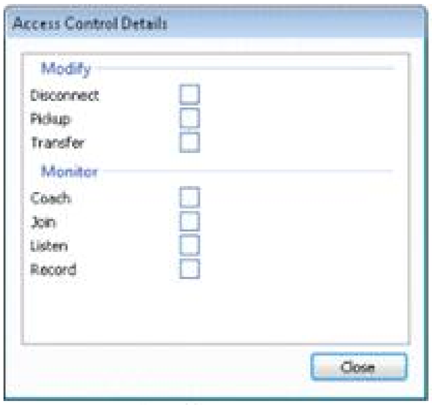
This topic explains how to assign granular access control rights to queues. When a line, station, user, or workgroup queue is selected, the **Advanced Access Details** button is enabled. Click it to open the **Advanced Access Details dialog** to set the user's queue monitoring and queue modification rights. These rights differ depending upon the type of queue selected.

	Any Queue Access right listed in this topic can be assigned to an Interaction Supervisor user.

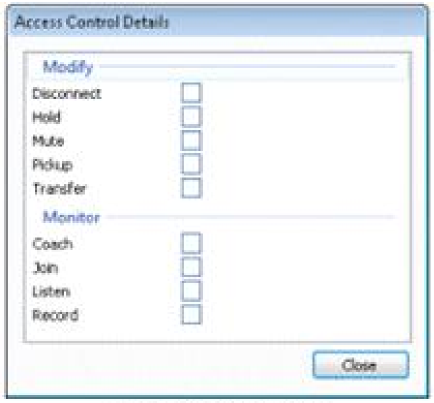
To set monitoring and modification rights for a queue:

1. In Interaction Administrator, ACL rights are assigned from the **Security tab** of a configuration record, after clicking the **Access Control** button.
2. Select **Queue Access Rights** from the **Category** drop list.

3. Select a queue by name, or select *[All] to affect all queues of the type (user, station, workgroup, or line).
4. Click **Advanced Access Details**. The **Access Control Details dialog** appears. The options on this dialog differ depending upon the type of queue selected. The table below summarizes options for each type of queue.



Line Queue



User or Station Queue

Workgroup Queue

Queue Type	Queue Modification Rights	Queue Monitoring Rights
User Queue	**Disconnect**—permits user to disconnect calls on user queue. I3_ATTR_RIGHT_DISCONNECT_USER_QUEUE **Hold**—grants access to hold interactions on a user queue. I3_ATTR_RIGHT_HOLD_USER_QUEUE **Mute**—grants access to mute interactions on a user queue. I3_ATTR_RIGHT_MUTE_USER_QUEUE **Pickup**—grants access to pickup interactions on a user queue. I3_ATTR_RIGHT_PICKUP_USER_QUEUE **Transfer**—permits user to transfer to a user queue. I3_ATTR_RIGHT_TRANSFER_USER_QUEUE	**Coach**—access to coach on a user queue. I3_ATTR_RIGHT_COACH_USER_QUEUE **Join**—access to join on a user queue. I3_ATTR_RIGHT_JOIN_USER_QUEUE **Listen**—access to listen on a user queue. I3_ATTR_RIGHT_LISTEN_USER_QUEUE **Record**—permits recording of interactions on a user queue. I3_ATTR_RIGHT_RECORD_USER_QUEUE
Station Queue	**Disconnect**—permits user to disconnect calls on station queue. I3_ATTR_RIGHT_DISCONNECT_STATION_QUEUE **Hold**—grants access to hold interactions on a station queue. I3_ATTR_HOLD_STATION_QUEUE **Mute—**grants access to mute interactions on a user queue. I3_ATTR_RIGHT_MUTE_USER_QUEUE **Pickup—**access to pickup interactions on a Station queue. I3_ATTR_RIGHT_PICKUP_STATION_QUEUE **Transfer—**access to transfer to a Station queue. I3_ATTR_RIGHT_TRANSFER_STATION_QUEUE	**Coach**—access to coach on a Station queue. I3_ATTR_RIGHT_COACH_STATION_QUEUE **Join**—access to join on a Station queue. I3_ATTR_RIGHT_JOIN_STATION_QUEUE **Listen**—access to listen on a Station queue. I3_ATTR_RIGHT_LISTEN_STATION_QUEUE **Record**—access to record on a Station queue. I3_ATTR_RIGHT_RECORD_STATION_QUEUE
Workgroup Queue	**Activate Others**—Access to activate a user on any Distribution Queue that they are a member of. I3_ATTR_RIGHT_ACTIVATE_USER **Activate Self**—Access to activate self on a workgroup queue. I3_ATTR_RIGHT_ACTIVATE_SELF **Disconnect**—Access to disconnect on a Workgroup queue. I3_ATTR_RIGHT_DISCONNECT_WORKGROUP_QUEUE **Pickup**—Access to pickup on a Workgroup queue. I3_ATTR_RIGHT_PICKUP_WORKGROUP_QUEUE **Transfer**—Access to transfer to a Workgroup queue. I3_ATTR_RIGHT_TRANSFER_WORKGROUP_QUEUE	**Coach**—Access to coach on a Workgroup queue. I3_ATTR_RIGHT_COACH_WORKGROUP_QUEUE **Join**—Access to join on a Workgroup queue. I3_ATTR_RIGHT_JOIN_WORKGROUP_QUEUE **Listen**—Access to listen on a Workgroup queue. I3_ATTR_RIGHT_LISTEN_WORKGROUP_QUEUE **Record**—Access to record on a Workgroup queue. I3_ATTR_RIGHT_RECORD_WORKGROUP_QUEUE
Line Queue	**Disconnect**—access to disconnect on a line queue. I3_ATTR_RIGHT_DISCONNECT_LINE_QUEUE **Pickup**—access to pickup on a line queue. I3_ATTR_RIGHT_PICKUP_LINE_QUEUE **Transfer**—access to transfer to a line queue. I3_ATTR_RIGHT_TRANSFER_LINE_QUEUE	**Coach**—access to coach on a line queue. I3_ATTR_RIGHT_COACH_LINE_QUEUE **Join**—access to join on a line queue. I3_ATTR_RIGHT_JOIN_LINE_QUEUE **Listen**—access to listen on a line queue. I3_ATTR_RIGHT_LISTEN_LINE_QUEUE **Record**—access to record on a line queue. I3_ATTR_RIGHT_RECORD_LINE_QUEUE

5. Check boxes for rights you wish to assign. Then click **Close**.

Related Topics

[CIC Access Control Rights]

Miscellaneous topics

Penetration Rate Report Data

Feature Overview

Customers can develop penetration rate reports to show the number of contacts that were contacted (the numerator) contrasted with a number of records in a contact list (the denominator). The penetration rate calculation is simple but input criteria must be carefully considered.

For instance, there are several ways to define what a "penetrated" contact is. This could mean one of a contact's phone numbers had been dialed, the contact was reached, and Dialer obtained a final disposition (Success or Failure) or the call was dispositioned with a given wrap up code or category or a set of them. That's for the numerator. Likewise, the denominator might be more complicated than the number of contacts. Some customers may desire to use the number of entries in a given contact column, the number or *unique* entries in a given contact column, or even a range of values in an arbitrary contact list column.

Requirements

It is necessary to uniquely identify each contact list upload to group contacts that were uploaded together. This establishes a correspondence between the state of a contact list at a certain point in time and call completion data. This identifier, called **UploadId** hereafter, is a sequential number stored in the contact list. A new UploadId is created each time new contact columns are assigned to a contact list. Each contact in a contact list is assigned an UploadId. Contact lists are scanned regularly to ensure that all contacts have an UploadID. This covers contacts that were added manually or by priority dialing; the Just In Time (JIT) stored procedure.

The **denominator** can be:

- The number of contacts in a contact list table.
- The number of non-null, non-empty phone numbers in a given contact column of a contact list table.
- The number of non-null, non-empty and unique phone numbers in a given contact column of a contact list table.
- Ranges of values in an arbitrary column of the contact list, combined with any of the above (to be implemented in a future SU)

The **numerator** can be the number of contacts that:

- Had been dialed
- Had been dialed by a given campaign or set of campaigns
- Had been dialed by a given site or set of sites
- Had been dialed and calls were completed with a given set of wrap up categories
- Had been dialed and calls were completed with a given set of wrap up category/code pairs
- Any combination of the above

Example Reports

The example below uses "pseudo-SQL" to illustrate a simple report that calculates penetration rate by comparing the number of dialed contacts to all contacts:

```
SELECT count(1) FROM numerator WHERE UploadId = @N / SELECT NumItems FROM I3PenetrationData WHERE
UploadId = @N AND PenetrationType = 'Contacts'
```

Another report might compare the number of successes to all contacts:

```
SELECT count(1) FROM numerator WHERE UploadId = @N AND WrapUpCategory = 'Success' / SELECT
NumItems FROM I3PenetrationData WHERE UploadId = @N AND PenetrationType = 'Contacts'
```

A more complicated report could be created for an administrator who wants to know how many unique contact home phone numbers had penetrated with wrap up categories 'Success' or 'Failure' assuming that the column name of the home phone number is 'PHONENUMBER':

```
SELECT count(1) FROM numerator WHERE UploadId = @N AND WrapUpCategory IN ('Success', 'Failure')
AND PhoneNumberColumn = 'PHONENUMBER' /
```

```
SELECT NumItems FROM I3PenetrationData WHERE UploadId = @N AND PenetrationType = 'Unique Phone
Number' AND PenetreationSubType = 'PHONENUMBER'
```

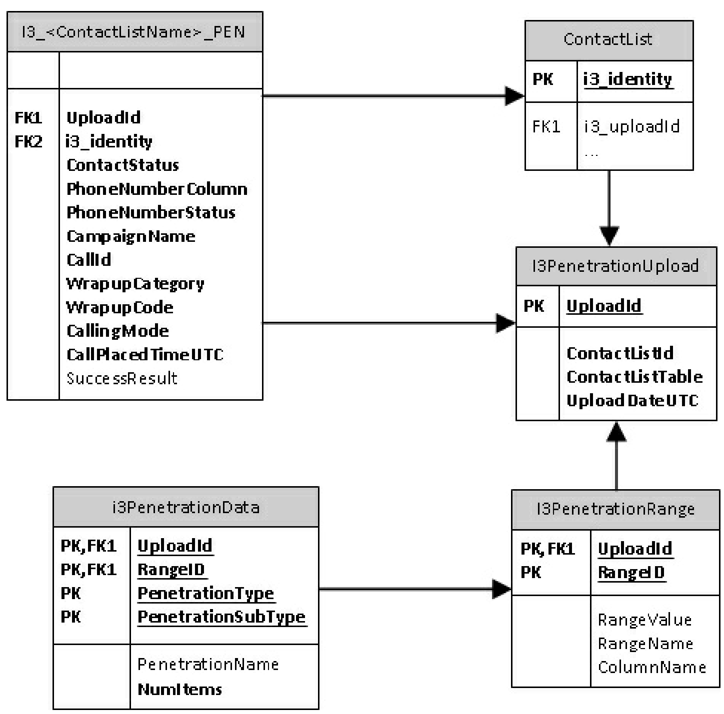
Upload Identifier (UploadId)

The upload identifier (UploadId) is a sequential number created every time a new contact list is uploaded or contacts are added to an existing contact list using the **Import Contact List** wizard. Upload ID is then assigned to the new contacts. This assignment is performed using a column named "i3_upload_id" in the contact list. In parallel, a new row is added in the Upload table. Whenever a new contact column is added using the contact list configuration, it is associated with all existing upload IDs associated with the current table name/contact list ID pair. The numerator and the denominator data must reside in the same DBMS. See Penetration Rate Tables ERD.

DialerTranServer is responsible for storing call results and for managing penetration data tables using the same database connection as the one used for the contact list. The call results are stored in a new table called `I3_<ContactList>_PEN`. This table resides in the same database as the contact list. It contains a subset of the current CallHistory table. A new row is added in this table for every call completion. This makes it possible to base reports on actual observation or experimental data.

Penetration Rate Tables ERD

The Entity Relationship Diagram (ERD) below shows all tables involved with penetration rate and their relationship.



Legend:

PK = Primary Key

FK = Foreign Key

Bold = Character Fields. Required columns cannot be NULL.

Penetration Rate Table	Description
Contact List table	The contact list is listed to show its relationship with the other tables and the existence of the new column named `i3_upload_id`. Most contact list columns are not shown for brevity sake.
`I3_<ContactList>_PEN table`	This is the numerator. It contains one row for each completed call of the corresponding contact list table.
I3PenetrationUpload table	An integer value in this table is incremented every time a new row is added in this table. That occurs when contacts added to a contact list.
I3PenetrationRange table	This table is reserved for future use.
I3PenetrationData table	This table contains the actual penetration data, specifically two rows per contact column (one for all values and one for unique values) plus one row per contact list to account for all contacts. The fields are:

To ensure the integrity of penetration data, Dialer polls Contact list tables every 5 minutes. If any Upload IDs are null, new Upload IDs are created and assigned to those contacts. This helps ensure that priority calls have Upload IDs.

Change log

Date	Changes
11-November-2011	**Interaction Center 4.0 GA** The Win32 edition of Interaction Supervisor has reached the end of its product lifecycle, and is no longer supported in IC 4.0. It is replaced by a new Interaction Supervisor that was completely rewritten to run inside IC Business Manager. In a nutshell, the major changes are: Interaction Supervisor takes advantage of multiple workspaces in IC Business Manager, to mix Supervisor views in one application with Interaction Recorder, Interaction Feedback, Interaction Optimizer, and other modules. Interaction Supervisor's user interface was modernized, and important new features were added. A new **License Statistics** view indicates how many concurrent licenses are in use, so that administrators can be alerted when license availability drops below user-defined thresholds. Other views have been enhanced to filter by interaction type, or to drill down selected statistics. *Assistance Response* features allow Supervisor users to chat with an agent while listening to a call. **Interaction Analyzer** columns in queue controls display keywords spotted in real-time along with call scores for the agent and customer, so that the Supervisor user better knows when to listen, coach, or record questionable calls. APIs were added for statistics, alerts, and other supervisory features, making it easier for IC subsystems to provide real-time statistics and alert notifications. Alerts can be shared among multiple users. Support for Session Manager was added, so that supervisor users can view session counts for IC applications. Supervisor uses less bandwidth than before. It is more scalable, since it makes effective use of IceLib and Session Manager. For example, there is no increased load when multiple users subscribe to the same alert. Interaction Supervisor was completely rewritten in .NET. The IC Business Manager framework offers many advantages to Supervisor users. Users can, for example, create a custom workspace that displays Supervisor views alongside data from other IC Business Manager applications. Interaction Supervisor inherits all features of the framework, including its consistent user interface, advanced window docking, and common controls. The notion of mixing Supervisor views is so inherent and useful; Interaction Supervisor doesn't have its own application icon in IC Business Manager. User's don't "switch" to Supervisor. They simply add Supervisor views to the workspace they are in, mixing views any way they like. Views are added by choosing **New** > **View** from the **File** menu—see Manage Views for details. The availability of views is controlled by IC server license and assignment of user rights. When a user logs in to IC Business Manager, it loads all views for which that user has rights. Users see only those views that they are authorized to use. Within views, other restrictions can apply. A user can be permitted to view a subset of workgroups, for example. The visual controls that display information in Interaction Supervisor were enhanced to put more information in each view, and to ease configuration of alerts. For example, a new statistic control displays metrics and alerts together. Alert icons appear next to statistic values, even in graph views. Statistics are grouped in expandable panels (called expanders) that allow sections of a view to be hidden or displayed at will. Queue controls were rewritten to make selection of parameters easier. The result is an overall user interface that is more powerful, more elegant, and consistent in all respects. In this edition of Interaction Supervisor, interaction counts for Queue Statistics always include all interaction types, regardless of the filter selection. Counts apply to all connected interactions, except alerting interactions, disconnected interactions, and SIP Connection calls. Interaction Supervisor's online help was rewritten to document all views in a single help file. The organization of help topics mirrors the categorization of views in Interaction Supervisor. This makes the help more intuitive to use than before. You can look up the description of each statistic directly in Supervisor, and display it in a pop-up, by holding the mouse pointer over a statistic. It is no longer necessary to open help files to view this information. Help text is built-in for every metric. Additionally, descriptions are summarized in the online help and printable

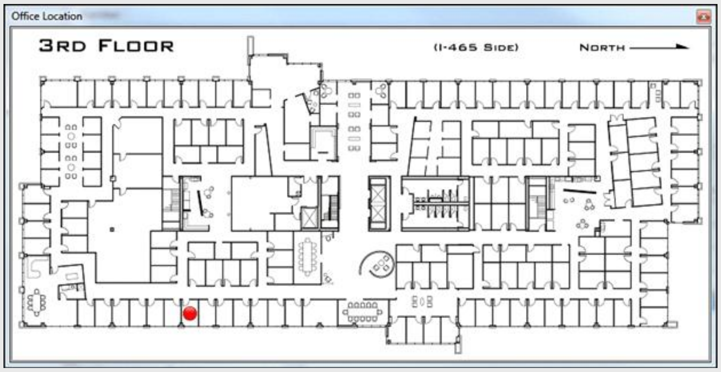
	PDF version of the help, for persons who want to read a categorized explanation of statistics without interacting with the application. A Help menu in IC Business Manager offers user assistance for every application module, including help for Interaction Supervisor. You can open help for any application that runs in IC Business Manager, such as Interaction Optimizer, Interaction Feedback, Interaction Recorder, Process Monitor, and Interaction Reporter, for example. New help selections will appear in this menu as future applications are added to IC Business Manager. Interaction Supervisor in IC 4.0 is a careful, deliberate redesign of the original Win32 application. Supervisor retains its former functionality, recast with new features that optimize performance, scalability, and ease of use. The enhancements are too extensive to list individually in this topic, but they are addressed throughout the online help. Persons familiar with the Win32 edition of Supervisor will be productive immediately with this version. Persons using Supervisor for the first time will master its many features with a minimal learning curve, particularly if they have used other IC Business Manager applications in the past.
18-April-2012	**Interaction Center 4.0 SU1** 1. A **Details** column was added to queue views to display context-specific information based on the interaction type. For example, a call interaction might display **To: Interactive Intelligence**. This column displays context-specific information based on the interaction type. For calls, it shows the Remote Address (phone number). For callbacks, it shows the subject of the callback. For emails, it shows the email subject. For chats, it shows the name of the user who last typed, and the text they entered. (IC-69807, IC-70036, IC-83793). 2. Added two email columns to Supervisor queue views: **Importance** and **Attachments**. The importance column shows an icon indicating whether an email is high or low importance, and is blank for **normal** importance. The Attachments column shows an icon indicating that an attachment exists on an email interaction, or blank if no attachments exist (IC-83800). 3. Added a Chat Response Time column to queue views. This column shows a counter that shows how much time has elapsed since the last time the chat had text entered into it by anybody involved in the chat. See Queue Columns (IC-83796).
06-September-2012	**Interaction Center 4.0 SU 2** 1. Resolved an issue that could cause IC Business Manager to crash if a user had a Workgroup Details, System Queue or a Workgroup/Agent view opened in Supervisor, then closed IC Business Manager and removed all rights to the Supervisor account, IC Business Manager could crash while reloading and trying to restart the watch on those workgroups (IC-98919). 2. Users can now disconnect multiple calls at once. To use this feature, select calls in a workgroup queue. Right-click to display a context menu. Then select the **Disconnect** command. In previous releases only the first selected call was disconnected (IC-85306). 3. Fixed a bug that prevented generic object interactions from appearing in Interaction Detail Viewer (IC-93717). 4. Fixed a bug that prevented the Queue and Alert segments from appearing in the Interaction Details dialog, when the details of a Generic object interaction were viewed (IC-83821). 5. Views in IC Business Manager and IC Server Manager can be pulled into separate floating windows. Clicking a view in Interaction Center Business Manager or Interaction Center Server Manager and dragging it out of the main window will create a new floating window that contains that view. Other views can be docked within the floating windows in the same manner as in the main window. Views can be positioned anywhere on the screen and are not constrained to the application window. You can click and drag any tab off of the application so that it becomes its own separate window and remains on top of the main window. If you close or minimize IC Business Manager or IC Server Manager, the floating window will automatically close or minimize (IC-95619). 6. Updated the topic titled "Supervisor Related Licenses" to note a license name change. The name of the license required to use Report Assistant changed from "Interaction Report Assistant Supervisor Plug-In" to "Interaction Supervisor Plug-In: Reporting Assistant" (IC-96065). 7. In previous releases, some statistic lists could not be sorted by clicking on column headings. For example, users could not sort the Session Managers view or an Agent Overview by clicking on column headings. These views now have sorting capability. Sorting occurs when a column header is clicked. The sort order is not updated when statistic values change, to avoid jumping of rows (IC-68593).

8. In the Workgroup Statistics view, a tooltip is now displayed on the header of every row in the histograms. In earlier releases, users had to request help in the histogram sub view to see the values of the different time intervals per interaction type (IC-92889).
9. New menu options offer commands associated with the active view. For example, a **Workgroup Details** menu is available on the Supervisor Workgroup Directory view and the Supervisor Workgroup Details view. This menu contains a **Directory formatting options** option that opens the Workgroup Directory Options dialog (IC-84549, IC-77247, and IC-77249).

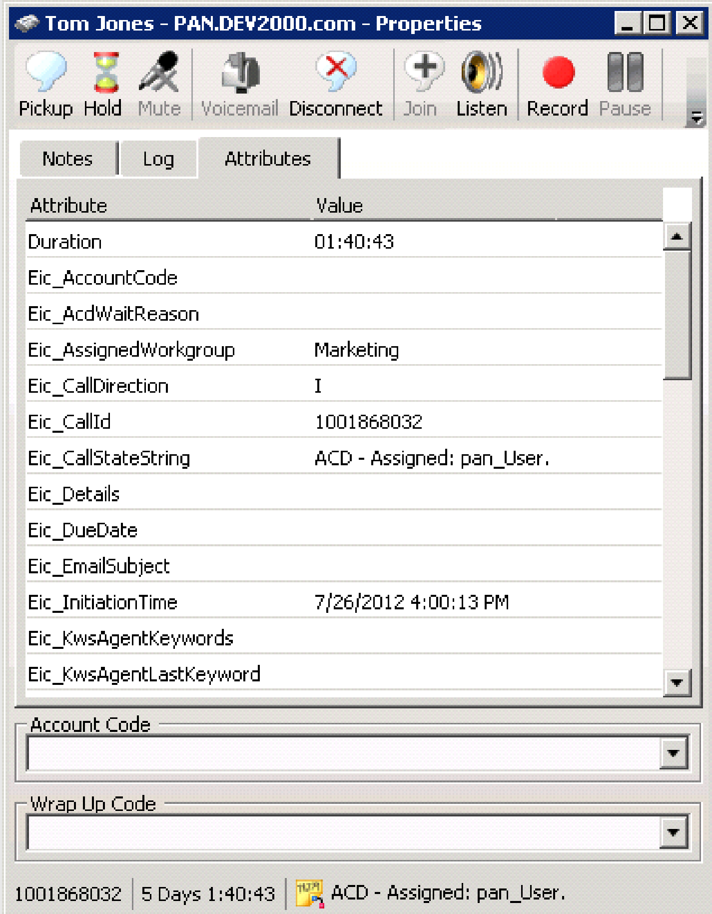
   Two options on the Workgroup Directory Options dialog were renamed:

   "Show agents who are available to take ACD calls in" was renamed to "Text color for agents who are in an ACD available status, logged-in, activated, and off the phone".

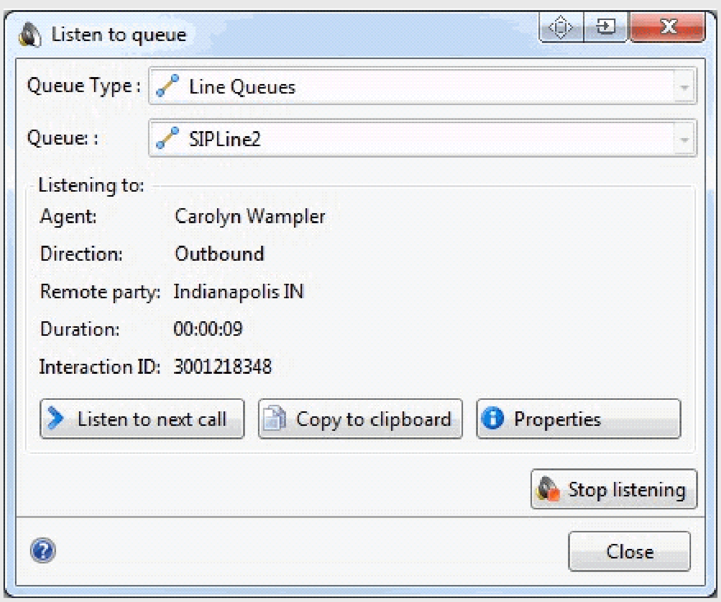
   "Show On Phone agents in" was renamed to "Text color for agents who are on the phone".
10. Several Supervisor views can look up an employee's photo and office location. The graphic displayed for Office Location can be anything your IC administrator draws to indicate a locale. In most cases an office floor plan is displayed. See Look up an employee photo and office location for details (IC-91991).



11. Fixed an exception in IC Business Manager caused by leaving an Interaction Detail report view open and exiting IC Business Manager. Please note that any reports that are left open when IC Business Manager is closed will not be restored. Reports can take significant time to execute, so they are not automatically restored when a ICBM is started (IC-91464).
12. Users can now drill down into longest interactions statistics in System Status views to view the interactions responsible for the longest interaction statistic (IC-85591). To support this feature a tab was added to the Interaction Properties dialog that shows all attributes to which the user has rights (IC-87900). The drill down feature not only works for the 'Longest' statistics, but for all statistics that have one or more interactions as drill down information.



13. The License Statistics view now offers a selection control that displays only concurrent or assigned licenses. By displaying one license type at a time, the number of statistic watches can be reduced by approximately fifty percent, which decreases overhead significantly. In previously releases it was possible to view concurrently licenses only (IC-78286).
14. A new **Listen to Queue** feature provides the means to continuously listen to a line, station, user or workgroup queue. When you begin listening, Supervisor initiates a queue watch that automatically picks up the next longest call in the queue. See Using the Listen to Queue feature (IC-75213, IC-76709).



15. Additional queue columns were added to support Interaction Process Automation (IC-76709). The following columns are now available in Supervisor queue views:
Process ID
Work Item Created On

Work Item Error
Associated Process

16. Another queue column, **Time in Workgroup Queue** was added to display the amount of time an interaction has been in a workgroup queue (IC-77312).
17. IC Business Manager now honors licensing restrictions immediately when changed. If a user's license is revoked, all associated views close automatically. In previous releases an IC Business Manager restart was required to accommodate license changes (IC-84837).

28-February-2013

Interaction Center 4.0 SU 3

1. Added statistics for interactions held in workgroup queues. The new statistics are:
   Longest Hold Time
   Interactions Held
   Interactions On Hold
   Average Hold Time
   Total Hold Time
2. Added a workgroup statistic titled "Logged in + Activated" to show logged in agents, excluding deactivated users.
3. Added topics for Interaction Dialer views. Interaction Dialer is a client/server extension that adds automated dialing and campaign management features to CIC servers. Interaction Dialer conducts campaigns by contacting a list of people according to a prescribed list of rules. Interaction Dialer places outbound telephone calls for campaigns, plays .wav files to answering machines, sends faxes to fax machines, and routes calls answered by a live person to an Interaction Attendant profile or directly to Dialer agents. For information about Dialer views, see Interaction Dialer category and Dialer Statistics.
4. In previous releases, when an alert was configured to play a sound when the statistic value changes within the condition, the sound played once instead of playing continuously while the value was in range. This now works correctly for all statistics. Time interval statistics that "tick" (duration, future duration, finite duration, and time duration) play the alert sound every second. Statistics that do not "tick" play the alert sound every time the statistic value changes.
5. The **Queues** and **Agent or Workgroup Queue** views now display the user's display name instead of the user name. This makes it easier to identify the person because user names often do not correspond with a person's actual name.
6. In a Workgroup Details view, the **Display Keyword Analyzer information** context menu option is disabled until Interaction Analyzer keywords have actually been recognized. In previous releases this option was always enabled.
7. Double right-clicking a view or dialog can no longer invoke any action other than a shortcut menu. Previously, some dialogs and views captured the double click of any mouse button instead of the left button exclusively.
8. The Real Time Adherence view will automatically close if access to an Interaction Optimizer scheduling unit is removed. See "Required ACL Right" in the topic titled Interaction Optimizer category.
9. ACL changes that affect the list of available queue columns in the Queue Columns Selection dialog are now applied dynamically to the list. It is no longer necessary to close and reopen views that use queue controls to pick up ACL changes that affect column selection.
10. Corrected a defect that made it accidentally possible to clear the contents of a Workgroup filter field, merely by moving the mouse away from the drop down list. Workgroup filtering is available in Workgroup Details, Workgroup Directory, and Workgroup Statistics views. It is no longer possible to accidentally clear the field.
11. Interaction Supervisor no longer terminates with an unhandled exception if a user who does not have a "System Status" license attempts to edit an alert. An error message is displayed instead. The alert message reads: "The statistic definition for [statistic name] is blank. The appropriate license to view this content might be unavailable". The application framework hosting Supervisor no longer crashes when this situation occurs.
12. The StatServer sub-system (`StatServerU.exe`) was split into two binaries:
    `StatServerAgent[U|UD].exe` handles agent related statistics.
    `StatServerWorkgroup[U|UD].exe` handles workgroup related statistics. The split enhances processing power and allows for statistics gathering in larger environments with higher call rates. This enhancement did not affect Supervisor in terms of usability or user interface.
13. Documented the control used to display information about workgroup members in a new topic titled Workgroup Directory control.

	14. Supervisors can now view the skills associated with each workgroup member in a new Skills column. The Skills column displays skills owned by each user and his or her workgroup skills. The Skills column makes it easy to identify persons who have a specific skill. Supervisors can use this feature to identify the most capable agent to handle a waiting interaction. In the event that an interaction is waiting in queue because of a lack of available skills, the supervisor monitoring a workgroup queue can: Find any agent with Skill X, activate, or contact them to handle an interaction waiting in queue. Find any agent with Skill X and identify what their proficiency and desire to use are. This will help determine why interactions are not being routed to them and/or if they are a good fit for the waiting interaction. The term skills refers to all skills that an agent has assigned to him. These skills can be inherited or be assigned directly to him. See Workgroup Directory control for details. 15. It is now possible to display a workgroup member's skills, desire to use, and proficiency. See Skills List dialog. 16. Added a Call Activity view to the **System Status** category of views. The purpose of the Call Activity view is to provide an aggregate view of all calls going through IC. This view displays activity in all line or station queues that the user has ACL rights to see. 17. Added two views for Interaction Director, the CIC application that allows multi-site contact centers to become a single virtual operation. Interaction Director communicates with registered CIC server in real-time, to gather data that is relevant to queues, users, workgroups, skills, and so on. Director uses this data to make routing decisions. It balances loads by intelligently routing multimedia interactions between CIC servers. See Interaction Director category for more information. 18. The **Master Administrator** role was previously required in order for a Supervisor user to manage user activations. Starting with CIC 4.0 SU3, users who have the **Activate Others** and **Activate Self** permissions can manage user activations. In Interaction Administrator, these permissions are located at **Access Control** > **Workgroup Queue** > **Advanced Access Details**. 19. The **Formatting Options** command, which opens the dialog used to format rows for a list of members in a workgroup directory, is now available from a pull-down menu. Previously, this command could only be invoked by right-clicking a row in the **Workgroup Directory** view. 20. To better describe the **Advanced** expander on Tracker's Interaction Details dialog, information from the IC Data Dictionary was reproduced in this document for convenience. See InteractionSummary table.

27-November-2013	## Interaction Center 4.0 SU4 1. Updated the topic titled Interaction Analyzer Columns in Queue Controls to note that Supervisor differentiates between unanalyzed interactions and analyzed interactions with zero score, for Analyzer keyword score aggregate statistics. "No score" indicates that the interaction is not being analyzed and a score of "0" indicates that the interaction is being analyzed but has not accumulated a score at this time. 2. Updated Workgroup Directory Options dialog to describe the difference between how the **Available to take ACD Interactions** statistic is calculated compared to the calculation which colorizes agents' rows. The former takes utilization into account while the latter does not. 3. Fixed a problem that incorrectly displayed a value of zero for calls that went to a workgroup queue and abandoned. The CallDetail.Call Duration Seconds statistic now works as intended. The duration for the interaction is computed using Interaction initiatedtime and Disconnected (terminated) time. The duration is the time difference between the interaction's initiation time and terminated time. 4. Supervisor now indicates which channels have keyword spotting. Previously users had no way to distinguish between a call that has no keyword spotting and a call that has keyword spotting which hasn't spotted any keywords. Since keyword spotting may not be enabled for all calls in a particular queue, Supervisor queues now display a column which indicates whether keyword spotting is enabled on the customer channel, agent channel, or both channels. 5. Corrected a bug which caused Supervisor to display conference call parties incorrectly. Previously, when one party of a conference disconnected, the Station Queues Call Activity View removed the entire conference from the list of interactions. Since other parties are still in an active call, they are now displayed as intended. 6. In the Workgroup Detail View, the user queue column has been changed to display nothing when an interaction has not been assigned to an agent. The **Name** column no longer displays **To:** or **From:** for interactions that are part of a conference. 7. The Manage Alert dialog now loads alert sets faster. 8. Fixed an issue which could cause the Workgroup Details view to appear blank when reopening IC Business Manager if the selected workgroup is not in the first unfiltered 20 workgroups returned by the server. 9. Modified several views to correct a display problem that could occur when columns are resized. Previously, it was possible to make columns so narrow that statistic values disappeared. The views now enforce minimum column widths. 10. Filtering of skills in a Workgroup Directory view now works differently. Filtering previously performed a substring search starting at the beginning of the target text. For example, `ac` would find "acceptance" but not "inner peace". Filtering now selects substrings anywhere within the target text. As a result, `ac` will now find "inner peace". 11. Supervisor no longer displays Agent/Customer score columns to users who have insufficient access rights. Specifically, the Keyword Analyzer dialog, accessible from the 'Agent Score' and 'Customer Score' columns in queue views, now shows Agent and/or Customer information based on the user rights. This is also discussed in *Interaction Analyzer Technical Reference*. See the topics titled "View Interaction Analyzer current workgroup queue" and "Enable display of Interaction Analyzer columns for a user".
27-March-2014	## Interaction Center 4.0 SU5 1. A change was made to modify the way intercom calls are logged in Tracker Server. Previously Tracker server duplicated the segment data it received on initiator Call ID on to respondent Call ID. This created challenges in collecting segment data specific to either the initiator or the respondent party's Call ID. Tracker server was modified to track segment data for both Call ID's independently of one another. This improved the segment data collection for intercom call scenarios such as simple two party calls, blind transfer and consult transfers. 2. In addition, a new feature was added for blind transfer scenarios. Customers need a way to tell which party did the transfer, what was the Call ID, which party and Call ID was transferred and similar details. Tracker server now includes these transfer details in the pre-Transfer segment in Detail Viewer under the Advanced->Details key. Information is be stored in the Interaction segment details table so that customers can query these details if needed.

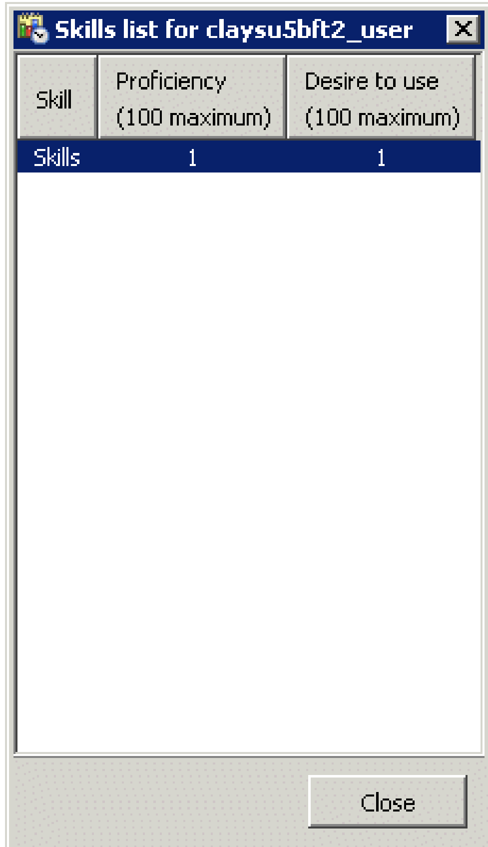
3. Similarly, external to external blind transfer now has this information in a pre-transfer segment and also has an extra 'external transfer segment' that displays details like 'the other Interaction ID'; the new Call ID created when inbound external call is transferred to another external party' and 'Remote Number transferred to'. This information is stored in Interaction Segment details table and can be queried from there as well.
4. Interaction Supervisor now displays a tooltip if it is unable to receive a statistic update, such as when a server is too busy. The tooltip summarizes the error condition. The possible error conditions include:

   The statistic key is malformed.

   The statistic key could not be recognized.

   The statistic provider is currently too busy to process the request.

   An unknown error occurred.
5. Revised the Manage Workgroup Activations and Manage User Activations topics. The commands for opening these dialogs were removed from the Tools menu and are now available from context menus. Manage User Activation is available from a context menu when right clicking on a user in a directory. Manage Workgroup Activation is available via the right click menu on a user in a directory and is also under the Workgroup Directory and Workgroup Details menus.
6. A new topic, Copying Tracker information to the Clipboard explains how to copy Tracker information from an Interaction Details view to the clipboard, for pasting into other applications.
7. Labels on the **Play a sound on Alert** dialog were revised for clarity. "Plays a sound when the statistic value changes within the condition" was changed to "Play a sound while alert condition is within range".
8. Corrected a problem that caused Interaction Detail Viewer to display a transfer icon adjacent to the Interaction Id doing the transfer instead of next to the Interaction Id being transferred. This issue affected call scenarios that involved an intercom party doing the transfer, such as an intercom call transferred to external party or an intercom call transferred to another intercom party (or IC user).
9. Previously, for some languages, the IC Business Manager Chart options dialog, Title tab, font drop down box did not list fonts installed on the system. The font selection combo box now displays the entire list of fonts available in the system.
10. Previously, when changing the Queue columns ACL on the server, the list of available columns in the queue view was not updated until the queue view was closed and reopened. ACL access to queue columns is now updated while the queue view is open. It is no longer necessary to close and reopen the view.
11. A new **Skills** column is available in views that contain a directory control, such as the Workgroup Directory view. The Skills column displays skills associated with each agent. Multiple skills are delimited by commas. Skills belonging to the user's workgroups appear first, followed by the skills of the user. If sorting by skills, standard alphabetical order on the entire content of the skill field is used.

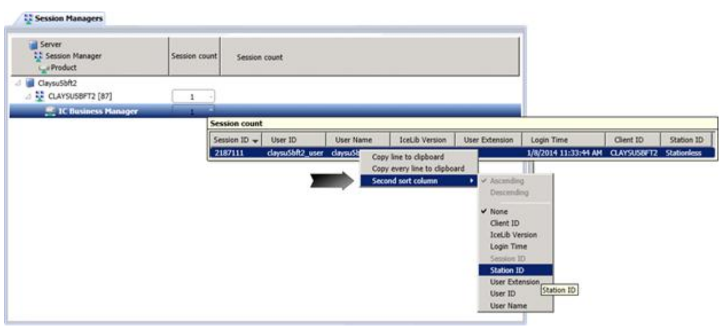


A right click context menu item (**Display Skill Set**) displays the entire list of skills, their proficiency and the desire to use them. If a user has the same skill in two different workgroups with different proficiency and desire to use, they will both appear in the user skills dialog box.

Filter capability is provided. If you type a filter string at the top of the column, only the agents with the filtered skill will appear. The filter is case independent. When the directory is paged, the filtering is done by the server, otherwise it is done locally.

Skills display is dynamic in the contact directory list and static in the user list skills dialog box.

12. Updated the topic titled Manage Alerts dialog. The **Show all alerts in the system** check box is now only available when the user is configured as a master administrator in Interaction Administrator.
13. As a best practice, the recommended size of user photos is 128 x 128 pixels. Starting with CIC 4.0 SU5, larger user photos will be scaled to 128 x 128. User location images will be scaled to fit within the bounds of the active monitor's working space.
14. In the **License Statistics** view, the **Concurrent License** column was renamed to **License**. This reduced overhead by alleviating the need to rename the column heading dynamically when the **License type** field is used to display assigned or concurrent licenses.
15. A menu option named **Second sort column** was added to the statistic drill down menu in Session Manager views, to allow the user to select a secondary sort column and a secondary sort direction.



16. The **Workgroup Selection** dialog was eliminated from Interaction Supervisor. This wizard for selecting a workgroup is no longer needed since views now default to the first workgroup listed. Users can optionally change the workgroup by selecting or filtering a workgroup.
17. Interaction Supervisor grays out statistics that do not apply to a real time skills filter. Statistics that are unaffected by the skill filter are still shown but the label text is grayed out, the value border is inactive and all other controls are hidden.
18. Noted in Workgroup Details and Workgroup Statistics topics that skills filtering may be hidden in order for Supervisor to remain backwardly compatible with older versions of IC.
19. Filter text boxes now appear above workgroup columns in some views. A limited number of workgroup rows are displayed by default. To list specific workgroup entries, users should type in the filter box all or part of workgroup names they wish to match.
20. Interaction Supervisor is now available in Interaction Desktop, in addition to IC Business Manager.

<table>
<tr><td>04-November-2014</td><td><h3>CIC 2015 R1</h3> Updated documentation to reflect changes required in the transition from version 4.0 SU# to CIC 2015 R1, such as updates to product version numbers, system requirements, installation procedures, references to Interactive Intelligence Product Information site URLs, and copyright and trademark information. </td></tr>
<tr><td>10-February-2015</td><td><h3>CIC 2015 R2</h3> Several improvements were made to the Interaction Details dialog. New Previous/Next buttons which enable you to navigate to the previous and next interaction records found in the Interaction Details view search results.
The Recording indicator now includes a control that enables you to playback interaction records.
A Secure Input icon can appear which indicates how many time the agent transferred the interaction to the IVR for secured input from the caller.</td></tr>
<tr><td>05-May-2015</td><td><h3>CIC 2015 R3</h3> Updated the Copyright and Trademark Information. Updated documentation to reflect the addition of two CIC client applications, Interaction Desktop and Interaction Connect. </td></tr>
<tr><td>09-February-2016</td><td><h3>CIC 2016 R2</h3> Added the ability to Manage Workgroup Membership from IC Business Manager. You can now restrict the number of records that appear in the IC Business Manager Statistics view by configuring server parameters in Interaction Administrator. For more information, see the Interaction Administrator help. </td></tr>
<tr><td>03-May-2016</td><td><h3>CIC 2016 R3</h3> Added the ability to create snippet recordings from Supervisor views. </td></tr>
<tr><td>09-August-2016</td><td><h3>CIC 2016 R4</h3> Renamed Unlicensed recordings (today) statistic to Encumbered recordings (today) and renamed Unlicensed recording (last hour) statistic to Encumbered recordings (last hour). </td></tr>
<tr><td>01-November-2016</td><td><h3>CIC 2017 R1</h3> Added Content Servers view, Interaction Recorder category, Content Servers Statistics, and added new statistics to PMQ statistics. Updated descriptions of cumulative and partial sum in Workgroup Details view and Workgroup Statistics view. Updated PMQ statistics topic. </td></tr>
</table>

07-February-2017	**CIC 2017 R2** Updated descriptions for Longest Talk Time and Longest Inbound ACD Interaction statistics.
02-May-2017	**CIC 2017 R3** Added Force User Logouts subtopic under Workgroup Details view. Added Force User logout security right.
08-August-2017	**CIC 2017 R4** Updated Workgroup Statistics and Queue statistics topics. Removed references to Interaction Client .NET Edition and Interaction Client Web Edition.
31-October-2017	**CIC 2018 R1** Rebranding content of Supervisor help. Added note to Force User Logouts topic to clarify the feature is available in 2017 R3 and later.
20-February-2018	**CIC 2018 R2** Updated Execute a custom handler on alert dialog topic.
21-August-2018	**CIC 2018 R4** Updated Interaction Details view to include Social Conversation as a Media Type. Updated Interaction Details dialog to include Social conversation icon. Updated Interaction Statistics to include Longest social conversation and Active social conversation statistics.
28-February-2019	Created this change log.
19-March-2019	Updated description of Agents available statistic in WorkGroup Statistics topic.
02-May-2019	Updated Total TTS sessions and Available TTS sessions statistics in IC System Status topic.
03-June-2019	Updated Manage User Activations topic and Manage Workgroup Activations topic to note Supervisor tracks user activations only for ACD and Custom Queue type workgroups.
07-June-2019	Updated Agent Statistics, Workgroup Statistics, and Queue Statistics to include these new statistics: Customer Keyword Spotted, Agent Keyword Spotted, Total Agent Positive Score, Total Agent Negative Score, Total Customer Positive Score, Total Customer Negative Score, Highest Active Agent Positive Score, Highest Active Customer Positive Score.
28-June-2019	Updated Workgroup Details view and the Workgroup Directory view to include the Skill Set (Proficiency) column and the Skill Set (Desire to use) column.
17-September-2019	Removed Current Period statistics topic that contained incomplete information that wasn't required
22-January-2020	Updated "Licenses, Security and Access Control Rights" topic to replace license.inin.com with link to "Activation File Management Tool" in Licensing TR.