# Inbound Call Center Guide

Yeastar P-Series Cloud Edition

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# Contents

# Inbound Call Center Overview

Yeastar P-Series Cloud Edition provides an Inbound Call Center for businesses to provide customer supports via voice calls. With the call center functionalities, business agents can promptly and efficiently handle and manage incoming calls from customers, significantly improving agent productivity and responsiveness, ultimately ensuring a higher level of customer satisfaction.

## Highlights

Yeastar Inbound Call Center service provides the following highlights:

**Automatic call distribution**

Efficiently routes incoming calls to the most appropriate agents based on pre-defined rules and criteria, ensuring that customer inquiries are handled quickly and by the most qualified personnel.

**Enhanced caller waiting experience**

Proactively serve customers in the queue with valuable information such as their queue position, estimated wait time, queue callback instructions, holiday greetings, and other customized prompts, ensuring a seamless and engaging experience.

**Unified supervisor and agent workspace**

Provide unified supervisor and agent web-based workspace, **Wallboard** and **Queue Panel**, to allow users to monitor and optimize performance with metrics, and offer a comprehensive view on activity of call for users to handle queue calls.

**SLA for quality assurance**

Ensure that your call center consistently delivers high-quality service by meeting or exceeding the targets defined in your Service Level Agreement (SLA).

**Intuitive reports and analytics**

Run targeted analysis of your call center data by customizing timeframe, agent, or queue selection. Share the real-time or historical reports with your team in graphical, downloadable formats, and schedule reports to be run periodically in the future.

## Roles in Yeastar Call Center

Users can access the call center and perform different functions based on their assigned roles, as the following table lists.

| Role | Description |
|---|---|
| Administrator | System administrator who establish a call queue, configure queue options (call distribution, announcements and MoH, queue overflow and timeout handling, queue preference settings, etc.), assign members as queue managers and agents, set up call center, and manage call center reports.<br><br>For more information, see Call Center Administrator Guide. |
| Supervisor | Users with the **Queue Manager** role assigned by the system administrator to be a supervisor for a queue. The supervisors are responsible for monitoring call queue performance, managing queue calls, and supervising agents.<br><br>For more information, see Call Center Supervisor Guide. |
| Agents | Users with **Agent** role assigned by the system administrator. The agents are responsible for handling incoming call interactions in the call queues.<br><br>For more information, see Call Center Agent Guide. |

# Administrator Guide

## Call Center Administrator Guide

This guide describes the call center composition, and provides step-to-step instructions on how to set up and configure an inbound call center.

### Audience

This guide is intended for system administrators responsible for establishing, configuring, and maintaining an inbound call center.

### Inbound Call Center components

Yeastar Inbound Call Center consists of two main components: the basic [call queue](#) established by an administrator in the PBX web portal, and the [Call Center Console](#) integrated into the Linkus Web Client.

#### Call queue

A call queue is the point of entry for inbound interactions. It functions as a virtual waiting room where callers remain in line until an available agent can attend to them. When a customer calls into the system and enters the queue, he / she can hear the hold music and announcement while the queue distributing the call to the available agents.

Review the essential elements of a call queue listed below to grasp its functionality and features:

| Terminology | Description |
|---|---|
| Caller | Customers who place calls to the queue. |
| Agents | Members who answer the queue calls (extensions or users who log in as agents).<br><br>• **Static agent**: The agent is always a member of the queue and cannot log out.<br>• **Dynamic agent**: The agent can log in to or log out of a queue at any time. |
| Announcement | Announcements played to callers and agents, including agent ID announcement, position announcement, and periodic announcement. |

| Terminology | Description |
|---|---|
| Music on Hold (MoH) | Music or advertisements played to callers while waiting in the queue. |
| Ring strategy | A strategy for how to distribute calls to agents. |
| Failover destination | A destination to which calls will be routed in the following scenarios.<br><br>• The number of callers that wait in a queue reaches the **Maximum Callers In Queue**.<br>• The time that callers wait reaches the **Maximum Waiting Time**.<br>• No agents in queue and the caller is pulled out of a queue. |

For more detailed information about call queue settings, see Queue Preferences.

## Call Center Console

Yeastar Call Center provides a unified workspace, Call Center Console, for queue managers (supervisors) and agents to handle queue calls. The Call Center Console is a web-based utility integrated into Linkus Web Client, including a customizable **Wallboard** for proactive tracking of 16 key performance metrics, and a switchboard-type **Queue Panel** for real-time monitoring & control of queue activities.

For more information of monitoring queue performance and managing queue calls on Call Center Console, see Yeastar Call Center Supervisor Guide and Yeastar Call Center Agent Guide.

# Steps to establish a Call Center

## 1. Create a call queue

Define the basic call queue structure, create the call queue and decide how to distribute inbound calls to the queue of agents.

• To create a queue with Workload-based call routing, see Create a Call Queue.
• To set up a queue with Skill-based call routing, see Set up Skill-based Routing for a Queue.

## 2. Improve call queue management

According to your needs, set up the call queue with advanced features to optimize caller experience, and implement configurations on agent management to increase productivity.

- **Queue Callback**

  To save callers' time while keeping their positions in the queue, you can enable callback feature for the queue, and decide whether callers can press a digit or wait till timeout to request a callback.

  For more information, see [Allow Users to Request a Callback in a Queue](#).

- **Queue Priority**

  To reduce time on holding callers, you can set a queue initial weight and an acceleration weight to determine which queue has higher priority and automatically moves the calls in a higher-priority queue up in line. When agents are logged in to multiple queues, calls from the queue with a greater weight will be prioritized and assigned to agents first.

  For more information, see [Set a Priority for a Call Queue](#).

- **Queue Agent Management**

  To optimize agent work efficiency and service quality, you can perform specific configurations that simplify the way agents and queue managers (supervisors) handle operational statuses and activities.

| Item | Description |
|------|-------------|
| Agent Pause Reason | Set specific reasons for pause status of call queue agents, enabling agents to select specific reasons when pausing their service. <br><br> By monitoring and tracking these reasons, you and supervisors can better manage agent availability and assess disruptions in service, ensuring more accurate workforce planning and operational efficiency. <br><br> For more information, see the following topics: <br> ◦ [Set Pause Reasons for Queue Agents](#) <br> ◦ [Monitor Specific Pause Status of an Agent by Function Key](#) |
| Queue Call Log Access | Give specific or all agents access to queue call log, enabling them to effectively handle and follow up on customer communications. <br><br> For more information, see [Allow Agents to View Queue Call Logs on Linkus Clients](#). |

| Item | Description |
|---|---|
| Agent Status Management | Equip agents with the ability to adjust their status in real-time via feature code or IP phone, enabling a more flexible and efficient operation.<br>For more information, see the following topics:<br>◦ [Allow Agents to Manage Their Status by Dialing a Feature Code](#)<br>◦ [Allow Agents to Manage Their Status via IP Phones](#) |

## 3. Set up the Call Center

Set up workspaces to provide all the tools your agents and supervisors need in one single web-based interface.

- **Set up queue managers (supervisors)**

  Assign one or more extension users as queue managers for the call queue. The queue managers are able to access the Call Center Console dashboards for queue monitoring and management, and receive queue notifications by email.

  For more information, see [Set up Queue Managers](#).

- **Customize queue notifications**

  Configure the notification options for the call queue. The system will automatically send email notifications to queue managers when the corresponding issue occurs, such as a queue call is missed or abandoned, or the service level agreement reaches the alarm threshold, etc.

  For more information, see [Customize Queue Notification](#).

- **Set up Service Level Agreement (SLA)**

  Set a target service level and SLA threshold for the queue to enable queue managers to evaluate whether agents are handling customer calls promptly for quality assurance purpose.

  For more information, see [Set up Service Level Agreement (SLA)](#).

- **Grant Call Center Console permissions**

  Grant the access permission to the Call Center Console dashboards (Wallboard & Queue Panel) for queue managers and agents respectively, and decide what they can on the Queue Panel.

  For more information, see [Grant Call Center Console Permissions](#).

**4. Manage Call Center reports**

Get access to advanced Call Center reports based on queue or agent, and run targeted analysis of your call center.

For more information, see [Call Center Reports Overview](#).

# Fundamental Call Queue Setup

## Create a Queue

You can create and design queues to allow callers to talk with agents according to your business. This topic describes how to create a queue.

### Prerequisites

Before you begin, prepare the following voice prompts and music as needed, and upload them to the system.

- Prepare and [upload](#) the following voice prompts for the queue to provide different information:
  - **Join Announcement**: The prompt played to callers when they join the queue.
  - **Periodic Announcement**: The prompt played periodically to callers after they reach the queue and before agents answer the calls. Following the prompt, callers can press the key to respond.
- Prepare and [upload Music on Hold](#) for the queue, which is played to callers when they are waiting in the queue, or when their calls are put on hold by agents.

### Procedure

1. Log in to PBX web portal, go to **Call Features > Queue**, click **Add**.
2. In the **Basic** page, configure the basic settings for the queue.
   a. In the **Basic** section, configure the following settings.

| Setting | Description |
|---------|-------------|
| Number | Enter a virtual number for callers to access the queue. The default queue [number range](#) is from 6400 to 6499. |
| Name | Specify a name to help you identify this queue. |

| Setting | Description |
|---|---|
| Skill-based Routing | Decide whether to route incoming calls in the queue based on agents' skill level.<br><br>If this option is enabled, you can specify skill levels for agents, and queue calls will be routed in descending order of agent skill level. For more information, see Set up Skill-based Routing for a Queue. |
| Ring Strategy | Select a ring method to distribute calls to agents.<br>• **Ring All**: Ring all available agents simultaneously until someone answers.<br>• **Least Recent**: Ring the available agent that was least recently called.<br>• **Fewest Calls**: Ring the available agent with the fewest completed calls.<br>• **Random**: Ring the agents randomly.<br>• **Rrmemory**: Round robin with memory.<br>  ◦ Queue with static agents only: The system remembers the last agent it tried and rings the next agent specified in the static agents list.<br>  ◦ Queue with dynamic agents only: The system remembers the last agent it tried and rings the next agent in the order that dynamic agents have logged in.<br>  ◦ Queue with both static agents and dynamic agents: The system remembers the last agent it tried and rings the next agent specified in the static agents list. If none of the static agents are available, the system rings the dynamic agent in the order that dynamic agents have logged in.<br>• **Linear**: Ring the available agent in specific order based on the type of agents in the queue.<br>  ◦ Queue with static agents only: The system rings available agents in the order specified in the agents list.<br>  ◦ Queue with dynamic agents only: The system rings available agents in the order that agents have logged in.<br>  ◦ Queue with both static agents and dynamic agents: The system rings available agents in the order that agents have logged in. |
| Maximum Waiting Time(s) | Set a number of seconds that the caller can wait for an available agent. |
| Failover Destination | Select a destination to route the call when the call is not answered by any agent.<br>• **Hang up**: End the current call. |

| Setting | Description |
| --- | --- |
| | • **Extension**: Route the call to the specified extension.<br>• **Extension Voicemail**: Route the call to voicemail box of the specified extension.<br>• **Group Voicemail**: Route the call to voicemail box of a queue, a ring group, or a custom group.<br>• **IVR**: Route the call to the specified IVR.<br>• **Ring Group**: Route the call to another ring group.<br>• **Queue**: Route the call to the specified queue.<br>• **External Number**: Route the call to an external number.<br>• **Play Prompt and Exit**: Play a custom prompt, then hang up the call. |

b. In the **Agent Options** section, configure the following agent settings.

| Setting | Description |
| --- | --- |
| Agent Timeout(s) | Set a number of seconds that the system rings an agent's phone. |
| Retry Interval(s) | Set a number of seconds to wait before ringing the next available agent when the last available agent has been ringed and timed out. |
| Wrap-up Time(s) | Set a number of seconds for agents to complete post-call processing after finishing a call.<br><br>The next call will come after this period following the ring strategy. |
| Agent Announcement | Select a prompt to be played to agents when they answer a queue call. |
| Ring In Use | Set whether to ring an in-call agent when there are incoming calls in the queue. |
| Agent Auto Pause | **Note:**<br>If the Ring Strategy is set to **Ring All**, this feature will NOT take effect.<br><br>Decide whether to automatically pause agents when their consecutive missed calls in the queue reach a threshold.<br><br>To use this feature, select **Agent Auto Pause** and specify the threshold in the **Max Threshold for Missed Calls** drop-down list.<br><br>**Note:**<br>• Agents will receive a notification email when they are paused.<br>• The missed calls count for an agent will be cleared when any of the following events occurs:<br>◦ The agent makes or answers a queue call. |

| Setting | Description |
|---------|-------------|
| | ◦ The agent is paused or logged out.<br>◦ The PBX is rebooted. |

c. In the **Prompt** section, complete the following prompt settings.

| Setting | Description |
|---------|-------------|
| **Queue-related Announcement** | |
| Join Announcement | Set the announcement to be played to callers when they join the queue. |
| Music On Hold | Set the music to be played to callers when they are waiting in the queue, or when their calls are put on hold by agents. |
| Periodic Announcement | Set the announcement to be played to callers periodically after they reach the queue and before agents answer the calls. |
| Frequency (s) | Set the time interval to play the periodic announcements. |
| **Caller Position Announcement** | |
| Announce Position | Set whether to announce the position of the caller in the queue. |
| Announce Hold Time | Set whether to announce the estimated waiting time to the caller. |
| Play "Thank You for Your Patience" Prompt | Set whether to play the prompt "Thank You for Your Patience" to callers periodically while the callers are waiting in the queue. |
| Frequency (s) | Set the time interval to play the caller position announcement. |
| **Agent-related Announcement** | |
| Agent ID Announcement | Set whether to play an announcement to both the caller and the agent to prompt the agent ID when an agent answers the call. |

3. Click the **Members** tab, set agents for the queue.

• **Dynamic Agents**: Select the dynamic agents that can log in to or log out of a queue at any time.

**Note:**

> ✏️ The queue distributes calls to the dynamic agents only when they log in to the queue and unpause the queue calls.

• **Static Agents**: Select the static agents that always stay in the queue.

> ✏️ **Note:**
> Static agents do not need to "log in" to the queue, and cannot "log out" of the queue.

4. Click **Preferences** tab to customize the queue according to your needs.

   For more information of the preference settings, see Queue Preferences.

5. Click **Save** and **Apply**.

## What to do next

Set up an inbound route, and specify the destination of the inbound route to the queue.

# Set up Skill-based Routing for a Queue

Skill-based routing supports specifying skill level for agents in a queue, and route calls to the designated agents in descending order of their skill levels. Prioritizing queue calls to the most skilled agents ensures properly handling of customer inquiries and enhanced work efficiency.

## Requirements

• **Firmware**: Version 84.14.0.24 or later
• **Plan**: Enterprise Plan (EP) or Ultimate Plan (UP)

## Scenario

Depending on whether there are agents with equal skill level within the same queue, the skill-based routing process varies.

### Agents with unique skill levels

In this scenario, each agent in the queue is specified with a unique skill level. When a caller calls into the queue, the call will be directly routed to the agent with highest skill level (**1**). If the agent is not available, the call will be routed to the next agent in descending order of skill level.
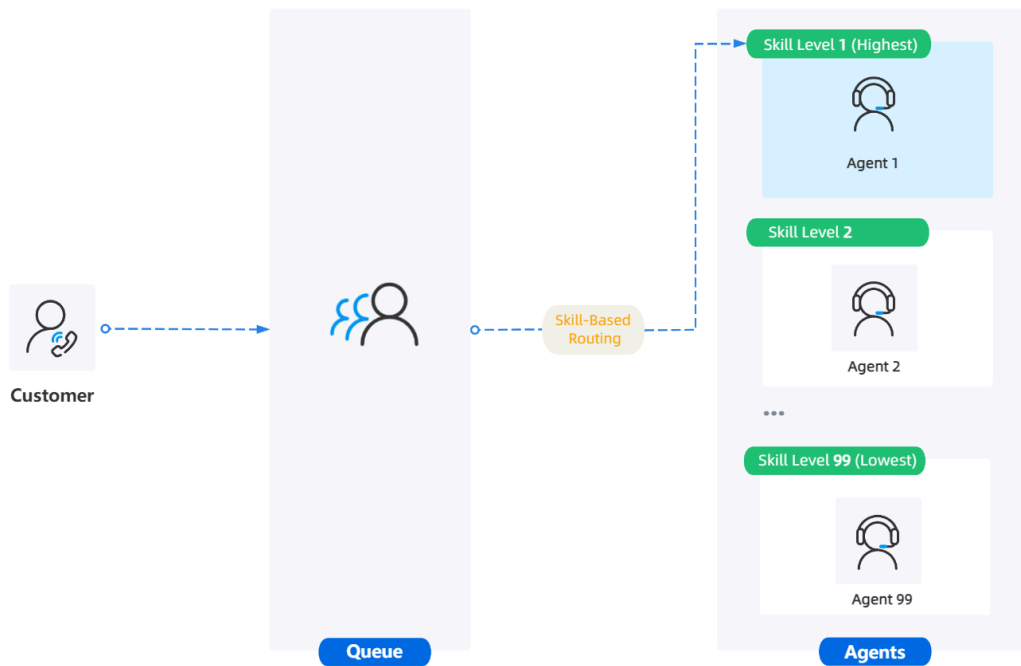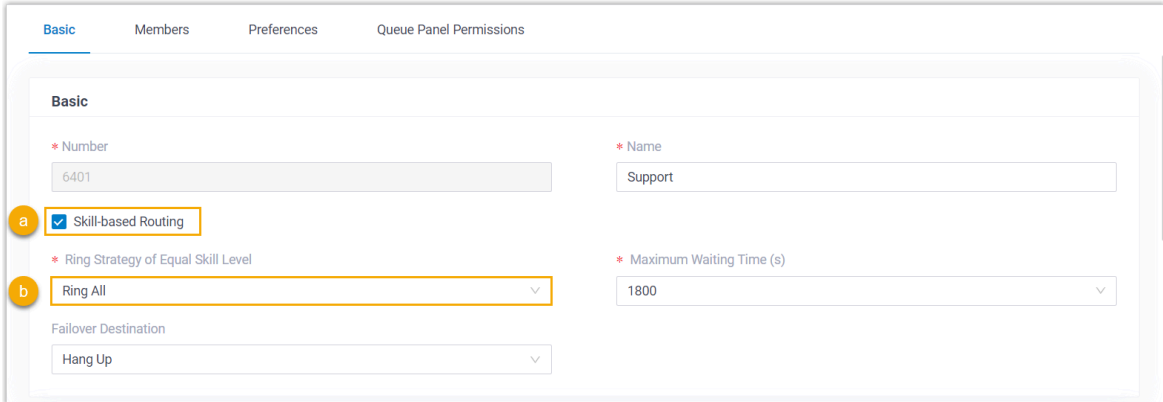
## Agents with equal skill level

In this scenario, several agents are specified with equal skill level. When a caller calls into the queue, the call will be directly routed to agents with the highest skill level (**1**) in the queue, and ring the agent according to the ring strategy of equal skill level. If all the agents with the highest skill level are not available, the call will be routed to the next agents in descending order of skill level.
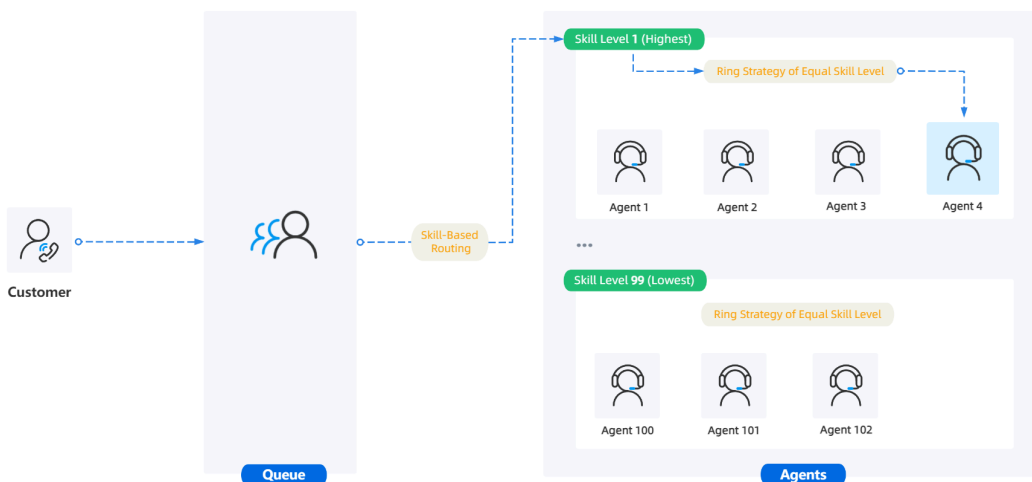
## Procedure

1. Log in to PBX web portal, go to **Call Features > Queue**.

2. Click ✎ beside the desired queue.

3. In the **Basic** tab, enable skill-based routing and select ring strategy.



   a. Select the checkbox of **Skill-based Routing**.

   b. In the **Ring Strategy of Equal Skill Level** drop-down list, select the ring strategy for agents of equal skill level.

> ✎ **Note:**
>
> If each agent in the queue is assigned with a unique skill level, the system will strictly ring the agents in descending order of skill level, disregarding the ring strategy settings.

| Ring Strategy | Description |
|---|---|
| **Ring All** | Ring all agents of equal skill level simultaneously until someone answers. |
| **Least Recent** | Among agents of equal skill level, ring the agent that was least recently called. |
| **Fewest Calls** | Among agents of equal skill level, ring the agent with the fewest completed calls. |
| **Random** | Ring the agents of equal skill level randomly. |
| **Rrmemory** | Round robin with memory.<br>• Queue with static agents only: Among agents of equal skill level, the system remembers the last agent it tried and rings the next agent specified in the static agents list. |

| Ring Strategy | Description |
|---|---|
| | • Queue with dynamic agents only: Among agents of equal skill level, the system remembers the last agent it tried and rings the next agent in the order that dynamic agents have logged in.<br>• Queue with both static agents and dynamic agents: Among agents of equal skill level, the system remembers the last agent it tried and rings the next agent specified in the static agents list. If none of the static agents are available, the system rings the dynamic agent in the order that dynamic agents have logged in. |
| **Linear** | Ring the agents of equal skill level in specific order based on the type of agents in the queue.<br>• Queue with static agents only: The system rings agents of equal skill level in the order specified in the agents list.<br>• Queue with dynamic agents only: The system rings agents of equal skill level in the order that agents have logged in.<br>• Queue with both static agents and dynamic agents: The system rings agents of equal skill level in the order that agents have logged in. |

4. In the **Members** tab, set the skill level for agents.

> **Note:**
> By default, all agents are assigned with the skill level **1** (the highest level).
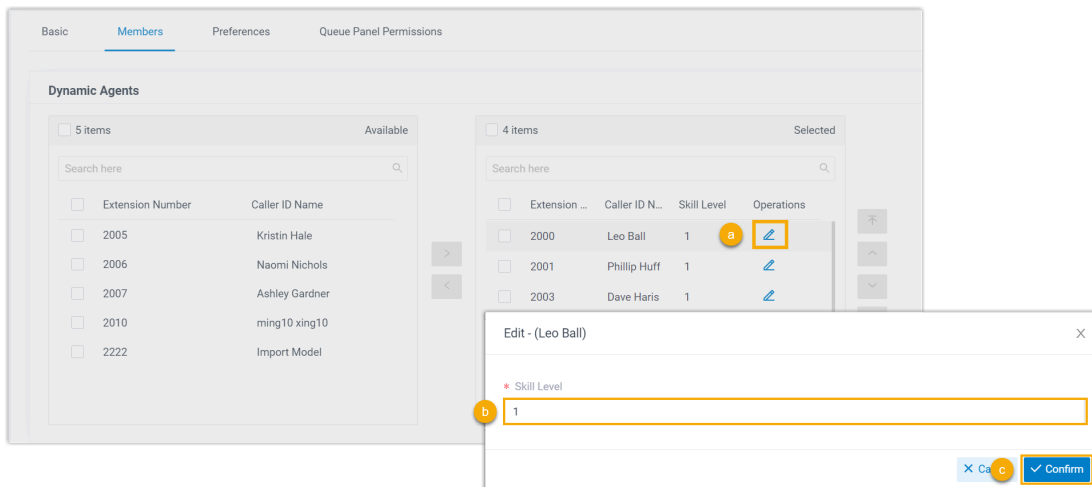


a. Click ✏ beside a selected agent.

b. In the pop-up window, specify a skill level for the agent.

> **Note:**

> ✏️ • The permitted value is `1` to `99`. The smaller the number, the higher the skill level, and consequently the higher the priority for ringing.
> • The agent skill level specified here ONLY takes effect in this queue.

    c. Click **Confirm**.

    d. Repeat step **a** - **c** for all the desired agents.

  5. Click **Save** and **Apply**.

## Result

When a caller calls into the queue, the system will route the call to agent(s) according to agent skill level, starting from the highest and descending to the lowest.

# Enhanced Call Queue Setup
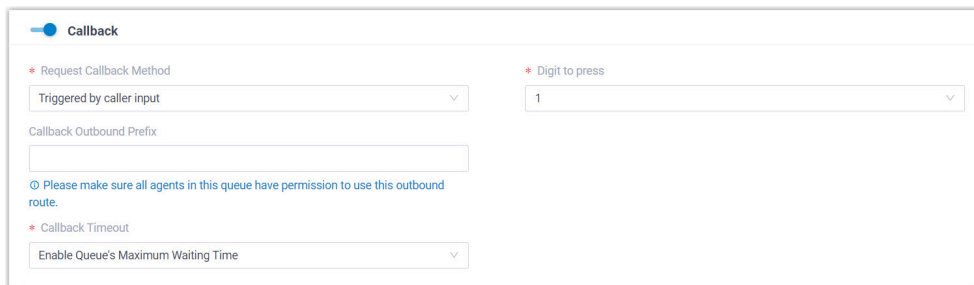
## Allow Users to Request a Callback in a Queue

A queue callback allows callers waiting in a queue to opt out of the queue and be called back when an agent becomes available. With callback feature, customers can save time while keeping their positions in the queue, and you can reduce the number of abandoned calls and ensure queue performance.

### Allow users to request a callback by pressing a digit

#### Procedure

1. Log in to PBX web portal, go to **Call Features > Queue**.

2. Click ✏️ beside a desired queue, then click **Preferences** tab.

3. In the **Callback** section, set up queue callback as follows:



    a. Turn on **Callback**.

b. In the **Request Callback Method** drop-down list, select **Triggered by caller input**.

c. In the **Digit to press** drop-down list, select a value.

> ✏️ **Note:**
>
> The value can NOT conflict with the **Key Press Event** value of the queue.

Customers can press the digit to request a callback while in queue waiting for being answered.

d. **Optional:** In the **Callback Outbound Prefix** field, enter the prefix of an outbound route, which will be used to make the callback.

> ✏️ **Note:**
>
> Make sure all agents in this queue have permission to use the outbound route, or the callback would fail.

e. In the **Callback Timeout** drop-down list, set how long a callback request can be reserved in the queue. If there are no available agents in the queue within the timeout period, the callback request will be cancelled.

> ✏️ **Note:**
>
> The default timeout period is the queue's Maximum Waiting Time (Path: **Queue > Basic > Maximum Waiting Time(s)**). You can also select **Custom** to customize a timeout period.

4. In the **Periodic Announcements** section, select a prompt to instruct customers to press the specified digit to request a callback.

**Periodic Announcements**

| Prompt | * Frequency (s) |
|---|---|
| Test.wav | 5 |

a. In the **Prompt** drop-down list, select a prompt.

> ✏️ **Note:**

> 📝 The available prompts are the ones that you have record-ed or uploaded to the system. For more information, see [Record a Custom Prompt](#) and [Upload a Custom Prompt](#).

    b. **Optional:** Set the time interval to play the prompt.

5. Click **Save** and **Apply**.

### Result

Customers can press the specified digit to request a callback while waiting in the queue.
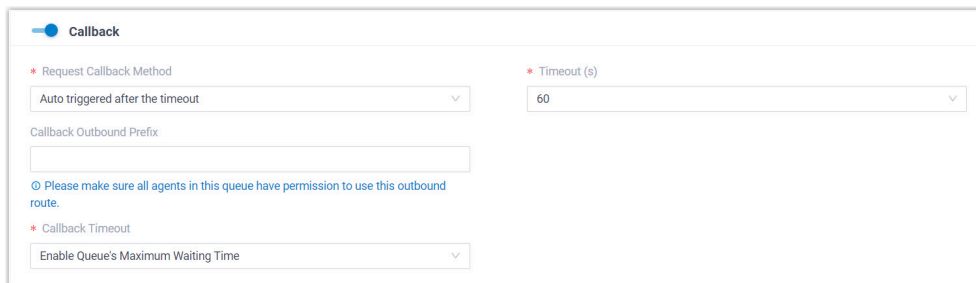
### What to do next

- Read the provided example to know the callback flow.

  For more information, see [Queue Callback Example](#).
- Enable email notifications to queue managers when a callback request is made or a callback failed.

  For more information, see [Customize Queue Notification](#).

- Query callback statistics of the queue as needed.

  For more information, see [Queue Callback Summary Report](#) and [Queue Callback Activity Report](#).

## Allow users to request a callback after timeout

### Procedure

1. Log in to PBX web portal, go to **Call Features > Queue**.

2. Click ✎ beside a desired queue, then click **Preferences** tab.

3. In the **Callback** section, set up queue callback as follows:



    a. Turn on **Callback**.

b. In the **Request Callback Method** drop-down list, select **Auto triggered after the timeout**.

c. In the **Timeout (s)** field, select or enter a value.

> ✏️ **Note:**
>
> - The value can NOT be greater than **Maximum Waiting Time (s)** of the queue.
> - The **Timeout** is calculated as soon as customers call to the queue.

After waiting the specified duration of time in a queue, the system plays the callback option to the caller automatically.

d. **Optional:** In the **Callback Outbound Prefix** field, enter the prefix of an outbound route, which will be used to make the callback.

> ✏️ **Note:**
>
> Make sure all agents in this queue have permission to use the outbound route, or the callback would fail.

e. In the **Callback Timeout** drop-down list, set how long a callback request can be reserved in the queue. If there are no available agents in the queue within the timeout period, the callback request will be cancelled.

> ✏️ **Note:**
>
> The default timeout period is the queue's Maximum Waiting Time (Path: **Queue > Basic > Maximum Waiting Time(s)**). You can also select **Custom** to customize a timeout period.

4. Click **Save** and **Apply**.

## Result

After waiting the specified duration of time in a queue, the system plays the callback option to the caller automatically. Customers can press a specific digit to request a callback.

## What to do next

- Read the provided example to know the callback flow.

  For more information, see Queue Callback Example.
- Enable email notifications to queue managers when a callback request is made or a callback failed.

  For more information, see <u>Customize Queue Notification</u>.

- Query callback statistics of the queue as needed.

  For more information, see <u>Queue Callback Summary Report</u> and <u>Queue Callback Activity Report</u>.

## Queue callback example

We provide an example to help you understand the callback flow:
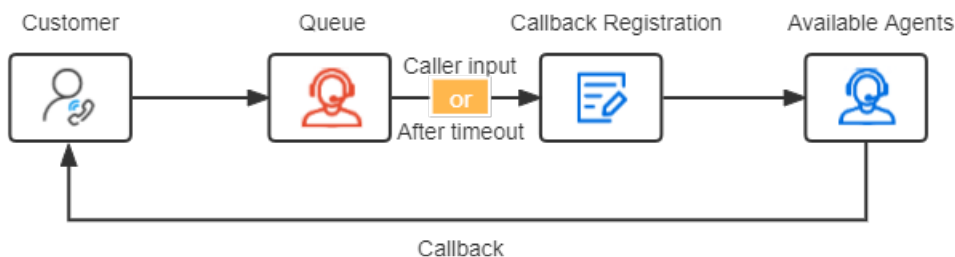


1. A customer makes a call to a queue, but there are no agents available to answer the call.
2. The customer requests a callback in either of the following methods:
     - After the periodic announcement, the caller presses the specified digit.
     - After waiting a specified duration of time, the caller presses the specified digit.
3. The customer registers a callback number, then hangs up the call.

> ✏️ **Note:**
>   - By default, the callback number is the phone number that the customer is calling the queue from.
>   - The customer can register another phone number as needed. The length of callback number must be greater than 5.

The customer's position in the queue is reserved.

4. Upon an agent is available, the system makes a call to the agent and the customer successively.
   If the agent and the customer both answer the call, the queue call is established.

> ✏️ **Note:**
> If there are no available agents in the queue within **Callback Timeout**, the callback request will be cancelled.

# Set a Priority for a Call Queue

The Priority Queue feature allows you to assign a weight to each call queue. The system factors in both the initial weight assigned to a queue as well as the amount of time that a call has been waiting in the queue to determine the importance of calls in different queues. When agents are logged into multiple call queues, the system calculates the weight of queues and automatically moves the calls in a higher-priority queue up in line, reducing wait-ing time for VIP callers while maintaining customer satisfaction for other callers.

## Scenario

An agent simultaneously services for two queues (e.g. **Support-VIP** and **Support**), both of them have been assigned a weight. If there are incoming calls in both queues, the agent will first be connected to the calls coming from the higher-priority queue **Support-VIP**, ensuring that VIP callers receive a faster response.
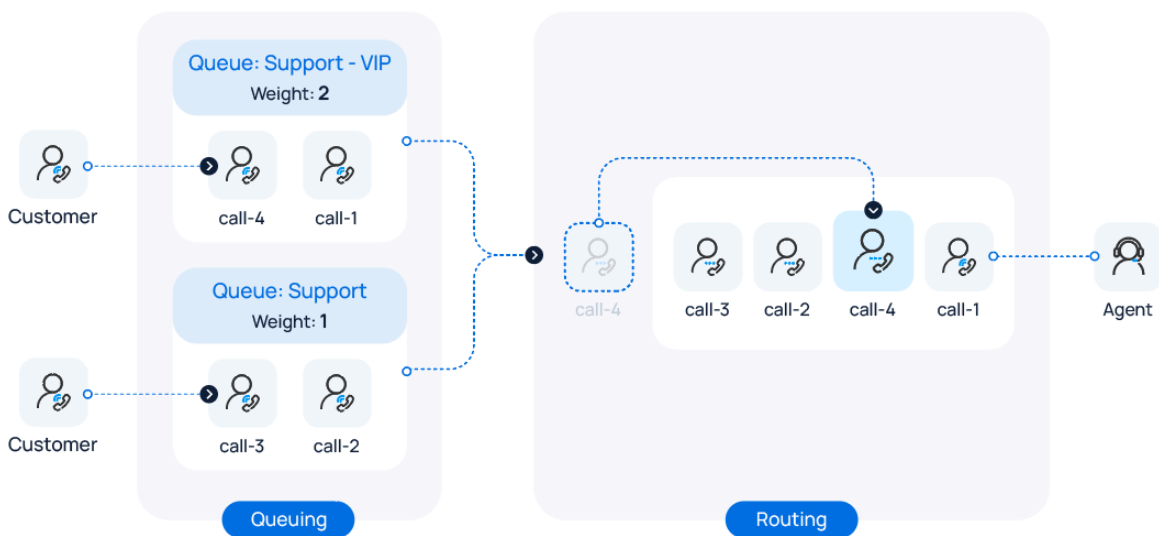
## Procedure

1. Log in to PBX web portal, go to **Call Features > Queue**.
2. Click ✎ beside the desired queue, and go to the **Preferences** tab.
3. Turn on the switch of **Priority Queue**.
4. In the **Weight** field, specify the initial weight of the queue.

   You can enter a number between 1 and 999. The larger the number, the greater the weight.

   The system will compare the weight of multiple queues, and assign incoming calls from the queue with a greater weight to agents first. For example, calls in a queue with a weight of 2 will be answered more quickly than that in a queue with a weight of 1.

5. **Optional:** To avoid the calls in a low-priority queue being waited for too long, you can set up acceleration weight for a low-priority queue.
   a. Select the checkbox of **Enable Acceleration Weight**.
   b. In the **Acceleration (s)** field, specify the amount of time a call has been waiting in the queue before the weight is increased by **1**.

      You can enter a number between 10 and 1800, and the total queue weight will be calculated based on the initial queue weight and the waiting time of a call.

      ```
      Queue Weight = Weight + (Waiting Time / Acceleration) * 1
      ```

      > 📝 **Note:**
      > If there are decimals in the result, the value will be rounded.

6. Click **Save**.

## Result

When an agent is logged in to multiple queues and there are calls waiting in more than one queue, the system automatically calculates and compares the queue weight for each call queue and routes the call in the higher-priority queue to the agent first.

## Example

We provide an example to help you understand how call distribution works based on queue weight:

Agent Leo Ball has logged in to two support queues, **Support - VIP** and **Support**, and the queue weight settings for these queues are as follows:

| Setting | Queue (Support - VIP) | Queue (Support) |
|---------|----------------------|-----------------|
| Initial Weight | 2 | 1 |
| Acceleration Weight | Disabled | 60s |

When agent Leo Ball is available and both queues have calls waiting in the queue, the followings will occur.



- Call-1 enters the **Support - VIP** queue, and Call-2 enters the **Support** queue simultaneously.

  In this case, the queue weight of **Support - VIP** (**2**) is greater than that of **Support** (**1**). Therefore, Call-1 will be answered first, while Call-2 keeps waiting in the queue.

- Call-3 enters the **Support - VIP** queue when Call-2 in the **Support** queue has been wait-ing for 120 seconds.

  In this case, the queue weight of **Support - VIP** remains **2**, while the queue weight of the **Support** queue is calculated as `1 + (120 / 60) * 1 = 3`.

  Since the queue weight of the **Support** (**3**) is now greater than that of **Support - VIP** (**2**), Call-2 will be answered first after the agent completes the ongoing call.

# Agent Management

## Set Pause Reasons for Queue Agents

Yeastar P-Series Cloud Edition allows you to set specific reasons for pause status of queue agents. Agents can pause with reasons by feature code, or by dedicated button on their Linkus Clients. Queue managers can track the pause reasons and duration of agents in call reports.

**Limitation**

Yeastar P-Series Cloud Edition supports up to **20** pause reasons.

**Procedure**

1. Log in to PBX web portal, go to **Call Features > Queue**.
2. On the top of the queue list, click **Pause Reason**.
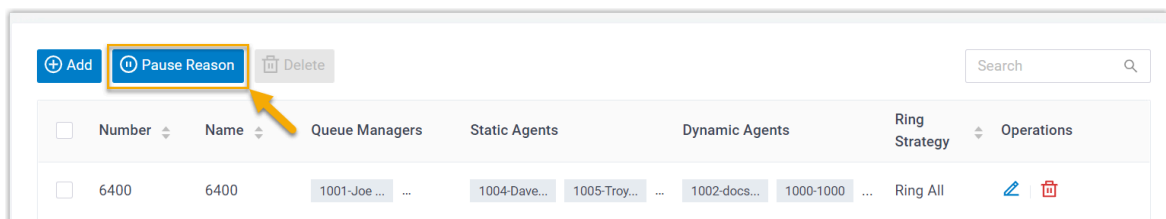


3. In the pop-up window, complete the following settings:

> **Note:**
> Yeastar P-Series Cloud Edition provides the following default pause reasons and the corresponding feature codes. You can modify them or add new ones.

a. Specify pause reasons and the corresponding feature codes.
- **Feature Code**: Assign a feature code to the pause reason.
- **Pause Reason**: Specify the reason why an agent pauses receiving calls.

b. Click **Save**.

## Result

- The pause reasons are available for all queues in the PBX.
- Queue agents can pause with reasons in the following ways:
  - **By feature code**

    Queue agents can dial *Pause Feature Code* + *Queue Number* + *Pause Reason Feature Code* to pause from a queue for corresponding reason.
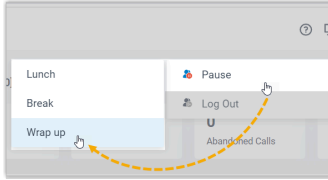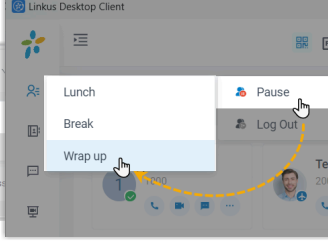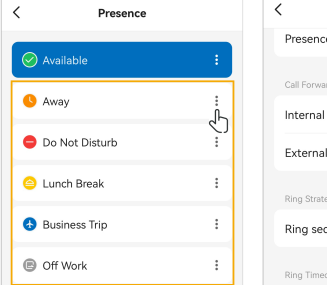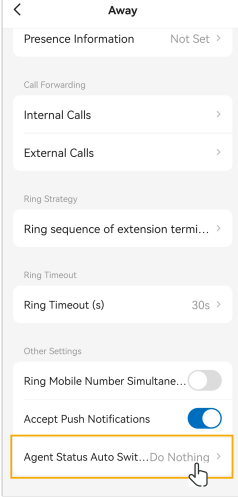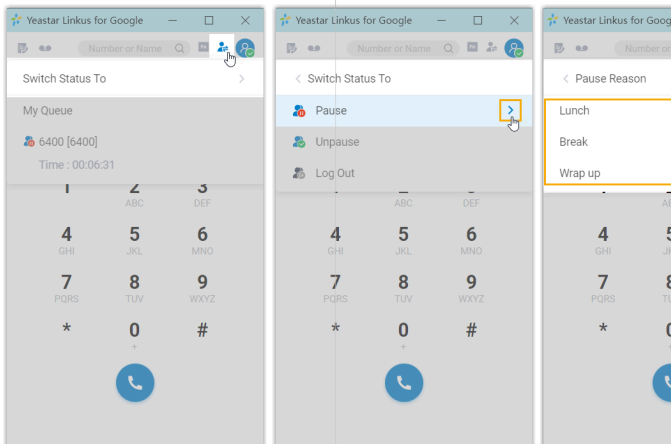
    > ℹ **Tip:**
    > You can obtain the Pause feature code on **Call Features > Feature Code > Queue > Pause/Unpause**.

    For example, an agent dials "*076400*03" to pause from queue 6400 for **Wrap up** reason.
  - **By dedicated button on Linkus Clients**

    Queue agents can click **Pause** button and select a specific pause reason on their Linkus Clients, as shown in the following table.

| Linkus Web Client | Linkus Desktop Client | Linkus Mobile Client |
|---|---|---|
| **On web page** | | |



**On 'Yeastar Linkus for Google' Chrome extension**



**Note:**
To use the feature, the App version should be updated.
- Linkus Android Client: 4.10.6 or later
- Linkus iOS Client: 4.10.3 or later

• Queue managers can switch agents to pause on a specific reason from the queue panel.
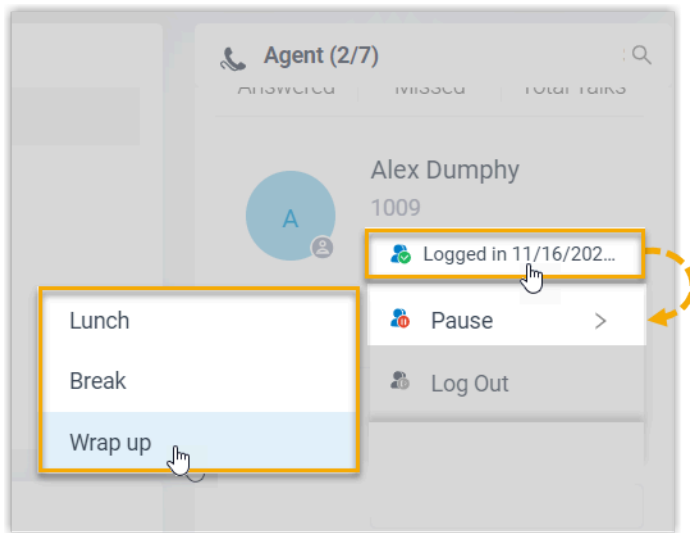
**Related information**

# Monitor Specific Pause Status of an Agent by Function Key

This topic provides an example on how to monitor specific pause status of an agent by function key on Linkus Web Client, Linkus Desktop Client, or on an IP phone.

## Prerequisites

- Obtain the following feature codes:
    ◦ Pause feature code (Path: **Call Features > Feature Code > Queue > Pause/ Unpause**)
    ◦ Pause Reason feature code (Path: **Call Features > Feature Code > Pause Reason**)
- To monitor specific agent pause status on an IP phone, make sure that the IP phone is connected to Yeastar P-Series Cloud Edition via auto provisioning, and has been assigned with an extension.

> ✏️ **Note:**
> For detailed instructions about auto provisioning the IP phone, see IP Phone Configuration Guide.

## Procedure

Assume that you want to monitor the three default pause status of agents 1001, 1002 and 1003 in queue 6400, do as follows to configure function keys for your extension.

1. Set up function keys for monitoring specific pause status.

    a. Log in to PBX web portal, go to **Extension and Trunk > Extension**, edit your extension.

    b. Click the **Function Keys** tab.

    c. Configure the following function keys.

    | Function Key | Type | Value | Label | Operations | Sort |
    |---|---|---|---|---|---|
    | Key 1 | BLF | *071001*6400*01 | Agent1001_Lunch | 🗑 | ≡ |
    | Key 2 | BLF | *071002*6400*02 | Agent1002_Break | 🗑 | ≡ |
    | Key 3 | BLF | *071003*6400*03 | Agent1003_Wrapup | 🗑 | ≡ |

    Tabs: Presence, Voicemail, Features, Advanced, Security, Linkus Clients, Phone, **Function Keys**

    - **Type**: Select **BLF** key.
    - **Value**: Enter the feature codes.

        The format should be `Pause feature code` + `extension number` + `*` + `queue number` + `pause reason feature code`. For example, `*071001*6400*01`.

    - **Label**: Optional. Enter a display label for the function key.

    d. Click **Save**.

2. If you want to monitor specific agent pause status on IP phone, apply the function key configuration to the IP phone.

    a. Go to **Auto Provisioning > Phones**, click ↻ beside the desired phone.

    b. In the pop-up window, click **OK**.

## Result

You can monitor specific pause status of the agents via the followings:

**Function key on Linkus Web Client, Linkus Chrome extension, and Linkus Desktop Client**

- 👥✓: The monitored agent is NOT in the specified pause status.
- 👥⏸: The monitored agent is in the specified pause status.

- : The function key configuration failed.

| Linkus Web Client | 'Yeastar Linkus for Google' Chrome extension | Linkus Desktop Client |
|---|---|---|
|  |  |  |
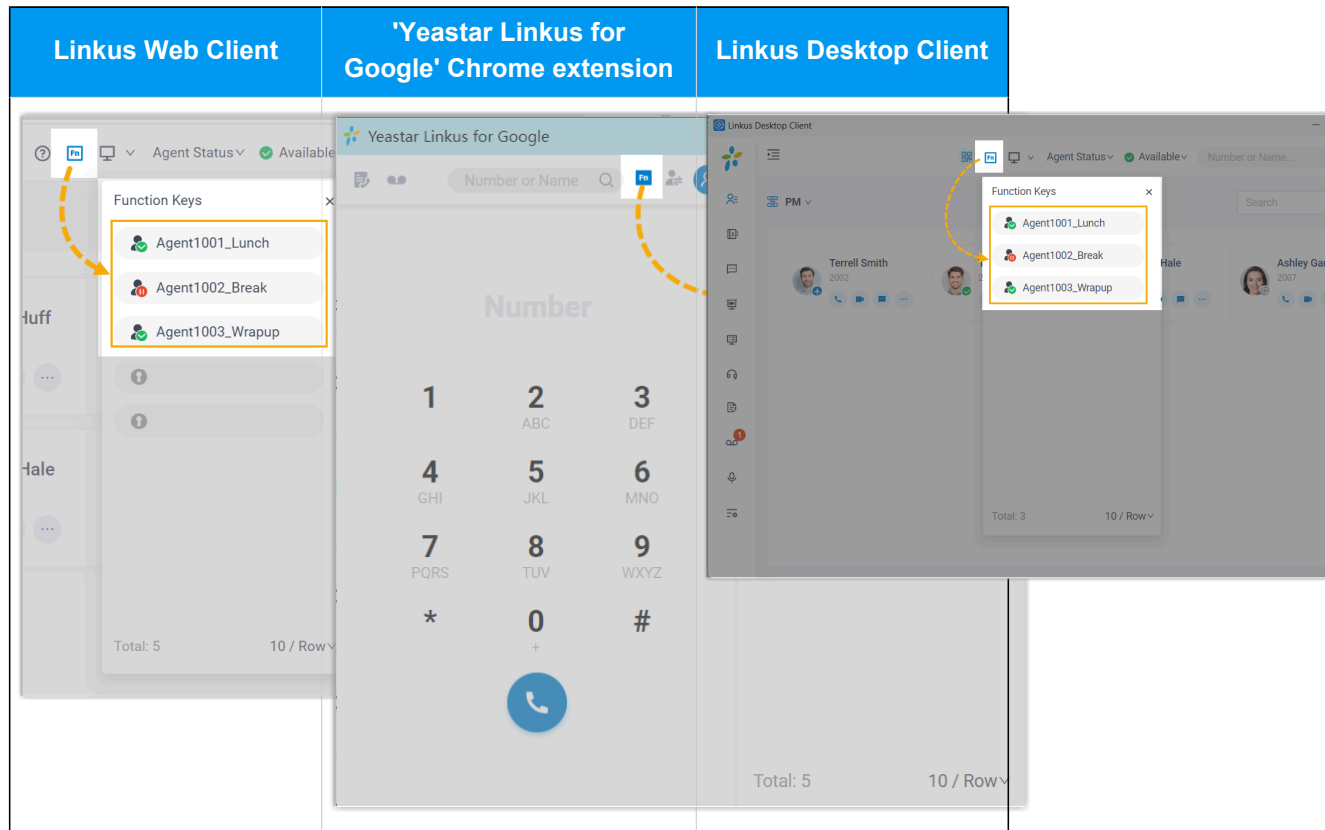
**BLF LED on IP phone**

- **BLF LED Solid Green**: The monitored agent is NOT in the specified pause status.
- **BLF LED Flashing Red**: The agent is in the specified pause status.
- **BLF LED off**: The BLF key configuration failed.

**Related information**
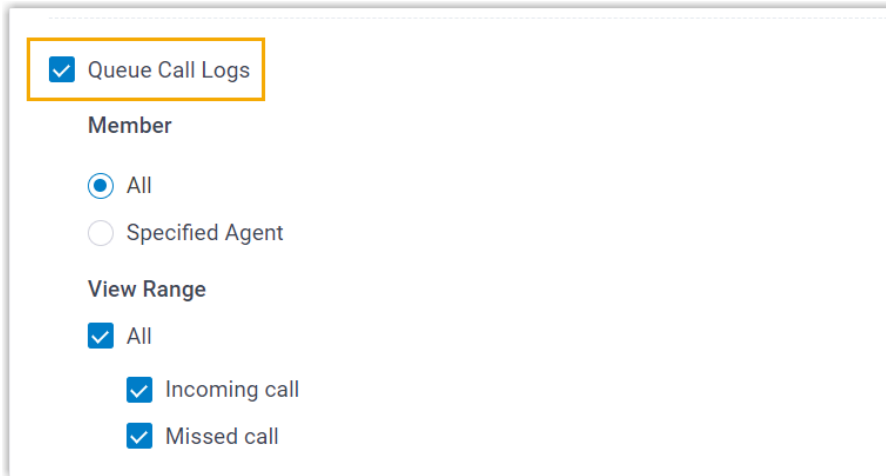
[Allow Agents to Manage Their Status by Dialing a Feature Code](#)
[Allow Agents to Manage Their Status via IP Phones](#)

# Allow Agents to View Queue Call Logs on Linkus Clients

This topic describes how to allow agents to view queue call logs on their Linkus Web Client and Desktop Client.

## Procedure

1. Log in to PBX web portal, go to **Call Features > Queue**.

2. Click ✎ beside the desired queue, and enter the **Queue Panel Permissions** tab.

3. Scroll down to the **Agents** section, and complete the following settings.

   a. Select the checkbox of **Queue Call Logs**.
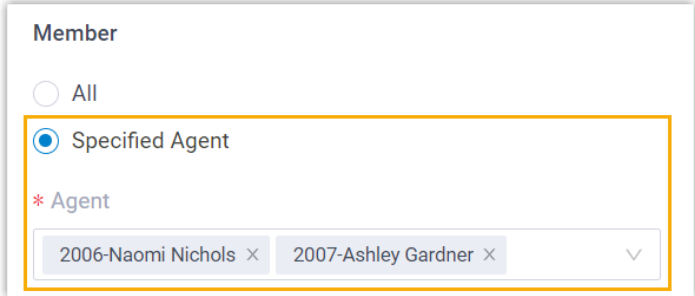
   

   b. Set up the viewing permission.

| Item | Description |
| --- | --- |
| Member | Specify the agents that can view call logs of the queue on their Linkus clients.<br>• **All**: All the queue agents can view the queue call logs.<br>• **Specified Agent**: Only the specified agents can view the queue call logs.<br><br> |
| View Range | Specify the type of queue call logs that the authorized agents can view.<br>• **All**: Agents can view all call logs, including incoming calls and missed calls.<br>• **Incoming call**: Agents can view the call logs of the queue calls that they answered. |

| Item | Description |
|---|---|
| | • **Missed call**: Agents can view the call logs of missed queue calls, as well as the missed call processing status. |

4. Click **Save**.

## Result

The authorized agents are able to view queue call logs on their Linkus Web Client and Desktop Client (Path: **Call Logs > Queue Call Logs**).
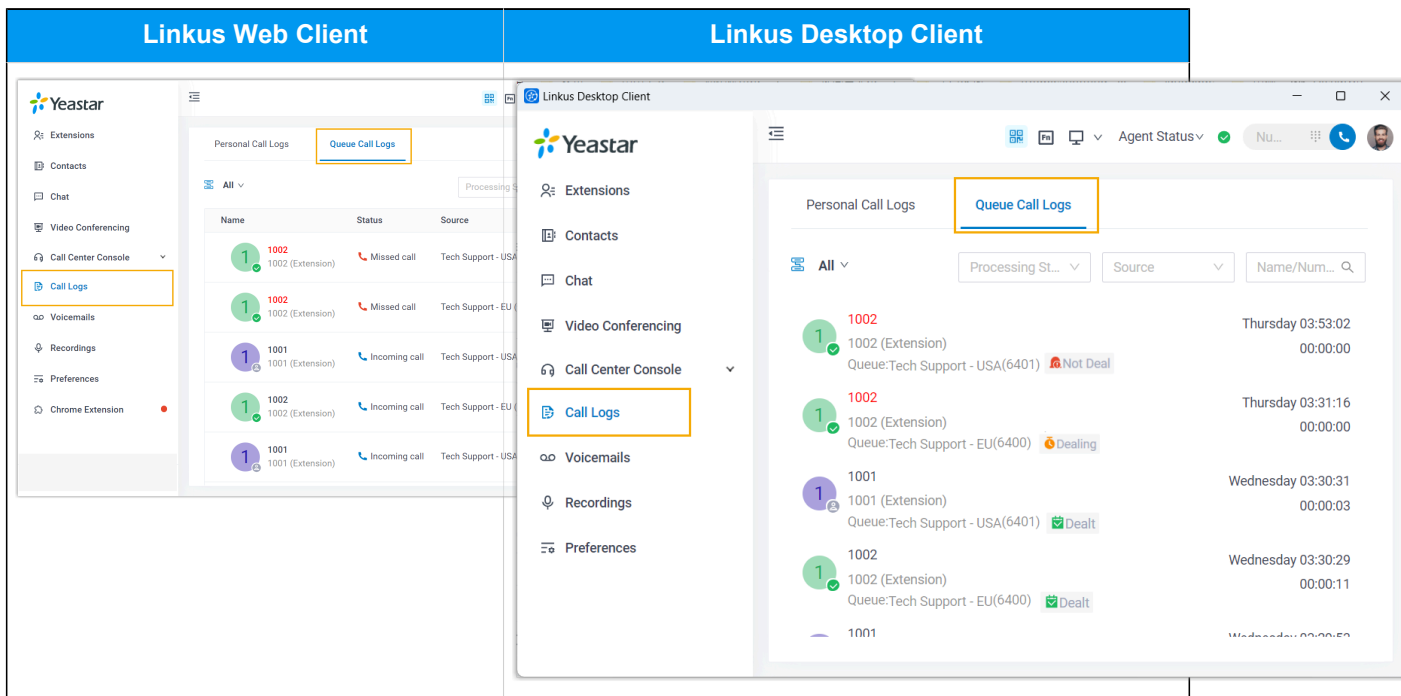


**Related information**

Agent Guide - Check and Manage Queue Call Logs on Web Client

Agent Guide - Check and Manage Queue Call Logs on Desktop Client

# Allow Agents to Manage Their Status by Dialing a Feature Code

The PBX defines feature codes that allow the agents to switch their status. This topic describes how to allow agents to manage their agent status by dialing a feature code.

## Procedure

1. Log in to PBX web portal, go to **Call Features > Feature Code**.
2. Scroll down to the **Queue** section.

3. To allow agents to log in to or log out of a queue via feature code, do as follows:
    a. Select the checkbox of **Log in/Log out**.
    b. **Optional:** Change the feature code according to your needs.
4. To allow agents to pause or unpause service via feature code, do as follows:
    a. Select the checkbox of **Pause/Unpause**.
    b. **Optional:** Change the feature code according to your needs.
    c. **Optional:** Scroll down to the **Pause Reason** section, and configure reasons for the agent pause and the corresponding feature codes.

| Pause Reason | | |
| --- | --- | --- |
| **Feature Code** | **Pause Reason** | **Operations** |
| *01 | Lunch | 🗑 |
| *02 | Break | 🗑 |
| *03 | Wrap up | 🗑 |
| | + Add | |

Agents can pause with specific reason by dialing the pause reason feature codes.

5. Click **Save** and **Apply**.

## Result

Agents can manage their status by dialing the corresponding feature codes either on their Linkus clients or IP phone.

| Scenario | Instruction |
| --- | --- |
| Log in to a queue | Only dynamic agents can log in to a queue; static agents are always in the queue. |
| | For example, a dynamic agent dials `*76400` to log in to queue 6400. |
| Log out of a queue | Only dynamic agents can log out of a queue; static agents are always in the queue. |
| | For example, a dynamic agent 1000 dials `*76400` to log out of queue 6400. |
| Pause receiving queue calls | Both static agents and dynamic agents can pause queue calls when they are away from desk. The system will not distribute queue calls to the agents in "Paused" status. |
| | **Pause without reason** |

| Scenario | Instruction |
|---|---|
| | For example, an agent 1000 dials `*076400` to directly pause calls from queue 6400. |
| | **Pause with specific reason** |
| | For example, an agent 1000 dials `*076400*03` to pause calls from queue 6400 for after-call processing. |
| Unpause receiving queue calls | Both static agents and dynamic agents can unpause queue calls when they are ready to take calls. |
| | For example, an agent 1000 dials `*076400` to unpause calls from queue 6400. |

**Related information**

[Allow Agents to Manage Their Status via IP Phones](#)
[Monitor Specific Pause Status of an Agent by Function Key](#)

# Allow Agents to Manage Their Status via IP Phones

This topic describes how to set up agents' IP phones to enable them to monitor and switch their agent status in specific queue using the BLF keys and indicators on IP phones.

## Prerequisites

Ensure that the IP phones are connected to Yeastar P-Series Cloud Edition via auto provisioning, and have been assigned to the agents' extensions.

For detailed instructions about auto provisioning the IP phone, see [IP Phone Configuration Guide](#).

## Step 1. Set up function keys for agents' extensions

1. Access the configuration page for extensions' function keys.
   a. Log in to PBX web portal, go to **Extension and Trunk > Extension**.
   b. Select the agents' extensions and click **Edit**.
   c. Click the **Function Keys** tab.
2. Configure function keys for the extensions.
   a. Select the checkbox of **Bulk Edit**.
   b. Select a key and configure the followings:

- **Type**: Select a key type from the following two options:
  - **Agent Login/Logout**: Allow agents to log in to or log out of a queue.
  - **Agent Pause/Unpause**: Allow agents to pause or unpause receiving queue calls.
- **Value**: Select a queue that the agent sits in.
- **Label**: Optional. Enter a label, which will be displayed on the phone screen.

3. Click **Save**.

## Step 2. Apply the configuration to agents' IP phones

1. Go to **Auto Provisioning > Phones**.
2. Select the phones assigned to the agents and click **Reprovision**.
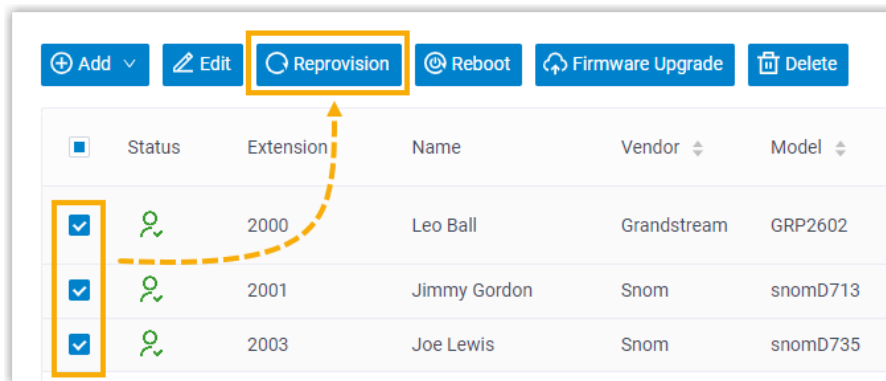


3. In the pop-up window, click **OK**.

## Result

Agents can monitor and switch their status in the specified queue using the BLF keys and indicators on the IP phones.

> 📝 **Note:**
> The BLF key indicator status may vary by phone models.

| BLF key | LED status | Description |
|---|---|---|
| Log in/Log out | Solid Green | The agent has logged in to the queue.<br><br>The agent can press the **Log in/Log out** BLF key to log out of the queue. |
| | Solid Red | The agent has logged out of the queue.<br><br>The agent can press the **Log in/Log out** BLF key to log in to the queue. |
| | Off | The BLF key does not subscribe the agent's status. Check if your configurations are correct or if the agent's extension is registered. |
| Pause/unpause | Solid Green | The agent can receive queue calls.<br><br>The agent can press the **Pause/Unpause** BLF key to pause receiving queue calls. |
| | Flashing Red | The agent has paused receiving queue calls.<br><br>The agent can press the **Pause/Unpause** BLF key to resume receiving queue calls. |
| | Off | The BLF key does not subscribe the agent's status. Check if your configurations are correct or if the agent's extension is registered. |

**Related information**

[Monitor Specific Pause Status of an Agent by Function Key](#)
[Supervisor Guide - Manage Agent Status on Call Center Console](#)

# Call Center Setup

## Set up Queue Managers

With call center service activated, you can set any extension as queue manager. A queue manager does not need to be a queue agent. This topic describes how to set queue managers.

**Procedure**

1. Log in to PBX web portal, go to **Call Features > Queue**, edit the desired queue.
2. Click the **Members** tab.
3. In the **Queue Managers** section, manage the queue managers:

- To add queue managers, select the desired extensions from the **Available** box to the **Selected** box.
- To delete queue managers, select the desired extensions from the **Selected** box to the **Available** box.
4. Click **Save** and **Apply**.

**Related information**

[Customize Queue Notification](#)

# Customize Queue Notification

With call center service activated, the system sends email notifications to queue managers when a queue call is missed or abandoned, when the service level agreement reaches the alarm threshold, when a callback request is made or a callback failed. This topic describes how to customize these notifications.

## Prerequisites

- Make sure there is a valid email address assigned to queue manager's extension.
- Make sure [system email](#) works.

## Procedure

1. Log in to PBX web portal, go to **Call Features > Queue**, edit the desired queue.
2. Click the **Members** tab.
3. Select the checkbox of notification option according your needs.

| Option | Description |
|---|---|
| Notify Manager when a queue call is missed | If enabled, the system will send an email to queue manager when a queue call is missed. |
| Notify Manager when a queue call is abandoned | If enabled, the system will send an email to queue manager when a queue call is abandoned. |
| Notify Manager when the SLA is lower than its alarm threshold | If enabled, the system will send an email to queue manager when the SLA alarm threshold is reached. |
| Notify Manager when a callback request is made | If enabled, the system will send an email to queue manager when a callback request is made. |

| Option | Description |
|---|---|
| Notify Manager when a callback failed | If enabled, the system will send an email to queue manager when a callback is failed. |

4. Click **Save** and **Apply**.

# Set up Service Level Agreement (SLA)

With call center service activated, you can set up service level agreement for a queue. This topic describes what is service level agreement and how to set up service level agreement.

## What is Service Level Agreement (SLA)

Service Level Agreement is a call center performance statistic. It is the goal for how quickly the agent should answer a portion of the customers, and makes sure everyone is working to the same objective.

SLA is expressed as the percentage of conversations answered within a pre-defined amount of time. Let us suppose that the goal is to answer 80% of calls within 20 seconds. If the measurement is less than 80%, the manager knows they are below their target Service Level.

The calculated formula of SLA is shown as below:

> **Note:**
> The `Total calls` parameter is the total number of calls that the queue received, including calls answered by agents, calls abandoned by callers and missed calls in the queue.

```
SLA = (Number of calls answered within SLA time / Total calls) * 100%
```

## How to set up Service Level Agreement

You can set a target service level and SLA threshold for each queue, and evaluate the service level periodically.

1. Log in to PBX web portal, go to **Call Features > Queue**, edit the desired queue.
2. Click the **Preferences** tab.
3. In the **Service Level Agreement** section, edit the SLA according to your needs.
   - **SLA Time (s)**: Enter the maximum amount of time (in seconds) that an agent needs to answer an incoming call.

If a caller waits for a duration of time shorter than the SLA Time, the SLA is met.
- **Evaluation Interval (min)**: Enter the time interval to compare the queue's SLA performance against the alarm threshold so that the system can send a notification email timely.
- **Alarm Threshold (%)**: Enter the service level threshold for the queue.

4. Click **Save** and **Apply**.

# Grant Call Center Console Permissions

With call center service activated, you can grant the access permission to the Call Center Console dashboards (Wallboard & Queue Panel) and decide what the queue managers and agents can do on Queue Panel, and grant the Queue Panel permissions for queue manager and agents respectively. This topic describes how to grant permissions for queue manager and agents.

## Call Center Console permissions

The following table outlines the supported permissions on the Call Center Console for queue managers and agents respectively.

| Permission | Manager | Agent |
|---|---|---|
| Access Wallboard | √ | √ |
| Access Queue Panel | √ | √ |
| Switch agents' status | √ | × |
| Call distribution management (Redirect, Transfer, Drag and Drop operation) | √ | √ |
| Allow for picking up or hanging up agents' calls | √ | √ |
| Call monitoring operations (Listen, Whisper, Barge In) | √ | × |
| Call parking operation | √ | √ |
| Switch agent's recording status | √ | × |

## Grant permissions for queue managers

1. Log in to PBX web portal, go to **Call Features > Queue**, edit the desired queue.
2. Click the **Queue Panel Permissions** tab.

3. In the **Manager** section, select the checkboxes of permissions according to your needs.
4. Click **Save** and **Apply**.

## Grant permissions for agents

1. Log in to PBX web portal, go to **Call Features > Queue**, edit the desired queue.
2. Click the **Queue Panel Permissions** tab.
3. In the **Agents** section, select the checkboxes of permissions according to your needs.
4. Click **Save** and **Apply**.

# Call Center Report

## Call Center Reports Overview

Yeastar P-Series Cloud Edition provides a set of predefined reports concerning detailed information about call center performance. This topic describes what you can do with call center report, and the report types.

### What you can do with call center reports

The system automatically generates reports in the format of graphs or charts, and helps you to simplify analysis and extract invaluable data with ease. These reports can be historical and real-time. You can view and schedule reports on demand to evaluate past activities and plan future actions.

### Reports types

We divide reports into two categories: queue performance and agent performance.

- **Queue performance reports**: The queue performance reports give you insight into the work efficiency of one or more queues over a period of time, and help you evaluate the performance of each queue.
    - Queue AVG Waiting & Talking Time
    - Queue Performance
    - Queue Performance Activity
    - Queue Callback Summary
    - Queue Callback Activity
    - Satisfaction Survey

- ◦ [Satisfaction Survey Details](#)
- **Agent performance reports**: The agent performance reports give you insight into the performance of one or more agents, and help you evaluate if every agent meets the expectations of your call center over a period of time.
  - ◦ [Agent Login Activity](#)
  - ◦ [Agent Pause Activity](#)
  - ◦ [Agent Missed Call Activity](#)
  - ◦ [Agent Performance](#)
  - ◦ [Agent Call Summary](#)

# Queue Performance Reports

# Queue AVG Waiting & Talking Time Report

**Queue AVG Waiting & Talking Time** report provides granular insights into the hourly, daily, and monthly breakdown of the average amount of time that callers wait in a queue, and the average amount of time that queue agents spend in talking with callers. This topic introduces how to access the report and explains the key metrics in detail.

## Access Queue AVG Waiting & Talking Time report

1. Log in to PBX web portal, go to **Reports and Recordings > Call Reports**.
2. In the **Report Type** drop-down list, select **Queue AVG Waiting & Talking Time**.



3. Filter data by system time and queue(s).

A report that meets the filter criteria is displayed on the page, as shown below.
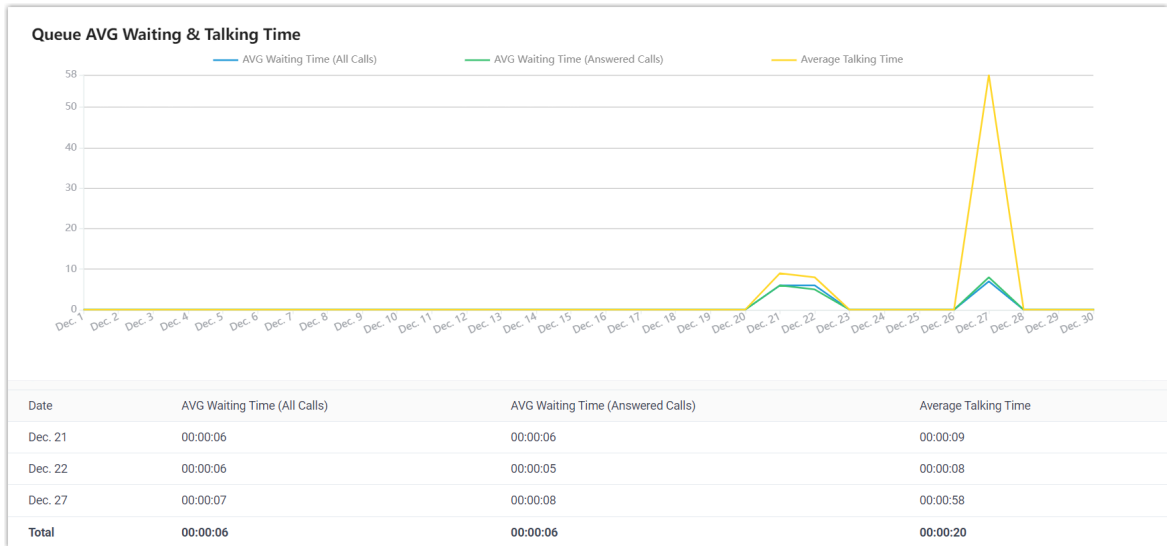


# Report details

The key metrics for **Queue AVG Waiting & Talking Time** report is shown below.

| Metric | Description |
|---|---|
| AVG Waiting Time (All Calls) | The average amount of time that all inbound calls had been waiting in the queue, regardless of whether they were answered or not.<br><br>**Formula**: (**Total Ring Duration + Retry Interval**) / **Total Calls** |
| AVG Waiting Time (Answered Calls) | The average amount of time that the answered calls had been waiting in the queue before being answered by agents.<br><br>**Formula**: (**Total Ring Duration of Answered Calls + Retry Interval**) / **Total Answered Calls** |
| Average Talking Time | The average amount of time that agents spent talking to callers.<br><br>**Formula**: **Total Talking Time** / **Total Answered Calls** |

# Queue Performance Report

**Queue Performance** report provides a quick overview of call queue performance and granular insights into queue calls. This topic introduces how to access the report and explains the key metrics in detail.

## Access Queue Performance report

1. Log in to PBX web portal, go to **Reports and Recordings > Call Reports**.
2. In the **Report Type** drop-down list, select **Queue Performance**.
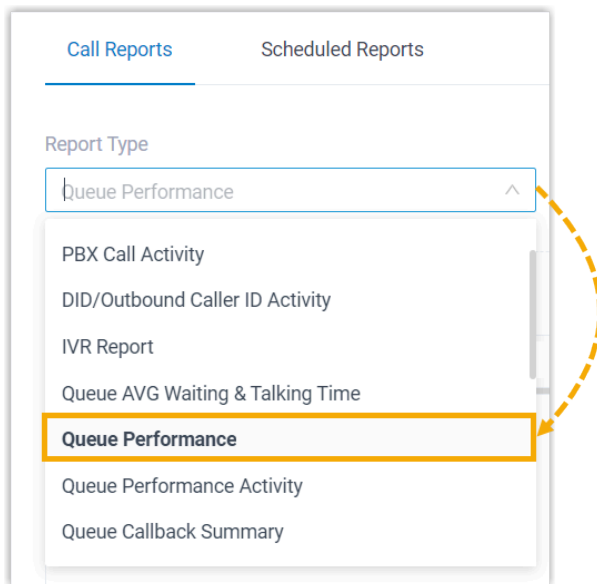


3. Filter data by system time, queue(s), call abandonment time, or talk duration.

> ✏️ **Note:**
> - To filter out abandoned short calls, specify the ring duration in the **Exclude Calls Abandoned within Xs** field. Calls abandoned within this time frame will NOT be included in the report.
> - To filter out answered short calls, specify the talk duration in the **Exclude Calls within Xs** field. Calls ended within this time frame will NOT be included in the report.



A report that meets the filter criteria is displayed on the page, as shown below.
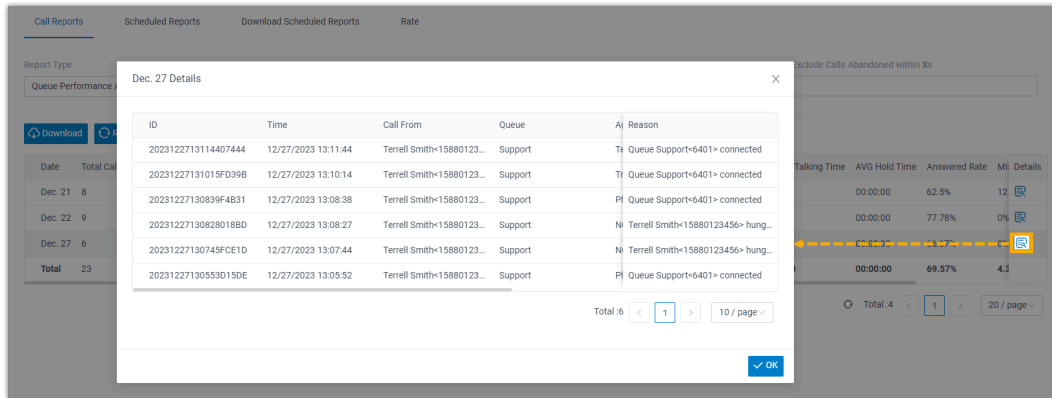
| Queue | Total Calls | Answered | Missed | Abandoned | AVG Handle Time | AVG Waiting Time (Answered Calls) | AVG Waiting Time (All Calls) | Max Waiting Time (All Calls) | Average Talking Time | AVG Hold Time | Answered | Details |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Pre-Sales | 13 | 5 | 4 | 4 | 00:00:57 | 00:00:11 | 00:00:23 | 00:01:42 | 00:00:45 | 00:00:00 | 38.46% | |
| Support | 6 | 4 | 0 | 2 | 00:01:06 | 00:00:08 | 00:00:07 | 00:00:15 | 00:00:58 | 00:00:00 | 66.67% | |
| Total | 19 | 9 | 4 | 6 | | | | | | | | |

# Report details

We take the above report as an example to introduce the key metrics for **Queue Performance** report.

## Metrics for queue

| Queue | Total Calls | Answered | Missed | Abandoned | AVG Handle Time | AVG Waiting Time (Answered Calls) | AVG Waiting Time (All Calls) | Max Waiting Time (All Calls) | Average Talking Time | AVG Hold Time | Answered Rate | Missed Rate | Abando | Details |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Pre-Sales | 13 | 5 | 4 | 4 | 00:00:57 | 00:00:11 | 00:00:23 | 00:01:42 | 00:00:45 | 00:00:00 | 38.46% | 30.77% | 30.77% | |
| Support | 6 | 4 | 0 | 2 | 00:01:06 | 00:00:08 | 00:00:07 | 00:00:15 | 00:00:58 | 00:00:00 | 66.67% | 0% | 33.33% | |
| Total | 19 | 9 | 4 | 6 | | | | | | | | | | |

| Metric | Description |
|---|---|
| Total Calls | The total number of calls that the queue received. |
| Answered | The total number of calls that the queue answered. |
| Missed | The total number of calls that the queue missed.<br><br>**Note:**<br>A missed queue call includes, but is not limited to, the following scenarios:<br><br>• A call exits the queue when the number of **Maximum Callers** is reached.<br>• A call exits the queue when the **Maximum Waiting Time** is reached.<br>• A call is assigned to another queue or extension by queue manager.<br>• A caller presses a key to exit the queue and be routed to another destination. |
| Abandoned | The total number of calls that the callers abandoned. |
| AVG Handle Time | The average amount of time that agents spent handling customers' calls.<br><br>**Formula**: (**Total Ring Duration of Answered Calls** + **Total Talk Duration of Answered Calls**) / **Total Answered Calls** |
| AVG Waiting Time (Answered Calls) | The average amount of time that the answered calls had been waiting in the queue before being answered by agents. |

| Metric | Description |
|---|---|
| | **Formula**: (**Total Ring Duration of Answered Calls + Retry Interval**) / **Total Answered Calls** |
| AVG Waiting Time (All Calls) | The average amount of time that all inbound calls had been waiting in the queue, regardless of whether they were answered or not. |
| | **Formula**: (**Total Ring Duration + Retry Interval**) / **Total Calls** |
| Max Waiting Time (All Calls) | The maximum amount of time that callers waited in the queue, regardless of whether the calls were answered or not. |
| Average Talking Time | The average amount of time that agents spent talking to callers. |
| | **Formula**: **Total Talking Time** / **Total Answered Calls** |
| AVG Hold Time | The average amount of time that calls were held. |
| | **Formula**: **Total Hold Duration** / **Total Answered Calls** |
| Answered Rate | The percentage of answered calls in relation to the total received calls. |
| | **Formula**: (**Total Answered Calls** / **Total Calls**) * 100% |
| Missed Rate | The percentage of missed calls in relation to the total received calls. |
| | **Formula**: (**Total Missed Calls** / **Total Calls**) * 100% |
| Abandon Rate | The percentage of abandoned calls in relation to the total received calls. |
| | **Formula**: (**Total Abandoned Calls** / **Total Calls**) * 100% |
| SLA | The Service Level Agreement (SLA) for the queue. SLA is the percentage of conversations answered within a predefined amount of time. |
| | **Formula**: (**The Number of Calls Answered within SLA Time**) / **Total Calls**) * 100% |

## Metrics for queue call

| Metric | Description |
|---|---|
| ID | A unique ID for the call. |
| Time | When the call was received. |
| Call From | The number and the name of the caller. |
| Agent | The agent who answered the call.<br><br>✏️ **Note:**<br>If the call was not answered, **None** is displayed. |
| Status | Call status.<br><br>• **Answered**<br>• **Abandoned**<br>• **Missed** |
| Ring Duration | • For answered calls, this indicates the time between the call started and the call was answered.<br>• For abandoned or missed calls, this indicates the time between the call started and the call disconnected. |
| Talk Duration | The time between the call answered and the call ended. |
| Hold Duration | The total amount of time that the call was held. |
| Reason | The reason why the call was not answered by the agent or why the call ended. |

# Queue Performance Activity Report

**Queue Performance Activity** report provides granular insights into the hourly, daily, and monthly breakdown of call queue performance and queue calls. This topic introduces how to access the report and explains the key metrics in detail.

## Access Queue Performance Activity report

1. Log in to PBX web portal, go to **Reports and Recordings > Call Reports**.
2. In the **Report Type** drop-down list, select **Queue Performance Activity**.
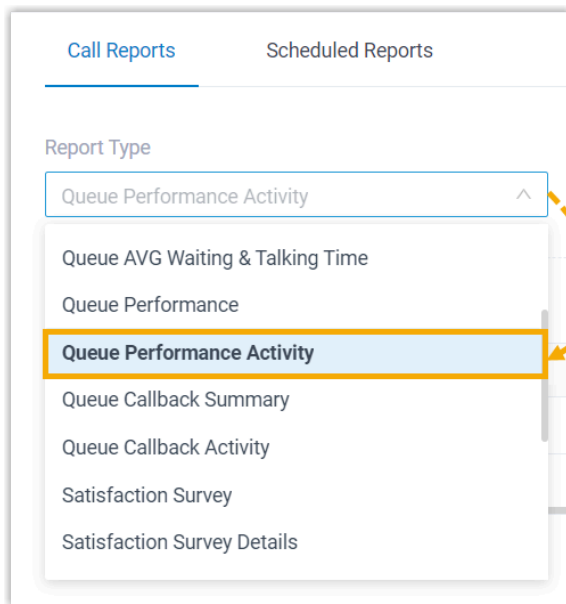


3. Filter data by system time, queue(s), or call abandonment time.

> 📝 **Note:**
> To filter out abandoned short calls, specify the ring duration in the **Exclude Calls Abandoned within Xs** field. Calls abandoned within this time frame will NOT be included in the report.



A report that meets the filter criteria is displayed on the page, as shown below.

| Date | Total Calls | Answered | Missed | Abandoned | AVG Handle Time | AVG Waiting Time (Answered Calls) | AVG Waiting Time (All Calls) | Max Waiting Time (All Calls) | Average Talking Time | AVG Hold Time | Answered Rate | Mis | Details |
|------|-------------|----------|--------|-----------|-----------------|-----------------------------------|------------------------------|------------------------------|----------------------|---------------|---------------|-----|---------|
| Dec. 21 | 8 | 5 | 1 | 2 | 00:00:15 | 00:00:06 | 00:00:06 | 00:00:11 | 00:00:09 | 00:00:00 | 62.5% | 12 | |
| Dec. 22 | 9 | 7 | 0 | 2 | 00:00:13 | 00:00:05 | 00:00:06 | 00:00:12 | 00:00:08 | 00:00:00 | 77.78% | 0% | |
| Dec. 27 | 6 | 4 | 0 | 2 | 00:01:06 | 00:00:08 | 00:00:07 | 00:00:15 | 00:00:58 | 00:00:00 | 66.67% | 0% | |
| **Total** | **23** | **16** | **1** | **6** | **00:00:27** | **00:00:06** | **00:00:06** | **00:00:15** | **00:00:20** | **00:00:00** | **69.57%** | **4.3** | |

# Report details

We take the above report as an example to introduce the key metrics for **Queue Performance Activity** report.

## Metrics for queue

| Date | Total Calls | Answered | Missed | Abandoned | AVG Handle Time | AVG Waiting Time (Answered Calls) | AVG Waiting Time (All Calls) | Max Waiting Time (All Calls) | Average Talking Time | AVG Hold Time | Answered Rate | Mis | Details |
|------|-------------|----------|--------|-----------|-----------------|-----------------------------------|------------------------------|------------------------------|----------------------|---------------|---------------|-----|---------|
| Dec. 21 | 8 | 5 | 1 | 2 | 00:00:15 | 00:00:06 | 00:00:06 | 00:00:11 | 00:00:09 | 00:00:00 | 62.5% | 12 | |
| Dec. 22 | 9 | 7 | 0 | 2 | 00:00:13 | 00:00:05 | 00:00:06 | 00:00:12 | 00:00:08 | 00:00:00 | 77.78% | 0% | |
| Dec. 27 | 6 | 4 | 0 | 2 | 00:01:06 | 00:00:08 | 00:00:07 | 00:00:15 | 00:00:58 | 00:00:00 | 66.67% | 0% | |
| **Total** | **23** | **16** | **1** | **6** | **00:00:27** | **00:00:06** | **00:00:06** | **00:00:15** | **00:00:20** | **00:00:00** | **69.57%** | **4.3** | |

| Metric | Description |
|--------|-------------|
| Total Calls | The total number of calls that the queue received. |
| Answered | The total number of calls that the queue answered. |
| Missed | The total number of calls that the queue missed.<br><br>**Note:**<br>A missed queue call includes, but is not limited to, the following scenarios:<br><br>• A call exits the queue when the number of **Maximum Callers** is reached.<br>• A call exits the queue when the **Maximum Waiting Time** is reached.<br>• A call is assigned to another queue or extension by queue manager.<br>• A caller presses a key to exit the queue and be routed to another destination. |
| Abandoned | The total number of calls that the callers abandoned. |
| AVG Handle Time | The average amount of time that agents spent handling customers' calls.<br><br>**Formula**: (**Total Ring Duration of Answered Calls** + **Total Talk Duration of Answered Calls**) / **Total Answered Calls** |

| Metric | Description |
|---|---|
| AVG Waiting Time (Answered Calls) | The average amount of time that the answered calls had been waiting in the queue before being answered by agents.<br><br>**Formula**: (**Total Ring Duration of Answered Calls** + **Retry Interval**) / **Total Answered Calls** |
| AVG Waiting Time (All Calls) | The average amount of time that all inbound calls had been waiting in the queue, regardless of whether they were answered or not.<br><br>**Formula**: (**Total Ring Duration** + **Retry Interval**) / **Total Calls** |
| Max Waiting Time (All Calls) | The maximum amount of time that callers waited in the queue, regardless of whether the calls were answered or not. |
| Average Talking Time | The average amount of time that agents spent talking to callers.<br><br>**Formula**: **Total Talking Time** / **Total Answered Calls** |
| AVG Hold Time | The average amount of time that calls were held.<br><br>**Formula**: **Total Hold Duration** / **Total Answered Calls** |
| Answered Rate | The percentage of answered calls in relation to the total received calls.<br><br>**Formula**: (**Total Answered Calls** / **Total Calls**) * 100% |
| Missed Rate | The percentage of missed calls in relation to the total received calls.<br><br>**Formula**: (**Total Missed Calls** / **Total Calls**) * 100% |
| Abandon Rate | The percentage of abandoned calls in relation to the total received calls.<br><br>**Formula**: (**Total Abandoned Calls** / **Total Calls**) * 100% |
| SLA | The Service Level Agreement (SLA) for the queue. SLA is the percentage of conversations answered within a predefined amount of time.<br><br>**Formula**: (**The Number of Calls Answered within SLA Time**) / **Total Calls**) * 100% |

## Metrics for queue call

| Metric | Description |
|---|---|
| ID | A unique ID for the call. |
| Time | When the call was received. |
| Call From | The number and the name of the caller. |
| Queue | The queue that received the call. |
| Agent | The agent who answered the call.<br><br>📝 **Note:**<br>If the call was not answered, **None** is displayed. |
| Status | Call status.<br><br>• **Answered**<br>• **Abandoned**<br>• **Missed** |
| Ring Duration | • For answered calls, this indicates the time between the call started and the call was answered.<br>• For abandoned or missed calls, this indicates the time between the call started and the call disconnected. |
| Talk Duration | The time between the call answered and the call ended. |
| Hold Duration | The total amount of time that the call was held. |
| Reason | The reason why the call was not answered by the agent or why the call ended. |

# Queue Callback Summary Report

**Queue Callback Summary** report provides a quick overview of queue callback statistics. This topic introduces how to access the report and explains the key metrics in detail.

## Access Queue Callback Summary report

1. Log in to PBX web portal, go to **Reports and Recordings > Call Reports**.
2. In the **Report Type** drop-down list, select **Queue Callback Summary**.
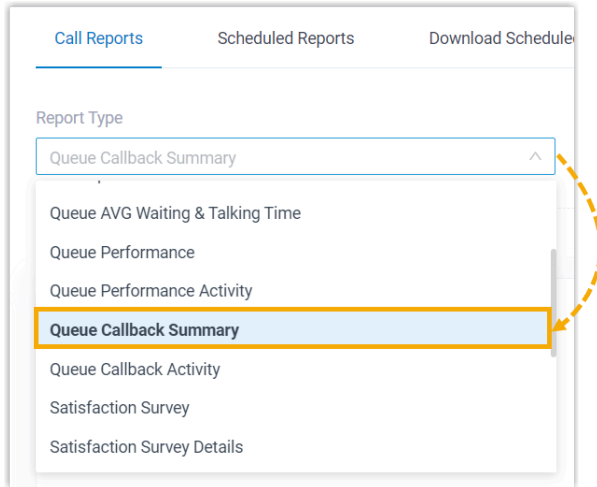


3. Filter data by system time and queue(s).
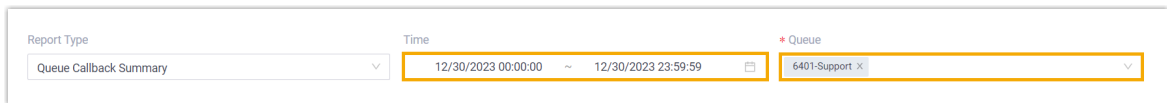


A report that meets the filter criteria is displayed on the page, as shown below.



| Queue | Failed Callbacks | Successful Callbacks | Total Callbacks | Total Calls |
|-------|------------------|----------------------|-----------------|-------------|
| 6400 | 13 | 2 | 15 | 43 |
| **Total** | **13** | **2** | **15** | **43** |
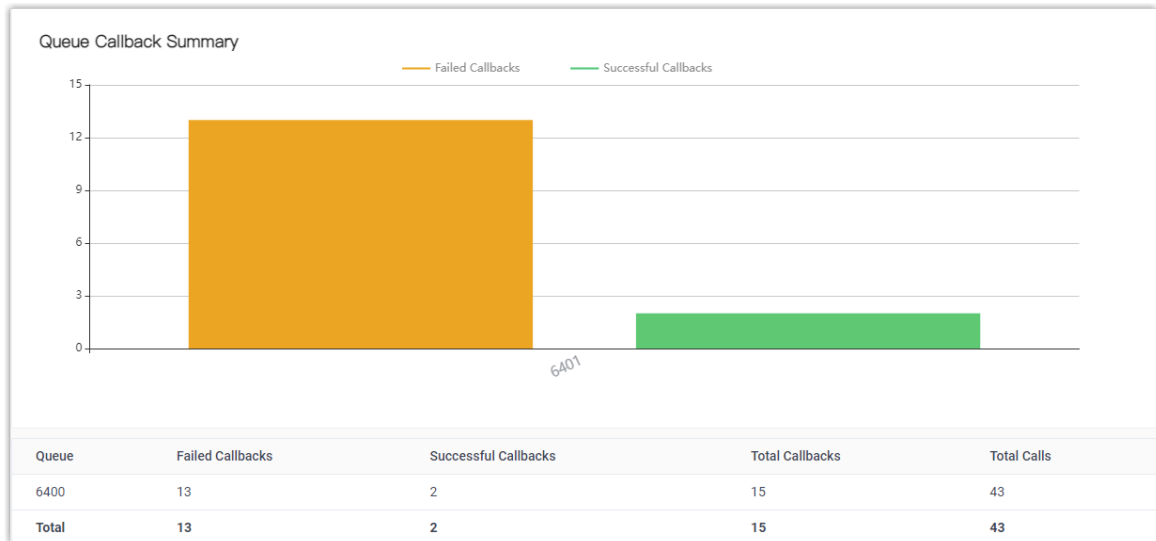
## Report details

The key metrics for **Queue Callback Summary** report is shown below.

| Metric | Description |
|---|---|
| Failed Callbacks | The number of failed callbacks. |
| Successful Callbacks | The number of successful callbacks. |
| Total Callbacks | The total number of callbacks for which callers requested successfully. |
| Total Calls | The total number of calls that the queue received. |

# Queue Callback Activity Report

**Queue Callback Activity** report provides granular insights into queue callback statistics. This topic introduces how to access the report and explains the key metrics in detail.

## Access Queue Callback Activity report

1. Log in to PBX web portal, go to **Reports and Recordings > Call Reports**.
2. In the **Report Type** drop-down list, select **Queue Callback Activity**.
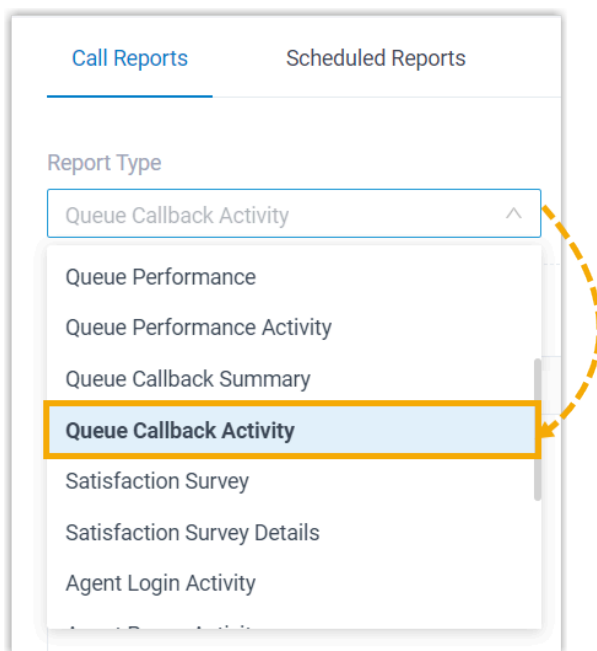


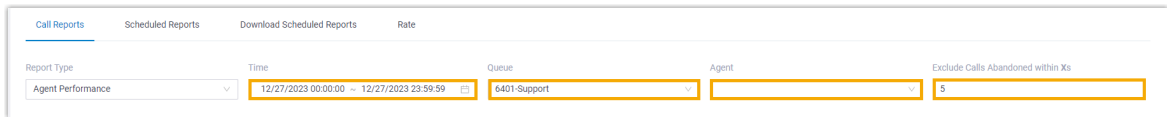3. Filter data by system time, queue, or callback result.
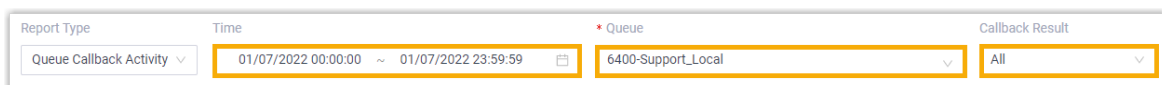


A report that meets the filter criteria is displayed on the page, as shown below.

| Time | Call From | Callback Time | Callback Number | Waiting Time | Callback Result | Failed Reason |
|------|-----------|---------------|-----------------|--------------|-----------------|---------------|
| 01/07/2022 16:43:15 | 6400-test:2000<2000> | 01/07/2022 16:44:25 | 666665 | 00:01:10 | Succeeded | |
| 01/07/2022 16:37:55 | 6400-test:2000<2000> | 01/07/2022 16:39:00 | 99999 | 00:01:05 | Failed | Customer no answer |
| 01/07/2022 16:34:28 | 6400-test:2000<2000> | 01/07/2022 16:35:37 | 333333 | 00:01:09 | Failed | Customer no answer |
| 01/07/2022 16:08:00 | 6400-test:2000<2000> | 01/07/2022 16:09:48 | 785469 | 00:01:48 | Failed | Customer no answer |
| 01/07/2022 15:38:08 | 6400-test:2000<2000> | 01/07/2022 15:41:08 | 999999 | 00:03:00 | Failed | No available agents |
| 01/07/2022 15:19:45 | 6400:2000<2000> | 01/07/2022 15:21:09 | 569875 | 00:01:24 | Failed | Hang up by the agent |
| 01/07/2022 15:09:32 | 6400:2000<2000> | 01/07/2022 15:10:53 | 99999 | 00:01:21 | Succeeded | |
| 01/07/2022 14:16:54 | 6400:2000<2000> | 01/07/2022 14:21:54 | 66666 | 00:05:00 | Failed | No available agents |
| 01/07/2022 14:13:35 | 6400:2000<2000> | 01/07/2022 14:14:05 | 563942 | 00:00:30 | Failed | No available agents |
| 01/07/2022 14:10:31 | 6400:2000<2000> | 01/07/2022 14:11:01 | 964583 | 00:00:30 | Failed | No available agents |
| 01/07/2022 14:05:58 | 6400:2000<2000> | 01/07/2022 14:06:28 | 85643 | 00:00:30 | Failed | No available agents |
| 01/07/2022 14:02:11 | 6400:2000<2000> | 01/07/2022 14:02:41 | 695423 | 00:00:30 | Failed | No available agents |
| 01/07/2022 13:59:38 | 6400:2000<2000> | 01/07/2022 14:00:19 | 85689 | 00:00:41 | Failed | No available agents |
| 01/07/2022 13:56:23 | 6400:2000<2000> | 01/07/2022 13:56:57 | 965482 | 00:00:34 | Failed | No available agents |
| 01/07/2022 13:55:27 | 6400:2000<2000> | 01/07/2022 13:55:55 | | 00:00:28 | Failed | Invalid callback number |
| Total | | | 15 | 00:19:40 | | |

## Report details

The key metrics for **Queue Callback Activity** report is shown below.

| Metric | Description |
|--------|-------------|
| Time | The time that the caller called to the queue. |
| Call From | The caller's caller ID. |
| Callback Time | The time that the system performed the callback. |
| Callback Number | The callback number that the caller registered. |
| Waiting Time | The time between the call started and the callback answered. |
| Callback Result | Whether the callback is successful or not. |
| Failed Reason | The reason that failed to make the callback. |

# Satisfaction Survey Report

**Satisfaction Survey** report provides a quick overview of the key pressed collected from callers for a queue and its agents. This topic introduces how to access the report and explains the key metrics in detail.

## Access Satisfaction Survey report

1. Log in to PBX web portal, go to **Reports and Recordings > Call Reports**.

2. In the **Report Type** drop-down list, select **Satisfaction Survey**.
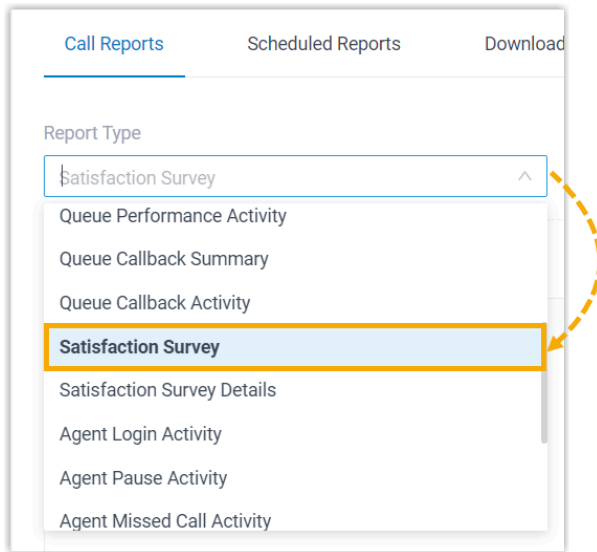


3. Filter data by system time and queue.
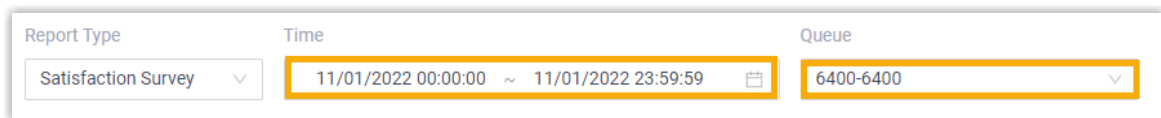


A report that meets the filter criteria is displayed on the page, as shown below.

| Queue | KEY:2 (-1 Points) | KEY:4 (1 Points) | KEY:6 (3 Points) | KEY:8 (5 Points) | Total KEY | Total Points | Average Points |
|-------|-------------------|------------------|------------------|------------------|-----------|--------------|----------------|
| 6400-6400 | 1 | 1 | 1 | 1 | 4 | 8 | 2 |
| 2000-Leo Ball | 0 | 0 | 0 | 1 | 1 | 5 | 5 |
| 2006-Naomi Nichols | 0 | 1 | 1 | 0 | 2 | 4 | 2 |
| 2007-Ashley Gardner | 1 | 0 | 0 | 0 | 1 | -1 | -1 |

# Report details

The key metrics for **Satisfaction Survey** report is shown below.

| Metric | Description |
|--------|-------------|
| KEY: *{key_pressed}*(*{numeric}* Points) | The key pressed by caller and corresponding score for the key. |
| Total KEY | The total number of keys that were collected for the queue or an agent. |
| Total Points | The total satisfaction survey scores for the queue or an agent. |
| Average Points | The average satisfaction survey scores for the queue or an agent. |

| Metric | Description |
|---|---|
| | **Formula**: **Total Points** / **Total KEY**, where the calculated average points will be truncated to two decimal places without rounding up. |

# Satisfaction Survey Details Report

**Satisfaction Survey Details** report provides granular insights into customers' feedbacks on each queue call handled by an agent. This topic introduces how to access the report and explains the key metrics in detail.

## Access Satisfaction Survey Details report

1. Log in to PBX web portal, go to **Reports and Recordings > Call Reports**.
2. In the **Report Type** drop-down list, select **Satisfaction Survey Details**.
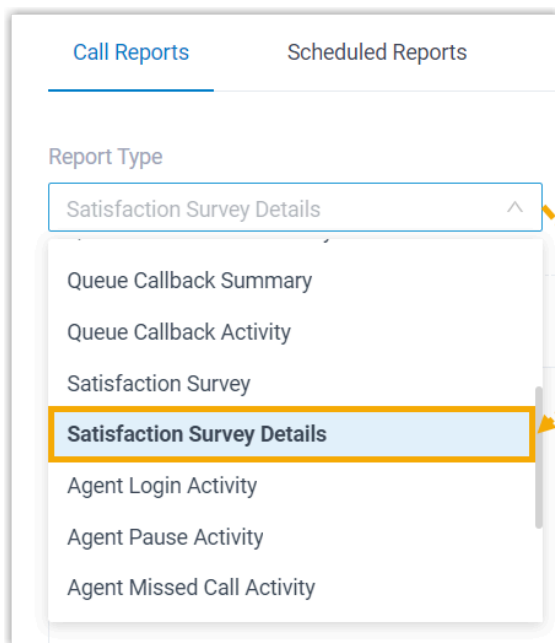


3. Filter data by system time, queue, or agent(s).



A report that meets the filter criteria is displayed on the page, as shown below.

| Agent | Time | Call From | Key | Points |
|-------|------|-----------|-----|--------|
| 2006-Naomi Nicholas | 11/01/2022 10:57:00 | 9729144899 | 6 | 3 |
| 2007-Ashley Gardner | 11/01/2022 10:55:47 | 9727257999 | 2 | -1 |
| 2000-Leo Ball | 11/01/2022 10:53:35 | 505525301 | 8 | 5 |
| 2006-Naomi Nicholas | 11/01/2022 10:51:05 | 505525301 | 4 | 1 |

## Report details

The key metrics for **Satisfaction Survey Details** report is shown below.

| Metric | Description |
|--------|-------------|
| Time | The time that the caller called to the queue. |
| Call From | The caller's caller ID. |
| Key | The key that the caller pressed to rate the agent's service. |
| Points | The score for the key pressed. |

# Agent Performance Reports

# Agent Login Activity Report

**Agent Login Activity** report provides a quick overview of the login and logout activities of queue agents. This topic introduces how to access the report and explains the key metrics in detail.
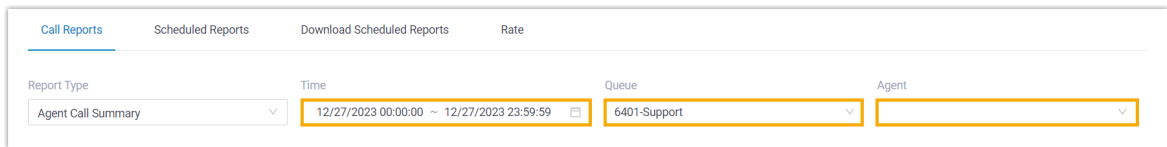
## Access Agent Login Activity report

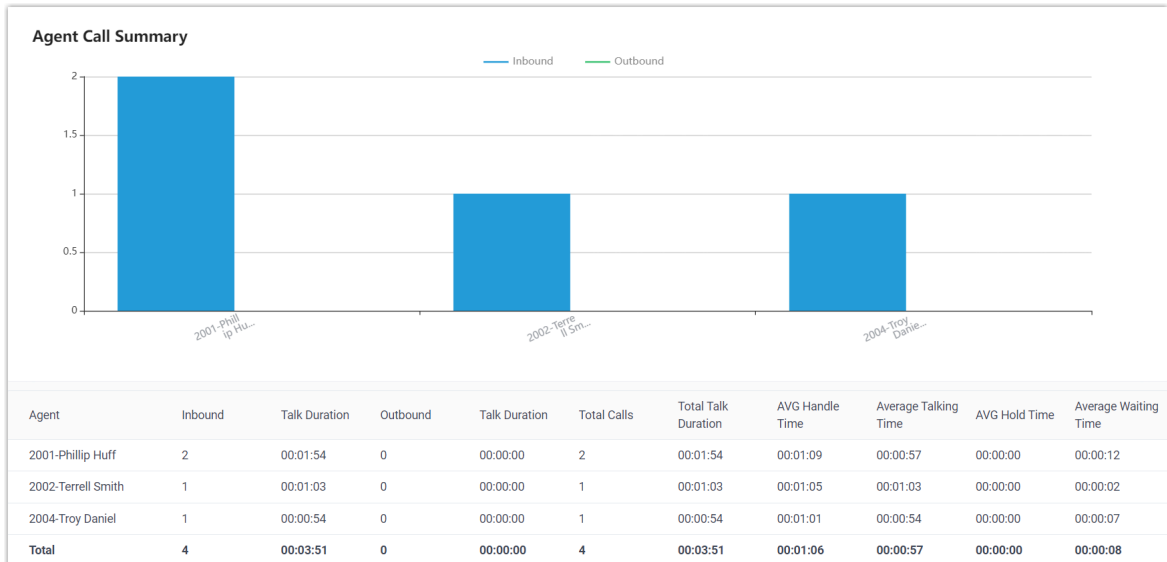1. Log in to PBX web portal, go to **Reports and Recordings > Call Reports**.
2. In the **Report Type** drop-down list, select **Agent Login Activity**.
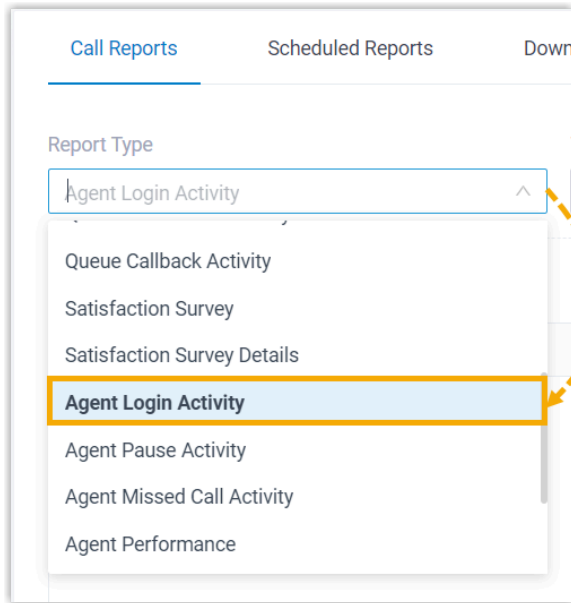
3. Filter data by system time, queue, or agent(s).
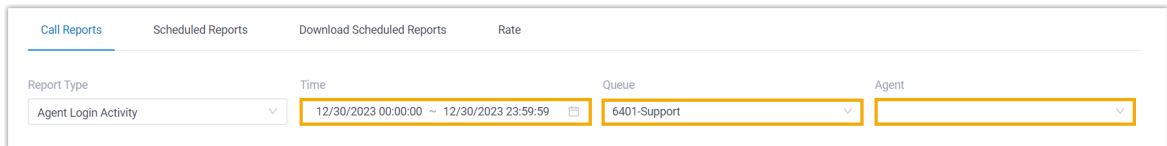


A report that meets the filter criteria is displayed on the page, as shown below.

| Agent | Logged In | Logged Out | Total Login Time |
|---|---|---|---|
| 2000-Leo Ball | 12/30/2023 10:18:39 | 12/30/2023 10:18:51 | 00:00:12 |
| | 12/30/2023 10:22:10 | 12/30/2023 10:26:49 | 00:04:39 |
| **Total** | | | **00:04:51** |
| 2001-Phillip Huff | 12/30/2023 10:19:16 | 12/30/2023 10:26:43 | 00:07:27 |
| **Total** | | | **00:07:27** |

## Report details

The key metrics for **Agent Login Activity** report is shown below.

| Metric | Description |
|---|---|
| Logged In | The date and time that the agent logged in to the queue. |
| Logged Out | The date and time that the agent logged out of the queue. |
| Total Login Time | The elapsed time between the login time and the logout time. |

# Agent Pause Activity Report

**Agent Pause Activity** report provides a quick overview of the pause and unpause activities of queue agents. This topic introduces how to access the report and explains the key metrics in detail.

## Access Agent Pause Activity report

1. Log in to PBX web portal, go to **Reports and Recordings > Call Reports**.
2. In the **Report Type** drop-down list, select **Agent Pause Activity**.
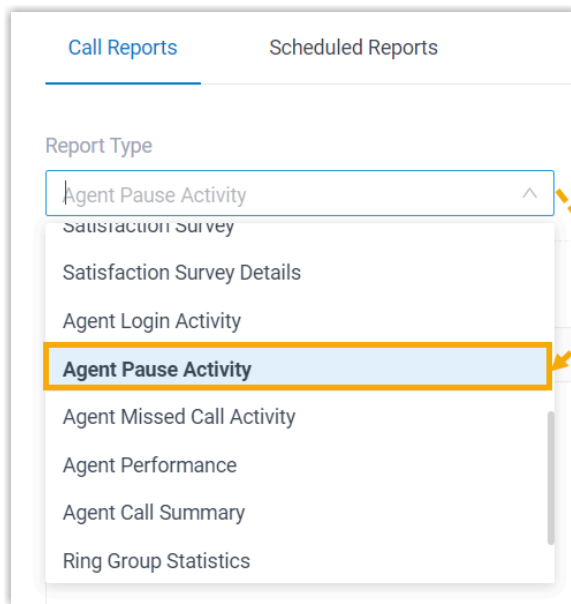


3. Filter data by system time, queue, agent(s), or pause reason(s).
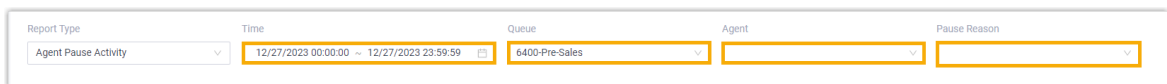


A report that meets the filter criteria is displayed on the page, as shown below.

| Agent | Pause | Pause Reason | Unpause | Total Pause Time | Total Pauses |
|-------|-------|--------------|---------|------------------|--------------|
| 2005-Kristin Hale | 12/27/2023 17:14:11 | - | 12/27/2023 17:14:15 | 00:00:04 | 1 |
| | 12/27/2023 17:14:19 | Break | 12/27/2023 17:14:41 | 00:00:22 | 1 |
| | 12/27/2023 17:17:04 | Lunch | Change Pause Reason | 00:00:07 | |
| | 12/27/2023 17:17:11 | Break | 12/27/2023 17:17:21 | 00:00:10 | 1 |
| **Total** | | | | **00:00:43** | **3** |

## Report details

The key metrics for **Agent Pause Activity** report is shown below.

| Metric | Description |
|---|---|
| Pause | The date and time that the agent switched status to **Pause**. |
| Pause Reason | The reason why the agent switched status to **Pause**. |
| Unpause | Indicate that the pause reason was changed; or display the date and time that the agent switched status to **Unpause**. |
| Total Pause Time | The elapsed time between switching to the current pause status and changing to another status (unpause or other pause reason). |
| Total Pauses | The number of times that the agent paused service, excluding changing pause reason. |

# Agent Missed Call Activity Report

**Agent Missed Call Activity** report provides a quick overview of missed calls associated with individual agents. This topic introduces how to access the report and explains the key metrics in detail.

## Access Agent Missed Call Activity report

1. Log in to PBX web portal, go to **Reports and Recordings > Call Reports**.
2. In the **Report Type** drop-down list, select **Agent Missed Call Activity**.
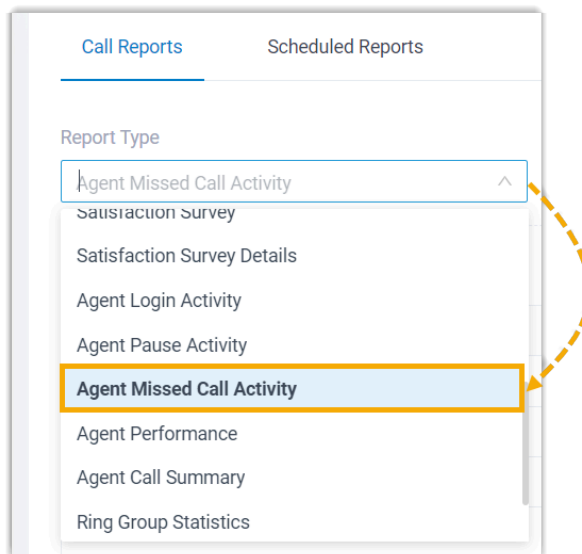


3. Filter data by system time, queue, or agent(s).

| | | | |
|---|---|---|---|
| Call Reports | Scheduled Reports | Download Scheduled Reports | Rate |

| Report Type | Time | Queue | Agent |
|---|---|---|---|
| Agent Missed Call Activity | 12/27/2023 00:00:00 ~ 12/27/2023 23:59:59 | 6401-Support | |

A report that meets the filter criteria is displayed on the page, as shown below.

| Agent | Time | Waiting Time | Call From | Polling Attempts | Queue Status | Calls |
|---|---|---|---|---|---|---|
| 2000-Leo Ball | 12/27/2023 13:11:44 | 00:00:02 | 15880123456 | 1 | Answered | 1 |
| | 12/27/2023 13:10:14 | 00:00:07 | 13512345678 | 1 | Answered | 1 |
| | 12/27/2023 13:08:38 | 00:00:09 | 18509876554 | 1 | Answered | 1 |
| | 12/27/2023 13:05:52 | 00:00:15 | 15898705642 | 1 | Answered | 1 |
| **Total** | | **00:00:33** | | **4** | | **4** |
| 2001-Phillip Huff | 12/27/2023 13:11:44 | 00:00:02 | 15880123456 | 1 | Answered | 1 |
| | 12/27/2023 13:10:14 | 00:00:07 | 15880123456 | 1 | Answered | 1 |
| **Total** | | **00:00:09** | | **2** | | **2** |

## Report details

We take the above report as an example to introduce the key metrics for **Agent Missed Call Activity** report.

| Metric | Description |
|---|---|
| Time | The date and time that the caller called to the queue. |
| Waiting Time | The amount of time that the caller waited before being answered or timeout. |
| Call From | The caller's caller ID. |
| Polling Attempts | The number of polling attempts to call the agent. |
| Queue Status | Whether the missed call was answered by other agents in the queue.<br><br>• **Answered**<br>• **No Answered** |
| Count | Indicate that this is a missed call, and the value is fixed at **1**. |

# Agent Performance Report

**Agent Performance** report provides a quick overview of the performance of individual agents and the associated call queue, as well as granular insights into agent calls. This topic introduces how to access the report and explains the key metrics in detail.

## Access Agent Performance report

1. Log in to PBX web portal, go to **Reports and Recordings > Call Reports**.
2. In the **Report Type** drop-down list, select **Agent Performance**.
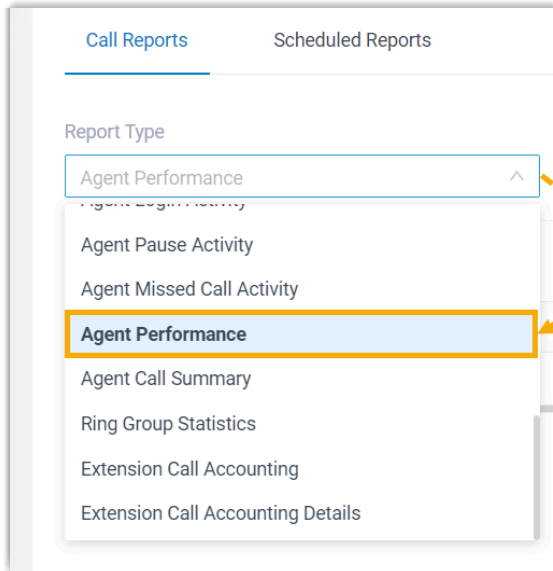


3. Filter data by system time, queue, agent(s), or call abandonment time.

> ✏️ **Note:**
>
> To filter out abandoned short calls, specify the ring duration in the **Exclude Calls Abandoned within Xs** field. Calls abandoned within this time frame will NOT be included in the report.



A report that meets the filter criteria is displayed on the page, as shown below.

# Report details

We take the above report as an example to introduce the key metrics for **Agent Performance** report.

## Metrics for queue

| Queue | Total Calls | Answered | Missed | Abandoned | AVG Waiting Time (Answered Calls) | AVG Waiting Time (All Calls) | Max Waiting Time | Average Talking Time | Missed Rate |
|-------|-------------|----------|--------|-----------|-----------------------------------|------------------------------|------------------|----------------------|-------------|
| › Support | 5 | 4 | 0 | 1 | 00:00:08 | 00:00:08 | 00:00:15 | 00:00:58 | 0% |

| Metric | Description |
|--------|-------------|
| Total Calls | The total number of calls that the queue received. |
| Answered | The total number of calls that the queue answered. |
| Missed | The total number of calls that the queue missed.<br><br>**Note:**<br>A missed queue call includes, but is not limited to, the following scenarios:<br><br>• A call exits the queue when the number of **Maximum Callers** is reached.<br>• A call exits the queue when the **Maximum Waiting Time** is reached.<br>• A call is assigned to another queue or extension by queue manager.<br>• A caller presses a key to exit the queue and be routed to another destination. |
| Abandoned | The total number of calls that the callers abandoned. |
| AVG Waiting Time (Answered Calls) | The average amount of time that the answered calls had been waiting in the queue before being answered by agents.<br><br>**Formula**: (**Total Ring Duration of Answered Calls** + **Retry Interval**) / **Total Answered Calls** |
| AVG Waiting Time (All Calls) | The average amount of time that all inbound calls had been waiting in the queue, regardless of whether they were answered or not.<br><br>**Formula**: (**Total Ring Duration** + **Retry Interval**) / **Total Calls** |
| Max Waiting Time | The longest time a caller waited in the queue. |
| Average Talking Time | The average amount of time that agents spent talking to callers.<br><br>**Formula**: **Total Talking Time** / **Total Answered Calls** |

| Metric | Description |
|---|---|
| Missed Rate | The percentage of missed calls in relation to the total received calls.<br><br>**Formula**: (**Total Missed Calls** / **Total Calls**) * 100% |

## Metrics for agents

| Queue | Total Calls | Answered | Missed | Abandoned | AVG Waiting Time (Answered Calls) | AVG Waiting Time (All Calls) | Max Waiting Time | Average Talking Time | Missed Rate |
|---|---|---|---|---|---|---|---|---|---|
| Support | 5 | 4 | 0 | 1 | 00:00:08 | 00:00:08 | 00:00:15 | 00:00:58 | 0% |

| Agent | Total Rings | Answered | Missed | Average Waiting Time | Max Waiting Time | Average Talking Time | Total Talking Time | Missed Rate |
|---|---|---|---|---|---|---|---|---|
| 2000-Leo Ball | 4 | 0 | 4 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 100% |
| 2001-Phillip Huff | 4 | 2 | 2 | 00:00:12 | 00:00:16 | 00:00:57 | 00:01:54 | 50% |
| 2002-Terrell Smith | 1 | 1 | 0 | 00:00:02 | 00:00:02 | 00:01:03 | 00:01:03 | 0% |
| 2004-Troy Daniel | 1 | 1 | 0 | 00:00:07 | 00:00:07 | 00:00:54 | 00:00:54 | 0% |

| Metric | Description |
|---|---|
| Total Rings | The total number of calls that the agent received.<br><br>**Formula**: **Answered** + **Missed** |
| Answered | The total number of calls that the agent answered. |
| Missed | The total number of calls that the agent missed.<br><br>**Note:**<br>If a call is distributed to an agent multiple times, the number of missed calls will be cumulated instead of counting only one missed call. |
| Average Waiting Time | The average amount of time that the answered calls had been waiting in the queue before being answered by the agent.<br><br>**Formula**: **Total Ring Duration of Answered Calls** / **Answered** |
| Max Waiting Time | The longest waiting time of the answered calls. |
| Average Talking Time | The average amount of time that the agent spent talking to callers.<br><br>**Formula**: **Total Talk Duration** / **Answered** |
| Total Talking Time | The total amount of time that the agent spent talking to callers. |
| Missed Rate | The percentage of missed calls in relation to the total received calls.<br><br>**Formula**: (**Missed** / **Total Rings**) * 100% |

## Metrics for agent call logs

| Metric | Description |
|---|---|
| ID | A unique ID for the call. |
| Time | When the call was received. |
| Call From | The number and the name of the caller. |
| Status | Call status for the agent.<br><br>• **Answered**<br>• **Missed** |
| Ring Duration | • For answered calls, this indicates the time between the call started and the call answered.<br>• For missed or abandoned calls, this indicates the time between the call started and the call disconnected. |
| Talk Duration | The time between the call answered and the call ended. |
| Polling Attempts | The number of polling attempts to call the agent. |
| Reason | The reason why the call was not answered by the agent or why the call ended. |

# Agent Call Summary Report

**Agent Call Summary** report provides a quick overview of the internal calls and inbound calls received by queue agents, as well as the outbound calls that were made by queue agents. This topic introduces how to access the report and explains the key metrics in detail.

**Access Agent Call Summary report**

1. Log in to PBX web portal, go to **Reports and Recordings > Call Reports**.

2. In the **Report Type** drop-down list, select **Agent Call Summary**.
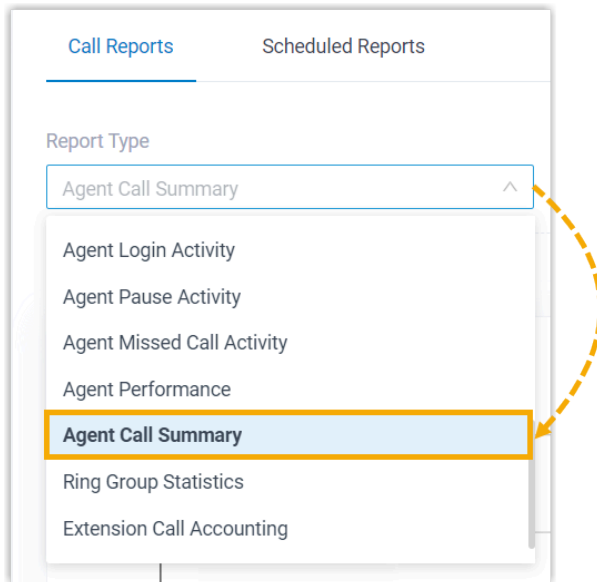


3. Filter data by system time, queue, or agent(s).



A report that meets the filter criteria is displayed on the page, as shown below.



| Agent | Inbound | Talk Duration | Outbound | Talk Duration | Total Calls | Total Talk Duration | AVG Handle Time | Average Talking Time | AVG Hold Time | Average Waiting Time |
|---|---|---|---|---|---|---|---|---|---|---|
| 2001-Phillip Huff | 2 | 00:01:54 | 0 | 00:00:00 | 2 | 00:01:54 | 00:01:09 | 00:00:57 | 00:00:00 | 00:00:12 |
| 2002-Terrell Smith | 1 | 00:01:03 | 0 | 00:00:00 | 1 | 00:01:03 | 00:01:05 | 00:01:03 | 00:00:00 | 00:00:02 |
| 2004-Troy Daniel | 1 | 00:00:54 | 0 | 00:00:00 | 1 | 00:00:54 | 00:01:01 | 00:00:54 | 00:00:00 | 00:00:07 |
| **Total** | **4** | **00:03:51** | **0** | **00:00:00** | **4** | **00:03:51** | **00:01:06** | **00:00:57** | **00:00:00** | **00:00:08** |

# Report details

The key metrics for **Agent Call Summary** report is shown below.

| Metric | Description |
|---|---|
| Inbound | The number of internal calls and inbound calls that the agent received. |
| Talk Duration | The amount of time that the agent spent in internal calls and inbound calls. |
| Outbound | The number of outbound calls that the agent made. |
| Talk Duration | The amount of time that the agent spent in outbound calls. |
| Total calls | The total number of internal calls, inbound calls, and outbound calls handled by the agent. |
| Total Talk Duration | The total amount of time that the agent spent in internal calls, inbound calls, and outbound calls. |
| AVG Handle Time | The average amount of time that the agent spent in handling the answered calls. <br><br> **Formula**: (**Total Ring Duration of Answered Calls** + **Total Talk Duration of Answered Calls**) / **Total Answered Calls** |
| Average Talking Time | The average amount of time that the agent spent in internal calls, inbound calls, and outbound calls. <br><br> **Formula**: **Total Talk Duration** / **Total Answered Calls** |
| AVG Hold Time | The average amount of time that calls were held. <br><br> **Formula**: **Total Hold Duration** / **Total Answered Calls** |
| Average Waiting Time | The average amount of time that the answered calls had been waiting in the queue before being answered by the agent. <br><br> **Formula**: **Total Ring Duration of Answered Calls** / **Total Answered Calls** |

# Queue Preferences

This topic describes the queue preference settings, including distinctive ring tone, queue capacity, queue callback, service level agreement, announcement, and satisfaction survey.

**Distinctive ring tone**

| Setting | Description |
|---|---|
| Queue Alert Info | Set an "alert info text" to add to Alert-info header in INVITE request for queue calls. <br><br> When receiving a queue call, the phone will inspect "Alert-Info" header to determine which ring tone it should use for ringing. |

# Queue capacity

| Setting | Description |
|---|---|
| Maximum Callers in Queue | The maximum number of callers that can wait in the queue.<br><br>The default value is 0 (unlimited).<br><br>**Note:**<br>When the number of callers waiting in queue reaches the **Maximum Callers In Queue**, the system routes the additional calls to **Failover Destination**. |
| Leave Empty | If enabled, callers already on hold will be forced out of a queue when no agents are available.<br><br>You can define the scenario(s) in which it will be considered that there are no agents available.<br><br>**Note:**<br>When all agents are logged out, the queue is considered Empty by default.<br><br> |
| Disallow to Join When Empty | If enabled, callers can NOT join a queue where no agents are available.<br>You can define the scenario(s) in which it will be considered that there are no agents available.<br><br>**Note:**<br>When all agents are logged out, the queue is considered Empty by default. |

| Setting | Description |
|---------|-------------|
|  | ☑ Disallow to Join When Empty<br><br>* Queue is defined as "Empty" when all agents in the queue are:<br><br>Unavailable (Off Line) ✕  Paused ✕  Busy ✕ |

## Callback

| Setting | Description |
|---------|-------------|
| Request Callback Method | Define how a caller can request a callback when the queue is busy. |
| Digit to press | Define what digit a caller can press to request a callback when the queue is busy.<br><br>📝 **Note:**<br>The option is available only when **Request Callback Method** is set to **Triggered by caller input**. |
| Timeout (s) | Define the amount of time (in seconds) that a caller can wait in the queue. After the timeout, the system will play the callback option to the caller automatically.<br><br>📝 **Note:**<br>The option is available only when **Request Callback Method** is set to **Auto triggered after the timeout**. |
| Callback Outbound Prefix | Define the prefix of outbound route, which will be used to call the callback number.<br><br>📝 **Note:**<br>All agents in this queue must have permission to use this outbound route, or the callback would fail. |
| Callback Timeout | Define how long a callback request can be reserved in the queue. If there are no available agents in the queue within the timeout period, the callback request will be cancelled. |

| Setting | Description |
|---|---|
|  | • **Enable Queue's Maximum Waiting Time**: Use the timeout period configured in **Queue > Basic > Maximum Waiting Time (s)**.<br><br>Basic   Members   Preferences   Queue Panel Permissions<br><br>**Basic**<br><br>＊ Number<br>6400<br><br>＊ Ring Strategy<br>Ring All<br><br>＊ Maximum Waiting Time (s)<br>60<br><br>• **Custom**: Set a custom timeout period in the **Timeout (s)** field.<br><br>**Note:**<br>The value should be less than the queue's **Maximum Waiting Time (s)**. |

## Priority queue

| Setting | Description |
|---|---|
| Weight | Specify the initial weight of a queue.<br><br>You can enter a number between 1 and 999. The larger the number, the greater the weight.<br><br>The system will compare the weight of multiple queues, and assign incoming calls from the queue with a greater weight to agents first. For example, calls in a queue with a weight of 2 will be answered more quickly than that in a queue with a weight of 1. |
| Enable Acceleration Weight | Enable acceleration weight to dynamically adjust queue weight according to the waiting time of an incoming call in the queue, so as to avoid the calls in a low-priority queue being waited for too long, |

| Setting | Description |
|---|---|
| Acceleration (s) | Specify the amount of time a call has been waiting in the queue before the weight is increased by **1**. This ensures that calls with longer waiting time can be prioritized through accelerated weighting, enabling them to be answered more quickly.<br><br>You can enter a number between 10 and 1800.<br><br>The system will calculate the total queue weight based on the initial queue weight and the waiting time of a call according to the following formula:<br><br>**Queue Weight** = **Weight** + (**Waiting Time** / **Acceleration**) * 1<br><br>✏️ **Note:**<br>If there are decimals in the result, the value will be rounded. |

## Service level agreement

| Setting | Description |
|---|---|
| SLA Time(s) | The maximum amount of time (in seconds) that an agent needs to answer an incoming call.<br><br>The default SLA time is 60 seconds. |
| Evaluation Interval(min) | The time interval to compare the queue's SLA performance against the alarm threshold, so the system can send a notification email accordingly. |
| Alarm Threshold(%) | The service level threshold for the queue.<br><br>The default alarm threshold is 80%. |

## Satisfaction survey

| Setting | Description |
|---|---|
| Satisfaction Survey Prompt | The prompt played to caller to ask the caller to rate their satisfaction scale after the agent hangs up.<br><br>The default prompt is "Please rate your satisfaction with our service, press 1 for satisfied, press 2 for dissatisfied. Thank you.". "Thanks for your calling, goodbye." is prompted after the caller presses a key. |

| Setting | Description |
|---|---|
| End Prompt | The prompt played to callers after they press the key to rate agent's service.<br><br>✎ **Note:**<br>This option is only available when the **Satisfaction Survey Prompt** has been specified. |
| Satisfaction Survey Points | The scores for the keys that the caller can press to rate an agent's service.<br><br>✎ **Note:**<br>This allows you to collect customer feedback and gain valuable insight into agent performance. You can check satisfaction survey score in **Satisfaction Survey** report and **Satisfaction Survey Details** report. For more information, see Satisfaction Survey Report and Satisfaction Survey Details Report. |

## Key Press Event

| Setting | Description |
|---|---|
| Key | The caller can press the key to enter the specific destination when waiting in queue.<br><br>Generally, set a **Periodic Announcements** to guide the callers to press the key. |
| Key Destination | The destination to route the call when the caller presses a key.<br><br>• **Hang up**: End the current call.<br>• **Extension**: Route the call to the specified extension.<br>• **Extension Voicemail**: Route the call to voicemail box of the specified extension.<br>• **Group Voicemail**: Route the call to group voicemail box of a queue, a ring group, or a custom group.<br>• **IVR**: Route the call to the specified IVR.<br>• **Ring Group**: Route the call to another ring group.<br>• **Queue**: Route the call to the specified queue.<br>• **External Number**: Route the call to an external number. |

| Setting | Description |
|---------|-------------|
| | • **Play Prompt and Exit**: Play a custom prompt, and then hang up the call. |

# Manage Call Queues

You can not change the queue number after setting up a queue. This topic describes how to edit a queue, and delete queues.

## Edit a queue

You can manage the agents, change the ring strategy, or other queue settings.

1. Log in to PBX web portal, go to **Call Features > Queue**.
2. Click ✎ beside the queue that you want to edit.
3. Change the queue settings according to your needs.
4. Click **Save** and **Apply**.

## Delete queues

1. Log in to PBX web portal, go to **Call Features > Queue**.
2. To delete a queue, do the followings:
   a. Click 🗑 beside the queue that you want to delete.
   b. Click **OK** and **Apply**.
3. To delete queues in bulk, do the followings:
   a. Select the checkboxes of the queues that you want to delete, click **Delete**.
   b. Click **OK** and **Apply**.

# Supervisor Guide

## Call Center Supervisor Guide

This guide introduces the Call Center Console of Yeastar Call Center, a web-based utility integrated into Linkus Web Client, and provides step-by-step procedures on how you can use the Call Center Console dashboards, manage queues and monitor agents.

### Audience

This guide is intended for call center managers (supervisors) and authorized agents with responsibilities that include managing and monitoring the performance of call queue and agents, as well as ensuring that the call center meets established service level and goals.

> ✏️ **Note:**
> For guidance on introducing operations to agents that responsible for handling queue calls only, see Call Center Agent Guide.

### Requirement

To access and use the Call Center Console on Linkus Web Client, make sure your web browser meet the following requirements.

| Web Browser | Version |
|---|---|
| Google Chrome (recommended) | Chrome 87 or later |
| Microsoft Edge | Edge 87 or later |
| Opera | Opera 72 or later |

### Dashboard overview

Yeastar Call Center provides a powerful console, **Call Center Console**, for call center managers and agents. It encompasses the following components:

- **Wallboard**: A Wallboard is a reporting tool that displays call center metrics and KPIs to allow managers and agents to monitor and optimize performance.

  For more information, see Wallboard Overview.
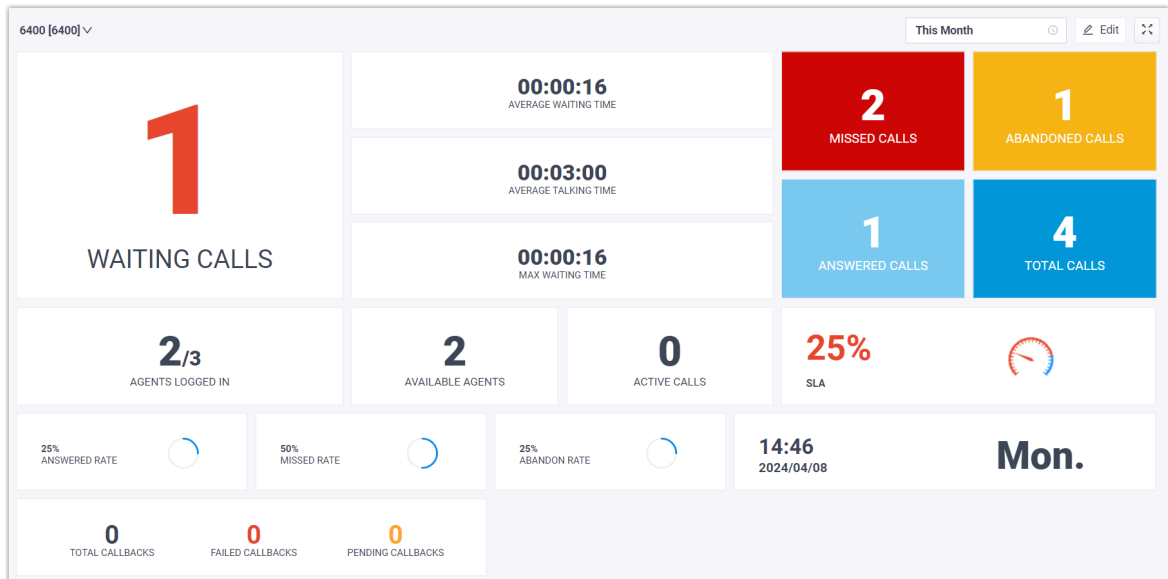
- **Queue Panel**: Show the call metrics and agents' performance in real time, and offer a comprehensive view on activity of call. It is available to managers and agents to manage queue calls.

For more information, see Queue Panel Overview.
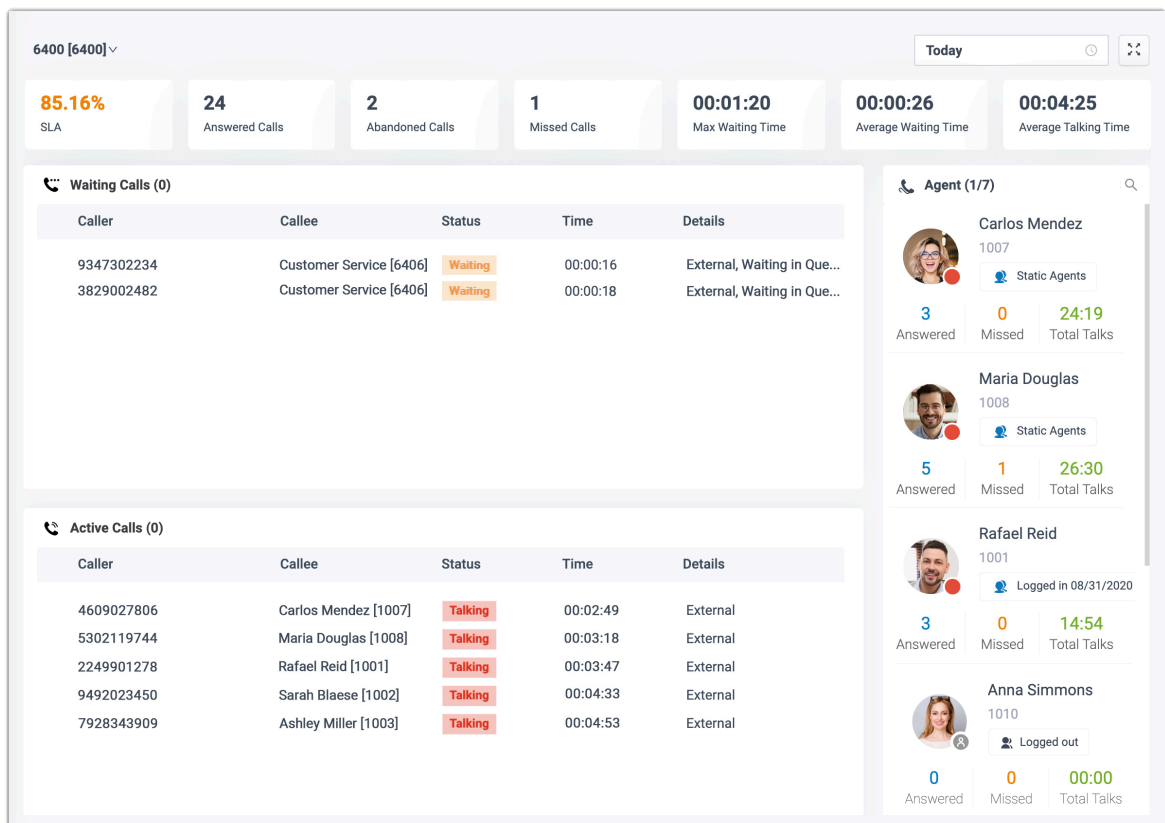
# Wallboard

## Wallboard Overview

The Wallboard allows you to easily view real-time information related to queues. This topic describes what you can do on Wallboard and the call metrics displayed on the Wallboard.

> ✏️ **Note:**
> Wallboard is only available for call center manager, and specific agents who have been granted permission by your system administrator.

### What you can do on Wallboard

As a queue manager, you can quickly access all the important information about your queues in real time on Wallboard. Yeastar Wallboard drills down into your queue's daily, weekly, or monthly performance, providing an insight into call volumes, response rates, and service level.

You can display call metrics for each queue independently as needed. With a Wallboard displayed on a TV or a dedicated "wallboard", queue agents should be able to understand their performance at a glance. In this way, agents are continuously up to date with service level agreements and daily targets, which increases efficiency and workload output.
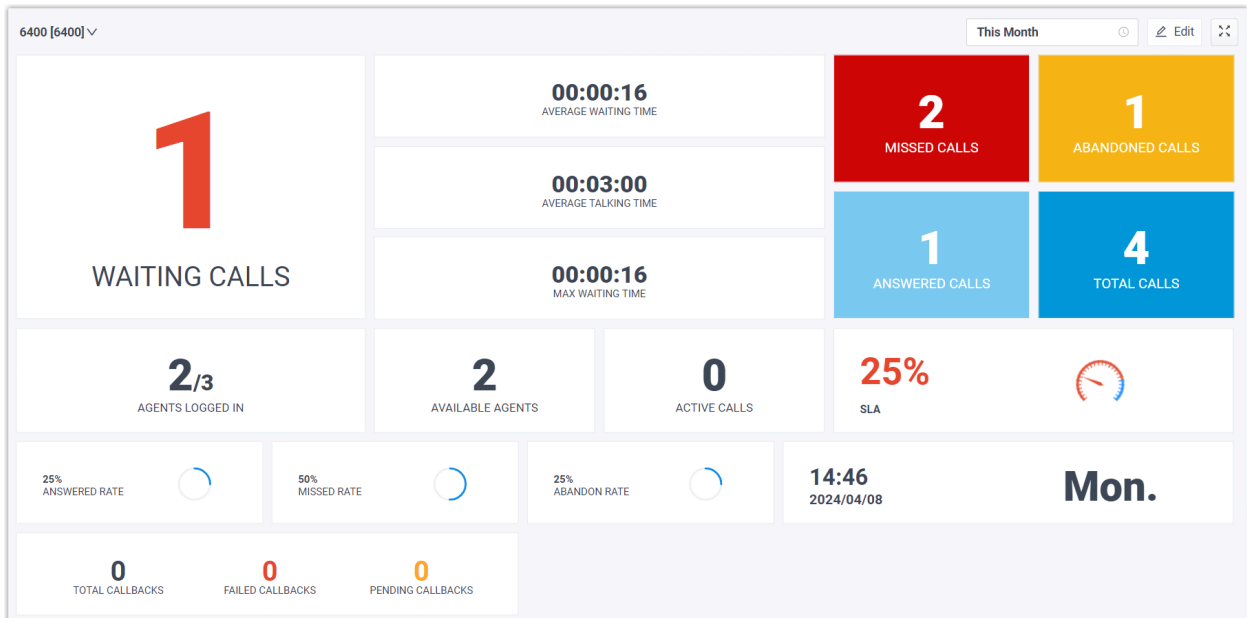
# Queue call metrics

Queue call metrics displayed on Wallboard are customizable. The following table lists the available metrics widgets on the Wallboard.

| Widget | Description |
|---|---|
| Date & Time | Display the date and time of the PBX. |
| Agents logged in | Display the number of agents logged in to the queue, and the total number of agents.<br><br>**Note:**<br>This widget is available only when the Wallboard displays the call statistics of a single queue. |
| Active calls | Display the number of current active calls in the queue. |
| Available agents | Display the number of agents logged in the queue that are ready to take a call.<br><br>**Note:**<br>This widget is available only when the Wallboard displays the call statistics of a single queue. |
| Waiting calls | Display the number of waiting calls in the queue. |
| Average waiting time | Display the average call waiting time for queue calls answered over a period of time. |
| Average talking time | Display the average amount of time that an agent spends talking to a customer. |
| SLA | Display the Service Level Agreement (SLA) for the queue.<br><br>**Note:**<br>This widget is available only when the Wallboard displays the call statistics of a single queue. |
| Total calls | Display the total calls that queue received over a period of time. |
| Answered calls | Display the total calls that queue answered over a period of time. |
| Missed calls | Display the total calls that queue missed over a period of time. |
| Abandoned calls | Display the total calls that has been abandoned over a period of time. |
| Answered rate | Display the answered rate over a period of time for all calls to the queue. |
| Missed rate | Display the missed rate over a period of time for all calls to the queue. |
| Abandon rate | Display the abandon rate over a period of time for all calls to the queue. |

| Widget | Description |
|---|---|
| Max waiting time | Display the maximum call waiting time for all calls answered over a period of time. |
| Callbacks | Display the following data of queue callback over a period of time:<br><br>• **Total callbacks**: Display the total callback requests that are successfully made by callers over a period of time.<br>• **Failed callbacks**: Display the total failed callback attempts over a period of time.<br>• **Pending callbacks**: Display the total callbacks to be performed. |

# View Call Metrics on Wallboard

As a manager of a queue or multiple queues, you can view the queue call statistics to measure the queue performance. This topic describes how to view queue call statistics.

## Prerequisites

- You are a queue manager, or an agent with wallboard access permission assigned.
- You have the permission to access Linkus Web Client, and get username and password from your system administrator.

## Step 1. Access Wallboard from Linkus Web Client

1. Log in to Linkus Web Client.

    > ℹ️ **Tip:**
    > If you have received a Linkus welcome email, you can click the login link for Linkus Web Client to quickly log in.

    a. Launch your web browser, enter the domain of Linkus Web Client, press **Enter**.
    b. Enter your username and password, click **LOG IN**.
    - **Username**: Email address.
    - **Password**: Extension User Password.
2. Go to **Call Center Console > Wallboard**.

## Step 2. Filter queue call statistics

If you manage multiple queues, you can choose to view call statistics for all queues or for a single queue.

- [View call statistics for all queues](#)
- [View call statistics for a single queue](#)

### View call statistics for all queues

1. At the top-left corner of Wallboard, select **All**.
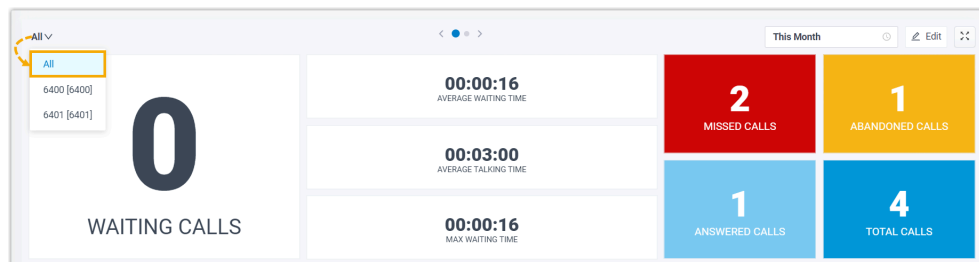


2. At the top-right corner of Wallboard, select a time range.
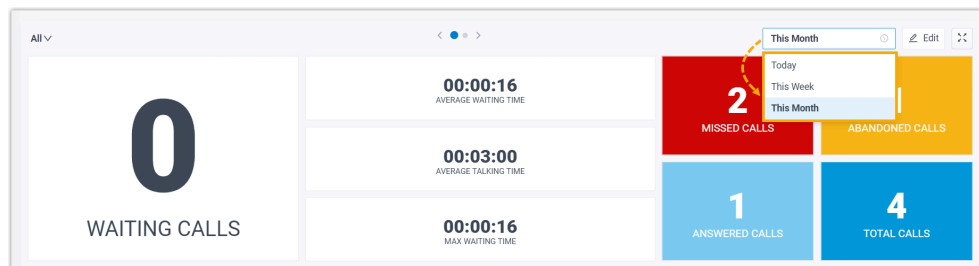


- **Today**: View statistics of today.
- **This Week**: View statistics of this week.
- **This Month**: View statistics of this month.

The call statistics for all queues within the specified time range are displayed.
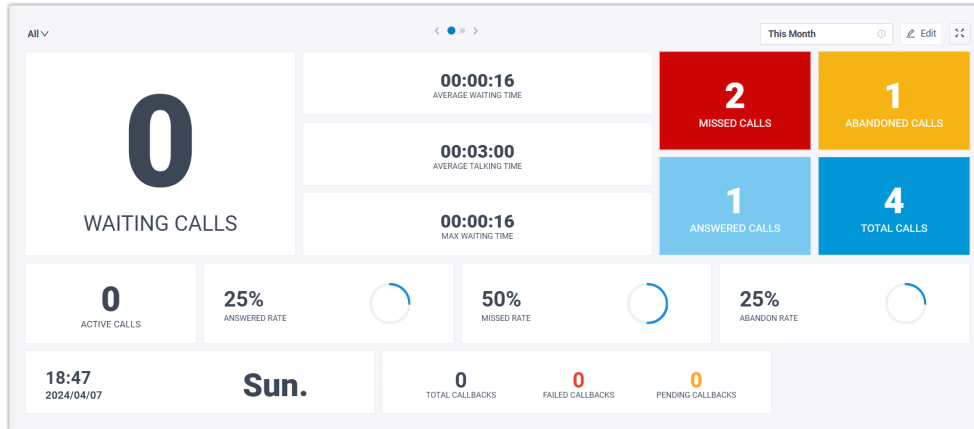
> **ⓘ Tip:**
>
> For **MISSED CALLS** and **ABANDONED CALLS**, you can click on the widgets to view the related queue call logs and manage processing status of these call logs. Any other agents who are authorized to view the queue's call logs can see the changes you make on their Linkus clients.
>
> 

3. **Optional:** On the top of Wallboard, click the toggle button to switch to the tabular view that displays the detailed information about call metrics for each call queue.
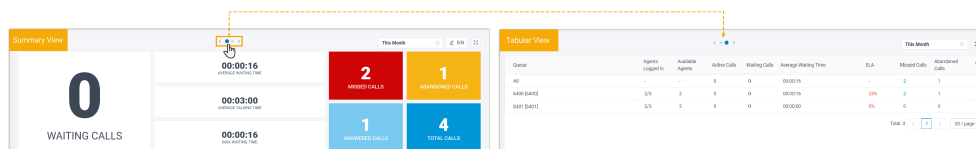


4. **Optional:** Set the Wallboard to display independently in a separate browser window.

   a. At the top-right corner of Wallboard, click ⛶ .

s
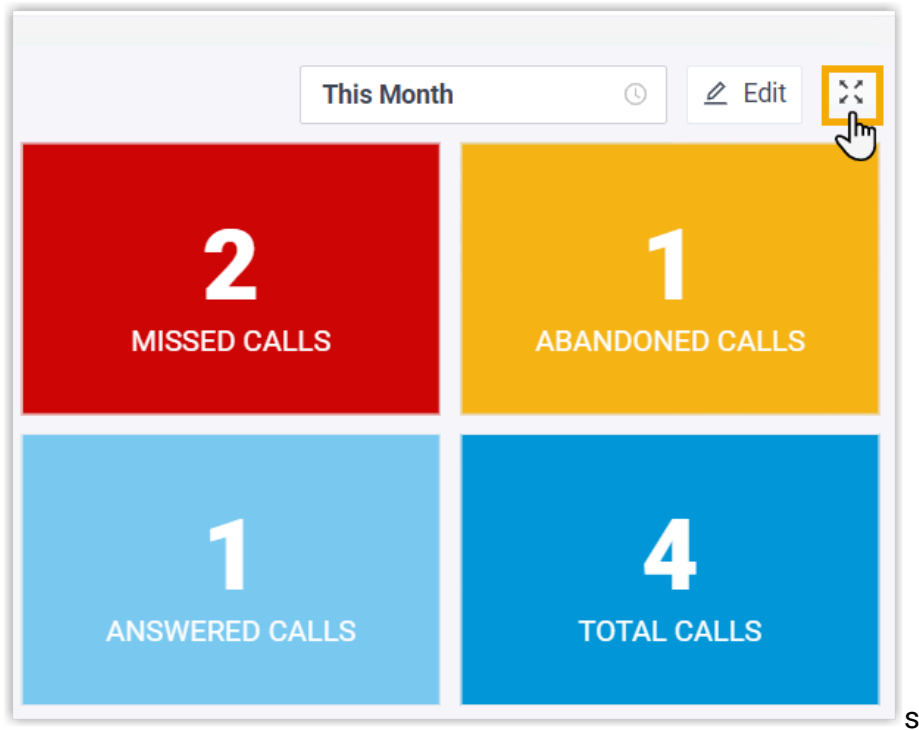
b. **Optional:** Set the Wallboard to automatically toggle between summary view and tabular view with a scrolling display.

   i. At the top-right corner of Wallboard, click **Settings** to set the time to toggle, then save the setting.
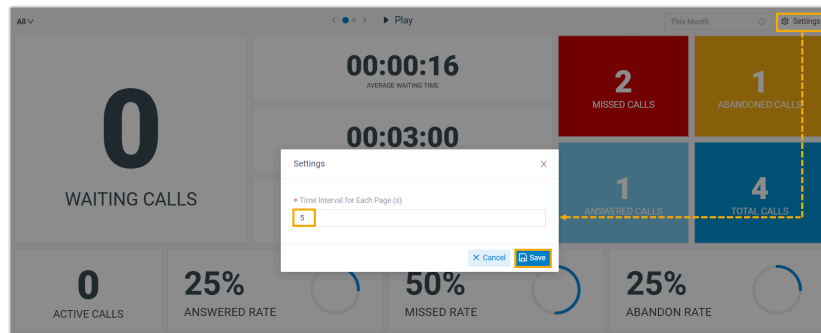


   ii. On the top of Wallboard, click **Play**.
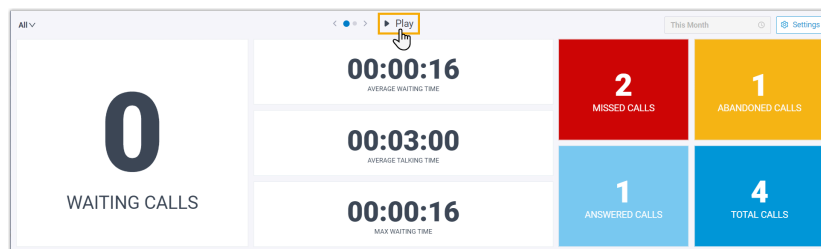
The Wallboard automatically toggles between summary view and tabular view with a scrolling display at the specified time interval.

**View call statistics for a single queue**

1. At the top-left corner of Wallboard, select a desired queue from the drop-down list.
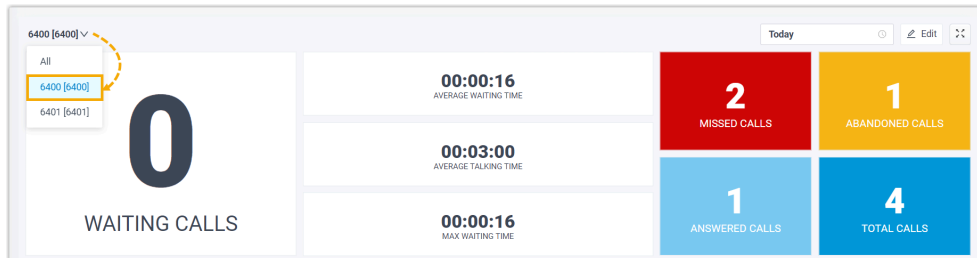


2. At the top-right corner of Wallboard, select a time range.
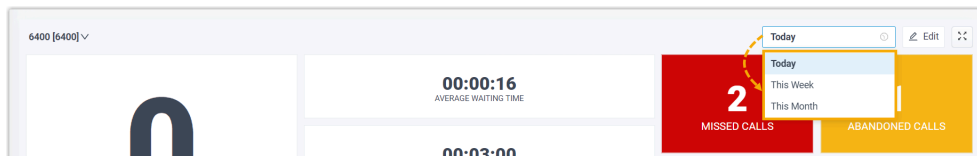


   • **Today**: View statistics of today.
   • **This Week**: View statistics of this week.
   • **This Month**: View statistics of this month.

   The call statistics for the selected queue within the specified time range are displayed.

3. **Optional:** Click  to display the Wallboard of each queue independently in a separate browser window.

   For example, display the Wallboard of Service department in a browser window, and show the wallboard to Service agents; display the Wallboard of Sales department in another browser window, and shows the wallboard to Sales agents.

# Manage Wallboard Widgets

Widgets displayed on Wallboard are customizable. You can place a widget in a way that is easy to see. This topic describes how to add, resize, lock, delete, reset, and add a note to a widget.

## Add a widget

1. At the top-left corner of the Wallboard, select **All** or select a specific queue.
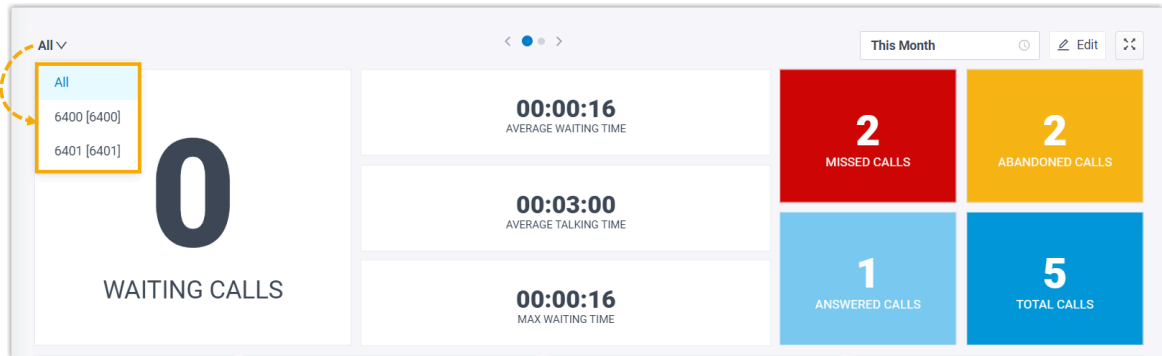


> ✏️ **Note:**
> - If you select **All**, the changes you make to Wallboard widgets will be applied to the current view only.
> - If you select a specific queue, the changes you make to Wallboard widgets will be applied to the view for all the single queue.

2. At the top-right corner of the Wallboard, click **Edit**.
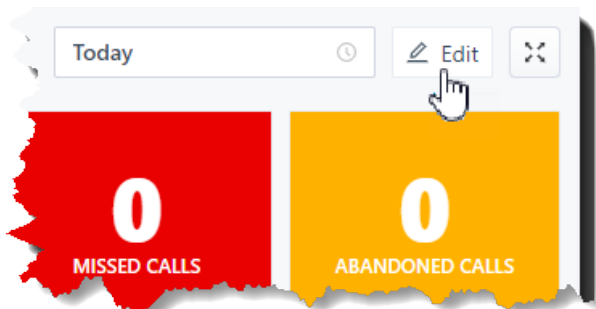


3. Click **Add Widget**.
4. In the **Type** drop-down list, select a statistic type.
5. In the **Note** field, enter the short description according to your needs.
6. Click **Save**.

## Resize a widget

1. At the top-left corner of the Wallboard, select **All** or select a specific queue.
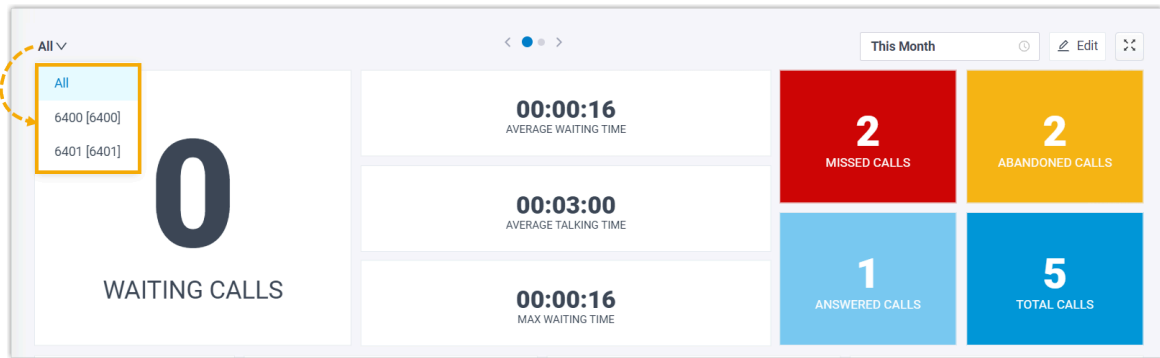
> **Note:**
>   • If you select **All**, the changes you make to Wallboard widgets will be applied to the current view only.
>   • If you select a specific queue, the changes you make to Wallboard widgets will be applied to the view for all the single queue.

2. At the top right corner of the Wallboard, click **Edit**.
3. Hover your mouse over the lower right corner of the widget.
4. Hold the widget and then drag the border frame around it up/down and left/right to resize it.
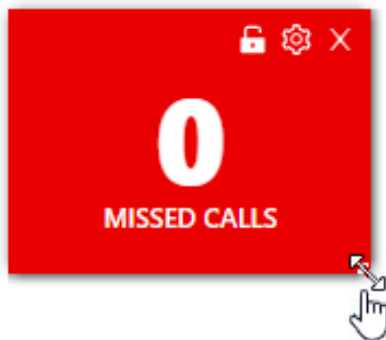


5. Click **Save**.

## Move and lock a widget on a fixed position

1. At the top-left corner of the Wallboard, select **All** or select a specific queue.
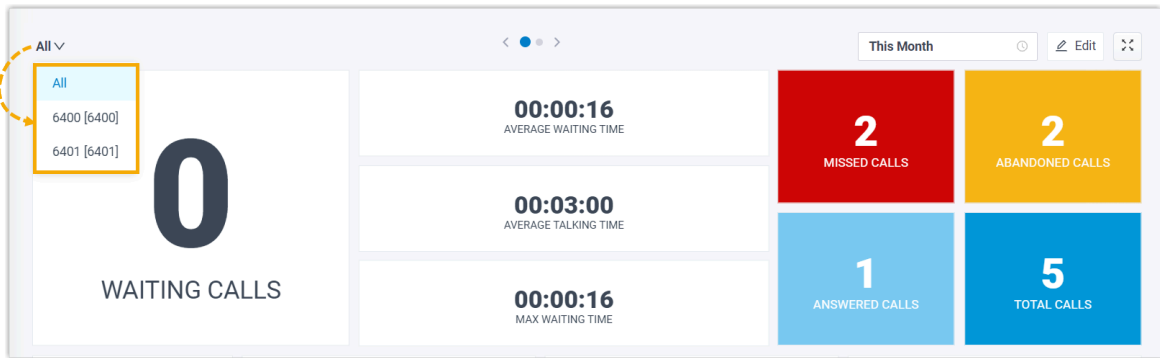
> ✏️ **Note:**
>    • If you select **All**, the changes you make to Wallboard widgets will be applied to the current view only.
>    • If you select a specific queue, the changes you make to Wallboard widgets will be applied to the view for all the single queue.

2. At the top right corner of the Wallboard, click **Edit**.
3. Move the widget to a desired position.
4. Click 🔓 on the desired widget.
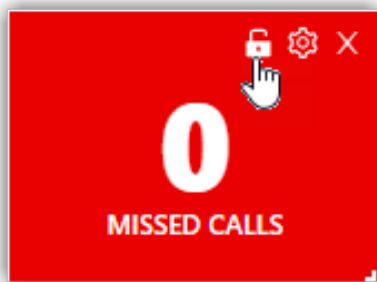


5. Click **Save**.

## Delete a widget

1. At the top-left corner of the Wallboard, select **All** or select a specific queue.
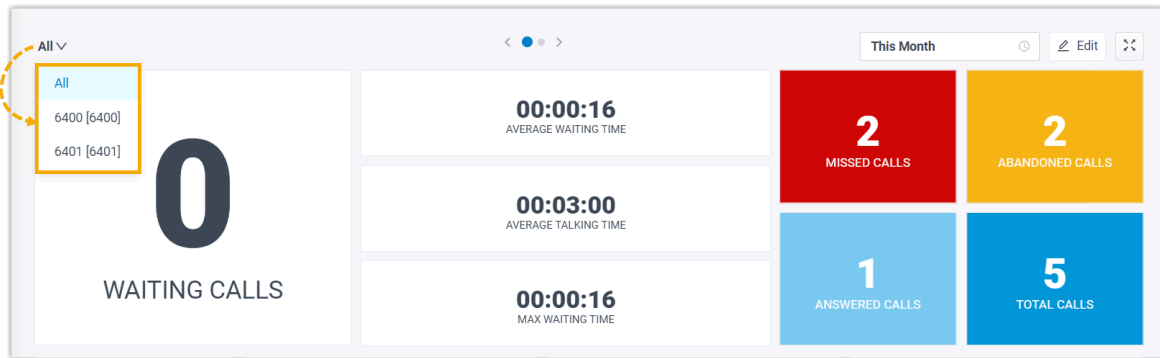
> **Note:**
> - If you select **All**, the changes you make to Wallboard widgets will be applied to the current view only.
> - If you select a specific queue, the changes you make to Wallboard widgets will be applied to the view for all the single queue.

2. At the top right corner of the Wallboard, click **Edit**.

3. Click ✕ on the desired widget.
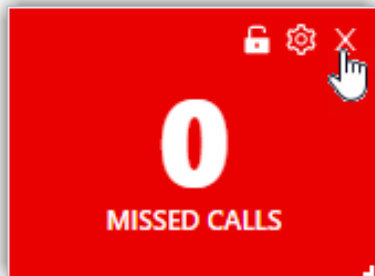


4. Click **Save**.

## Add a note to the bottom of the widget

1. At the top-left corner of the Wallboard, select **All** or select a specific queue.
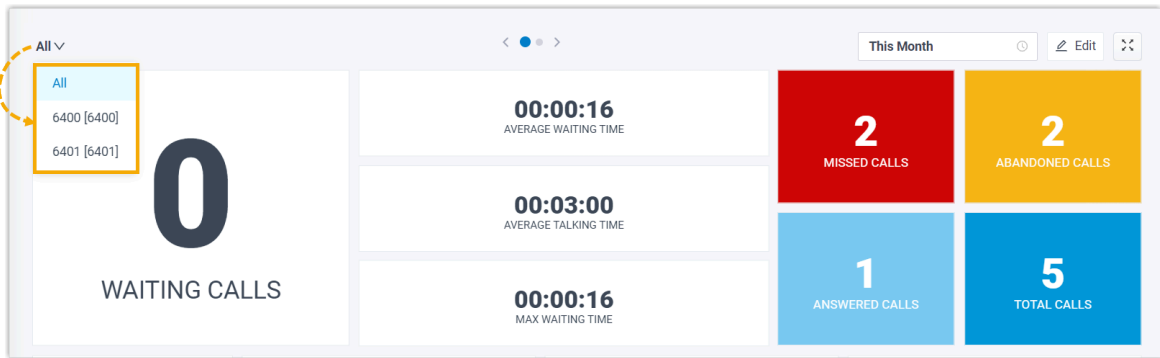
> ✏️ **Note:**
> - If you select **All**, the changes you make to Wallboard widgets will be applied to the current view only.
> - If you select a specific queue, the changes you make to Wallboard widgets will be applied to the view for all the single queue.

2. At the top right corner of the Wallboard, click **Edit**.

3. Click ⚙️ on the desired widget.
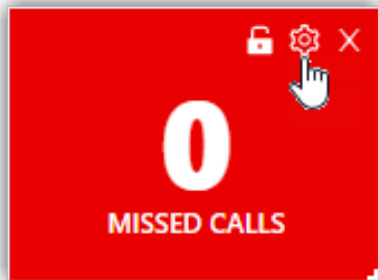


4. In the **Note** field, enter the short description according to your needs.

5. Click **Save**.

## Reset widgets

Reset widgets to the default settings and discard changes you have made.

1. At the top-left corner of the Wallboard, select **All** or select a specific queue.
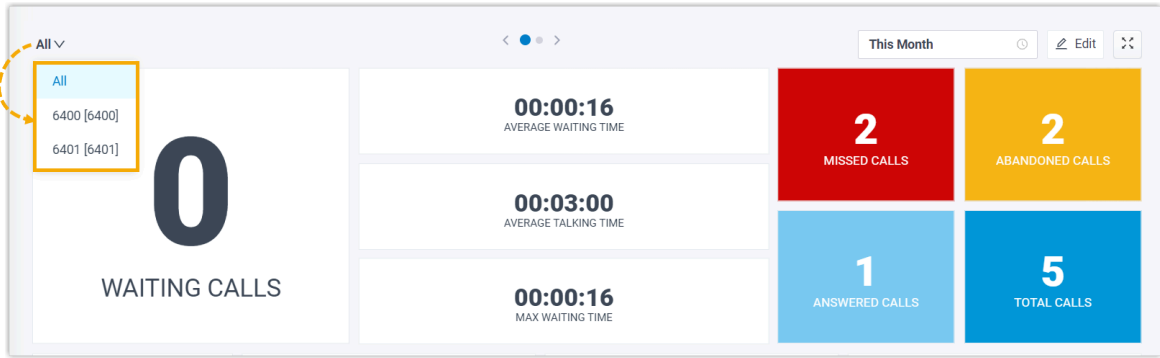
> ✏️ **Note:**
>   - If you select **All**, the changes you make to Wallboard widgets will be applied to the current view only.
>   - If you select a specific queue, the changes you make to Wallboard widgets will be applied to the view for all the single queue.

2. At the top right corner of the Wallboard, click **Edit**.

3. Click **Reset** and **Save**.

The custom position, note, and size of the widgets will be reset to back to the default settings.
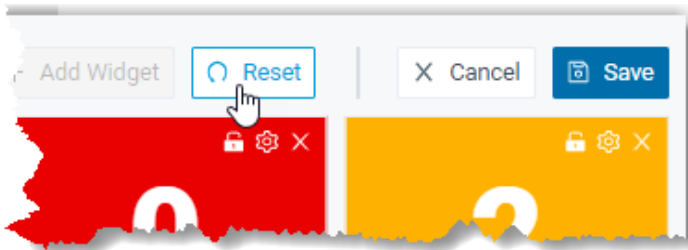


# Queue Panel

## Queue Panel Overview

This topic describes what you can do on Queue Panel, and the permissions of queue manager and agents.

# What you can do on Queue Panel



With an easy-to-use interface on Yeastar Queue Panel, you can view call statistics, change agent status, manage queue calls quickly and efficiently, and manage processing status of missed or abandoned queue calls.

- View call statistics of each queue and each agent.
- Change agent status in the queue, including login, logout, pause, and unpause.
- Manage queue calls:
  - **Call distribution**: Redirect incoming calls, and transfer calls.
  - **Call connection**: Pick up ringing calls, and hang up calls.
  - **Call parking**: Park calls.
  - **Call recording**: Monitor and switch recording status.
  - **Call monitoring**: Barge in a call, listen to a call, and whisper to a call.
- Manage processing status of missed or abandoned queue calls, including not deal, dealing, and dealt.

## Queue Panel permissions

What you can do on Queue Panel depends on the following permission. The permission is assigned by your system administrator.

| Permission | Manager | Agent |
|---|---|---|
| Switch agents' status | √ | × |
| Call distribution management (Redirect, Transfer, Drag and Drop operation) | √ | √ |
| Allow for picking up or hanging up agents' calls | √ | √ |
| Call monitoring operations (Listen, Whisper, Barge In) | √ | × |
| Call parking operation | √ | √ |
| Switch agent's recording status | √ | × |

# Getting Started

# Access Queue Panel

This topic describes how to access Queue Panel.

## Procedure

1. Log in to Linkus Web Client.

> ⓘ **Tip:**
> If you have received a Linkus welcome email, you can click the login link for Linkus Web Client to quickly log in.

   a. Launch your web browser, enter thedomain of Linkus Web Client, press **Enter**.
   b. Enter your username and password, click **LOG IN**.
   - **Username**: Extension number or email address.
   - **Password**: Extension User Password.
2. Go to **Call Center Console > Queue Panel**.

**Related information**
[Queue Panel Layout](#)

# Queue Panel Layout

This topic describes the Queue Panel layout, including call statistics panel, waiting call panel, active call panel, and agent panel.



## Menu bar

1. If you have multiple queues, select a desired queue from the upper left corner of queue panel.



2. Select a time range.
   - **Today**: View statistics of today.
   - **This Week**: View statistics of this week.
   - **This Month**: View statistics of this month.
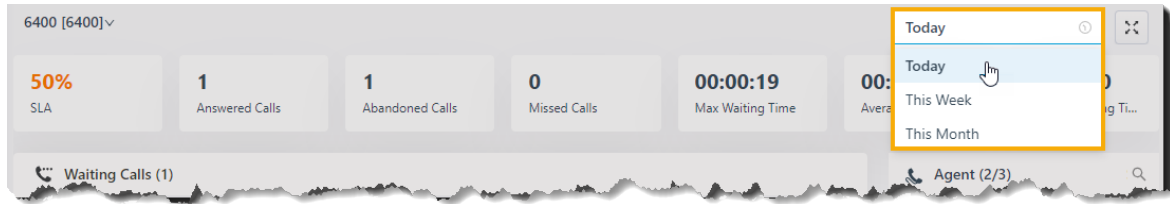
3. **Optional:** Click ⤢ to display queue panel in a separate browser window.

   For example, display the queue panel of Service in a browser window; display the queue panel of Sales in another browser window.

## Call statistics panel

Display call statistics of a queue.
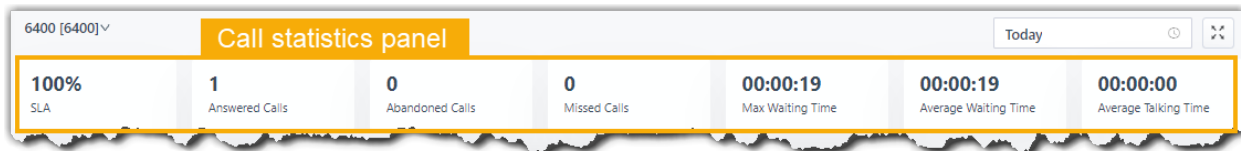


| Call statistics | Description |
|---|---|
| SLA | Display the Service Level Agreement over a period of time for the queue. |
| Answered calls | Display the total calls that queue agents answered over a period of time. |
| Abandoned Calls | Display the total calls that have been abandoned over a period of time.<br><br>ℹ️ **Tip:**<br>You can click on the widget to view detailed information about related call logs and manage the processing status. |
| Missed Calls | Display the total calls that queue missed over a period of time.<br><br>ℹ️ **Tip:**<br>You can click on the widget to view detailed information about related call logs and manage the processing status. |
| Max Waiting Time | Display the maximum call waiting time for all calls answered over a period of time. |
| Average Waiting Time | Display the average waiting time over a period of time for all queue calls. |
| Average Talking Time | Display the average talking time over a period of time for all queue calls. |

## Waiting call panel

Display the details of incoming call that is in ringing or waiting state in real time, including caller, callee, status, time, and details.

> **Note:**
>
> The  QCB  indicates that the caller has requested a callback.



## Active call panel

Display details of answered calls in real time, including caller, callee, status, time, and details.

> **Note:**
>
> The  QCB  indicates that this is a callback.



## Agent panel

The agent panel displays agent details in the queue, including the agent's presence, queue status, and the agent's queue call statistics.

> **Note:**

You can click the **View Switch** button to switch between **Standard View** and **Compact View** to check these information as needed.
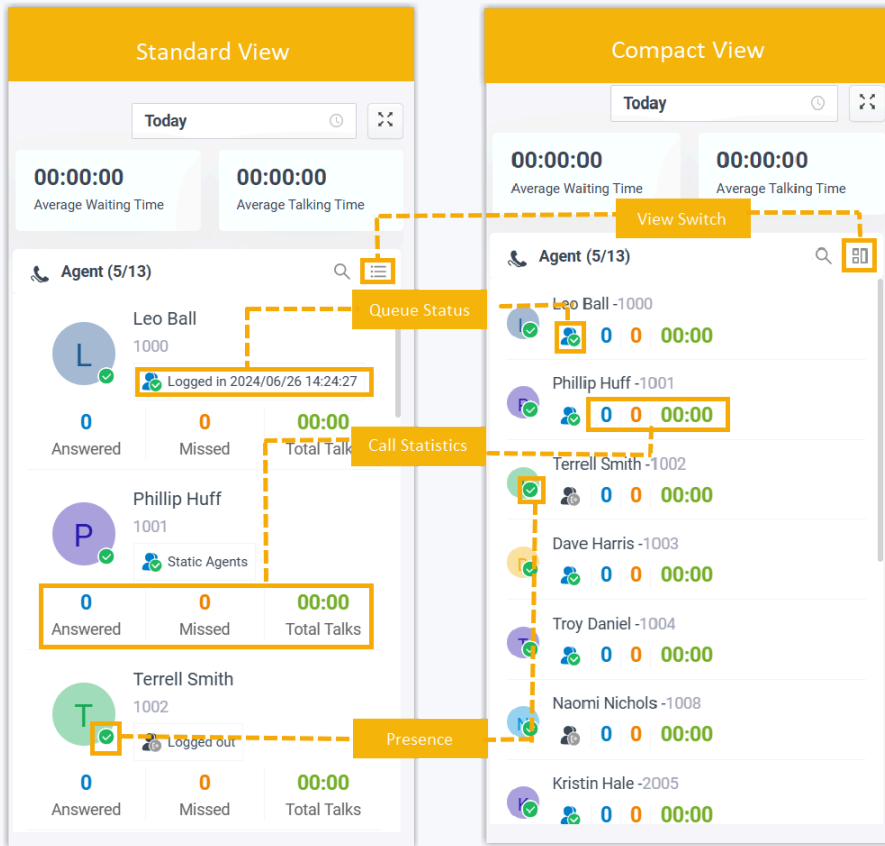


## Agent's presence

Hover your mouse over the presence icon, you can see the agent's presence status.
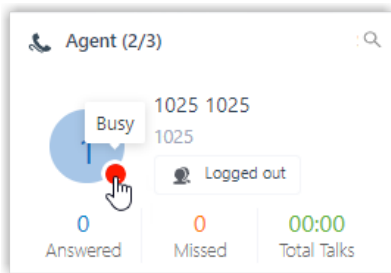


| Icon | Presence | Description |
|---|---|---|
| 👤 | Unavailable | The agent's extension is not registered. |

| Icon | Presence | Description |
|------|----------|-------------|
| 🔴 | Busy | The agent is in a call. |
| ✅ | Available | The agent is online and ready to receive and handle calls. |
| 🟠 | Away | The agent is currently away from office. |
| ✈️ | Business Trip | The agent is currently on a business trip. |
| ⛔ | Do Not Disturb | The agent doesn't want to be disturbed, and he/she won't receive any calls. |
| 🔼 | Lunch Break | The agent is currently on lunch break. |
| 📤 | Off Work | The agent is currently off work. |

**Queue Status**

| Icon | Presence |
|------|----------|
| 👥✅ | The agent has logged in to the queue, and is available to receive a call. |
| 👥➡️ | The agent logged out of the queue. |
| 👥⏸️ | The agent has paused receiving the queue calls. |

**View Switch**

By default, **Standard View** is displayed. You can click the **View Switch** button to switch to the **Compact View**, which allows you to view and manage queue agents more efficiently.

# Agent Status Management

# Manage an Agent's Status in a Queue

As a queue manager, you can change an agent's status remotely. This topic describes how to log an agent in to a queue, log an agent out of a queue, pause agents' service, and un-pause agents' service.

## Requirements

- Only a queue manager can change agents' status.
- To change agents' status, make sure that you have been granted the **Switch agents' Status** permission by the system administrator.

## Log an agent in to a queue

1. In the Linkus Web Client, go to **Call Center Console > Queue Panel**.
2. On the **Agent** panel, hover your mouse over the logged-out agent, and change the status.
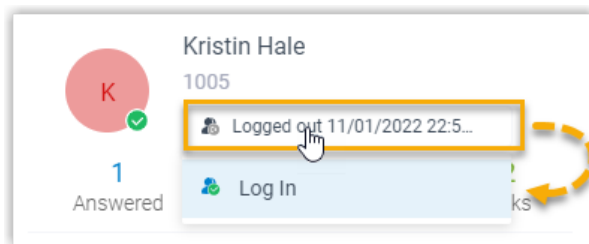


   a. Click the agent status.
   b. Click **Log In**.

## Log an agent out of a queue

> **Note:**
> The static agent can not log out of a queue.

1. In the Linkus Web Client, go to **Call Center Console > Queue Panel**.
2. On the **Agent** panel, hover your mouse over the logged-in agent, and change the status.
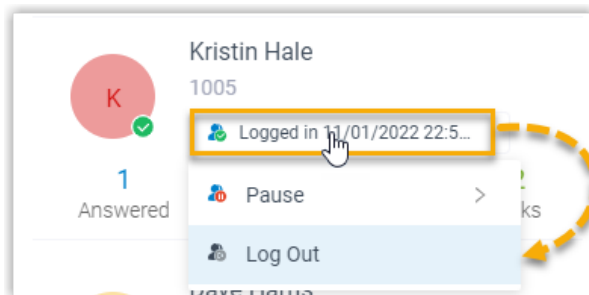


   a. Click the agent status.

b. Click **Log Out**.

## Pause an agent's service

1. In the Linkus Web Client, go to **Call Center Console > Queue Panel**.
2. On the **Agent** panel, hover your mouse over the logged-in agent, and change the status.
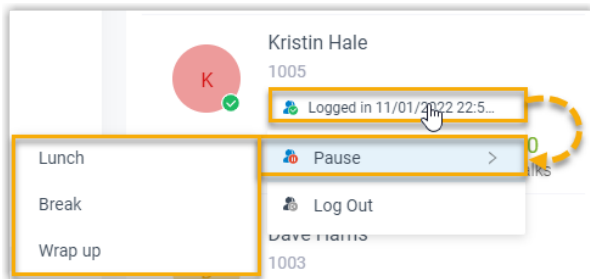


a. Click the agent status.
b. Click **Pause**.
c. **Optional:** In the pause reason list, select a reason.

The system will not distribute queue calls to the paused agent.

## Unpause an agent's service

1. In the Linkus Web Client, go to **Call Center Console > Queue Panel**.
2. On the **Agent** panel, hover your mouse over the logged-in agent, and change the status.
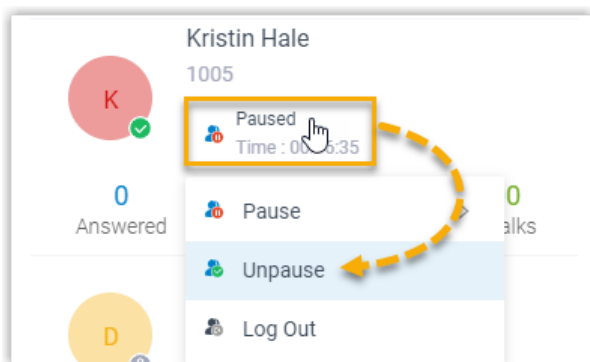


a. Click the agent status.
b. Click **Unpause**.

The agent becomes available to receive queue calls.

# Queue Calls Management

## Pick up a Call

If a call is ringing and has not been answered for a long time, in order to save the callers' user's waiting time, you can pick up the ringing call. This topic describes how to pick up a ringing call.

**Requirements**

To pick up agents' incoming calls, make sure that you have been granted the **Allow for picking up or hanging up agents' calls** permission by the system administrator.

**Procedure**

1. In the Linkus Web Client, go to **Call Center Console > Queue Panel**.
2. On the **Waiting Calls** panel, hover your mouse over a call that is in Ringing status.
3. Right click the incoming call, and select **Pick Up**.

   The PBX system routes the call to your extension.



4. Answer the call.

## Redirect a Call

If a call has not been answered for a long time, in order to save the caller's waiting time, you can redirect the incoming call to another extension, ring group, queue, or extension's voice-mail. This topic describes how to redirect an incoming call that is in the ringing status.

## Requirements

To redirect agents' incoming calls, make sure that you have been granted the **Call distribution management (Redirect, Transfer, Drag and Drop operation)** permission by the system administrator.

## Redirect a call to an extension

1. In the Linkus Web Client, go to **Call Center Console > Queue Panel**.
2. On the **Waiting Calls** panel, hover your mouse over a call that is in Ringing status.
3. Redirect the call to an extension user in one of the following methods:
   - Drag the call and drop it on a desired agent displayed in **Agent** panel.

     The agent will receive an incoming call.



   - Right click the call, and click **Redirect**.

     On the pop-up panel, enter an extension number, and click →.

     The agent will receive an incoming call.

> 🛈 **Tip:**
> You can also click the extension user from the matching results to transfer the call.

## Redirect a call to extension voicemail

1. In the Linkus Web Client, go to **Call Center Console > Queue Panel**.
2. On the **Waiting Calls** panel, hover your mouse over a call that is in Ringing status.
3. Right click the incoming call, and select **Redirect**.
4. In the pop-up window, enter an extension number to search the extension user.
5. From the matching results, click 🎧 to redirect the call.

    The call is redirected to the extension's voicemail and the caller can leave a message to the extension user.



## Redirect a call to another ring group or queue

1. In the Linkus Web Client, go to **Call Center Console > Queue Panel**.
2. On the **Waiting Calls** panel, hover your mouse over a call that is in Ringing status.
3. Redirect the call to a ring group or a queue.
    a. Right click the call, and click **Redirect**.
    b. In the pop-up window, enter a ring group number or a queue number, and click →.

        The system will route the call the ring group or queue.



# Transfer a Call

This topic describes how to transfer an active call.

## Requirements

To transfer members' active calls, make sure that you have been granted the **Call distribution management (Redirect, Transfer, Drag and Drop operation)** permission by the system administrator.

## Transfer a call to an agent

1. In the Linkus Web Client, go to **Call Center Console > Queue Panel**.
2. On the **Active Calls** panel, hover your mouse over an active call.
3. Transfer the call to an extension user in one of the following methods:

   • Drag the call and drop it on a desired extension displayed in **Agents** panel.

   The agent will receive an incoming call.



   • Right click the call, click **Transfer**, and select a transferred party.

   In the pop-up window, enter a target extension number, and click →.

   The system routes the call to the agent, the extension user will receive an incoming call.

   > **Tip:**
   > You can also click the extension user from the matching results to transfer the call.

## Transfer a call to an extension's voicemail

1. In the Linkus Web Client, go to **Call Center Console > Queue Panel**.
2. On the **Active Calls** panel, hover your mouse over an active call.
3. Right click the call, and select **Transfer**.
4. In the pop-up window, enter an extension number to search the extension user.
5. From the matching results, click 👐 to transfer the call.

   The system routes the call to the extension's voicemail. The caller can leave a message to the selected extension user.



# Park a Call

Call parking is a method of holding a call on a phone, so that anyone can retrieve the call on another phone. This topic describes how to park a call.

## Requirements

To park agents' active calls, make sure that you have been granted the **Call parking operation** permission by the system administrator.

## Procedure

1. In the Linkus Web Client, go to **Call Center Console > Queue Panel**.
2. On the **Active Calls** panel, hover your mouse over an answered call.
3. Right click the answered call, and select **Parked**.
4. Select the parked party.

   The call is parked on an available parking number. The system puts the parked party's call on hold, and plays a prompt to tell the other party where to retrieve the call.



## Switch Call Recording Status

If administrator has enabled call recording for specific queues, the specified queue calls would be recorded as soon as they are established. Being granted with specific recording operation permissions, you can pause the call recording to avoid sensitive information being recorded. Moreover, you can start recording a queue call when necessary, even if it is not a call specified to be recorded by administrator.

### Requirements

- To switch call recording status for yourself, make sure that the **Pause/Resume** permission or **Start/Pause/Resume** permission is assigned to your extension by the system administrator.

  📝 **Note:**

> ◦ **Pause/Resume** permission allows you to pause or resume the recording during a queue call that is specified to be recorded.
> ◦ **Start/Pause/Resume** permission allows you to start, pause, or resume the recording during any queue calls, be the calls specified to be recorded or not.

- To switch call recording status for other agents, make sure that you have been granted the **Switch agent's recording status** permission by the system administrator.

## Procedure

1. In the Linkus Web Client, go to **Call Center Console > Queue Panel**.
2. On the **Active Calls** panel, hover your mouse over a call being recorded.
3. To pause recording, right click the call, and click **Pause Recording**.
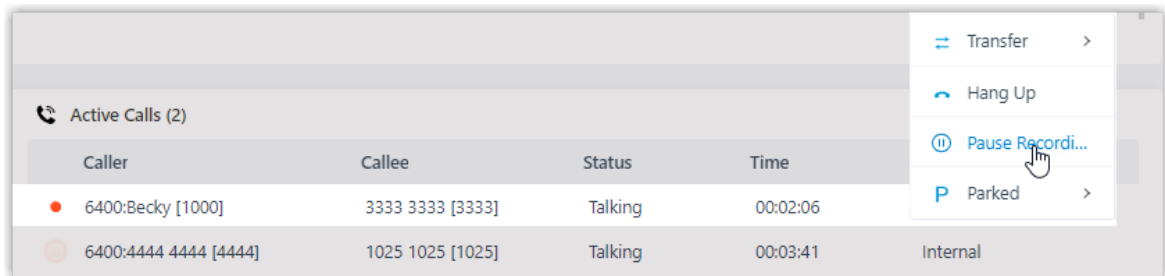


The recording icon stops flashing, and changes to ⏸.

4. To start or resume recording, right click the call, and click **Recording**.
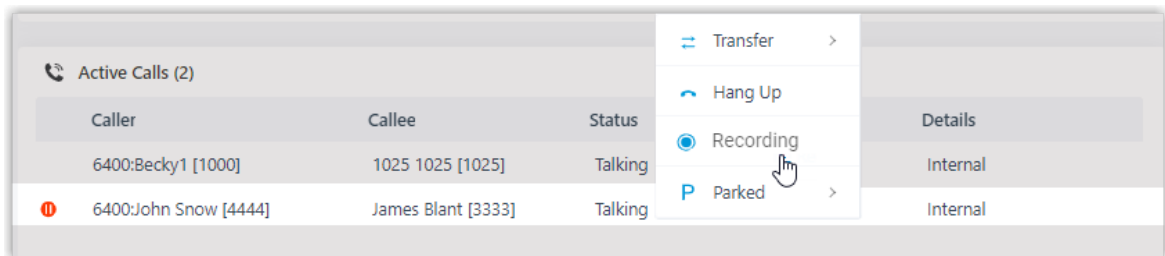


The recording icon is changed to ⏺ and flashing.

# Monitor a Call

Call monitoring is the process of monitoring conversations between employees and customers for improving communication and customer service. This topic describes how to monitor a call.

## Scenario

For sales and support in call center, call monitoring is a way to manage call quality, increase agent efficiency, improve agent performance, and develop sales or marketing strategies.

You can monitor agents' conversations in the following ways:

- **Call listening**: Listen to the active call between the agent and customer to ensure that quality standards are met, without the agent or customer knowing.
- **Call whispering**: Talk to the agent, and give assistance to the agent during an active call, without the customer hearing the discussion.
- **Call barging**: Join the call to speak with both the agent and customer, provide immediate assistance, and improve customer satisfaction.

## Requirements

- You are queue manager.
- To monitor agents' calls, make sure that you have been granted the **Call monitoring operations (Listen, Whisper, Barge In)** permission by the system administrator.

## Procedure

1. In the Linkus Web Client, go to **Call Center Console > Queue Panel**.
2. On the **Active Calls** panel, hover your mouse over an active call.
3. Right click the call, and select a monitor mode: **Barge In**, **Listen**, or **Whisper**.

   The system places a call to your extension.
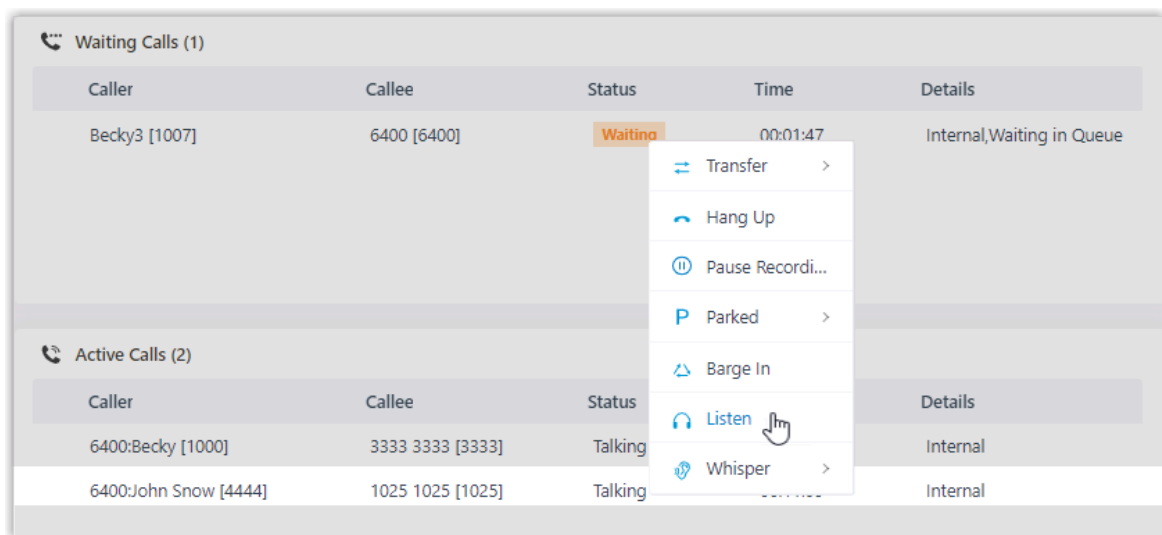
4. Answer the call.

# Hang up a Call

This topic describes how to hang up a call.

## Requirements

To hang up agents' calls, make sure that you have been granted the **Allow for picking up or hanging up agents' calls** permission by the system administrator.

## Procedure

1. In the Linkus Web Client, go to **Call Center Console > Queue Panel**.
2. On the **Waiting Calls** or **Active Calls** panel, hover your mouse over a call.
3. Right click the call, and select **Hang Up**.



4. In the pop-up dialog box, click **OK**.

   The system ends the call.

# Place a Call to an Agent

Yeastar Linkus Web Client allows you to place calls to any agents. This topic describes how to place a call to an agent quickly on Call Center Console.

## Procedure

1. In the Linkus Web Client, go to **Call Center Console > Queue Panel**.
2. On the **Agent** panel, hover your mouse over the agent's avatar.
3. Double-click the avatar.

   A call is placed to the agent, and a call window pops up that allows you to manage the call.

# Agent Guide

## Call Center Agent Guide

This guide provides guidance on how to manage your availability status in queues, and process queue call interactions using a unified agent portal available on web, desktop, and mobile devices.

### Audience

This guide is intended for customer service representatives (agents) who handle inbound voice calls from customers.

### Agent portal

To enhance communication mobility and improve agent productivity, the Yeastar Call Center provides a unified agent portal integrated into the Linkus UC Clients that is available on mobile, desktop, and web-based platforms. Agents can efficiently handle queue calls anytime anywhere through the supported clients.

| Supported Client | Description |
|---|---|
| Linkus Web Client | The Linkus Web Client allows agents to access the call center functionalities through a web browser. It provides intuitive Call Center workspaces, **Wallboard** and **Queue Panel**, equipped with all the necessary tools for efficient call interaction and queue management.<br><br>• For queue-related operational instructions for the agents using the **Queue Panel**, see [Agent operations on Web Client](#).<br>• For operational instructions for agents with access to the **Wallboard**, see [Call Center Supervisor Guide](#).<br>• For more information about utilizing Linkus Web Client, see [Linkus Web Client User Guide](#). |
| Linkus Desktop Client | The Linkus Desktop Client installed on the agent's computer offers a comprehensive set of features to manage calls, similar to the Web Client, but with the added benefit of integration with other desktop applications, providing a robust and stable environment for agents to perform their tasks.<br><br>• For queue-related operational instructions on Linkus Desktop Client, see [Agent Operations on Desktop Client](#). |

| Supported Client | Description |
|---|---|
| | • For more information about utilizing Linkus Desktop Client, see Linkus Desktop Client User Guide. |
| Linkus Mobile Client | Available as a mobile application, Linkus Mobile Client provides agents with access to essential call features, allowing them to handle queue calls and update their availability status from their mobile devices, ensuring that agents can stay connected and responsive on the go.<br><br>• For queue-related operational instructions on Linkus Mobile Client, see Agent operations on Mobile Client.<br>• For more information about utilizing Linkus Mobile Client, see Linkus Mobile Client User Guide. |

# Agent Operations on Web Client

## Access Queue Panel

This topic describes how a queue agent can access Queue Panel on Linkus Web Client.

### Requirements

To access and use the Queue Panel on Linkus Web Client, make sure your web browser meet the following requirements.

| Web Browser | Version |
|---|---|
| Google Chrome (recommended) | Chrome 87 or later |
| Microsoft Edge | Edge 87 or later |
| Opera | Opera 72 or later |

### Procedure

1. Log in to Linkus Web Client.

> **ⓘ Tip:**
> If you have received a Linkus welcome email, you can click the login link for Linkus Web Client to quickly log in.

     a. Launch your web browser, enter thedomain of Linkus Web Client, press **Enter**.

     b. Enter your username and password, click **LOG IN**.

        • **Username**: Extension number or email address.

        • **Password**: Extension User Password.

2. Go to **Call Center Console > Queue Panel**.

# Agent Status Management

# Manage Your Status in Queues

As an agent of a queue or multiple queues, you can change your own status in a specific queue or in all queues on Linkus Web Client. This topic describes how to log in to and out of queues, pause and unpause queue calls.

## Log in to queues

> ✏️ **Note:**
> This operation is only available for dynamic agents.

### Log in to all queues



1. In the top navigation bar of Linkus Web Client, click **Agent Status**.
2. Hover your mouse over **Switch Status To**.
3. Click **Log In**.

### Log in to a specific queue from Queue Panel

1. In the Linkus Web Client, go to **Call Center Console > Queue Panel**.

2. In the top-left corner of the Queue Panel, select a desired queue.



3. On the **Agent** panel, hover your mouse over your extension and change the status.



    a. Click the agent status.

    b. Click **Log in**.

### Log in to a specific queue using feature code

After you obtain the **Log in/Log out** feature code from the system administrator, you can log in to a specific queue using the feature code.

For example, if the feature code is `*7`, to log in to queue 6400, simply dial `*76400`.

## Log out of queues

> **Note:**
> This operation is only available for dynamic agents.

### Log out of all queues

1. In the top navigation bar of Linkus Web Client, click **Agent Status**.
2. Hover your mouse over **Switch Status To**.
3. Click **Log Out**.

## Log out of a specific queue from Queue Panel

1. In the Linkus Web Client, go to **Call Center Console > Queue Panel**.
2. In the top-left corner of the Queue Panel, select a desired queue.



3. On the **Agent** panel, hover your mouse over your extension and change the status.



   a. Click the agent status.
   b. Click **Log Out**.

## Log out of a specific queue using feature code

After you obtain the **Log in/Log out** feature code from the system administrator, you can log out of a specific queue using the feature code.

For example, if the feature code is `*7`, to log out of queue 6400, simply dial `*76400`.

## Pause queue calls

As a queue agent (be it static or dynamic), you can pause receiving the queue calls when you are away from desk. The queue will not distribute calls to you after you pause queue calls.

### Pause service in all queues



1. In the top navigation bar of Linkus Web Client, click **Agent Status**.
2. Hover your mouse over **Switch Status To**.
3. Click **Pause**.
4. **Optional:** In the pause reason list, select a specific reason.

### Pause service in a specific queue from Queue Panel

1. In the Linkus Web Client, go to **Call Center Console > Queue Panel**.
2. In the top-left corner of the Queue Panel, select a desired queue.



3. On the **Agent** panel, hover your mouse over your extension and change the status.

a. Click the agent status.

b. Click **Pause**.

c. **Optional:** In the pause reason list, select a specific reason.

## Pause service in a specific queue using feature code

After you obtain the **Pause/Unpause** feature code and the **Pause Reason** feature codes from the system administrator, you can pause receiving calls from a specific queue using the feature code.

For example, if the **Pause/Unpause** feature code is `*07`, to pause service in queue 6400, do as follows:

- To directly pause without reason, dial `*076400`.
- To pause with specific reason, dial `*076400` plus the pause reason feature code, e.g. `*076400*03`.

# Unpause queue calls

As a queue agent (be it static or dynamic), you can resume receiving queue calls when you are ready to take a call.

## Unpause service in all queues

1. In the top navigation bar of Linkus Web Client, click **Agent Status**.
2. Hover your mouse over **Switch Status To**.
3. Click **Unpause**.

### Unpause service in a specific queue from Queue Panel

1. In the Linkus Web Client, go to **Call Center Console > Queue Panel**.
2. In the top-left corner of the Queue Panel, select a desired queue.



3. On the **Agent** panel, hover your mouse over your extension and change the status.



   a. Click the agent status.
   b. Click **Unpause**.

### Unpause service in a specific queue using feature code

After you obtain the **Pause/Unpause** feature code from the system administrator, you can resume receiving calls from a specific queue using the feature code.

For example, if the feature code is `*07`, to unpause service in queue 6400, dial `*076400`.

**Related information**

[Automatically Switch Agent Status Based on Extension Presence](#)

# Automatically Switch Agent Status Based on Extension Presence

This topic describes how to set your agent status to automatically change along with your extension presence on Linkus Web Client.

## Procedure

1. Log in to Linkus Web Client, go to **Preferences > Presence**.
2. On the status bar, select a presence status to edit.



3. Scroll down to the **Options** section, then select an action in the **Agent Status Auto Switch** drop-down list.

| Option | Description |
|--------|-------------|
| Log In | When your extension changes to the presence status, you will automatically log in to all the queues to which you belong.<br><br>**Note:**<br>• This option is accessible ONLY in **Available** presence status.<br>• The login operation is only available for dynamic agents. |
| Log Out | When your extension changes to the presence status, you will automatically log out from all the queues to which you belong.<br><br>**Note:**<br>The logout operation is only available for dynamic agents. |
| Pause | When your extension changes to the presence status, you will automatically pause receiving queue calls.<br><br>**Note:**<br>You can select a specific pause reason in the **Pause Reason** drop-down list. |

| Option | Description |
|---|---|
| |  |
| Do Nothing | When your extension changes to the presence status, your agent status in the queues remains unaffected. |

4. To configure the agent status auto-switch for more presence status, repeat Step **2** - **3**.

5. Click **Save**.

# Call operations on Queue Panel

## Pick up a Call

If a call is ringing and has not been answered for a long time, in order to save the callers' user's waiting time, you can pick up the ringing call. This topic describes how to pick up a ringing call.

### Requirements

To pick up agents' incoming calls, make sure that you have been granted the **Allow for picking up or hanging up agents' calls** permission by the system administrator.

### Procedure

1. In the Linkus Web Client, go to **Call Center Console > Queue Panel**.
2. On the **Waiting Calls** panel, hover your mouse over a call that is in Ringing status.
3. Right click the incoming call, and select **Pick Up**.

   The PBX system routes the call to your extension.

4. Answer the call.

# Redirect a Call

If a call has not been answered for a long time, in order to save the caller's waiting time, you can redirect the incoming call to another extension, ring group, queue, or extension's voice-mail. This topic describes how to redirect an incoming call that is in the ringing status.

## Requirements

To redirect agents' incoming calls, make sure that you have been granted the **Call distrib-ution management (Redirect, Transfer, Drag and Drop operation)** permission by the system administrator.

## Redirect a call to an extension

1. In the Linkus Web Client, go to **Call Center Console > Queue Panel**.
2. On the **Waiting Calls** panel, hover your mouse over a call that is in Ringing status.
3. Redirect the call to an extension user in one of the following methods:
   • Drag the call and drop it on a desired agent displayed in **Agent** panel.

   The agent will receive an incoming call.



   • Right click the call, and click **Redirect**.

   On the pop-up panel, enter an extension number, and click →.

   The agent will receive an incoming call.

   > **ⓘ Tip:**
   > You can also click the extension user from the matching results to transfer the call.

## Redirect a call to extension voicemail

1. In the Linkus Web Client, go to **Call Center Console > Queue Panel**.
2. On the **Waiting Calls** panel, hover your mouse over a call that is in Ringing status.
3. Right click the incoming call, and select **Redirect**.
4. In the pop-up window, enter an extension number to search the extension user.
5. From the matching results, click 🎧 to redirect the call.

   The call is redirected to the extension's voicemail and the caller can leave a message to the extension user.



## Redirect a call to another ring group or queue

1. In the Linkus Web Client, go to **Call Center Console > Queue Panel**.
2. On the **Waiting Calls** panel, hover your mouse over a call that is in Ringing status.
3. Redirect the call to a ring group or a queue.
   a. Right click the call, and click **Redirect**.
   b. In the pop-up window, enter a ring group number or a queue number, and click →.

      The system will route the call the ring group or queue.

# Transfer a Call

This topic describes how to transfer an active call.

## Requirements

To transfer members' active calls, make sure that you have been granted the **Call distribution management (Redirect, Transfer, Drag and Drop operation)** permission by the system administrator.

## Transfer a call to an agent

1. In the Linkus Web Client, go to **Call Center Console > Queue Panel**.
2. On the **Active Calls** panel, hover your mouse over an active call.
3. Transfer the call to an extension user in one of the following methods:
    - Drag the call and drop it on a desired extension displayed in **Agents** panel.

        The agent will receive an incoming call.



    - Right click the call, click **Transfer**, and select a transferred party.

        In the pop-up window, enter a target extension number, and click →.

The system routes the call to the agent, the extension user will receive an incoming call.

> **Tip:**
> You can also click the extension user from the matching results to transfer the call.



## Transfer a call to an extension's voicemail

1. In the Linkus Web Client, go to **Call Center Console > Queue Panel**.
2. On the **Active Calls** panel, hover your mouse over an active call.
3. Right click the call, and select **Transfer**.
4. In the pop-up window, enter an extension number to search the extension user.
5. From the matching results, click 👀 to transfer the call.

    The system routes the call to the extension's voicemail. The caller can leave a message to the selected extension user.



# Park a Call

Call parking is a method of holding a call on a phone, so that anyone can retrieve the call on another phone. This topic describes how to park a call.

**Requirements**

To park agents' active calls, make sure that you have been granted the **Call parking opera-tion** permission by the system administrator.

**Procedure**

1. In the Linkus Web Client, go to **Call Center Console > Queue Panel**.
2. On the **Active Calls** panel, hover your mouse over an answered call.
3. Right click the answered call, and select **Parked**.
4. Select the parked party.

   The call is parked on an available parking number. The system puts the parked party's call on hold, and plays a prompt to tell the other party where to retrieve the call.



# Hang up a Call

This topic describes how to hang up a call.

**Requirements**

To hang up agents' calls, make sure that you have been granted the **Allow for picking up or hanging up agents' calls** permission by the system administrator.

**Procedure**

1. In the Linkus Web Client, go to **Call Center Console > Queue Panel**.

2. On the **Waiting Calls** or **Active Calls** panel, hover your mouse over a call.

3. Right click the call, and select **Hang Up**.



4. In the pop-up dialog box, click **OK**.

The system ends the call.

# Place a Call to an Agent

Yeastar Linkus Web Client allows you to place calls to any agents. This topic describes how to place a call to an agent quickly on Call Center Console.

## Procedure

1. In the Linkus Web Client, go to **Call Center Console > Queue Panel**.
2. On the **Agent** panel, hover your mouse over the agent's avatar.
3. Double-click the avatar.

   A call is placed to the agent, and a call window pops up that allows you to manage the call.

# Manage Queue Call Logs

This topic describes how to check the queue call logs and manage the processing status of the queue calls on Linkus Web Client.

## Requirements

System administrator has granted you the viewing permission of queue call logs.

## Procedure

1. Log in to Linkus Web Client, go to **Call Logs > Queue Call Logs**.
2. **Optional:** At the top of the list, filter or search the desired call logs.

3. Manage the call logs according to your needs.

| Operation | Instruction |
|---|---|
| Place a call to the caller | You can directly place a call from a call log via the following methods:<br>    • Double click the desired call log.<br>    • Click 📞 beside the call log. |
| Change the processing status of a missed queue call | If you decide to handle a missed queue call, or you have handled it, you can change the processing status of the missed queue call.<br><br><br><br>    a. Click the processing status beside the call log.<br>    b. In the drop-down list, select the desired one.<br>The processing status is changed; All the authorized agents can see the change, and check the operation record by hovering mouse over the processing status.<br><br> |

# Agent Operations on Desktop Client

## Agent Status Management

## Manage Your Status in Queues

As an agent of a queue or multiple queues, you can change your own status in a specific queue or in all queues on Linkus Desktop Client. This topic describes how to log in to and out of queues, pause and unpause queue calls.

### Log in to queues

> **Note:**
> This operation is only available for dynamic agents.

#### Log in to all queues



1. In the top navigation bar of Linkus Desktop Client, click **Agent Status**.
2. Hover your mouse over **Switch Status To**.
3. Click **Log In**.

#### Log in to a specific queue

After you obtain the **Log in/Log out** feature code from the system administrator, you can log in to a specific queue using the feature code.

For example, if the feature code is `*7`, to log in to queue 6400, simply dial `*76400`.

# Log out of queues

> **Note:**
> This operation is only available for dynamic agents.

## Log out of all queues



1. In the top navigation bar of Linkus Desktop Client, click **Agent Status**.
2. Hover your mouse over **Switch Status To**.
3. Click **Log Out**.

## Log out of a specific queue

After you obtain the **Log in/Log out** feature code from the system administrator, you can log out of a specific queue using the feature code.

For example, if the feature code is `*7`, to log out of queue 6400, simply dial
`*76400`.

# Pause queue calls

As a queue agent (be it static or dynamic), you can pause receiving the queue calls when you are away from desk. The queue will not distribute calls to you after you pause queue calls.

## Pause service in all queues

1. In the top navigation bar of Linkus Desktop Client, click **Agent Status**.
2. Hover your mouse over **Switch Status To**.
3. Click **Pause**.
4. **Optional:** In the pause reason list, select a specific reason.

## Pause service in a specific queue

After you obtain the **Pause/Unpause** feature code and the **Pause Reason** feature codes from the system administrator, you can pause receiving calls from a specific queue using the feature code.

For example, if the **Pause/Unpause** feature code is `*07`, to pause service in queue 6400, do as follows:

- To directly pause without reason, dial `*076400`.
- To pause with specific reason, dial `*076400` plus the pause reason feature code, e.g. `*076400*03`.

# Unpause queue calls

As a queue agent (be it static or dynamic), you can resume receiving queue calls when you are ready to take a call.

## Unpause service in all queues

1. In the top navigation bar of Linkus Desktop Client, click **Agent Status**.
2. Hover your mouse over **Switch Status To**.
3. Click **Unpause**.

### Unpause service in a specific queue

After you obtain the **Pause/Unpause** feature code from the system administrator, you can resume receiving calls from a specific queue using the feature code.

For example, if the feature code is `*07`, to unpause service in queue 6400, dial `*076400`.

**Related information**

[Automatically Switch Agent Status Based on Extension Presence](#)

# Automatically Switch Agent Status Based on Extension Presence

This topic describes how to set your agent status to automatically change along with your extension presence on Linkus Desktop Client.

## Procedure

1. Log in to Linkus Desktop Client, go to **Preferences > Presence**.
2. On the status bar, select a presence status to edit.

3. Scroll down to the **Options** section, then select an action in the **Agent Status Auto Switch** drop-down list.

| Option | Description |
|---|---|
| Log In | When your extension changes to the presence status, you will automatically log in to all the queues to which you belong.<br><br>**Note:**<br>• This option is accessible ONLY in **Available** presence status.<br>• The login operation is only available for dynamic agents. |
| Log Out | When your extension changes to the presence status, you will automatically log out from all the queues to which you belong.<br><br>**Note:**<br>The logout operation is only available for dynamic agents. |
| Pause | When your extension changes to the presence status, you will automatically pause receiving queue calls.<br><br>**Note:**<br>You can select a specific pause reason in the **Pause Reason** drop-down list.<br><br> |
| Do Nothing | When your extension changes to the presence status, your agent status in the queues remains unaffected. |

4. To configure the agent status auto-switch for more presence status, repeat Step **2** - **3**.

5. Click **Save**.

# Handle Queue Calls on Linkus Desktop Client

This topic describes how to manage the messaging sessions of customer queries on Linkus Desktop Client.

## Prerequisites

- You have logged in to Linkus Desktop Client, and logged in to your call queue.
- Linkus Desktop Client is enabled in Ring Strategy (Path: **Preferences > Presence > Ring Strategy**).
- The **Call Waiting** feature is enabled (Path: **Preferences > Features > Call > Call Waiting**).

## Answer a Call

If an incoming queue call reaches your extension while you are on Linkus Desktop Client, a pop-up notification appears at the bottom-right corner of your desktop.

You can answer the call by clicking 📞 on the pop-up notification.
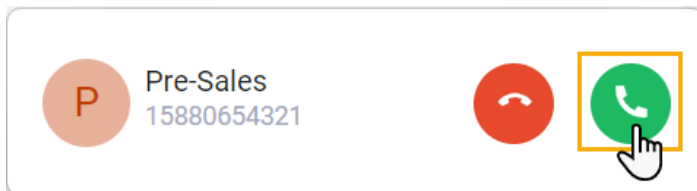


## Record a call

> 📝 **Note:**
> To implement this operation, make sure that the system administrator has granted your extension the permission to record calls.

During an active call, click ⅲ (**Record**) on the call screen.
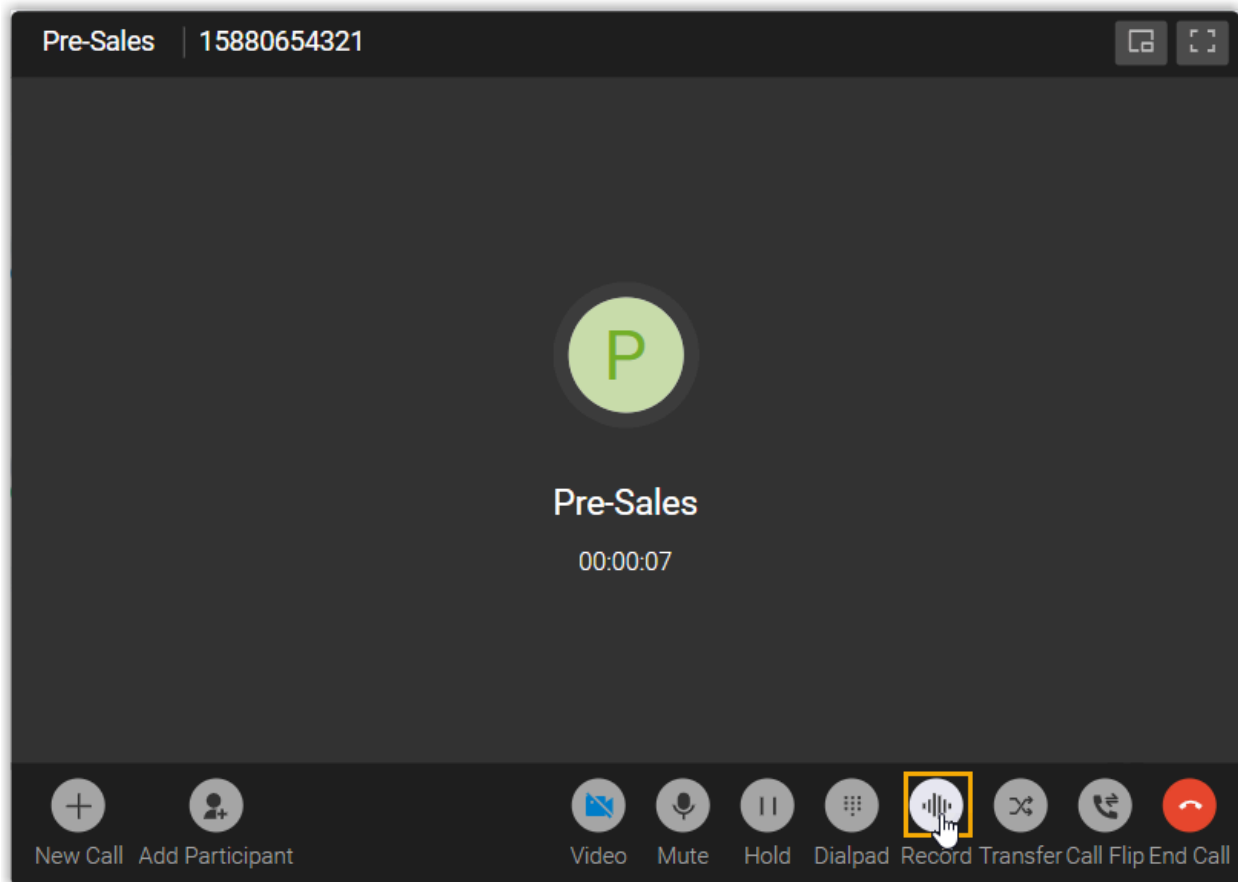
## Hold / resume a call

You can place a queue call on hold temporarily to gather information or consult with colleagues, and resume the call when you are ready.

- To put a call on hold, click ▐▐ (**Hold**) on the call screen during an active call.
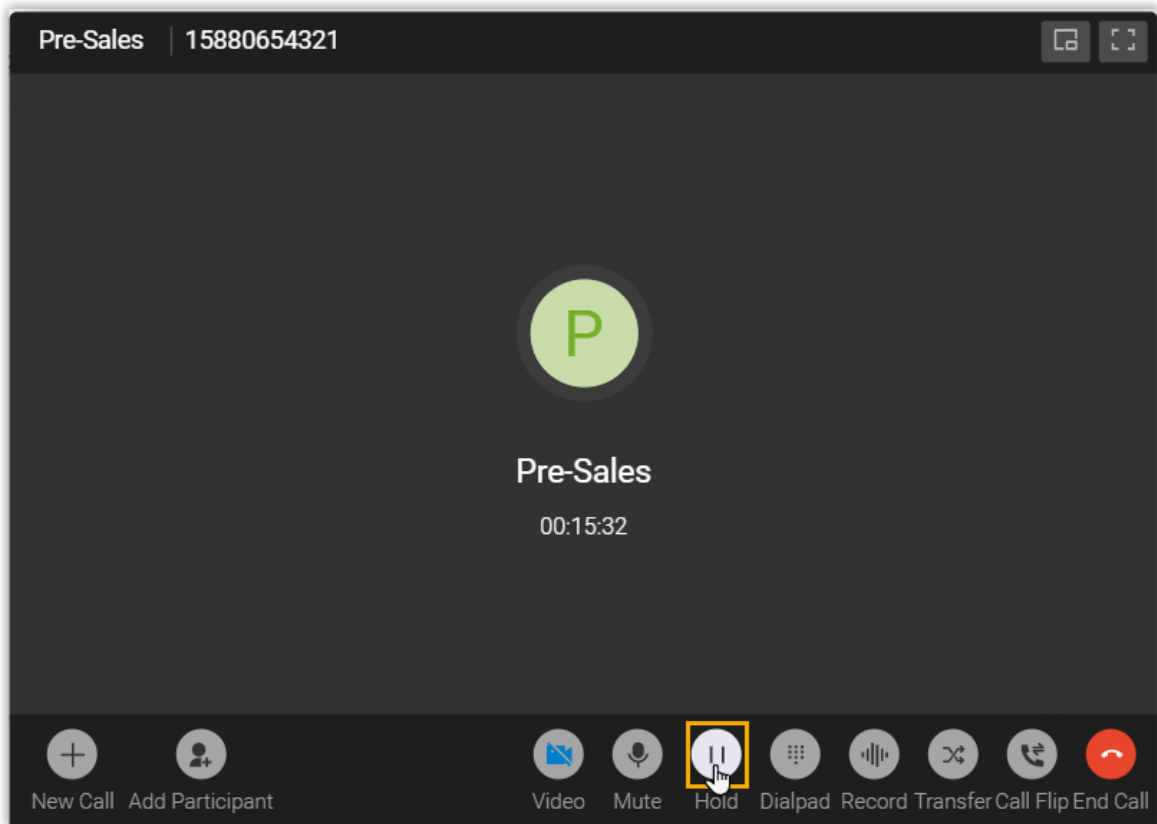
The caller can not communication with you, and may hear the music on hold voice.

• To resume the call, click ‖ (**Resume**) on the call screen.
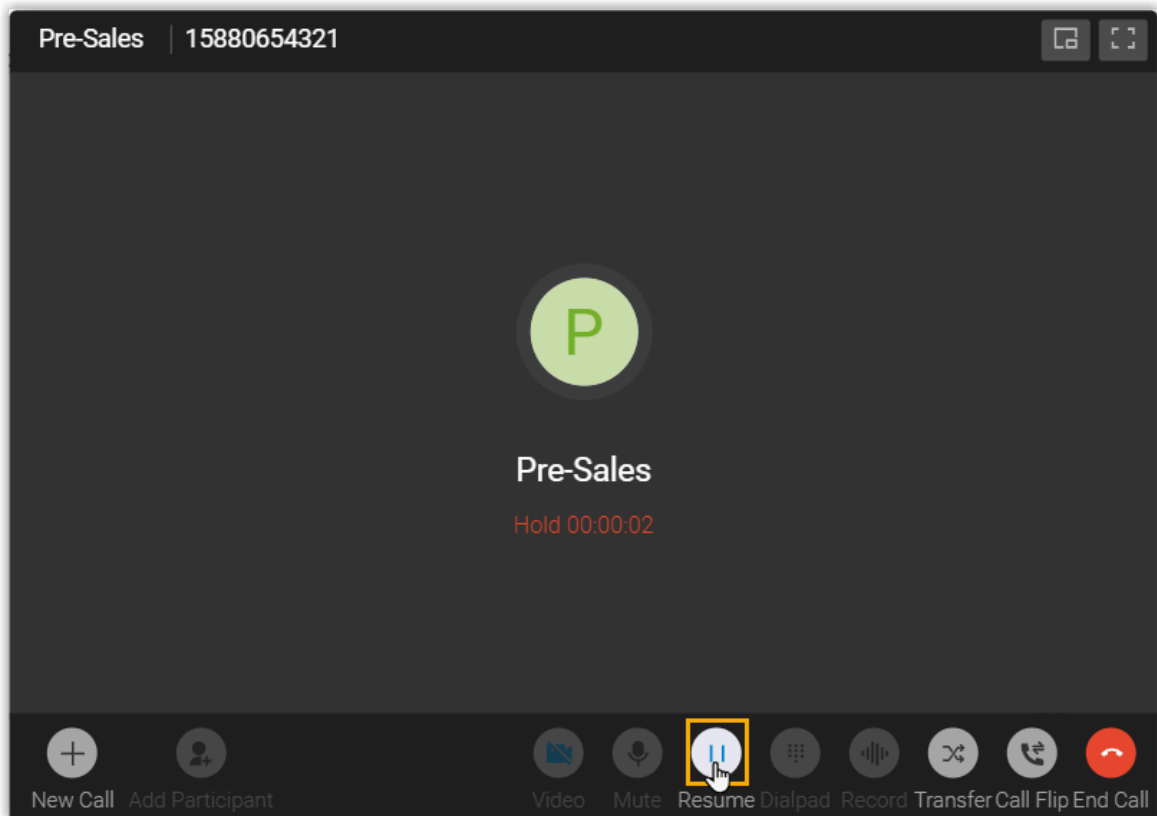
You and the caller can communication with each other now.

## Transfer a call

You may need to transfer calls to other departments, or colleagues if you cannot handle the issue yourself.

There are two types of call transfer:

- **Blind Transfer**: Transfer an ongoing call to a third party immediately without giving him or her prior notification.
- **Attended Transfer**: Put the ongoing call on hold and establish a second call with third party to pass on all relevant information and get his or her consent before transferring the call.

### Perform a blind transfer

1. During an active call, click ⤨ (**Transfer**) on the call screen, then select **Blind Transfer**.
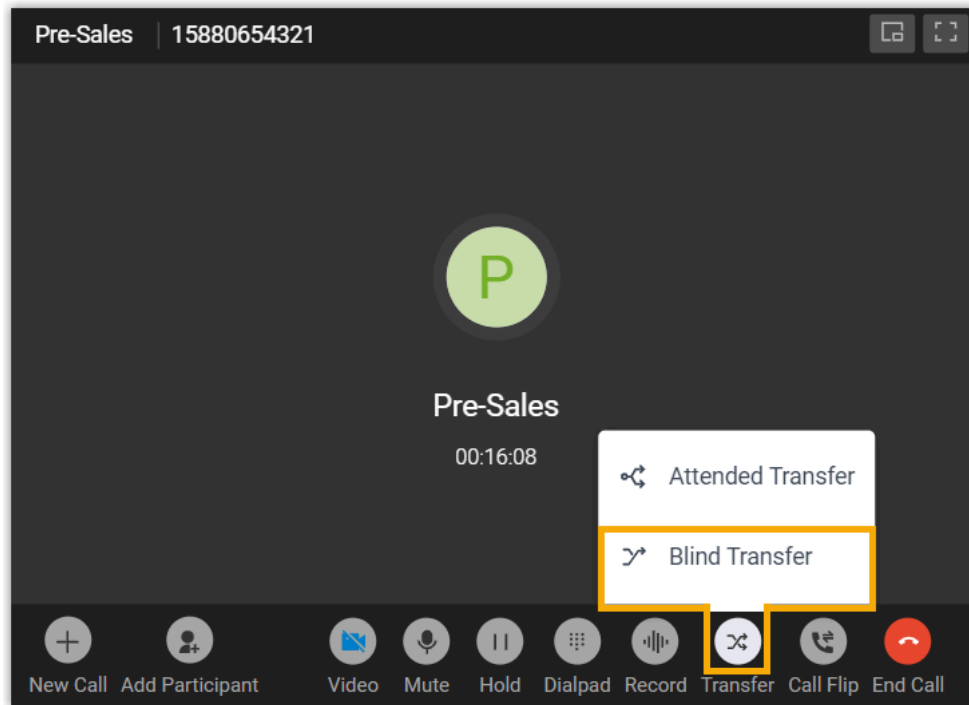
The call is put on hold.

2. Select the desired individuals using either of the following methods.
   • In the right-panel, select a list and click on the desired extension user or contact who you want to transfer the call to.
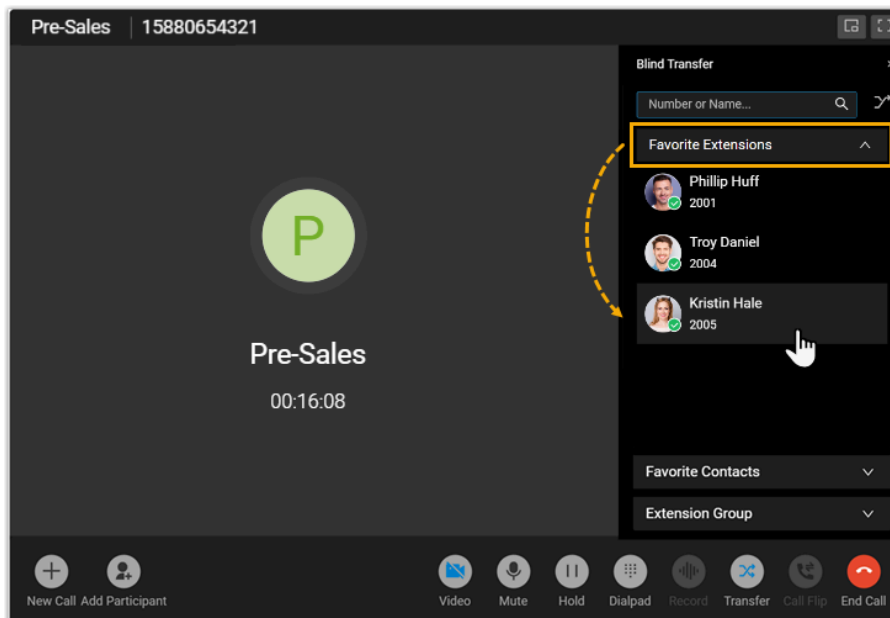
- In the search bar, enter the number or the name of the extension user or contact who you want to transfer the call to, then select the desired number from the result.
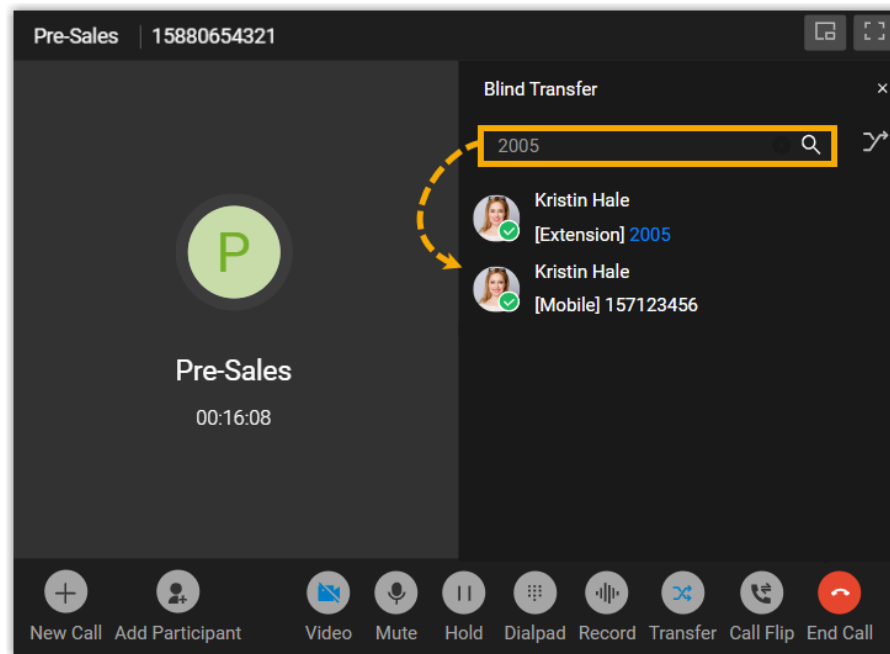


The current call is disconnected; The specified extension user or contact will receive the call. When the call is answered, the other two parties are connected.

**Perform an attended transfer**

1. During an active call, click ⤭ (**Transfer**) on the call screen, then select **Attended Transfer**.
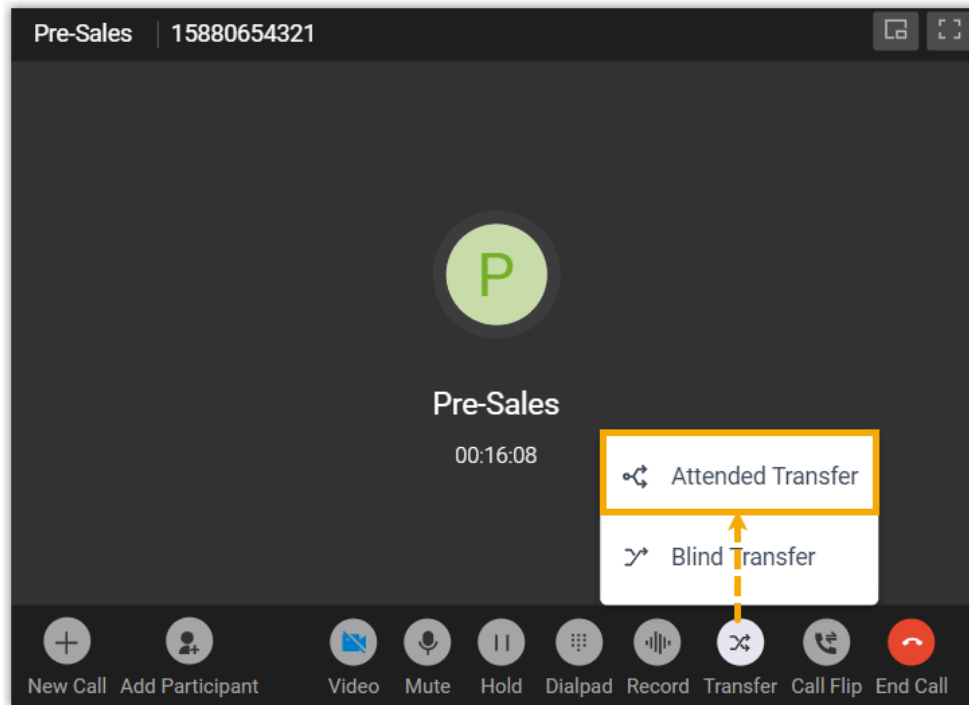
The call is put on hold.

2. Select the desired individual using either of the following methods.
- In the right-panel, select a list and click on the desired extension user or contact who you want to transfer the call to.
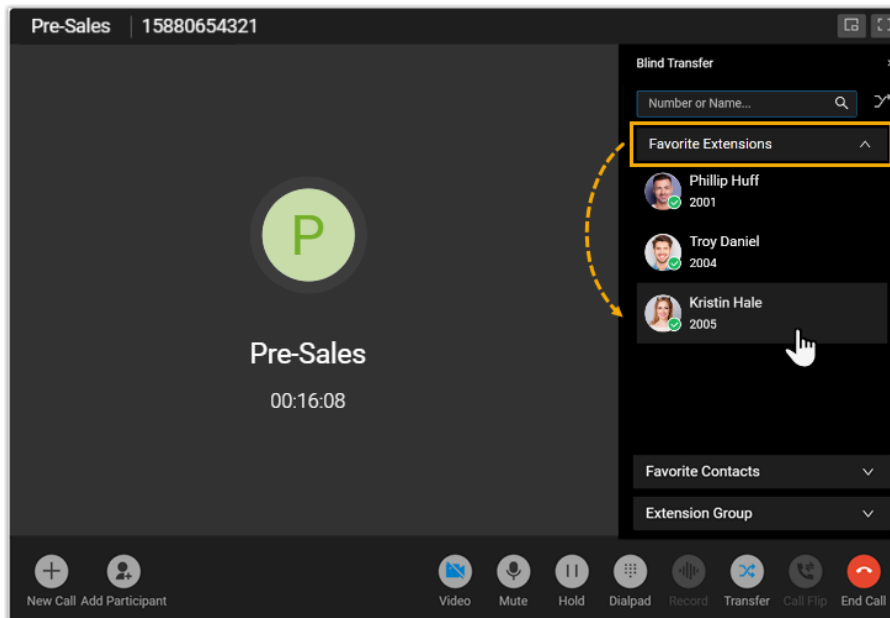
- In the search bar, enter the number or the name of the extension user or contact who you want to transfer the call to, then select the desired number from the result.
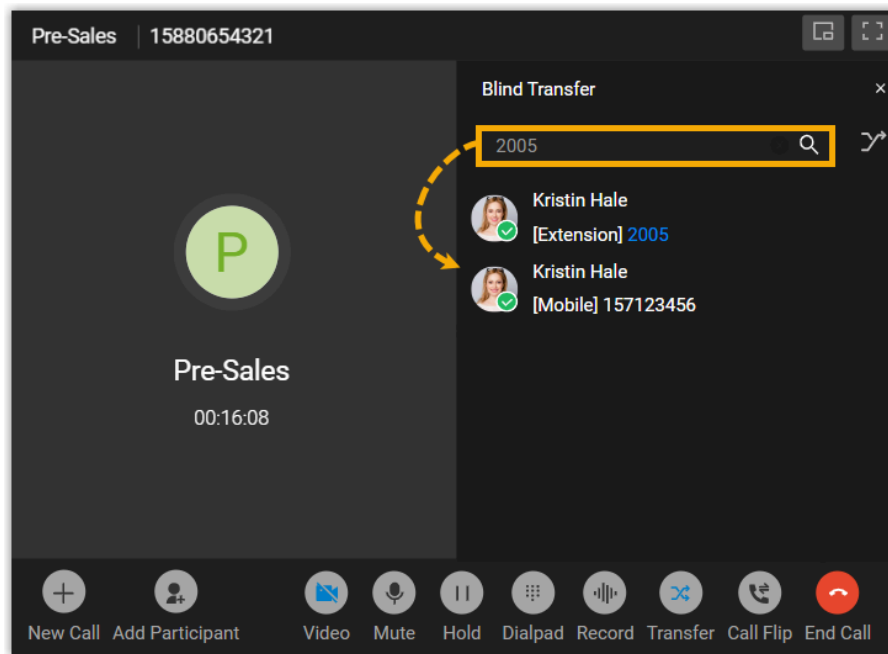


The specified extension user or contact will receive a call.
3. If the specified extension user or contact answers the call, you can talk to the contact to pass on all relevant information first, then click **Transfer**.
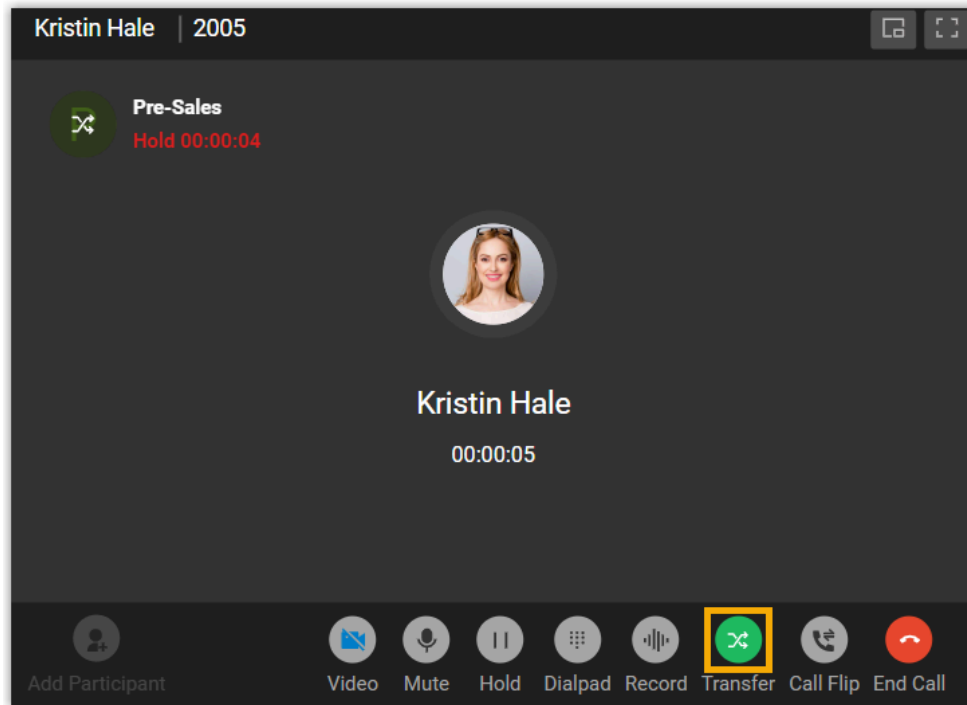
The current call is disconnected; The other two parties are connected.

## Hang up a call

You can end the call once you have successfully address the caller's concerns or completed the necessary actions.

To hang up a call, click 🔴 in the call screen.
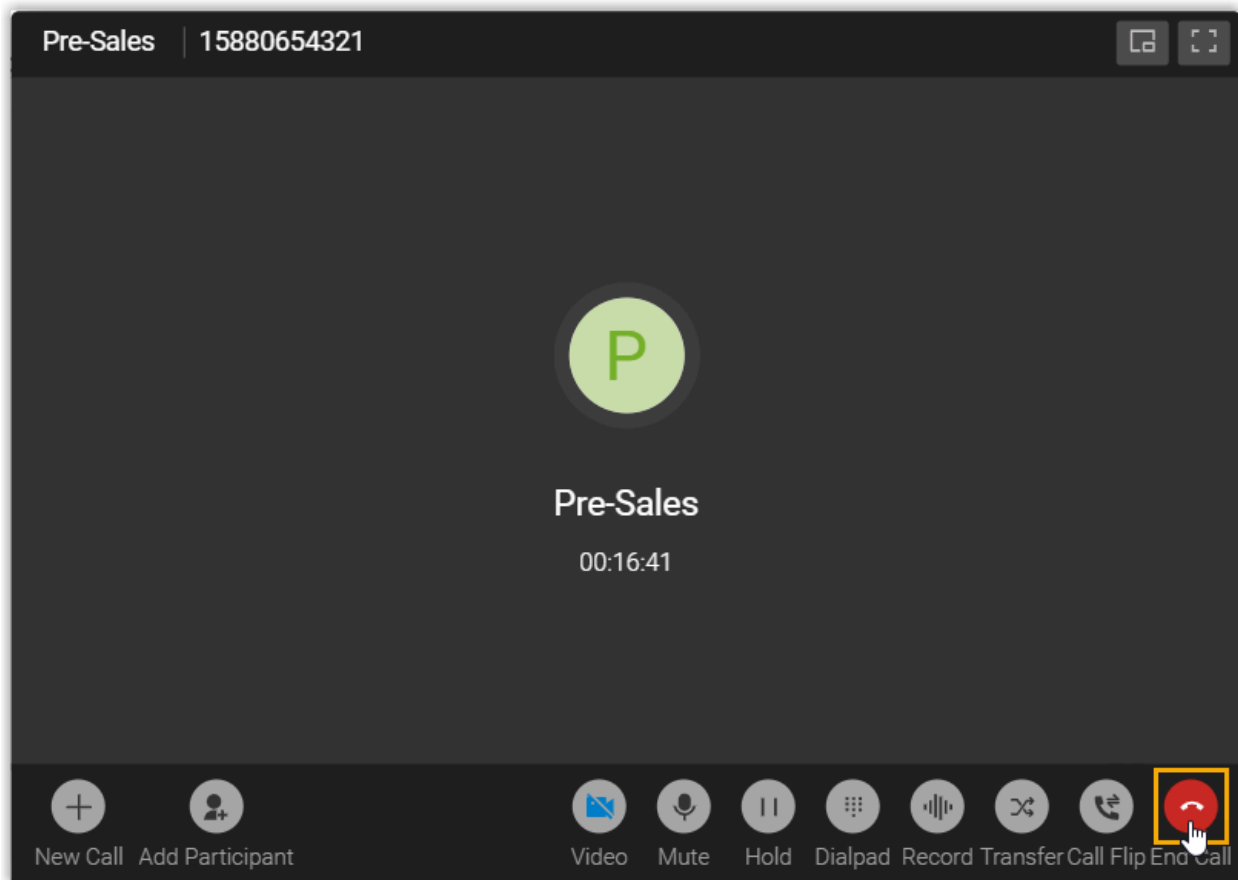
## Manage Queue Call Logs

This topic describes how to check the queue call logs and manage the processing status of queue calls on Linkus Desktop Client.

### Requirements

System administrator has granted you the viewing permission of queue call logs.

### Procedure

1. Log in to Linkus Desktop Client, go to **Call Logs > Queue Call Logs**.
2. **Optional:** At the top of the list, filter or search the desired call logs.

3. Manage the call logs according to your needs.

| Operation | Instruction |
| --- | --- |
| Check the details of queue call logs | You can conveniently check the source of the queue call logs, as well as the processing status of missed queue calls.<br><br><br><br>• **Source**: The queue the call came from.<br>• **Processing Status**: The processing status of a missed queue call. |
| Place a call | You can directly place a call from a call log via the following methods:<br><br>• Double click the desired call log.<br><br>• Hover your mouse over the call log, then click  📞.<br><br> |
| Change the processing status of a missed queue call | If you decide to handle a missed queue call, or you have handled it, you can change the processing status of the missed queue call. |

| Operation | Instruction |
|---|---|
| |  a. Click the processing status beside the call log. <br> b. In the drop-down list, select the desired processing status. <br><br> The processing status is changed; All the authorized agents can see the change, and check the operation record by hovering mouse over the processing status. <br><br>  |

# Agent Operations on Mobile Client

## Agent Status Management

## Manage Your Status in Queues

As an agent of a queue or multiple queues, you can change your own status in a specific queue or in all queues on Linkus Mobile Client. This topic describes how to log in to and out of queues, pause and unpause queue calls.

**Requirements**

**PBX Server**

Contact the system administrator to make sure that firmware version of PBX server is 84.15.0.22 or later.

**Linkus Mobile Client**

Make sure that the version of your Linkus Mobile Client meets the following requirements:

- **Linkus iOS Client**: Version 5.5.9 or later
- **Linkus Android Client**: Version 5.5.8 or later

# Log in to queues

> ✎ **Note:**
> This operation is only available for dynamic agents.

## Log in to all queues
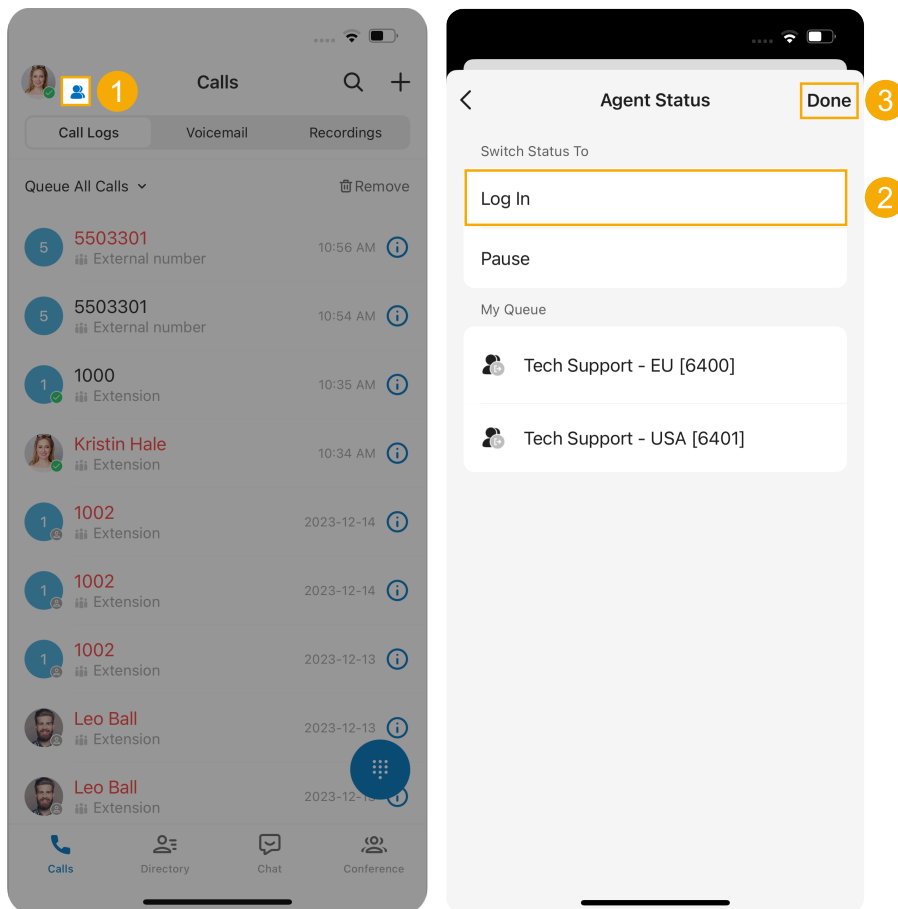


1. At the top-left corner of Linkus Mobile Client, tap 👥 beside your account.

   You are redirected to the **Agent Status** page.
2. In the **Switch Status To** section, tap **Log In**.
3. At the top-right corner, tap **Done**.

### Log in to a specific queue

After you obtain the **Log in/Log out** feature code from the system administrator, you can log in to a specific queue using the feature code.

For example, if the feature code is `*7`, to log in to queue 6400, simply dial `*76400`.

## Log out of queues

> ✏ **Note:**
> This operation is only available for dynamic agents.

### Log out of all queues
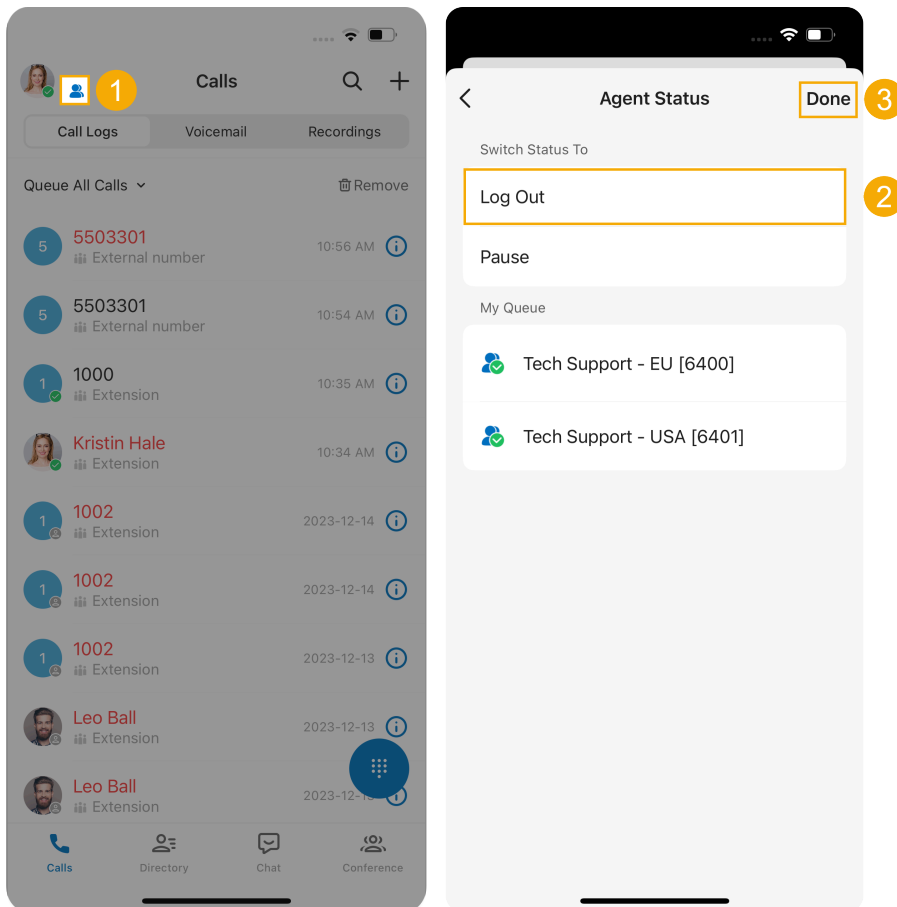


1. At the top-left corner of Linkus Mobile Client, tap 👥 beside your account.

You are redirected to the **Agent Status** page.

2. In the **Switch Status To** section, tap **Log Out**.

3. At the top-right corner, tap **Done**.

### Log out of a specific queue

After you obtain the **Log in/Log out** feature code from the system administrator, you can log out of a specific queue using the feature code.

For example, if the feature code is `*7`, to log out of queue 6400, simply dial `*76400`.

## Pause queue calls

As a queue agent (be it static or dynamic), you can pause receiving queue calls when you are unavailable. The queue will not distribute calls to you after you pause queue calls.

### Pause service in all queues
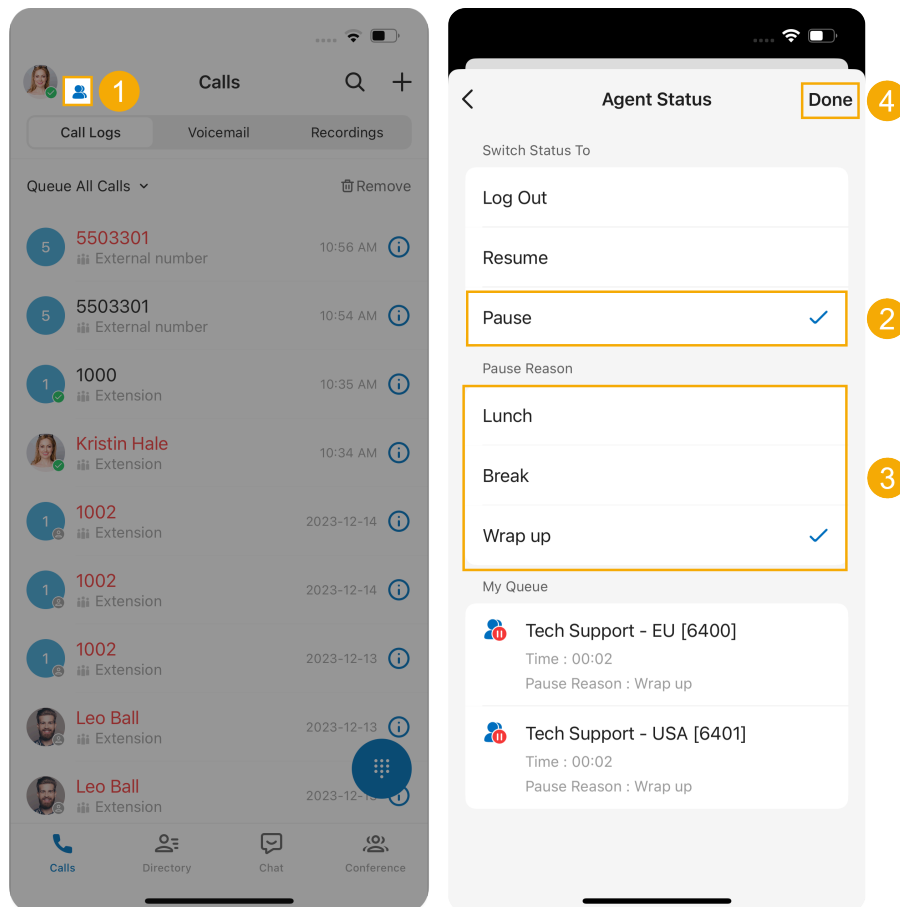
1. At the top-left corner of Linkus Mobile Client, tap 👥 beside your account.

   You are redirected to the **Agent Status** page.
2. In the **Switch Status To** section, tap **Pause**.
3. **Optional:** In the **Pause Reason** section, select a specific reason.
4. At the top-right corner, tap **Done**.

### Pause service in a specific queue

After you obtain the **Pause/Unpause** feature code and the **Pause Reason** feature codes from the system administrator, you can pause receiving calls from a specific queue using the feature code.

For example, if the **Pause/Unpause** feature code is `*07`, to pause service in queue 6400, do as follows:

- To directly pause without reason, dial `*076400`.
- To pause with specific reason, dial `*076400` plus the pause reason feature code, e.g. `*076400*03`.

# Unpause queue calls

As a queue agent (be it static or dynamic), you can resume receiving queue calls when you are ready to take a call.

### Unpause service in all queues

1. At the top-left corner of Linkus Mobile Client, tap 👥 beside your account.

   You are redirected to the **Agent Status** page.
2. In the **Switch Status To** section, tap **Resume**.
3. At the top-right corner, tap **Done**.

## Unpause service in a specific queue

After you obtain the **Pause/Unpause** feature code from the system administrator, you can resume receiving calls from a specific queue using the feature code.

For example, if the feature code is `*07`, to unpause service in queue 6400, dial `*076400`.

## Related information

[Automatically Switch Agent Status Based on Extension Presence](#)

# Automatically Switch Agent Status Based on Extension Presence

This topic describes how to set your agent status to automatically change along with your extension presence on Linkus Mobile Client.

## Procedure

1. At the top-left corner of Linkus Mobile Client, tap your account.

2. Go to **Current Presence**.

3. In the **Presence** list, click ⋮ beside the desired presence status.
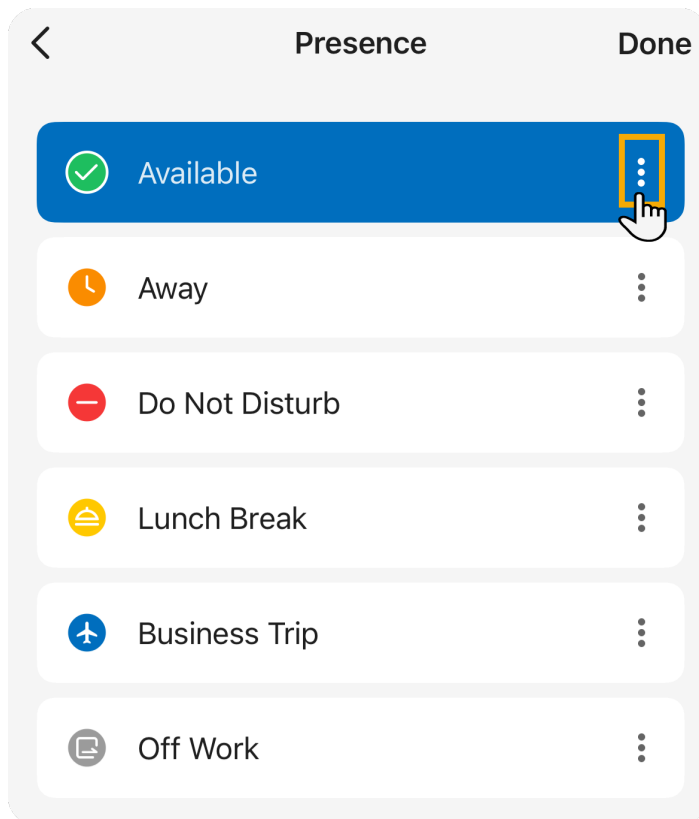


4. Scroll down to the **Other Settings** section, then tap **Agent Status Auto Switch**.

Other Settings

Ring Mobile Number Simultaneously ⬜

Accept Push Notifications 🔵

Agent Status Auto Switch          Log In ›
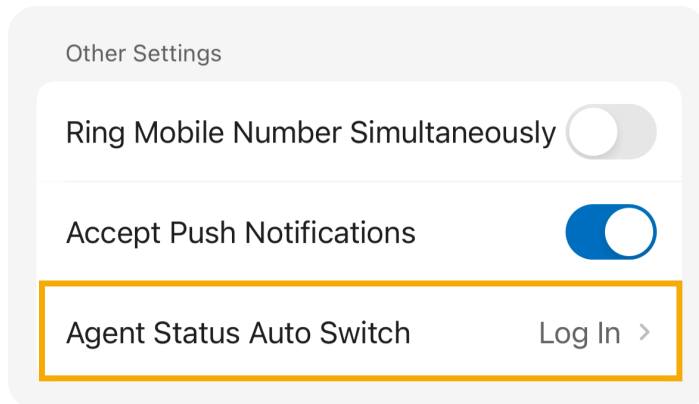
5. Select an action according to your need.

| Option | Description |
|--------|-------------|
| Log In | When your extension changes to the presence status, you will automatically log in to all the queues to which you belong.<br><br>**Note:**<br>• This option is accessible ONLY in **Available** presence status.<br>• The login operation is only available for dynamic agents. |
| Log Out | When your extension changes to the presence status, you will automatically log out from all the queues to which you belong.<br><br>**Note:**<br>The logout operation is only available for dynamic agents. |
| Pause | When your extension changes to the presence status, you will automatically pause receiving queue calls.<br><br>**Note:**<br>You can select a specific pause reason in the **Pause Reason** section. |
| Do Nothing | When your extension changes to the presence status, your agent status in the queues remains unaffected. |

6. To configure the agent status auto-switch for more presence status, repeat Step **3** - **5**.

# Handle Queue Calls on Linkus Mobile Client

This topic describes how to handle queue calls on Linkus Mobile Client.

## Prerequisites

- You have logged in to Linkus Mobile Client, and logged in to your call queue.
- Linkus Mobile Client is enabled in Ring Strategy (Path: **Account > Presence >** ⋮ **> Ring Strategy**).
- The **Call Waiting** feature is enabled (Path: **Account > Settings > Advanced > Call Waiting**).

## Answer a call

If an incoming queue call reaches your extension while you are on Linkus Mobile Client, an incoming call notification appears.

You can answer the call by tapping **Accept** (for iOS phone) or **Answer**(for Android phone).
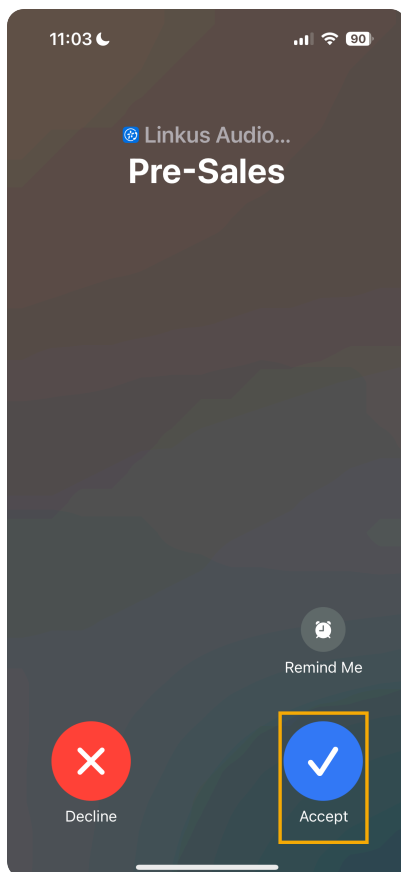


## Record a call

> ✏️ **Note:**

> ✏️ To implement this operation, make sure that the system administrator has granted your extension the permission to record calls.

During an active call, tap ᴵᴵᴵ (**Record**) on the call screen.
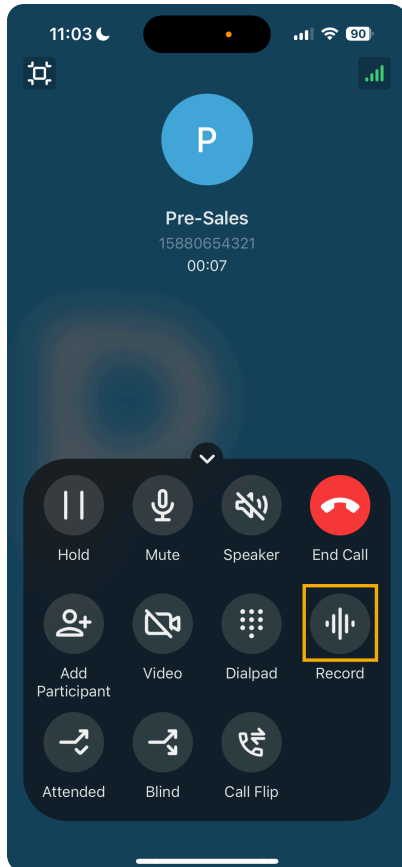


## Hold / resume a call

You can place a queue call on hold temporarily to gather information or consult with colleagues, and resume the call when you are ready.

- To put a call on hold, tap ‖ (**Hold**) on the call screen during an active call.
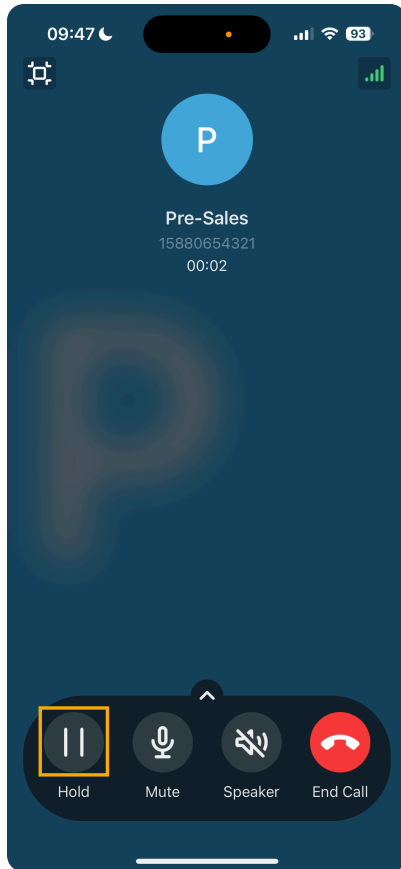
The caller can not communication with you, and a pre-recorded audio file is played to the caller on hold.

- To resume the call, tap ‖ (**Hold**) again on the call screen.
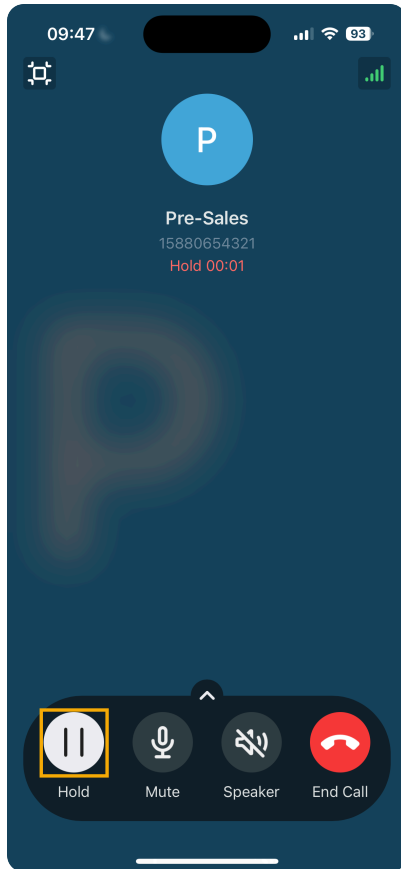
You and the caller can communication with each other now.

## Transfer a call

You may need to transfer calls to other departments, or colleagues if you cannot handle the issue yourself.

There are two types of call transfer:

- **Blind Transfer**: Transfer an ongoing call to a third party immediately without giving him or her prior notification.
- **Attended Transfer**: Put the ongoing call on hold and establish a second call with third party to pass on all relevant information and get his or her consent before transferring the call.

### Perform a blind transfer
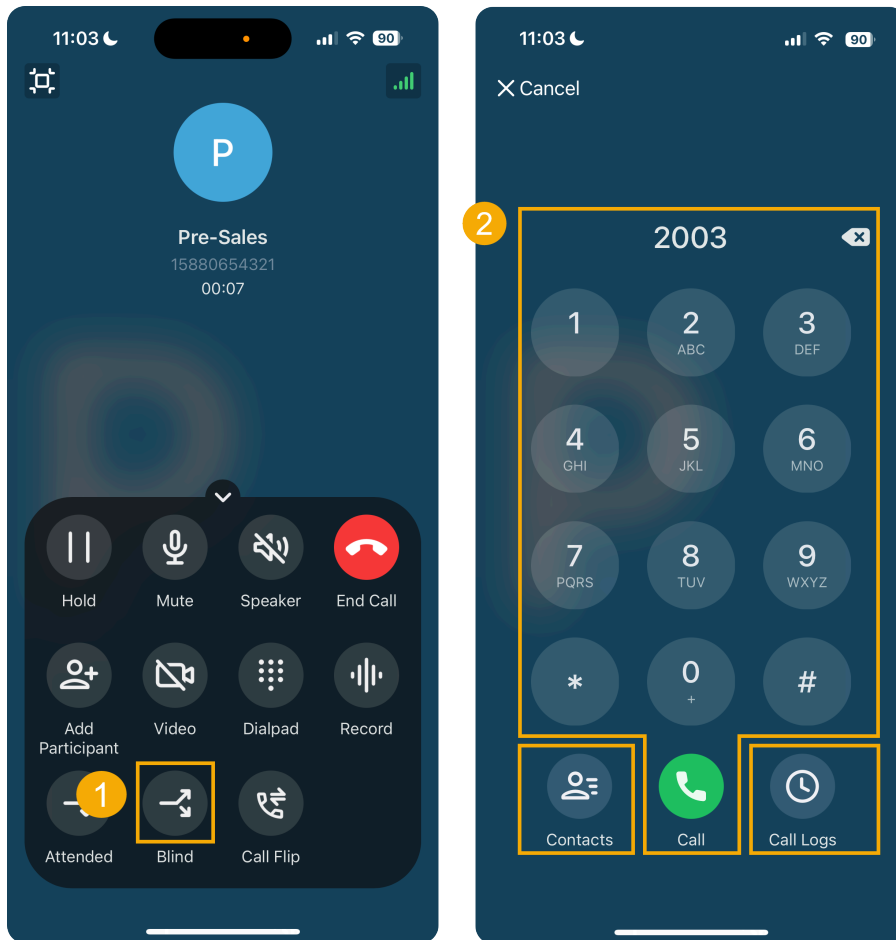
1. During an active call, tap ⤴ (**Blind**) on the call screen.

   The call is put on hold.
2. Select the desired individuals in any of the following ways:
   - **Contacts**: Select a contact from your Linkus directory.
   - **Dialpad**: Enter the desired phone number on the dialpad, then tap 📞.
   - **Call Logs**: Select a contact from call logs.

   The current call is disconnected; The specified contact will receive the call. When the call is answered, the other two parties are connected.

## Perform an attended transfer

1. During an active call, tap ⬈ (**Attended**) on the call screen.

   The call is put on hold.
2. Select the desired individual using either of the following methods.
   - **Contacts**: Select a contact from your Linkus directory.
   - **Dialpad**: Enter the desired phone number on the dialpad, then tap
     📞.
   - **Call Logs**: Select a contact from call logs.

   The specified extension user or contact will receive a call.
3. If the specified extension user or contact answers the call, you can talk
   to the contact to pass on all relevant information first, then tap **Attend-
   ed**.

   The current call is disconnected; The other two parties are connected.

## Hang up a call

You can end the call once you have successfully address the caller's concerns or completed
the necessary actions.

To hang up a call, tap 🔴 in the call screen.
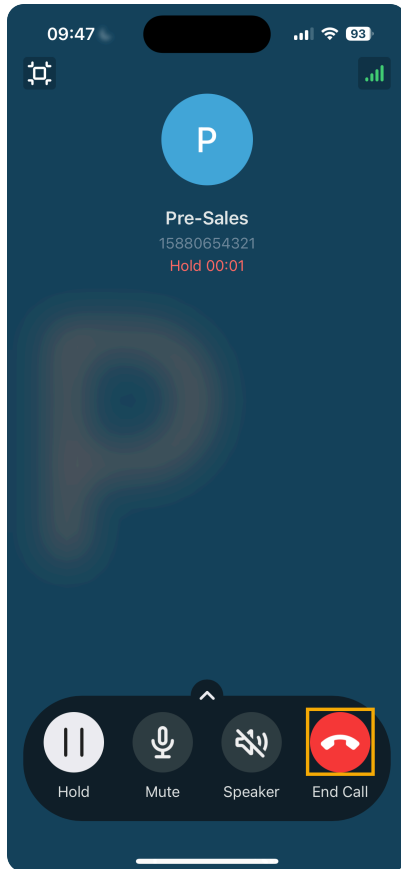
# Manage Queue Call Logs

This topic describes how to check the queue call logs and manage the processing status of missed queue calls on Linkus Mobile Client.

## Requirements

**PBX Server**

Contact the system administrator to make sure that the server meets the following requirements:

- The firmware version of PBX server is 84.15.0.22 or later.
- System administrator has granted you the viewing permission of queue call logs.

**Linkus Mobile Client**

Make sure that the version of your Linkus Mobile Client meets the following requirements:

- **Linkus iOS Client**: Version 5.5.9 or later
- **Linkus Android Client**: Version 5.5.8 or later
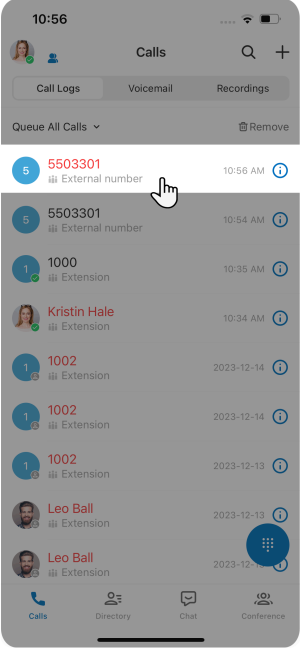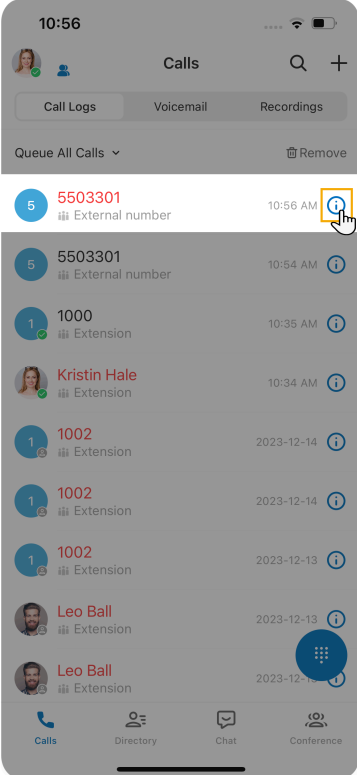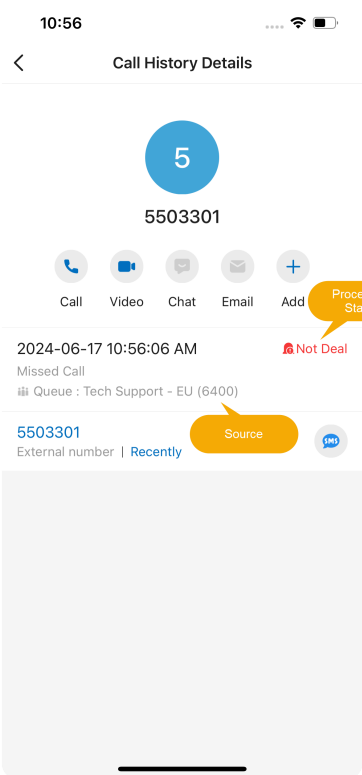
## Procedure
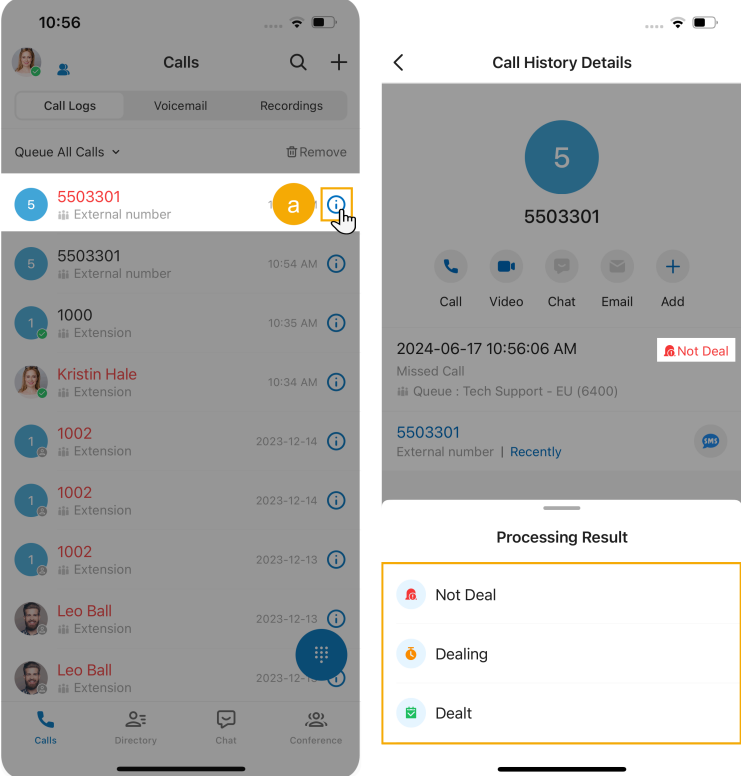
1. Log in to Linkus Mobile Client, go to **Calls > Call Logs**.
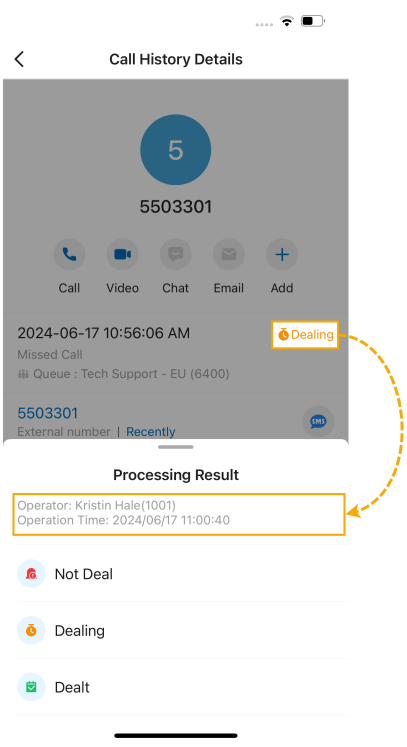2. At the top-left corner, filter the desired queue call logs.
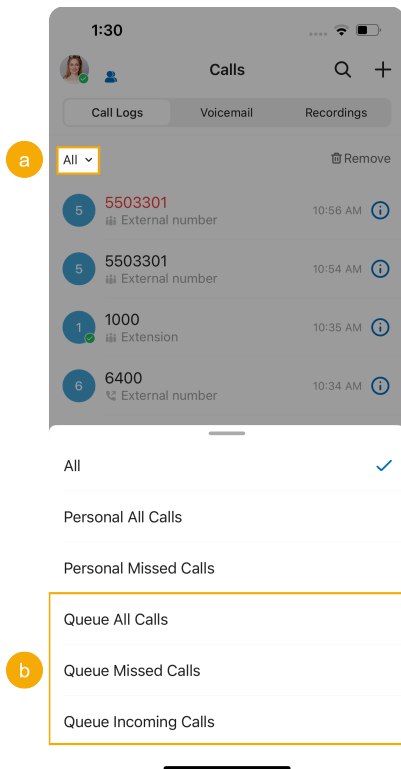


- **Queue All Calls**: Logs of the queue calls that you have answered and the queue has missed.
- **Queue Missed Calls**: Logs of the queue calls that the queue has missed.
- **Queue Incoming Calls**: Logs of the queue calls that you have answered.
3. Manage the call logs according to your needs.

| Operation | Instruction |
|---|---|
| Place a call to the caller | You can directly place a call from a call log by tapping the call log. |

| Operation | Instruction |
|---|---|
| |  |
| Check the details of queue call logs | You can conveniently check the source of the queue call logs, as well as the processing status of missed queue calls.<br><br><br><br>a. Tap ⓘ beside the desired queue call log.<br>b. Check the details of the call log. |

| Operation | Instruction |
|---|---|
|  | • **Source**: The queue the call came from.<br>• **Processing Status**: The processing status of a missed queue call. |
| Change the processing status of a missed queue call | If you decide to handle a missed queue call, or you have handled it, you can change the processing status of the missed queue call.<br><br><br><br>   a. Tap ⓘ beside the desired queue call log.<br>   b. Tap the processing status beside the call log details.<br>   c. Select the desired processing status.<br>The processing status is changed; All the authorized agents can see the change and check the operation record. |

| Operation | Instruction |
|---|---|
| |  |