

Orchestra® Call Centre Event Monitor/Supervisor Software

Version 3

User Guide v1.0

(Installation & Configuration)

Converged Solutions Pte Ltd

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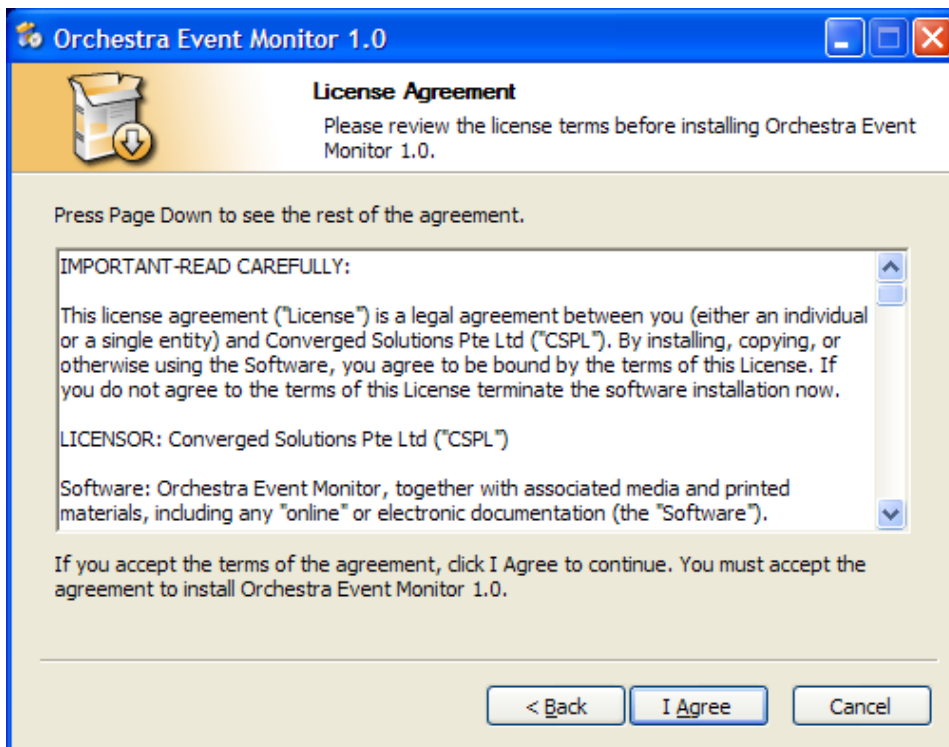
Installation and Setup for Orchestra Event Monitor

Go to the CD and navigate to "Orchestra Clients" folder

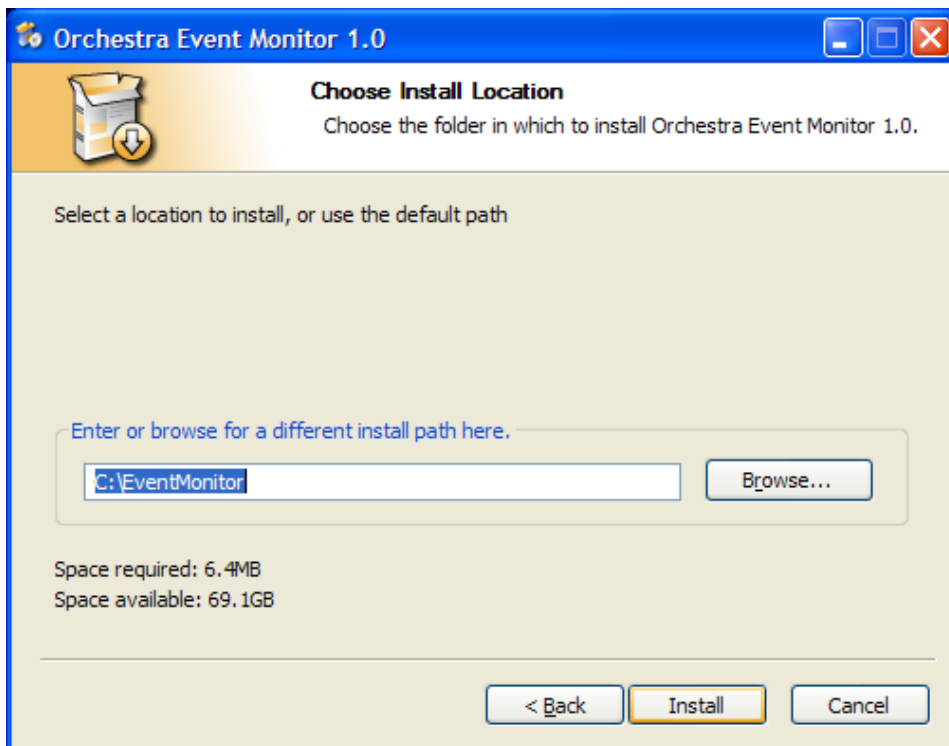
Double click at "EventMonitor1.0 setup.exe"



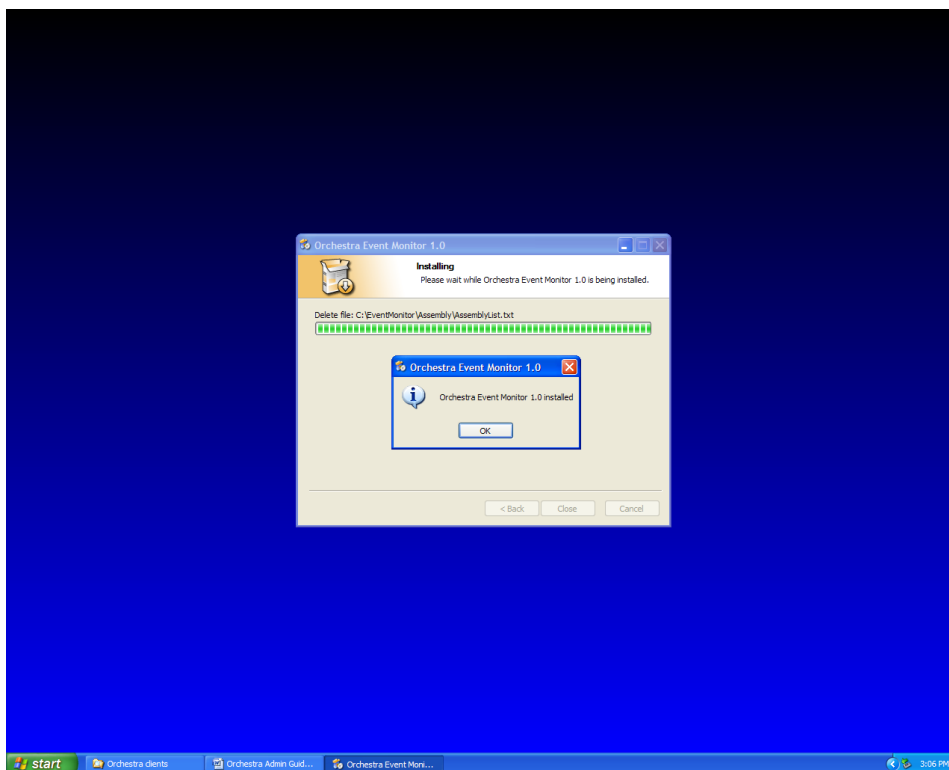
Click "Next"



Click "I Agree"

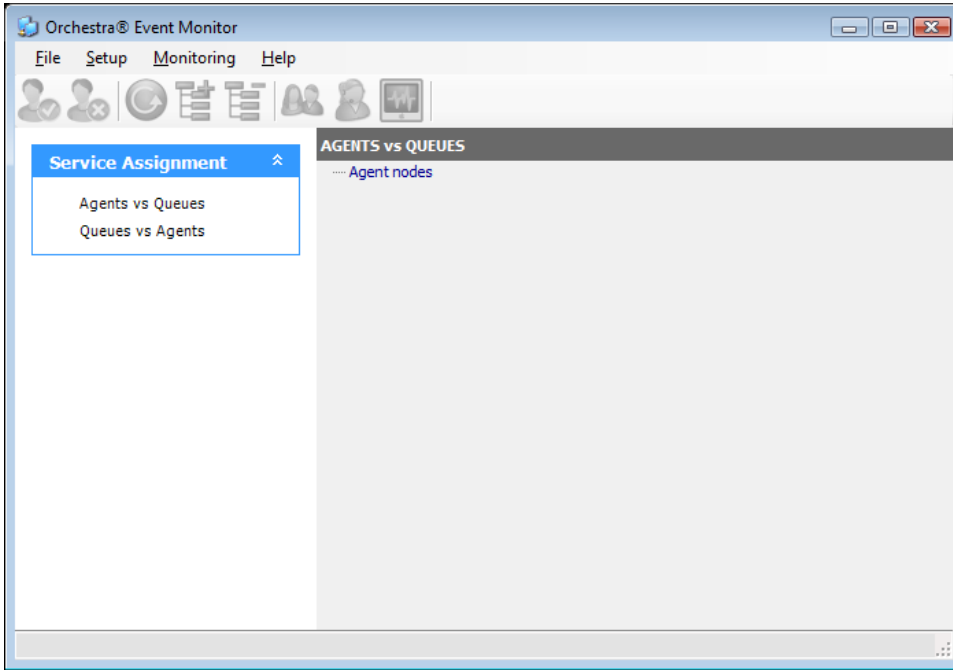


Click "Install"

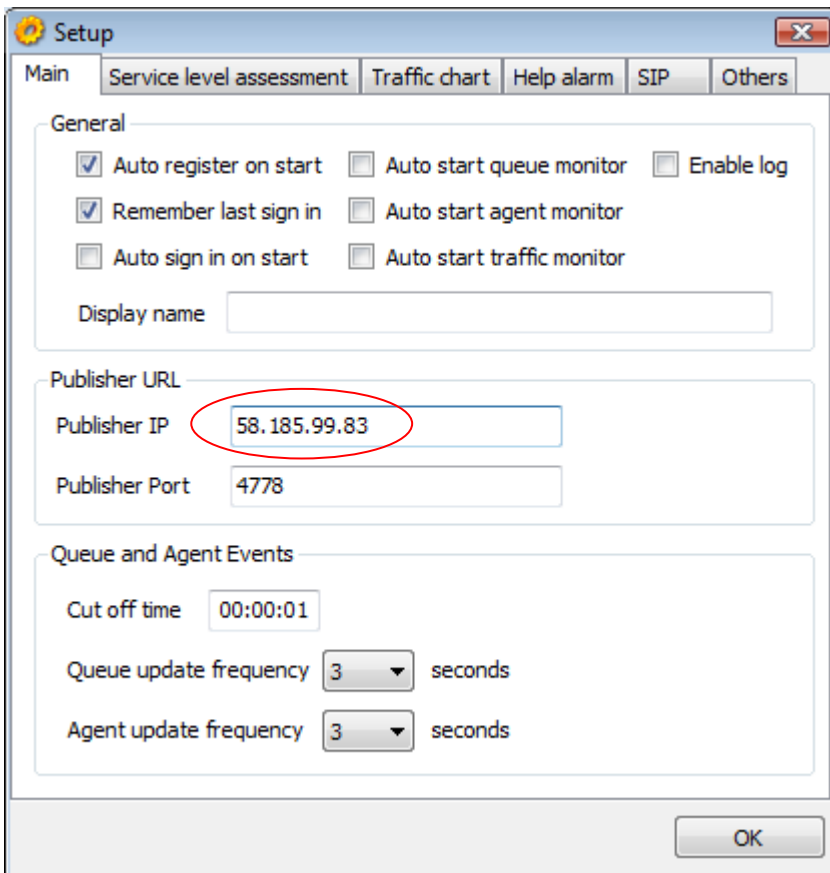


Click "OK"

Run the installed software.

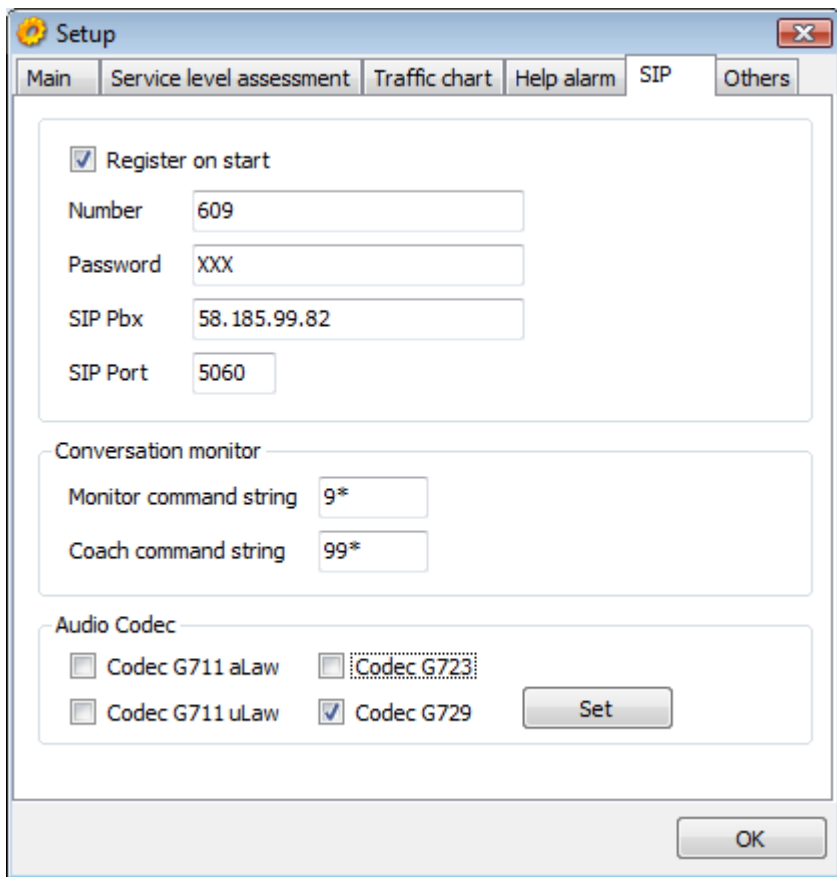


Click "Setup"



Make sure that "Auto register on start" is checked and enter the IP address of the ACD server at "Publisher IP".

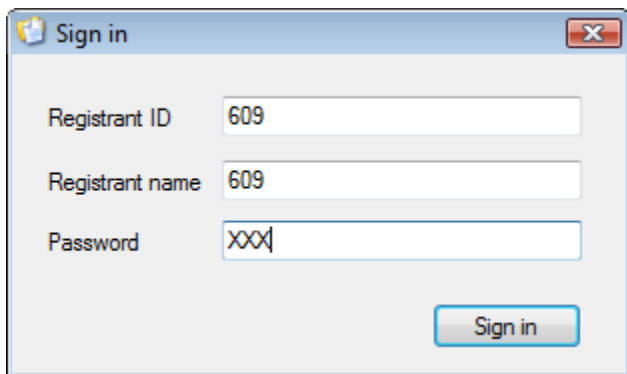
Click on the “SIP” tab.



Check “Register on start”. Enter the extension number of the supervisor (refer to “Account Data Sheet”), password and the SIP PBX IP address. Make sure that only “Codec G729” is checked. Click “Ok”.

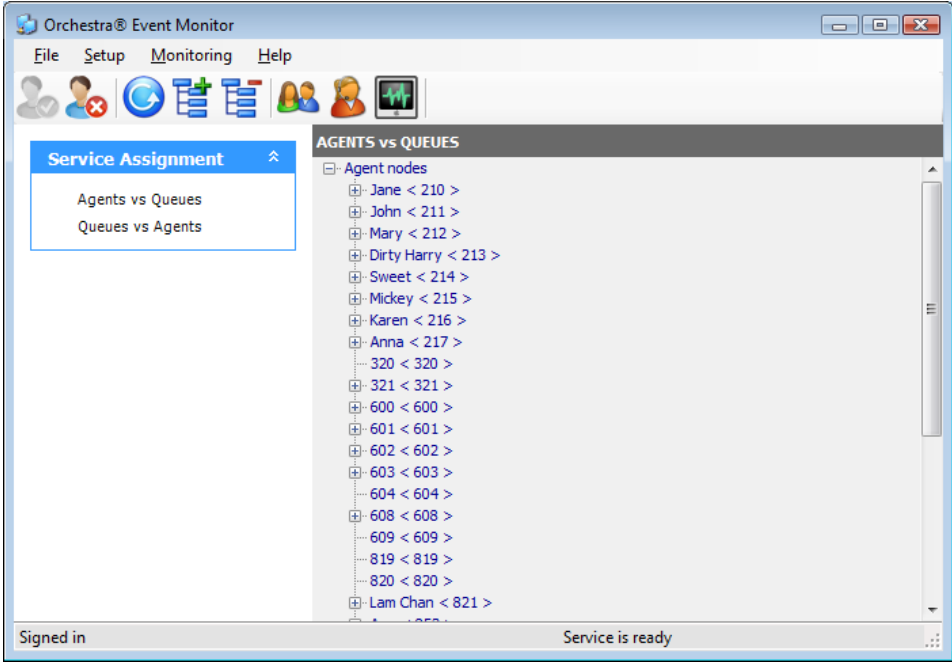
Restart the software.

Click “File/Signin”

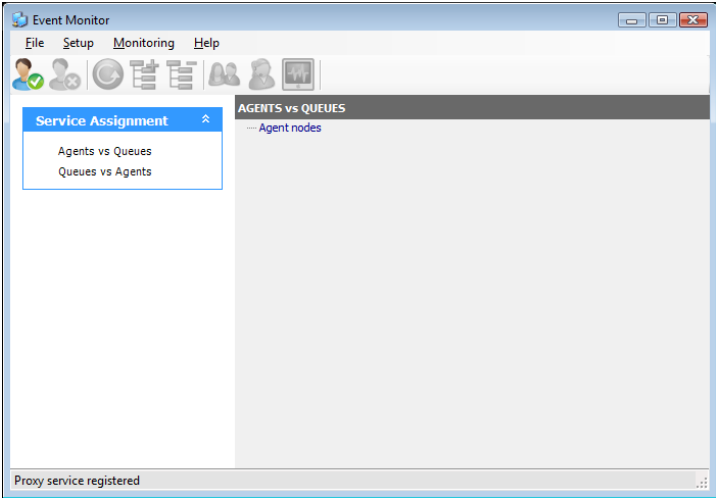


Enter the supervisor id, name and password. Click “Sign in”

You should see;

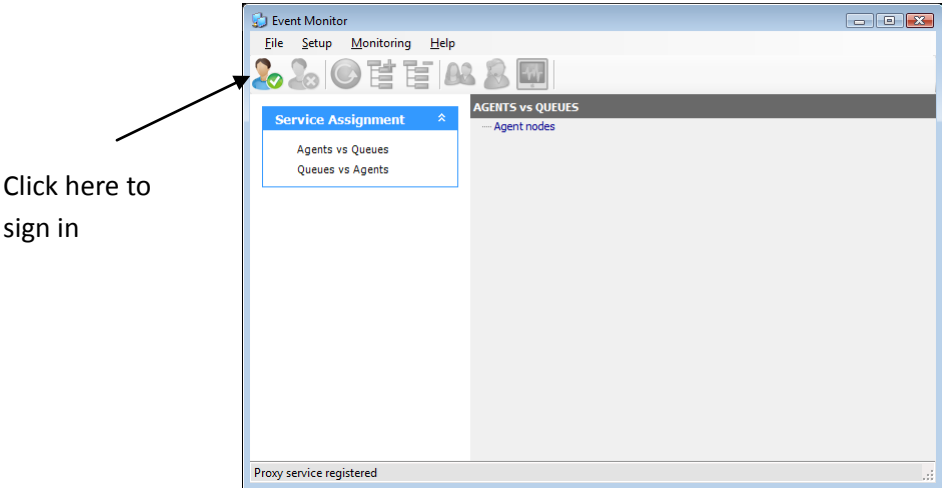


Running the Orchestra Event Monitor Application

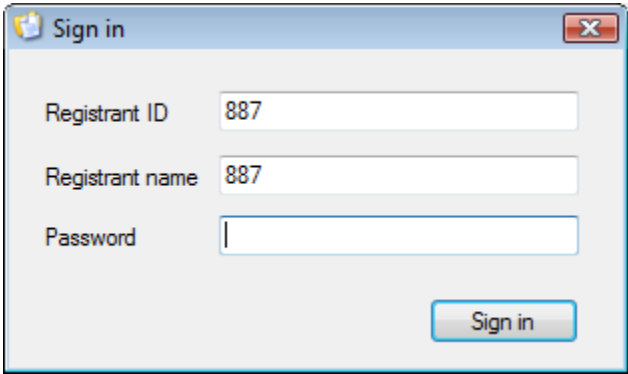


The interface of Orchestra Event Monitor

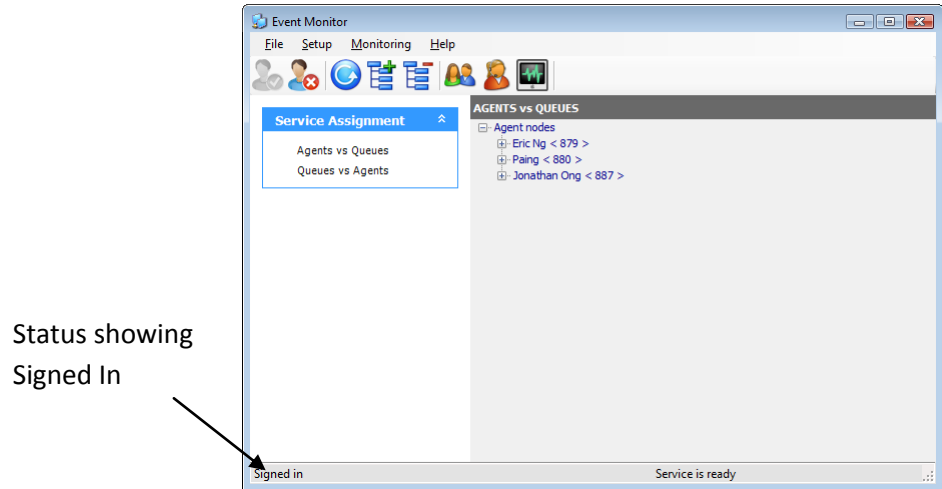
Signing in to Orchestra Event Monitor Software



Click here to sign in



Enter the Registrant ID, Registrant name and password that are being assigned to you.

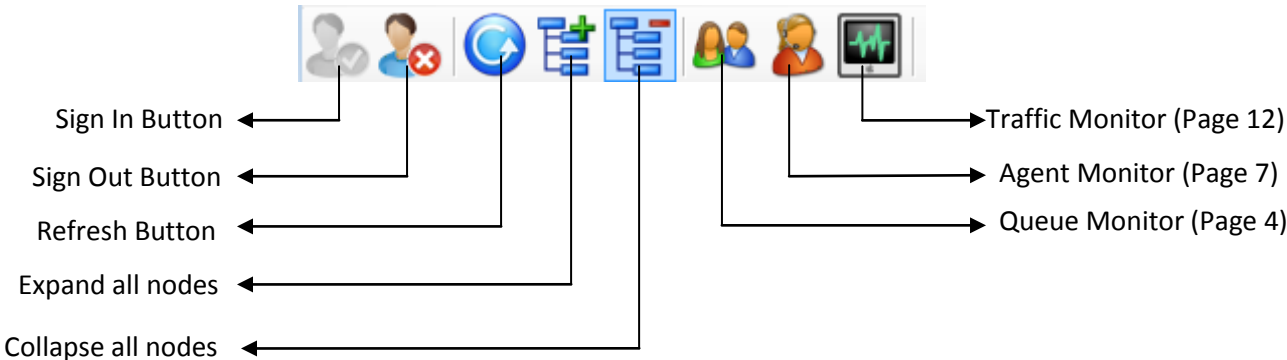
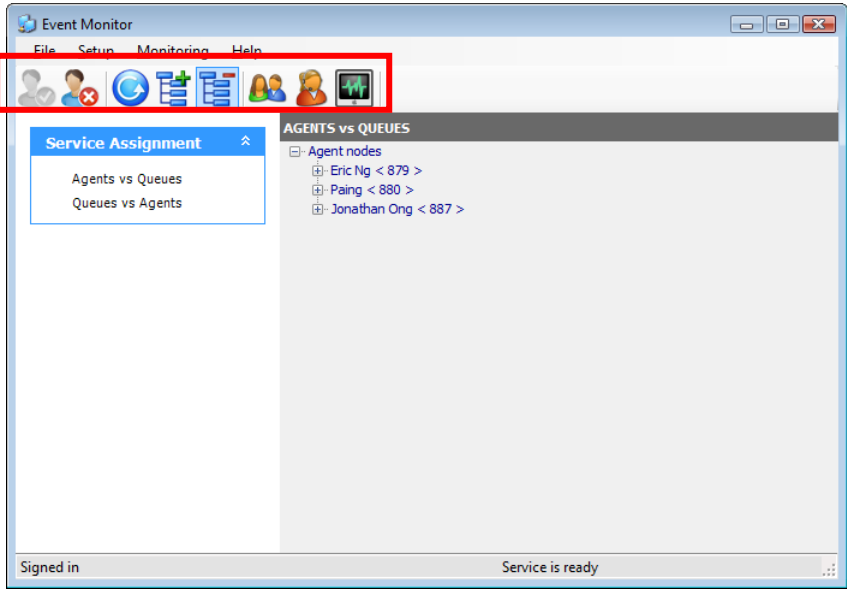


Status showing Signed In

Once you are sign in, you should be able to see the screen as above.

Interface walk through

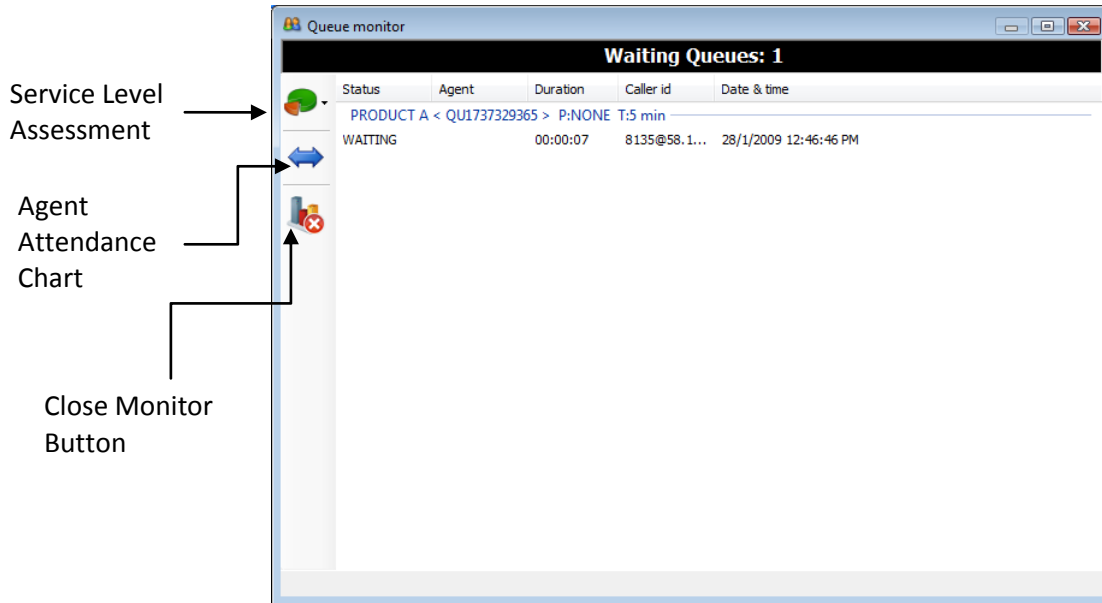
Refer to explanation below



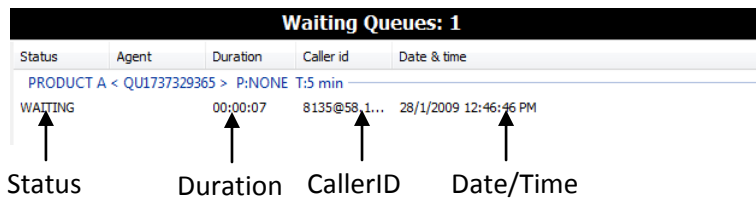
Queue Monitor

To view the Queue Monitor, click on the Queue Monitor Button.





The interface of Orchestra Queue Monitor



In the Queue monitor, you will be alerted of the number of caller waiting in the Queue. This will be useful for the Call Centre Manager/Supervisor to view the status of the Queue.

There are 3 statuses available

Waiting – Caller is waiting in the queue. No agents is available.

Ring – Caller is waiting in the queue. Ringing at agent. Waiting for agent to accept call.

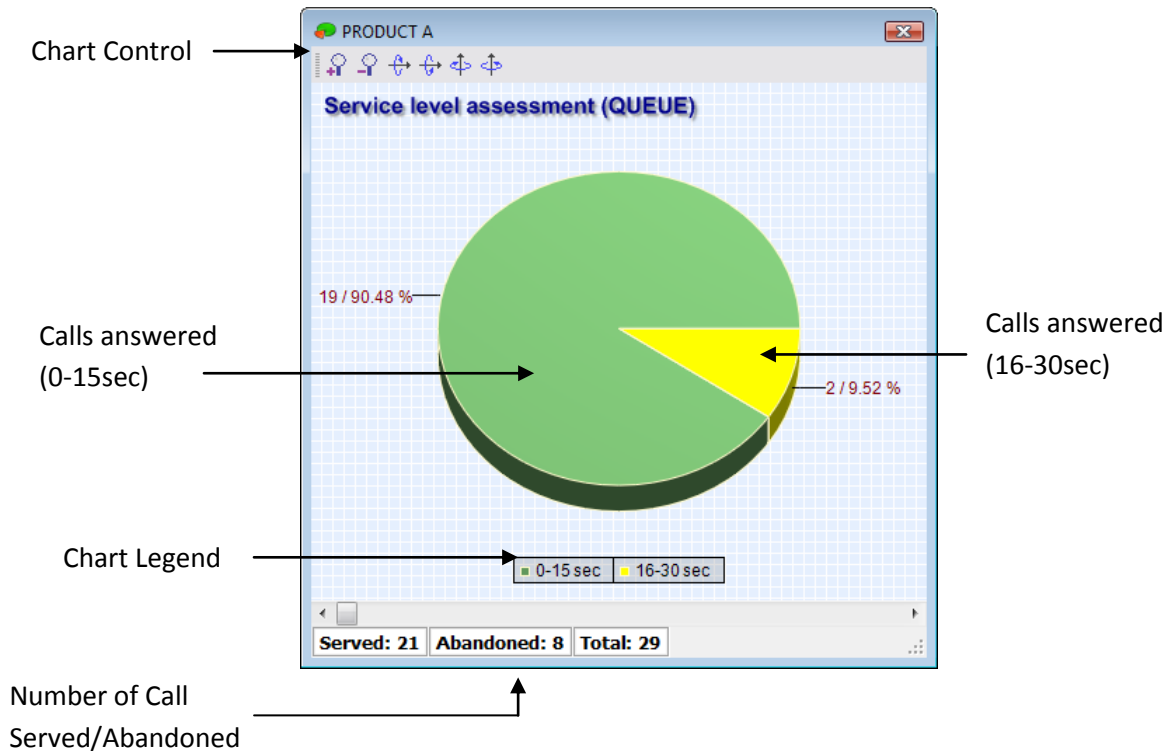
Routing – Agent had accepted the call. Caller is being transferred to assigned agent.

Viewing the Service Level Assessment



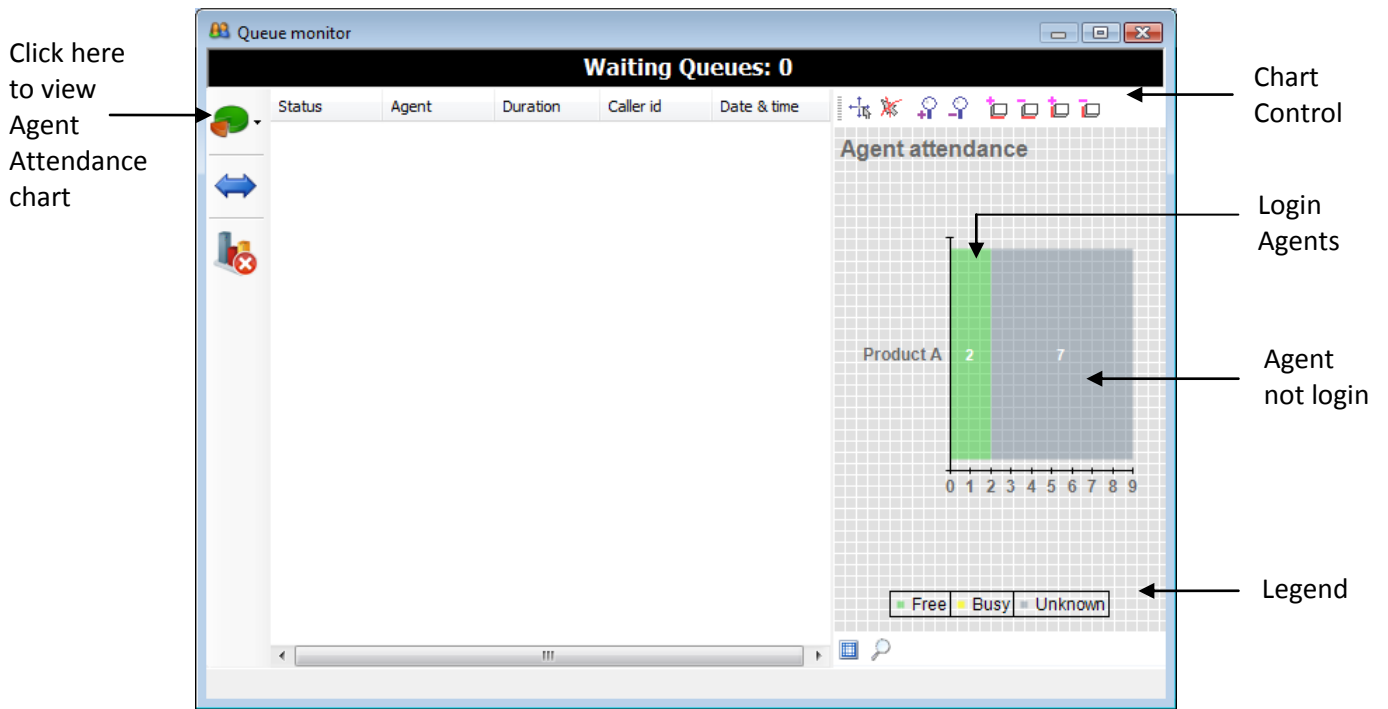
← Click on the button to view the SLA Chart.

To view the SLA Chart, click on the button as shown above. If you have more than 1 Queue, it will be listed in the drop down menu. To view the summation data of all the queues (*If there are more than 1 queue*), select "SUMMATION OF QUEUES".



Information of the chart will be refreshed automatically. The status of "Number of call Served/Abandoned" will toggle between percentage and absolute value automatically.

Viewing the Agent Attendance Chart



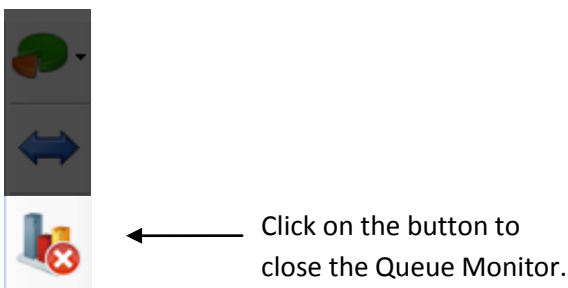
Click on the “Agent Attendance Chart” Button to view. The chart will be display on the right side of the windows. This window will show the status of the agents serving the Queue.

There are 3 colours to show the status of the Agents.

- 1) Green – Agent is available for next calls.
- 2) Yellow – Agent is Busy. This could be on Break/BusyOut or Answering Calls.
- 3) Grey – Agent serving the Queue is not log in.

To Close the Queue Monitor

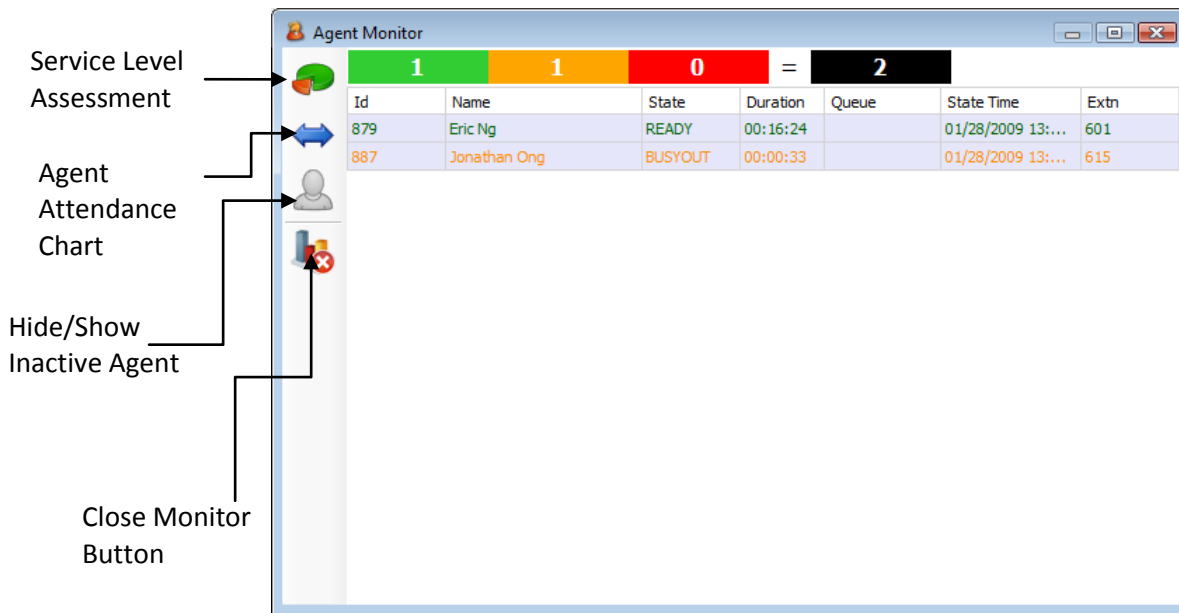
To close the Queue monitor windows, click on the “Close Monitor” Button.



Agent Monitor

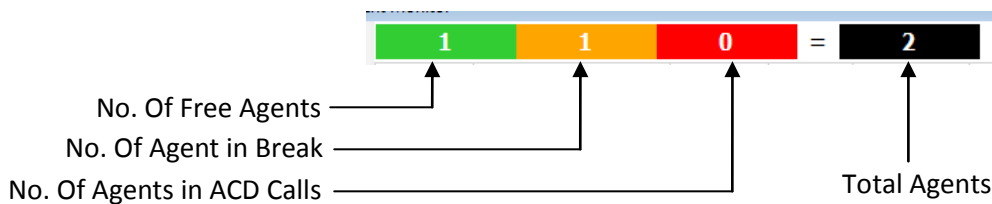
To view the Agent Monitor, click on the Agent Monitor Button.





The interface of Orchestra Agent Monitor

In the Agent Monitor, you will see the status of the agents. The Manager/Supervisor is able to view the Agents that is being assigned.



The Agent status is shown on the top pane of the Agent Monitor

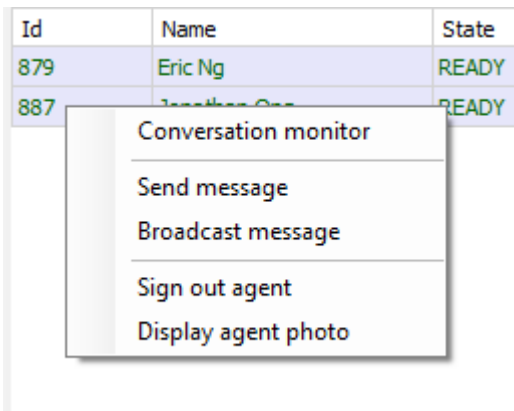
Id	Name	State	Duration	Queue	State Time	Extn
879	Eric Ng	READY	00:16:24		01/28/2009 13:...	601
887	Jonathan Ong	BUSYOUT	00:00:33		01/28/2009 13:...	615

The Current State of the agent can be view from the Agent Monitor.

If the state shows,

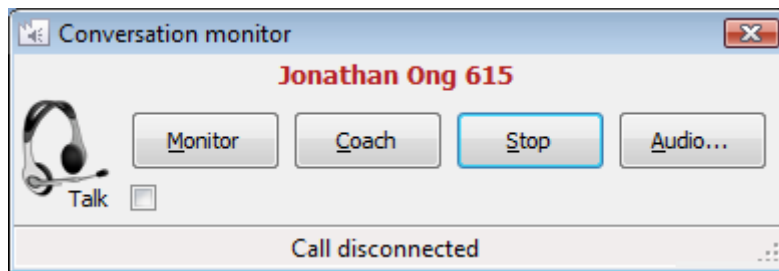
- READY (Green) Agent is available.
- BUSYOUT (Orange) Agent is in "Busyout" mode.
- BREAK(Orange) Agent is in "Break" Mode.
- MISSED CALL_SUSPENSE (Orange) Agent is in "Missed Call Break" Mode.
- RING (Red) Agent is alerted of ACD Calls.
- ACCEPT (Red) Agent had accepted ACD Calls.
- ANSWER (Red) Agent is engaged with ACD Calls.
- ONLINE (Orange) Agent is engaged with non ACD Call.
- OFFER (Orange) Agent is alerted with Incoming Call (Non ACD).

For more options available to the Agent Monitor, **Right Click** on the Name of the agents



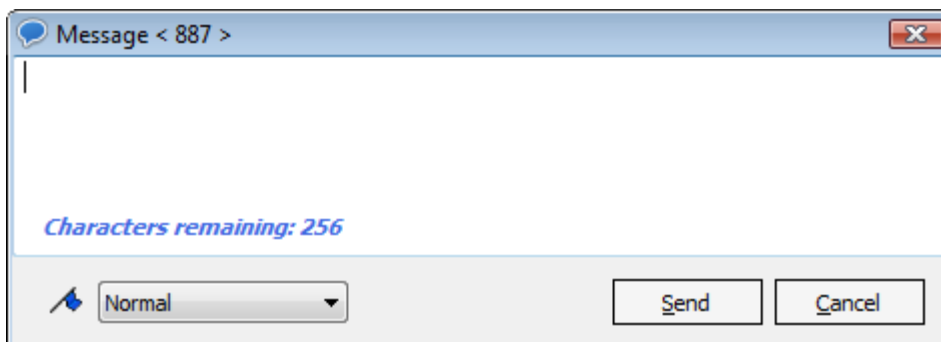
Call Monitoring

You are able to monitor the conversation of the agents by selecting “Conversation monitor”.



- Monitoring – To monitor Agent’s conversation, click on the “Monitor” button.
- 3-way Conference – To engage in a 3-way conference, check on the “Talk” options *(Available on the SIP Interface only)*
- Coaching – To coach an agent, click on the “Coach” Button. In this mode, the Agents will be able to listen to the Supervisor. *(Available on the SIP Interface only)*
- Stop Monitoring – click on the “Stop” button
- Audio Setting – the “Audio...” button allow the setting of the audio devices.

Send Message / Broadcast Message



To sent messages to the agents, select the “Send Message/ Broadcast Message” from the menu. Enter the message to be sent in the textbox provided and click Send.

Send Message – to send to individual Agents

Broadcast Message – to send to all agents

Other Options

Sign Out Agent – To force the agent to be sign out when this option is selected

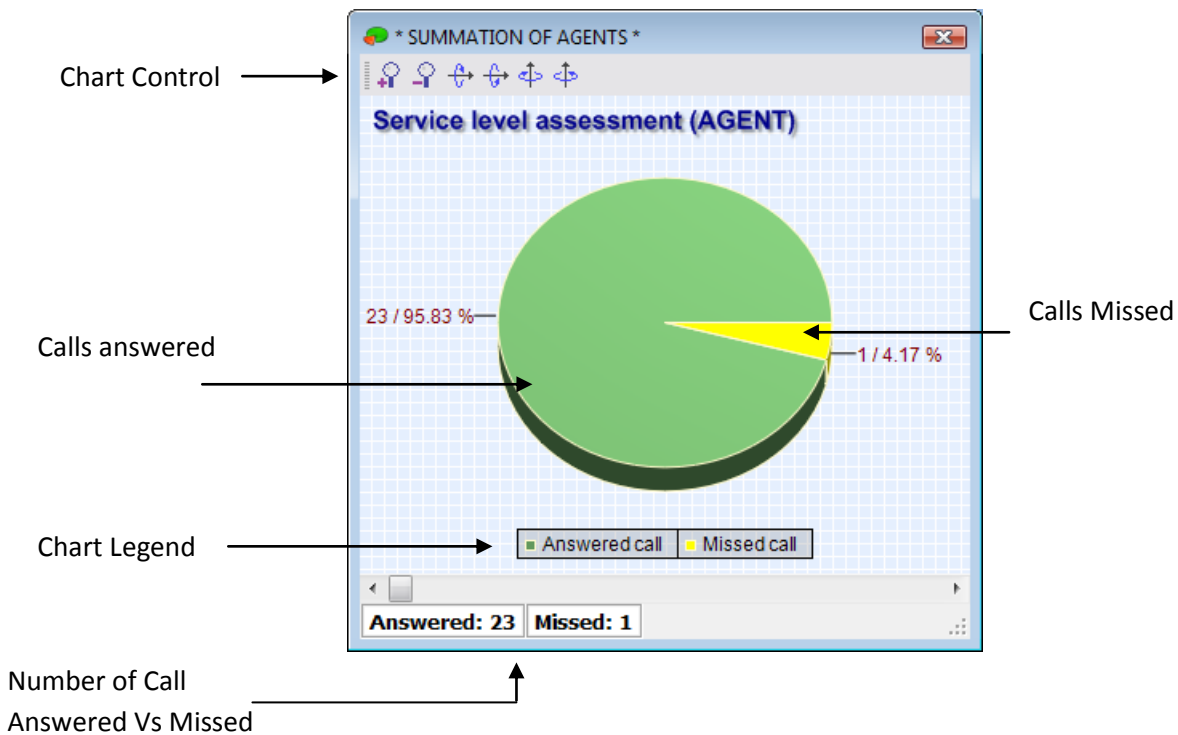
Display Agent Photo – this will display the photos of the agents (*Photo is uploaded in the ACD Server*)

Viewing the Service Level Assessment



← Click on the button to view the SLA Chart.

To view the SLA Chart, click on the button as shown above.

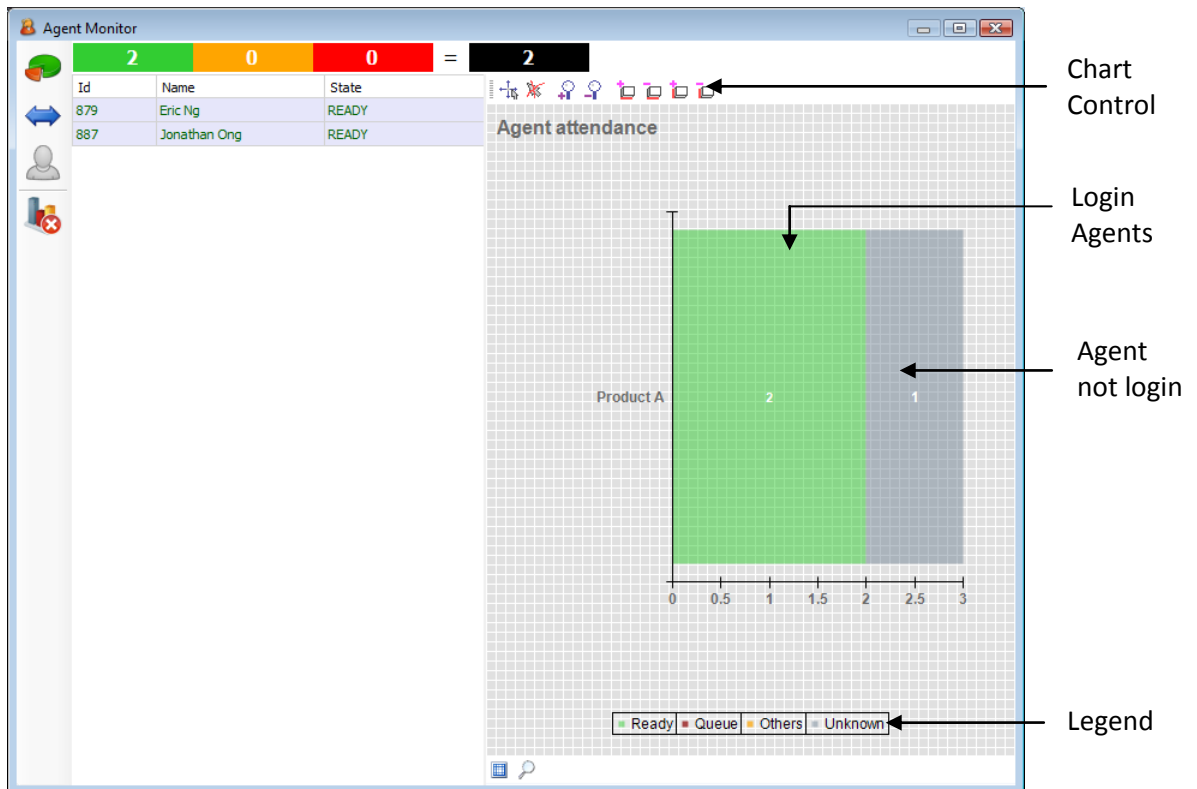


Information of the chart will be refreshed automatically. The status of “Number of call Answered Vs Missed” will toggle between percentage and absolute value automatically.

Viewing the Agent Attendance Chart



Click on the button to view the Agent Attendance Chart Chart.



Click on the “Agent Attendance Chart” Button to view. The chart will be display on the right side of the windows. This window will show the status of the agents serving the Queue.

There are 3 colours to show the status of the Agents.

- 1) Green – Agent is available for next calls.
- 2) Red – Agent is engage on ACD Calls.
- 3) Yellow – Agent is Busy. This could be on Break/BusyOut or Answering non-ACD Calls.
- 4) Grey – Agent serving the Queue is not log in.

Viewing the Inactive Agents

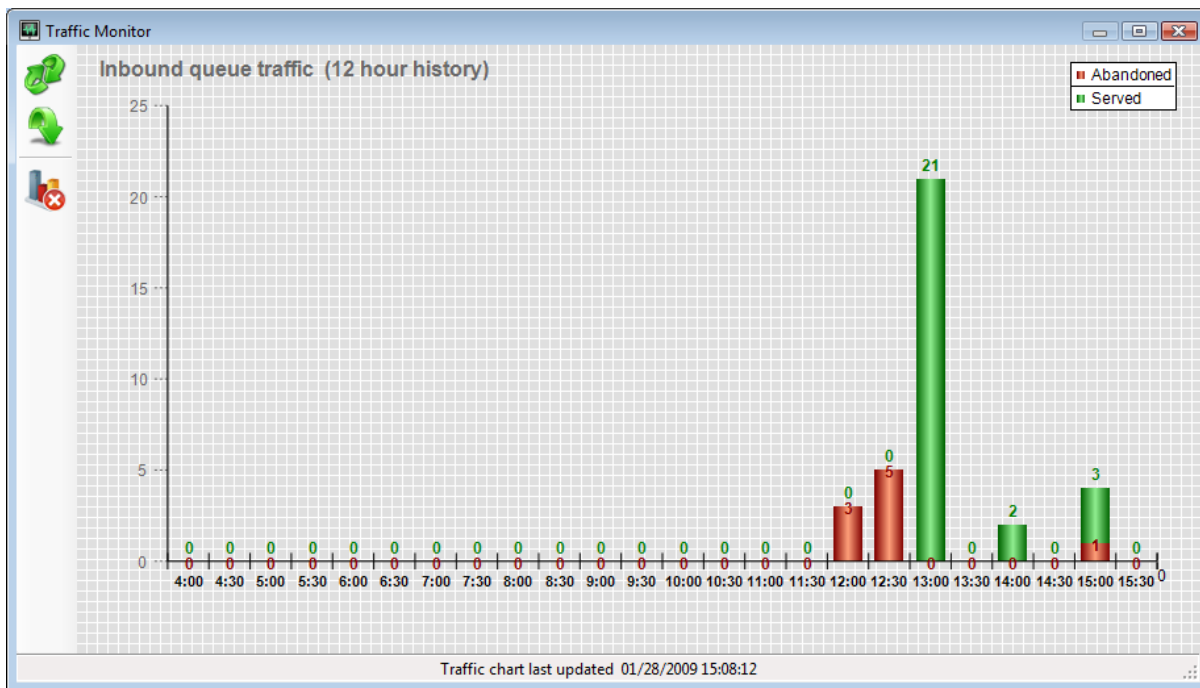


Click on the button to view the inactive agents.

Traffic Monitor



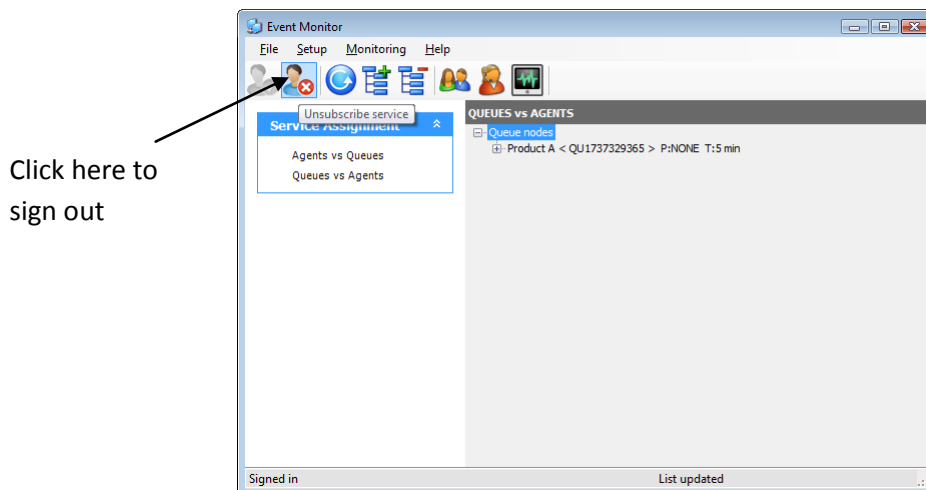
To view the Agent Monitor, click on the Agent Monitor Button.



The interface of Orchestra Traffic Monitor

This window will show you the last 12 hours traffic of the Call Centre.

Signing out Orchestra Event Monitor Software



Click on the Button to sign out from the Event Monitor.