Fuze Contact Center (FCC) for Supervisors

Fuze Enablement Team

Training Objectives

After attending this training, supervisors and administrators should have a detailed understanding of:

- An overview of Fuze Contact Center

- Configuring the user interface

- Extensions, call monitoring, and queue details

- Creating and managing extension directories

- Using extension features

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Application Overview

Overview

Fuze Contact Center (FCC) offers the ability to monitor agent and queue statistics. The application supports inbound and outbound contact center management and has a configurable interface with drag and drop features. FCC can be used to view call statuses, and to create extension directories to filter agent visibility.

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When the Profile Navigator panel opens, click the triangle to the left of the profile name to open a list of panel options.
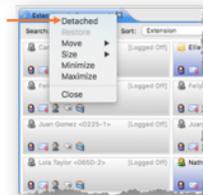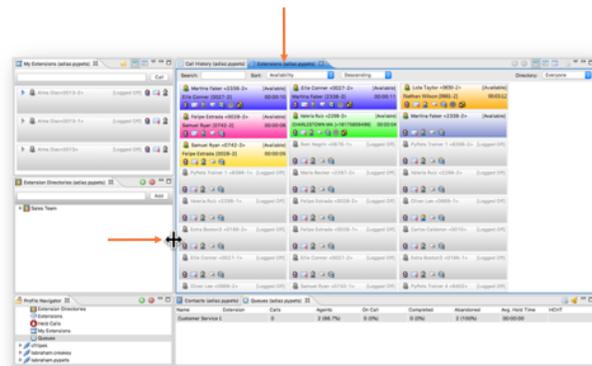
When dragging panels, the outline will display the location when dropped. If there is no outline displayed, the dropped item will open in a new panel within the console.

Locking the Perspective

- Click the **View** menu and then select **Lock/Unlock Perspective**

When the perspective is locked, the ⊠ on the panel will disappear
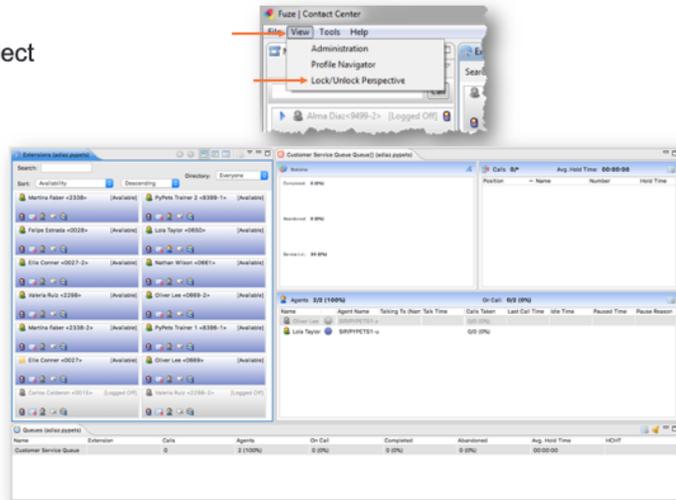
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Understanding Panels

Call History – displays the user's call log

Contacts – allows user to add contact information for quick reference

Extension Directories – allows user to create and manage groups of extensions

Extensions – displays presence of organization's extensions

Held Calls – displays calls on hold on user's extension

My Extensions – displays presence of user's devices

Queues – displays current call statistics
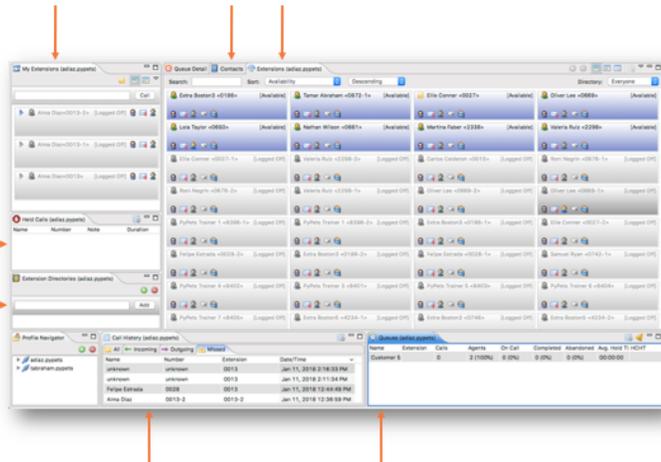
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To add a contact, click on the New Contact icon, next to the Table Settings icon. This will pop up a separate box allowing the information to be entered for the new contact.

Understanding Panels

All panels have associated control buttons that will display different information

- ⊕ - Expands all triangle menus

- ⊖ - Collapses all triangle menus

- ▽ - Displays view options

- ▭ - Minimizes panel to task bar

- ◻ - Maximizes panel to fill application screen

- ⊟ - Restores panel to original size
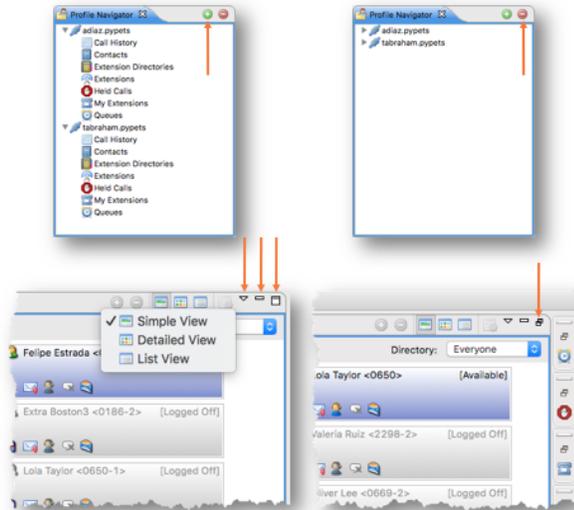
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If a control is disabled, the button will appear light gray. When a panel is minimized, it will appear in the task bar.

Supervisor Panel Example

Extension, **Queue**, and **Queue Statistics** panels display information most commonly monitored by supervisors

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Use the **Search** and **Sort** functions to quickly locate an employee

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Viewing the Extensions Panel Options

Simple, **Detailed**, and **List View** are view options for Supervisors to monitor information on current calls

Simple View displays caller ID information for a single call

Detailed View displays caller ID information for multiple calls

List View displays caller ID information in column format

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Configuring Panels Using Table Settings

Table Settings allow panels to be configured to display only desired information, to add or remove columns:

- Click the 📑 icon and then hover over **Columns**

- Select or deselect columns to be added or removed

Font Size and **Row Height** can be adjusted to user's viewing preference
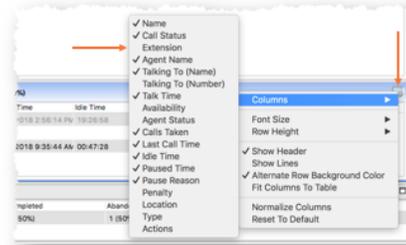
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Agent Column Options (options vary depending on panel):
- **Name** – displays agent or extension name
- **Call Status** – displays color of origin of current call
- **Extension** – displays agent's or queue's DID
- **Agent Name** – displays name of device that agent logged into
- **Talking To (Name)** – displays caller ID name information
- **Talking To (Number)** – displays caller ID number information
- **Talk Time** – displays length of current call
- **Availability** – displays if agent is available or logged off
- **Agent Status** – displays if agent if logged in or on pause
- **Call Taken** – displays calls answered vs. calls presented
- **Last Call Time** – displays time of the last call
- **Idle Time** – displays time since last call ended
- **Paused Time** – displays time since agent paused queue
- **Paused Reason** – displays reason agent selected at pause
- **Penalty** – displays penalty status
- **Location** – displays server and tenant information of agent login
- **Type** – displays static or dynamic login
- **Actions** – displays mobile, voicemail, agent login, chat and email buttons

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View Options:
- **Font Size** – allows choice between 11pt and 13pt
- **Row Height** – allows choice between 10pt through 50pt sized rows
- **Show Header** – displays header title for each column
- **Show Lines** – displays borders separating columns
- **Alternate Row Background Color** – adds or removes grey and white fill to alternating rows
- **Fit Columns to Table** – adjusts width of columns to display all information without scrolling
- **Normalize Columns** – returns column widths to default size
- **Reset to Default** – returns panel to default view

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Understanding Extensions

Each color displays the current status of the extension

- **Grey** - Not registered/online

- **Light Blue** - Phone idle

- **Yellow** - Ringing in

- **Pink** - Outgoing call

- **Dark Blue** - On line with an office extension

- **Green** - On line with an outside line

- **Orange** - On line within the queue
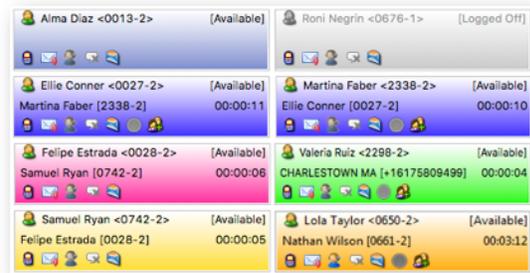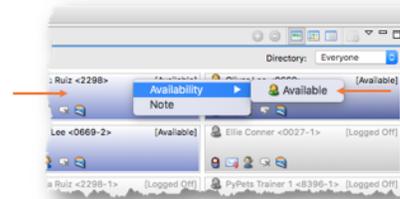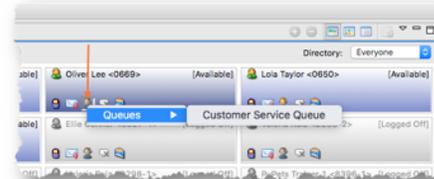
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Penalty Options:
- Penalties range from 0-9
- Lower penalty = more calls; higher penalty = less calls
- Changes are temporary and will be reset when user logs out of FCC

Monitoring an Agent's Call

To monitor calls on an agent's extension:

1. Dial *888; system will prompt to "enter your extension or press #"
2. The system will prompt to enter the extension number to monitor
3. The system will ask for entry of the supervisor's voicemail pin code
4. The supervisor will now be listening to the call in **monitor** mode

Switching between modes

Once in Monitor, Whisper, or Barge mode, it is possible to switch between modes at any time by dialing the following on the key pad:

- **4** - Monitor mode
- **5** - Whisper mode
- **6** - Barge mode

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Monitoring Options:
- **Monitor mode** – allows the supervisor to listen to the live conversation between an agent and caller; supervisor will not be heard by either party
- **Whisper mode** – allows the supervisor to listen to the live conversation, and to speak to the agent while being muted to the caller
- **Barge mode** – allows the supervisor to participate in the conversation with both parties

Viewing Queue Details

The **Queues** panel displays information about calls in each queue

- Double-click the queue name for additional details and real time agent statistics

Service Level is assigned per queue

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Queues Options:
- **Name** – title of queue
- **Extension** – extension of queue
- **Calls** – number of calls waiting in queue
- **Agents** – number of agents logged into queue
- **On Call** – number of calls currently in progress
- **Completed** – number of calls answered by agents
- **Abandoned** – number of calls ended by the caller before being presented to an agent (3 second grace period)
- **Avg. Hold Time** – average wait time of calls currently waiting to be answered
- **HCHT** – highest call hold time

Queue Detail Statistics:
- **Completed** – number of calls answered by agents
- **Abandoned** – number of calls ended by caller before being presented to an agent (3 second grace time)
- **Service Lvl.** – number of calls answered within Service Level Agreement time (default is 30 seconds)

Calls Queue Column Options:
- **Position** – displays the order of which calls will be presented to the next available agent
- **Name** – displays caller ID name of call in queue
- **Number** – displays caller ID number of call in queue
- **Hold Time** – displays length of time since the caller entered the queue

Fast Pass allows customers waiting in a call queue to end the call, while still holding a place in line. The caller's assigned agent can then call the customer back when the position in the queue is reached. When a caller enters a queue, the caller can either continue waiting, or use the Fast Pass option to save the position in the queue after hanging up. The caller will receive a telephone call back when an agent is ready to facilitate the phone call.

Fast Pass Directions:
1. While waiting in the queue the caller can press 1 to take advantage of the Fast Pass feature
2. The caller's phone number is read back. The number will depend on the Caller ID number that the caller's phone is presenting
   - Press 1 to accept this number as the call back number
   - Press 2 to enter a new phone number to receive the call back
     - If the caller enters a new number, the options to press 1 to accept the new number or 2 to enter it again will be presented
3. The caller will now be prompted to leave a message for the agent assigned to return the call
4. The caller must press the # key when finished recording
   Recording Options:
   - Press 1 to accept the recorded message
   - Press 2 to review the recorded message
   - Press 3 to re-record the message
5. The caller's position in the queue is now saved, and the agent will call the chosen number when the position is reached

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Creating Extension Directories

The **Extension Directories** panel allows the user to organize the extension panel into groups for quick access

- Enter the directory name in the **Extension Directories** panel, and then click the **Add** button
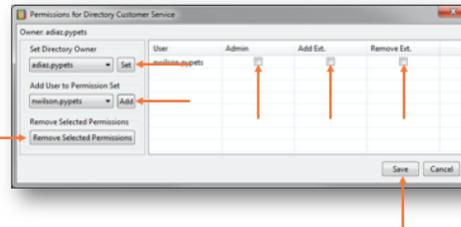
- Drag and drop the appropriate extensions over the directory name

Right-click on any directory to **Remove**, **Rename**, or to edit **Permissions**

New directories will show in the **Directory** drop-down list in the **Extension Directories** panel. Select the appropriate directory to filter display to selected extensions.

Permission Options:
- **User** – displays users allowed to use selected directory
- **Admin** – check the box to allow user to add or remove users from directory access
- **Add Ext.** – check the box to allow user to add extensions to the directory
- **Remove Ext.** – check the box to allow user to remove extensions to the directory

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Utilizing Extension Features

Action icons are used for interacting with agents

Cell Phone – connect to the cell phone for this extension

Voicemail – connect to the voicemail for this extension, if enabled

Agent – control agent queues and pausing

Chat – click to send a chat to the user for this extension, if enabled

Email – click to send an email to the user of this extension, if enabled
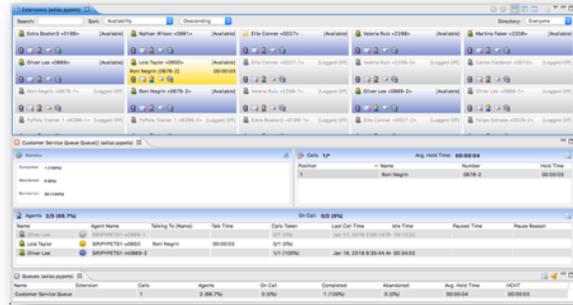
fuze tip — Calls can be dropped directly on the cell phone or voicemail icons to be immediately redirected

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"If enabled" refers to the ability of an organization to disable this feature.

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Knowledge Check

1. Queue calls show in what color? **Orange**

2. True or false? A panel can always be dragged to a new console location. **False**

3. True or false? Extension directories are used in the **Extensions** panel view. **True**

4. What is the purpose of the Detailed View in the extensions panel?
   To be able to see if that extension is busy with more than one call

5. True or False? A high penalty number means the agent will get more calls. **False**

6. What does **HCHT** stand for? **Highest Call Hold Time**

7. Name the field in the Extensions panel that allows a user to locate an employee. **Search**

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Thank You!