



PROVIDING BUSINESSES WITH COMPETITIVE ALTERNATIVES  
 BASED ON TODAY'S NEW TECHNOLOGIES

## Call Center Director Product Suite

Today's Call Centers have a VITAL task of managing the company's interface to their CUSTOMERS. Call Centers need to be effective and efficient yet maintain a high level of customer service. Managing the influx in volume that a Call Center can see from hour to hour or day to day and week to week can be challenging. Knowledge of the "Statistics" to your supervisors and agents allows them to make more intelligent decisions.

Call Center Director Product Suite gives your Call Center the tools it needs! Our Agent & Queue Status XML Applications allow your agent at a glance to be able to monitor who else is available and how many calls and the oldest call in queue. Status Monitor application allows you to publish critical information to either a supervisor's monitor or a wallboard in order to keep your agents' informed.

## *Agent Status*

Agent Status is a flexible XML application that allows your call center agents to view their status or the status of other agents right on their IP Phone.

On the Agent's personal IP Phone display, the first row will show their current status at all times. States shown are "LoggedOut", "NotReady" "Ready", "Reserved" and "Talking".



**Subscribe/Unsubscribe IP Phone Services**

Use this page to subscribe, unsubscribe and update IP Phone Services. To subscribe to Continue. To update (or unsubscribe from) a service to which you are already subscribed Your Subscribed Services.

Status: Ready

Your Subscribed Services	Service Name*
New Subscription	Agent Status
Agent Status	My DN*
Cistera Services	4232 (Description)
Interest Rate	Agent01
Queue Status	4233 (Description)
	Agent02
	4242 (Description)
	Agent03
	4243 (Description)
	Agent04
	(Description)
	Agent05
	(Description)

\* indicates required item

An agent or administrator can select which agents to monitor via Cisco's CCMUser web interface.

All the selected agents' status will scroll below the Agent's personal status.



## Queue Status

Queue Status is a flexible XML application that allows your call center agents to view the status of any of the selected configured queues on their IP Phone.

An agent or administrator can select which queues they monitor via Cisco's CCMUser web interface.



## Status Monitor

Status Monitor is an exciting new application for creating wallboards or supervisor monitoring stations at competitive prices. This software allows you to completely customize your layout based on real time Call Center data. Status Monitor will display the data on a desktop monitor or flat panel monitor (i.e., plasma, TFT, LCD) using a Web-based application. Today's contact center agents and managers need to be able to view the statistics in unique ways in order to make intelligent decisions to best serve their customers and their work environment. Status Monitor enables your Call Center team to be proactive in managing customers' demands and agent availability.

Business Communications by Design												
Call Center Director Suite, Status Monitor												
Agent Performance												
Agent Name	Extension	Number of Calls	Average Handled Duration	Average Not Ready	Not Ready	Ready	Talk	Reserved	Work	Logged In	Average Calls/Hour	First Activity Date Time
Anna Smith	4233	2	66	20	20	494	124	9	0	647	11	3/3/2007 9:47:17 AM
Lera Brook	4242	2	109	7	7	253	212	12	0	484	14	3/3/2007 9:52:38 AM
John Jones	4243	2	31	5	5	119	58	5	0	187	38	3/3/2007 9:55:02 AM
Mary May	4232	1	49	134	269	45	45	4	0	363	9	3/3/2007 9:45:12 AM

  

Agent Status					Queue Status					
Agent Name	Agent State	Reason Code	Extension	Time In State	Queue Name	Logged In Agents	Waiting Calls	Oldest Waiting Contact Time	Total Calls	Longest Talk Duration
Anna Smith	NotReady	1	4233	00:02:53	CSQMG1	1	0	0:00:00	0	0
Lera Brook	Ready	0	4243	00:02:48	CSQMG2	2	0	0:00:00	0	0
John Jones	LoggedOut	32785	4232	00:09:43	Global Bank Pod1 CSQ	1	1	0:01:56	5	90
Mary May	Talking	0	4242	00:00:16	Global Bank Pod2 CSQ	2	0	0:00:00	5	128

  

Queue Status Detail				
Queue Name	Total Calls	Handled Calls	Abandoned Calls	Dequeued Calls
CSQMG1	0	0	0	0
CSQMG2	0	0	0	0
Global Bank Pod1 CSQ	5	3	1	0
Global Bank Pod2 CSQ	5	5	0	0



Status Monitor web tool allows administrators to create a custom wall board application for different devices, up to the number of license purchased. Each device can have multiple sub-panels within the main board.

*This is an example of setting up a dynamic content on Queue Status Detail. Each sub-panel can be individually sized and colored.*

**Change A Dynamic Content**

Make the changes you would like.

Title: Queue Status Detail

Title Background Color: [Color Picker]

Title Font Size (px): 16

Title Font Color: default

Title Horizontal Align: Center

Title Vertical Align: Center

Title Cell Height (px): 20

Border Size: 1

Border Color: [Color Picker]

Caption Color: [Color Picker]

Content Font Size (px): 10

Scrollbars: No

Queue Names: CSQCCAmerSign, CSQCCOperator, CSQMFG1, CSQMFG2, CSQTemp

*Once you choose your size and colors, you then can choose which fields are displayed and the length of each field. After setting up the dynamic content you then can setup thresholds that will change color of the field when certain criteria have been met.*

**Select Fields**

Fields	Caption	Width (%)	Align
<input checked="" type="checkbox"/> Queue Name	Queue Name	0	Left
<input type="checkbox"/> Logged In Agents	Logged In Agents	0	Center
<input type="checkbox"/> Available Agents	Available Agents	0	Center
<input type="checkbox"/> Unavailable Agents	Unavailable Agents	0	Center
<input type="checkbox"/> Working Agents	Working agents	0	Center
<input type="checkbox"/> Talking Agents	Talking Agents	0	Center
<input type="checkbox"/> Reserved Agents	Reserved Agents	0	Center
<input type="checkbox"/> Waiting Calls	Waiting Calls	0	Center
<input type="checkbox"/> Oldest Waiting Contact Duration (s)	Oldest Waiting Contact	0	Center
<input type="checkbox"/> Oldest Waiting Contact Time HH:MM:SS	Oldest Waiting Contact	0	Center
<input checked="" type="checkbox"/> Total Calls	Total Calls	0	Center
<input type="checkbox"/> Offered Calls	Offered Calls	0	Center
<input checked="" type="checkbox"/> Handled Calls	Handled Calls	0	Center
<input checked="" type="checkbox"/> Abandoned Calls	Abandoned Calls	0	Center
<input checked="" type="checkbox"/> Dequeued Calls	Dequeued Calls	0	Center
<input type="checkbox"/> Total Talk Duration (s)	Total Talk Duration	0	Center
<input type="checkbox"/> Average Talk Duration (s)	Average Talk Duration	0	Center
<input type="checkbox"/> Average Talk Time HH:MM:SS	Average Talk Time	0	Center
<input type="checkbox"/> Average Wait Duration (s)	Average Wait Duration	0	Center
<input type="checkbox"/> Average Wait Time HH:MM:SS	Average Wait Time	0	Center
<input type="checkbox"/> Longest Talk Duration (s)	Longest Talk Duration	0	Center
<input type="checkbox"/> Longest Talk Time HH:MM:SS	Longest Talk Time	0	Center
<input type="checkbox"/> Longest Wait Duration (s)	Longest Wait Duration	0	Center
<input type="checkbox"/> Longest Wait Time HH:MM:SS	Longest Wait Time	0	Center
<input type="checkbox"/> Abandoned Calls Percentage (%)	Abandoned Calls Perce	0	Center
<input type="checkbox"/> Service Level Percentage (%)	Service Level Percenta	0	Center

Change

For more information on Call Center Director Product Suite please call us today at 513-645-4220 or email us at [Sales@BCBD.biz](mailto:Sales@BCBD.biz). You may also visit us on the web at [www.BCBD.biz](http://www.BCBD.biz).