

# Nmonitoring Queues

## User Guide

The next-generation telephone system.



**NFON**  
Cloud Telephone System

# Nmonitoring Queues

## User Guide



**Version 1.0**

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# Nmonitoring Queues



Nmonitoring Queues is a browser-based cross-platform (Windows, MacOS, Linux) and location-independent Cloud solution that allows customers to get a comprehensive overview of the performance of their call centre service teams, for inbound and outbound calls, when using Cloudya's Queue and Skill Services.

The solution provides customisable wallboards with up to 180 KPI, which allows customers to identify optimisation potential in their call centre and also enable them to improve their service performance.

With Nmonitoring Queues call centre agents can manage their availability to answer calls incoming calls (log in and out of Queue or Skill Services, set themselves on Break/Pause) and gives supervisor a view and control of their team's members (remotely log in/out or pause agents).

The solution is developed by the Swiss company Loway, a call centre analytics specialist, to meet most call centre requirements and is GDPR compliant.

# Getting Started with Nmonitoring Queues

## Logging in to Nmonitoring Queues

Nmonitoring Queues features granular access control policies that will let you set multiple access levels for administrator, supervisors, managers and agents.

Call centre agents can manage their availability to answer incoming calls (log in and out of Queue or Skill services, set themselves on break/pause), while giving supervisors a view and control of their team's members (remotely log in/out or pause agents).

### The Login Screen

The login URL is unique per customer and is provided upon completion of the provisioning process. The login URL will look like this: <https://nq.nfon.com/kxxxx-nmq/autenticazione.jsp>.



## User Logon

Login:

Password:

Language:  ▼

### TIP

If you have misplaced your password, or don't know the exact URL to use to log in, please contact your Nmonitoring Queues administrator.

# Who are you?

Additional functionalities and/or features, others than the one listed below, might be available to you depending on the permissions you have been granted by you IT Department or Telephony Administrator. Every user has a Homepage, however, not every user has an Agent page.

As an agent, you can use Nmonitoring Queues to log in and out of the Cloudya's Telephone System Queues and/or Skill Services, as well as set your extension on a break (pause).

## Agent with Agent Page

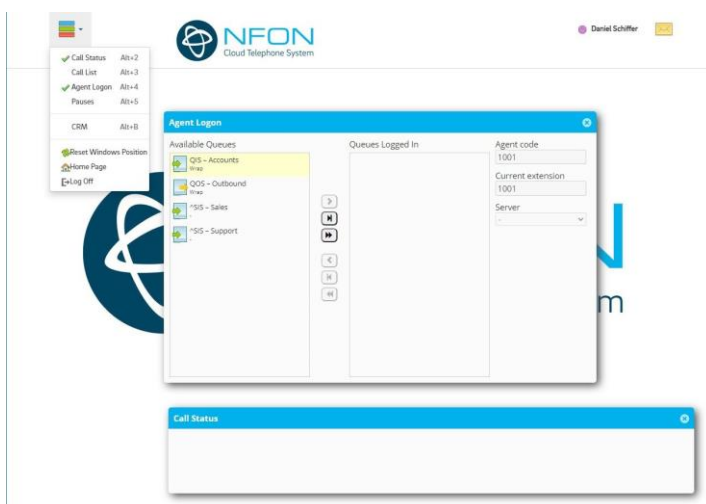
After logging on to the NMQ portal, the agents can access the Agent Page provided to them by the administrator, and other options. These options depend on the class assigned to the user.

After the administrator assigns the AGENTS class to a user, the agent is given important functions to manage and monitor itself.

If the agent logs in with his personal login data on the NMQ portal, the agent page is displayed as the home page.



By enabling each option in the Burger menu, the agent can show and hide the agent page's widgets on its screen and then drag and drop them.







Agent Logon

Available Queues

QIS - Accounts  
Main

^SIS - Sales  
Spill

QOS - Outbound  
-

^SIS - Support  
-

>

H

▶

<

H

◀

Queues Logged In

Agent code

1001

Current extension

1001

Server

-

Messages

Pauses

-

Pause

Unpause

Call List

...

Start of call

Waiting

Talking

Caller

Queue

URL

Transfer to

Outcome

Tag

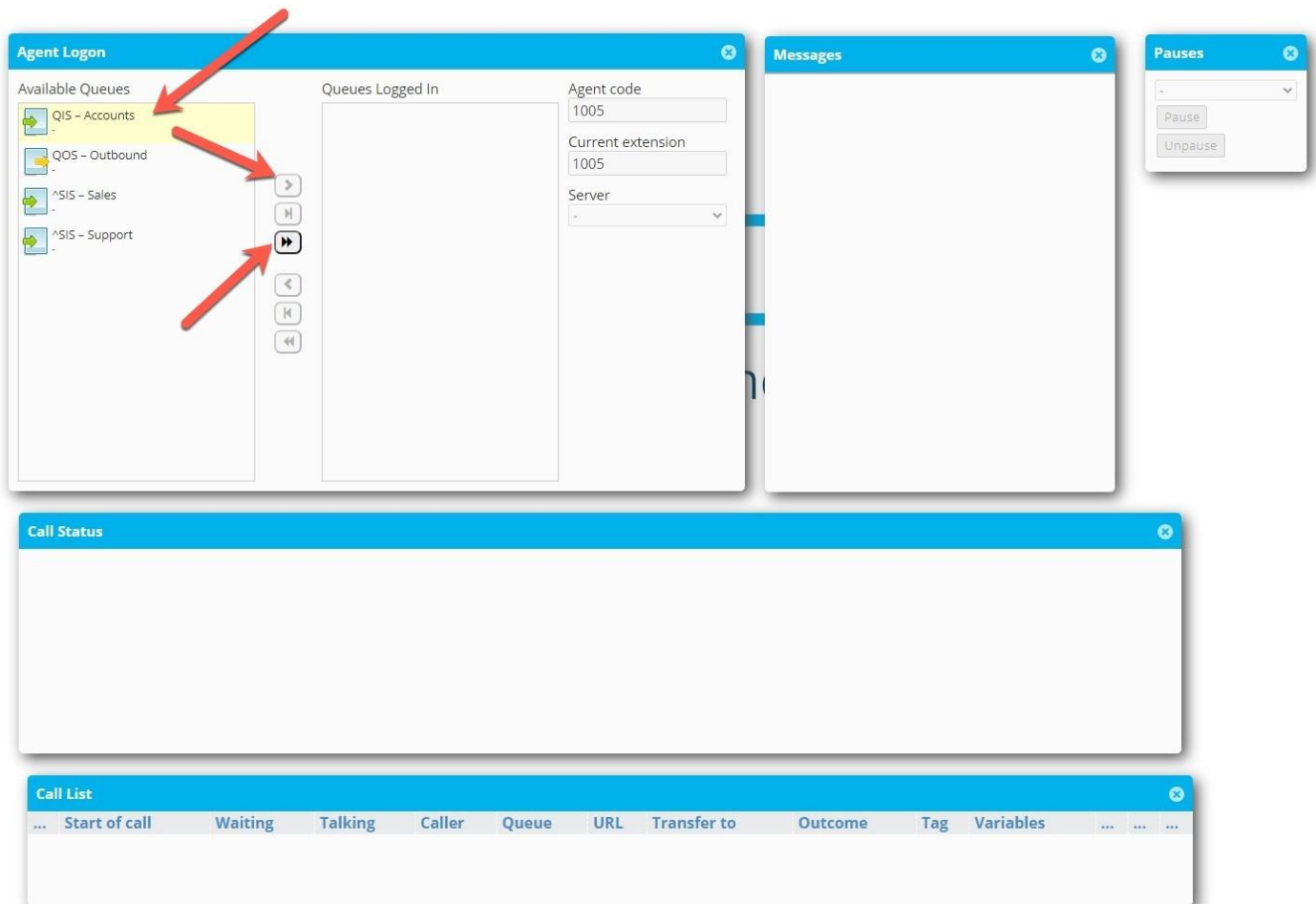
Variables

...

...

...

Call Status



The screenshot displays the NFON Agent Login interface. The 'Agent Logon' window is the primary focus, showing a list of 'Available Queues' on the left: 'QIS - Accounts', 'QOS - Outbound', '^SIS - Sales', and '^SIS - Support'. The 'QIS - Accounts' queue is highlighted in yellow. To the right of this list are several control buttons: a right arrow, a pause icon, a play icon, a left arrow, and a double left arrow. Three red arrows point to these buttons. The 'Queues Logged In' section is empty. To the right of the queue list, there are input fields for 'Agent code' (1005), 'Current extension' (1005), and a 'Server' dropdown menu. Other visible windows include 'Messages', 'Pauses' (with 'Pause' and 'Unpause' buttons), 'Call Status', and 'Call List' (which has a table header with columns: Start of call, Waiting, Talking, Caller, Queue, URL, Transfer to, Outcome, Tag, Variables).

The individual widgets allow him to log in and out of queues, view his caller list or call status, open a CRM link on an active call, and use pause mode to prevent receiving calls from a queue.

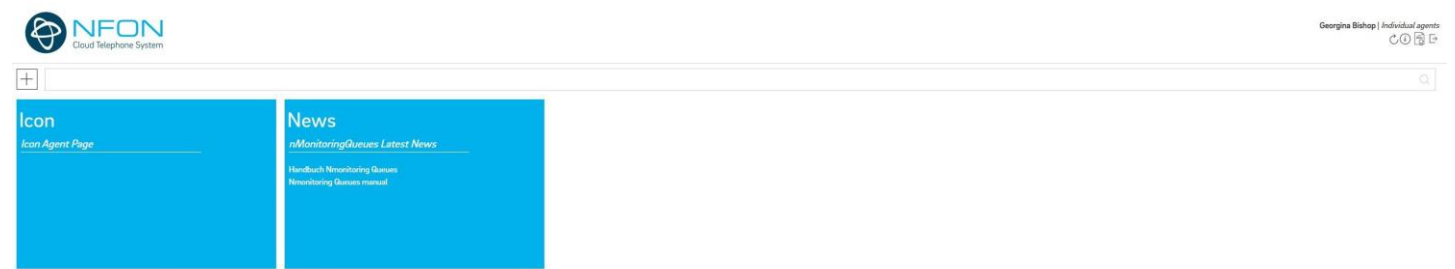
By clicking on the "Home Page" selection within the Burger Menu, the agent reaches his home page.

#### NOTE

If an agent wants to log on to a skill, the administrator must first assign it to the appropriate agent in the NFON PBX. As soon as the agent selects a logon skill, the agent is logged on to all available skills.

# Agent Homepage

A standard agent will only see two tiles on the Home Page.



## 1. Icon Agent Page

Selecting this option takes the agent back to the Agent Page.

## 2. News

Clicking on the link for the manual will take the agent to the Nmonitoring Queues manual.

# Agent Homepage and Self-Reporting

An agent with enabled Self Reporting has three tiles to choose from on the Home Page.



## 1. Icon Agen Page

Selecting this option takes the agent back to the Agent Page.

## 2. News

Clicking on the manual links will take the agent to the Nmonitoring Queues manual.

## 3. SSAR (Self Service Agent Report)

In this section, the agent has the possibility to create a separate report for a defined period of time. This report allows the agent to report his own activities.

# Activating Agent with Self Reporting

To enable an agent to activate a report for self-reporting, the administrator must enable the report that must be available to an agent in the Reports pane. In addition, the Queues area must enable self-reporting for each agent.

## Activating Self Reporting in the Reports section:

To do this, the administrator must click on the gear icon in the upper right-hand corner next to the corresponding report and add the agent in the Self Service Report Agents field in the following window. A multiple selection is possible.

### All Reports



Total calls processed: 0 (0 ans / 0 unans)  
Ratio: % ans / % unans  
Queues : 00 All  
Time period: Today so far

#### ANSWERED

ANS.DT.

UNANS.

UNANS.DT.

IVR

AREA

ATT.

DAY

HR.

DOW

AGENTS

AG.DT.

OUTCOMES

TAGS

+



## All Report



### All calls



All calls: -	-
N. calls answered by operators:	0
Average call length:	0.0 s.
Min call length:	0:00
Max call length:	0:00
Total call length:	0.0 H
Average call waiting time:	0.0 s.
Min waiting time:	0:00
Max waiting time:	0:00
Total waiting time:	0.0 H
Average initial position	0.0
Min initial position	0
Max initial position	0
Coverage	0.0%

## HOME



### All Reports

Total calls processed: 0 (0 ans / 0 unans)  
 Ratio: % ans / % unans  
 Queues : 00 All  
 Time period: Today so far

ANSWERED

ANS.DT.

UNANS.

UNANS.DT.

IVR

AREA

ATT.

DAY

HR.

DOW

## All Report

### All calls

#### All calls: -

N. calls answered by operators:

Average call length:

Min call length:

Max call length:

Total call length:

Average call waiting time:

Min waiting time:

Max waiting time:

Total waiting time:

Average initial position

Min initial position

Max initial position

Coverage

Report

Auto Save

Public

Supervised

Multi-Stint Mode

Data Source

sql:P001

Visibility Key

Editing Key

Self Service Report Agents

Daniel Schiffe...

DataBlock

Hourly Slot

15

SLA Interval

10

SLA Initial Interval

5

SLA Max. Initial Delay

20

SLA Max. Monitored Delay

120

Short Calls

Short Call Wait Limit

No

Short Call Talk Limit

No

Short Call Attempt Wait Limit

No

Area Code

Number of CLID digits to search:

3

Starting from position:

1

### Activating Self Reporting in the Queues area:

To do this, the administrator must click on the diagram icon on the right side of the corresponding queue and check the boxes in the assigned column in the following window for the agents to whom the report should be available in Self Reporting.

## Queues Configuration

SEARCH

CREATE NEW






DELETE SELECTED

Items found 5

&lt;&lt;&lt;

&gt;&gt;&gt;

Page 1 of 1

<input type="checkbox"/>	Alias ↑	Queue(s)	Key	F.P.	Agents	
<input type="checkbox"/>	00 All	*		✓	0 - 0 - 0 - R(1)	
<input type="checkbox"/>	QIS – Accounts	0001		✓	1 - 0 - 0 - R(2)	
<input type="checkbox"/>	QOS – Outbound	0003		✓	0 - 0 - 0 - R(2)	
<input type="checkbox"/>	^SIS – Sales	5001		✓	1 - 1 - 1	
<input type="checkbox"/>	^SIS – Support	5000		✓	1 - 1 - 0	

Items found 5

&lt;&lt;&lt;

&gt;&gt;&gt;

Page 1 of 1

CREATE NEW

DELETE SELECTED

## Self-service agent reports for queue: QIS – Accounts

Agent code	Description	Assigned
agent/1006	Brandon Archer (1006)	<input type="checkbox"/>
agent/1001	Daniel Schiffer (1001)	<input checked="" type="checkbox"/>
agent/1003	Georgina Bishop (1003)	<input type="checkbox"/>
agent/1007	Jan Krause (1007)	<input type="checkbox"/>
agent/1004	Jonathan Perry (1004)	<input type="checkbox"/>
agent/1005	Katrin Herman (1005)	<input type="checkbox"/>
agent/1002	Phillipp Bergmann (1002)	<input checked="" type="checkbox"/>

SAVE

BACK TO ALL QUEUES

## Warteschlangenkonfiguration

SEARCH

NEU ANLEGEN


























AUSGEWÄHLTE LÖSCHEN

Gefundene Elemente 5

<<<

>>>

Seite 1 von 1

<input type="checkbox"/>	Alias ↑	Warteschlange(n)	Schlüssel	F.P.	Agenten	
<input type="checkbox"/>	 00 All	*			8 - 0 - 0 - R(2)	  
<input type="checkbox"/>	 QIS – Accounts	0001			8 - 0 - 0 - R(2)	  
<input type="checkbox"/>	 QOS – Outbound	0003			8 - 0 - 0 - R(2)	  
<input type="checkbox"/>	 ^SIS – Sales	5001			8 - 0 - 0	  
<input type="checkbox"/>	 ^SIS – Support	5000			8 - 0 - 0	  

Gefundene Elemente 5

<<<

>>>

Seite 1 von 1

NEU ANLEGEN

AUSGEWÄHLTE LÖSCHEN

The administrator can specify in the queue configuration whether an agent is defined as the main agent. This is taken into account in the reporting e.g. under the item Quality Index. It is not necessary to add configuration for a Skill at this stage, as it is taken over from the PBX during synchronisation.



## Warteschlangenkonfiguration

SEARCH

NEU ANLEGEN
AUSGEWÄHLTE LÖSCHEN

Gefundene Elemente 5
<<< >>>
Seite 1 von 1

<input type="checkbox"/>	Alias ↑	Warteschlange(n)	Schlüssel	F.P.	Agenten	
<input type="checkbox"/>	00 All	*		✓	8 - 0 - 0 - R(2)	
<input type="checkbox"/>	QIS – Accounts	0001		✓	8 - 0 - 0 - R(2)	
<input type="checkbox"/>	QOS – Outbound	0003		✓	8 - 0 - 0 - R(2)	
<input type="checkbox"/>	^SIS – Sales	5001		✓	8 - 0 - 0	
<input type="checkbox"/>	^SIS – Support	5000		✓	8 - 0 - 0	

Gefundene Elemente 5
<<< >>>
Seite 1 von 1

NEU ANLEGEN
AUSGEWÄHLTE LÖSCHEN

### Agenten der Warteschlange QIS – Accounts

Nebenstelle des Agenten	Description	Main	Wrap	Zusätzlich
agent/1006	Brandon Archer (1006)	<input checked="" style="border: 2px solid red;" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
agent/1001	Daniel Schiffer (1001)	<input checked="" style="border: 2px solid red;" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
agent/1003	Georgina Bishop (1003)	<input checked="" style="border: 2px solid red;" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
agent/1007	Jan Krause (1007)	<input checked="" style="border: 2px solid red;" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
agent/1004	Jonathan Perry (1004)	<input checked="" style="border: 2px solid red;" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
agent/1005	Katrin Herman (1005)	<input checked="" style="border: 2px solid red;" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
agent/9999	Loway Temp Agent	<input checked="" style="border: 2px solid red;" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
agent/1002	Phillipp Bergmann (1002)	<input checked="" style="border: 2px solid red;" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

SPEICHERN
ZURÜCK ZU ALLEN WARTESCHLANGEN

## Supervisor with Agent Page

After logging in to the Nmonitoring Queues portal, the supervisor can access the Agent page and other options provided by the administrator. These options depend on the class assigned to the user (authorisation / keys).

After the administrator assigns the SUPERVISORS class to a user\*, the supervisor is given important functions to manage and monitor himself and the agents assigned to him. In addition, the supervisor has the same view as an agent and can log on to a queue or skill like an agent.

\*If the supervisor logs in with his personal login data on the Nmonitoring Queues portal, the Agent page is displayed as the home page.

The screenshot displays the Nfon Cloud Telephone System interface. At the top, there is a header bar with the Nfon logo, the text "Cloud Telephone System", and a user profile for "Katrin Herman" with an email icon. Below the header, the main workspace contains several panels:

- Agent Logon:** This panel is divided into three sections. On the left, "Available Queues" lists "QIS - Accounts", "QOS - Outbound", "^SIS - Sales", and "^SIS - Support". In the center, "Queues Logged In" is empty, with navigation buttons (right, left, and double arrows) between the sections. On the right, there are input fields for "Agent code" (1005), "Current extension" (1005), and a "Server" dropdown menu.
- Messages:** A large empty panel for displaying messages.
- Pauses:** A small panel with a dropdown menu and "Pause" and "Unpause" buttons.
- Call Status:** A large empty panel for displaying call status information.
- Call List:** A panel displaying a table of call records. The table has columns: "Start of call", "Waiting", "Talking", "Caller", "Queue", "URL", "Transfer to", "Outcome", "Tag", and "Variables".

## NOTE

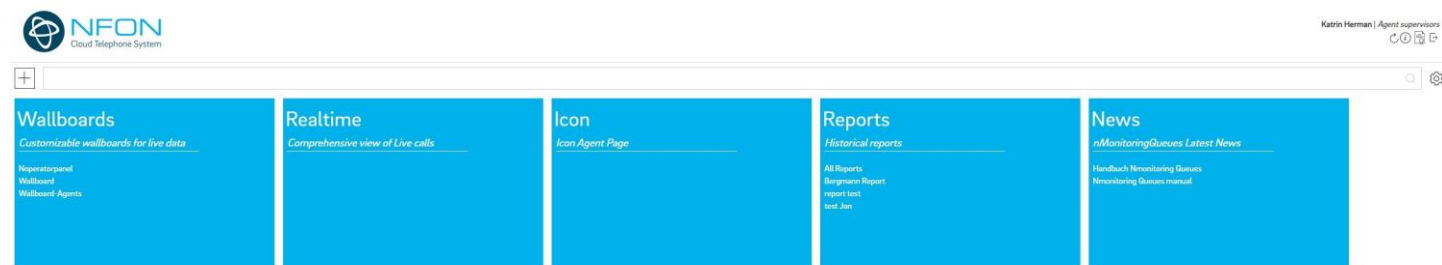
Registration and registration of the user necessary for change of the user class to take effect.

By activating the individual options in the burger menu, the supervisor can activate (or deactivate) the respective Agent page widgets on his screen, and then arrange them. The individual widgets allow him to log in and out of queues, view his caller list or call status, and prevent calls from being received from a queue by the pause mode. By clicking on the **Home Page** selection within the Burger Menu, the supervisor reaches his home page.

The screenshot displays the Nfon Cloud Telephone System interface. At the top, the Nfon logo and "Cloud Telephone System" text are visible. The user's name "Katrin Herman" and a mail icon are in the top right. A red arrow points to a context menu that appears when clicking the multi-colored icon in the top left. The menu includes options: "Call Status" (Alt+2), "Call List" (Alt+3), "Agent Logon" (Alt+4), "Pauses" (Alt+5), "CRM" (Alt+B), "Reset Windows Position", "Home Page", and "Log Off". The "Agent Logon" window is open, showing "Available Queues" (QIS - Accounts, QOS - Outbound, SIS - Sales, SIS - Support), "Queues Logged In", and fields for "Agent code" (1005), "Current extension" (1005), and "Server". A "Pauses" window is also open, showing a "Pause" button and an "Unpause" button. At the bottom, the "Call Status" and "Call List" windows are visible. The "Call List" window has a header with columns: "...", "Start of call", "Waiting", "Talking", "Caller", "Queue", "URL", "Transfer to", "Outcome", "Tag", "Variables", "...", "...", and "...".

# Supervisor Home Page

The Supervisor Home Page is divided into 5 tiles.



## 1. Wallboard

You can use this tile to access your wallboards. There can be as many wallboards as you want individually compiled.

Unlike real-time monitoring, wallboards are configurable and customisable. They allow monitoring under selected viewpoints.

## 2. Real time

Real-time monitoring enables the analysis of queue and agent activities for the current time. This page represents the current call centre activity and is constantly updated.

A supervisor should allow them to keep an eye on and administer queues, skills, and agents in an open window. The page is static and not customisable.

## 3. Icon

By selecting this option, the supervisor is able to return to the Agent Page.

## 4. Reports

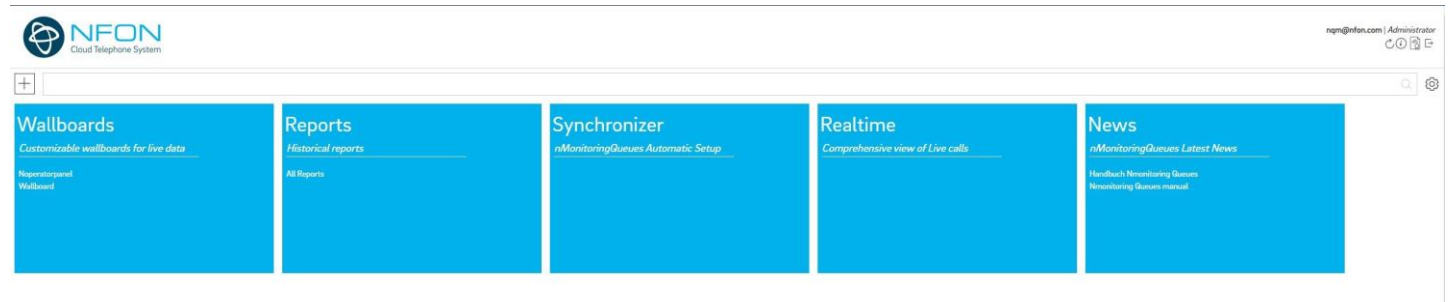
Reports are used to evaluate queues, skills and agents synchronised with the system. 5.

## News

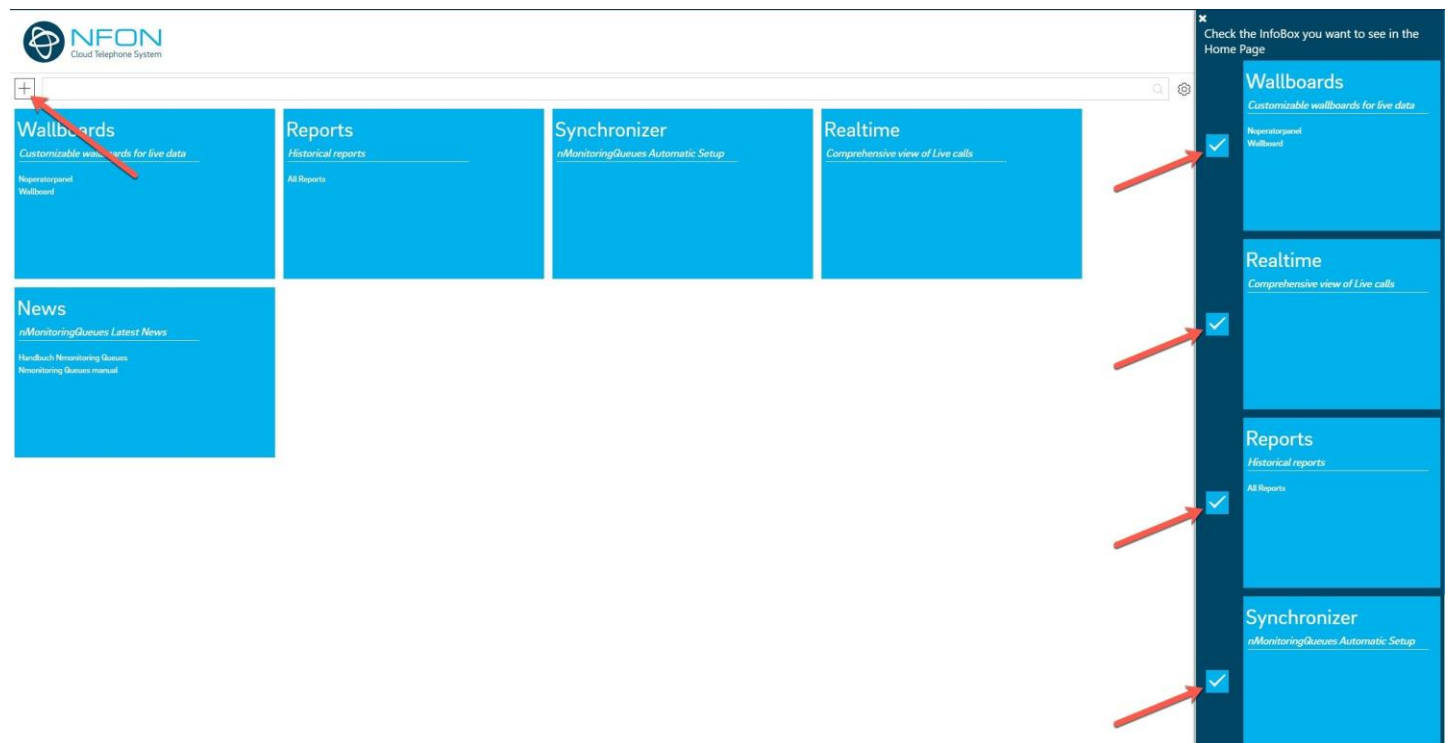
Here you can find the link to the Nmonitoring Queues manual.

# Administrator Home Page

After logging in, you will be taken to the application home page. The home page is divided into 5 tiles (Wallboards, Reports, Realtime, News and Synchronizer) and options.



Click on the + in the upper left-hand corner to add or remove the tiles individually. The order in which the tiles are activated determines the sorting on the home page.



## 1. Wallboards

You can use this tile to access your wallboards. There can be as many wallboards as you want individually compiled. Unlike real-time monitoring, wallboards are configurable and customisable. They allow monitoring under selected viewpoints.

## 2. Reports

Reports are used to evaluate queues, skills and agents synchronised with the system.

## 3. Real-time

Real-time monitoring enables the analysis of queue and agent activities for the current time. This page represents the current call center activity and is constantly updated.

This page allows a supervisor to keep an eye on and administer queues, skills and agents in an open window. The page is static and not customisable.

HOME

REALTIME

BROADCAST

RELOAD

ADD MEMBER

Filters

Parameters

Queue(s): 5000, 5001, 0001, 0001

Update 15:24:14

Alarms

Queue 00 All

Reload 10s

Queues All

Agents All

Location -

Group -

Superv. No

Reports

Recap

Calls

Agents

Queue	N. agents	Ready agents	On pause	Unk	By	N. Calls waiting	On phone inbound	On phone outbound
00 All	3	3	0	0	0	0	0	0
GIS - Accounts	3	3	0	0	0	0	0	0
QOS - Outbound	3	3	0	0	0	0	0	0
*SIS - Support	2	2	0	0	0	0	0	0
*SIS - Sales	1		0	0	0	0	0	0

Export as... Excel CSV XML

Calls being processed:

Queue	Caller	Entered	I/R	Waiting	Duration	Agent	MOH	Info	Srv
-------	--------	---------	-----	---------	----------	-------	-----	------	-----

Export as... Excel CSV XML

Agents currently logged in:

Since	Agent	Last login	Queue(s)	Extension	On pause	Srv	On queue	Caller	Last call	I/R	Waiting	Duration
0:37	Daniel Schiffer (1001)	04/15 - 15:23:37	GIS - Accounts, QOS - Outbound, *SIS - Sales	-	-	00 All	-	-	-	-	-	-
0:15	Philipp Bergmann (1002)	04/15 - 15:23:59	GIS - Accounts, QOS - Outbound, *SIS - Support	-	-	00 All	-	-	-	-	-	-
0:06	Georgina Bishop (1003)	04/15 - 15:24:08	GIS - Accounts, QOS - Outbound, *SIS - Support	-	-	00 All	-	-	-	-	-	-

Export as... Excel CSV XML

#### 4. News

Here you can find the link to the Nmonitoring Queues manual.

#### 5. Synchronizer

The Synchronizer is used to match with the PBX. Synchronisation is necessary whenever you have changed, created or deleted PBXs, skills and queues within the PBX.

#### 6. Options

Clicking on the gear wheel icon in the upper right-hand corner will take you to the options. These are divided into **Configuration** and **System Administration**.

# Displaying the tiles

## STEP WHAT DO I NEED TO DO

- 1 Click on the + icon on the left of the homepage:



- 2 Select the section on the right which you would like to display as a tile. Check the box next to the tile to display the section on the homepage, in the example below it is the Synchronizer tile:



# Changing the position of the tiles

Change the position of the tile per drag and drop:



# Getting started with wallboards

The Wallboard feature available in Nmonitoring Queues allows users to create, save and edit multiple wallboards in order to customise Call Center Monitoring.

The "Wallboard editor" is designed to let them create powerful personalised wallboards or dashboards from which they can get a real time overview of the state of their Call Centre.

Widgets can be added into the panel using "Drag & Drop" and multiple pages can be created, with autorotation timers, which makes this feature ideal for showing live Call Centre statistic on a overhead TV monitor.

Nmonitoring Queues allows users who have been granted the correct permission (key) to create/modify interactive wallboards.

## Wallboard vs Real-Time Monitoring

Unlike real-time monitoring, wallboards are configurable and customisable. They allow for monitoring of the call centre under selected viewpoints. It is possible to create/design as many individual wallboards as required.

Wallboards are meant to be customised: you can change colors, set alarms on specific widgets, include text and images and in general customise them to suit your needs. Wallboards can be private or public, in which case they can be shared between different users and can be used to on TV screens ("Kiosk mode").

Wallboards are built as a series of rotating views, each of which includes a number of widgets. In a nutshell, Wallboards can consist of several pages, where each page can be customised.

On each page, widgets can be added, positioned and configured according to the requirements. Widgets are positioned as items on a square grid that is meant to fill the screen, and you can control the number of columns that you want to use. For example, the following widgets can be selected:

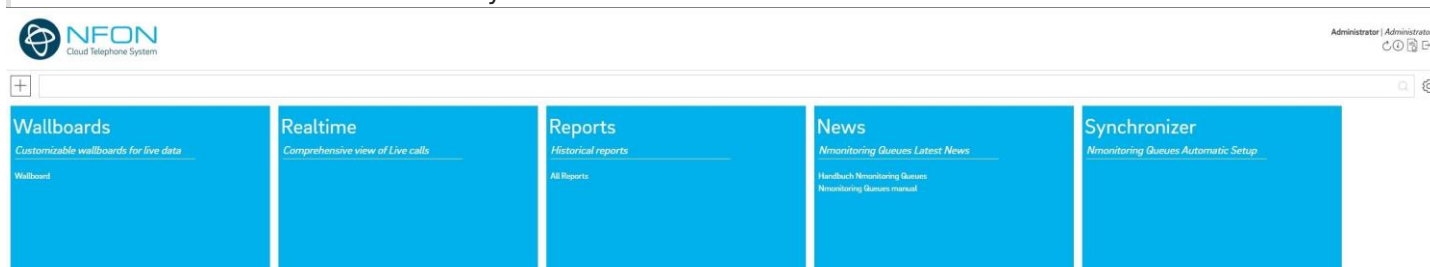
- Live Agent Info
- Live Queue Info
- Agents Ready
- Offered Calls
- Lost Calls
- and many more

## Accessing a wallboard

### TIP

Only users with permissions to create/modify wallboards or to view realtime statistics will be able to view the "Wallboard Tile" on the Home page. Should you wish to share a wallboard with other users without granting them these permissions, then a public wallboard can be created ("Kiosk mode") and shared with these users.

Click on the Wallboards tile to access your wallboards.





# Nmonitoring Queues: Product Overview

## Overview

Nmonitoring Queues is a browser-based cross-platform (Windows, MacOS, Linux) and location-independent Cloud solution that allows customers to get a comprehensive overview of the performance of their call centre service teams, for inbound and outbound calls, when using Cloudya Queue and Skill services.

The solution provides customisable wallboards and up to 180 KPI, which allows customers to identify optimisation potential in their call centre and also enable them to improve their service performance.

With Nmonitoring Queues, call centre agents can manage their availability to answer incoming calls (log in and out of Queue or Skill services, set themselves on break/pause). Furthermore, it gives a supervisor a view and control of their team's members (remotely log in/out or pause agents).

The solution is developed by the Swiss company Loway, a call centre analytics specialist, to meet most call centre requirements and is GDPR compliant.

## What is it?

Nmonitoring Queues is a web-oriented **call queue monitoring solution** that employs browser technology for the management and display of call queue and agent data. The solution can track calls transiting through a Cloudya PBX queue or skill service as well as related agent extensions.

It's an easy to use and simple starting point for call centre management and reporting, which is based on Loway's QueueMetrics software.

It's offered as a multi-instance Cloud Solution (SaaS) that can be accessed from anywhere and provides a comprehensive suite of reports and real-time monitoring features.

It provides a vast range of reports, Real-Time monitoring and wallboards, showing call centre activities, allowing your customer to understand their call centre activities and improve its performances.

### Key features

- Web-based voice call centre monitoring and management solution;
- Pay per monitored agent's Phone Extensions plan, which can flexibly scale to meet business needs where agents may be added and removed on a monthly basis (minimum 5 monitored agent Phone Extensions);
- Agent views and features, which allow them to manage their availability to handle calls;
- Supervisor views and features, which allow them to monitor their call centre and team performance, as well as individual agent availability;
- Administrator views and features, which allow them to configure the solution to the needs of their business and customers;
- Ideal for call centres that do not require all of the bells and whistles of a full enterprise contact centre solution;
- Powerful reporting functions for Cloudya Queue and Skill Services;
- Fast to deploy;
- Hassle-free maintenance and system updates;
- Reliable, scalable and secure cloud technology.

## What is it not?

While the product has many and varied functions, it is important to note what Nmonitoring Queues is not able to do, and what it is not intended to do:

- It's not a fully fledged contact centre Solution;
- It doesn't offer a dialler or outbound campaign features;
- It is not a soft-phone;
- It is not a standalone product can only report on calls transiting through Cloudya Queues or Skills Services; It is not a Phone Extension Call Analytics solution, as it can only report on Queue or Skill Services
- activities.

## Key benefits and applications

### Gain visibility into business communications activities

Allow agents to know what's happening and give management the data they need to better plan resources and cover peak call times.

### Improve overall call performance, company-wide

Nmonitoring Queues provides actionable insights through up to 180 built-in contact centre KPI that help customers monitor what's most important to their business – from lost calls to connection attempts to agent sessions and outcomes.

### Improve agent planning

Want to plan agent coverage far more efficiently? Nmonitoring Queues helps customers track peak call times, average call duration and more. Customers gain the flexibility to scale the service up and down as business requirements change, even on a seasonal basis.

## Additional Information

### Prerequisites

- A Cloudya Telephone System contract (Cloudya tenant), and
- One or more phone extensions on that Cloudya tenant, and
- One or more Queues or Skills on the Cloudya Telephone System.

### Integration with other NFON solutions

This solution can be used in conjunction with the following NFON solutions:

SOLUTION	COMPATIBLE	NOTES & CAVEATS
<b>Additional Services for Cloudya:</b>		
Cloudya Mobility Option	Yes	
Cloudya App Suite	Yes	
Cloudya Meet & Share	Yes	
Nrecording basic	Yes	

Softphones for MacOS and Windows	Yes
Voice Operator Panel	Yes
Telephone Preference Service (UK Only)	Yes

SOLUTION	COMPATIBLE	NOTES & CAVEATS
<b>Premium Services:</b>		
Nmonitoring Queues	N/A	
iCS Record and Record Plus	Yes	Can only record the agent Phone Extension
Nvoice for Microsoft Teams	Yes	
Neorecording	Yes	Can only record the agent Phone Extension
INSPIRATIONneo	N/A	INSPIRATIONneo is a bolt-on to Neorecording
Ncontactcenter	N/A	
Nhospitality	Yes	
XCAPi VoIP Interface	No	
ASC Recording Insights for Microsoft Teams	N/A	

# Product Licensing

Licensing allows for users to view reports of data that has been processed by Nmonitoring Queues.

- The number of licenses is based upon the number of extensions that have been enabled in the NFON Administration Portal as “Callcenter Agent”.
- The minimum number of licenses is 5
- There is no setup charge

Licences are not attached to an individual agent, but they are added to a global pool of licences.

**IMPORTANT**

Make sure the “Callcenter Agent” option has been enabled on all extensions that are members of queue or skill services, otherwise users in Nmonitoring Queues are likely to be presented with an error message when running reports. One license is required per agent listed on the report!

The number of agent licenses can be seen in the licensing info screen of Nmonitoring Queues

Licensed to:	<b>QmLive-1903</b> - <a href="#">Install new license key</a>
Maximum licenced agents:	<b>11 [S:10]</b>
Licence expires on:	<b>2028-07-01</b>
	<a href="#">Show end-user licence agreement</a>

# Provisioning

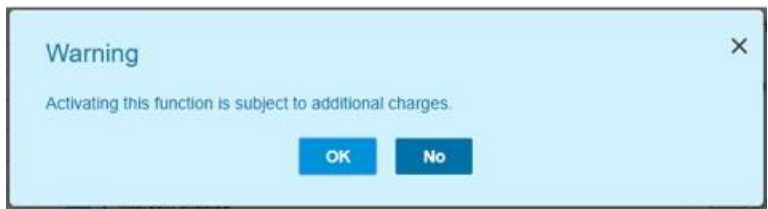
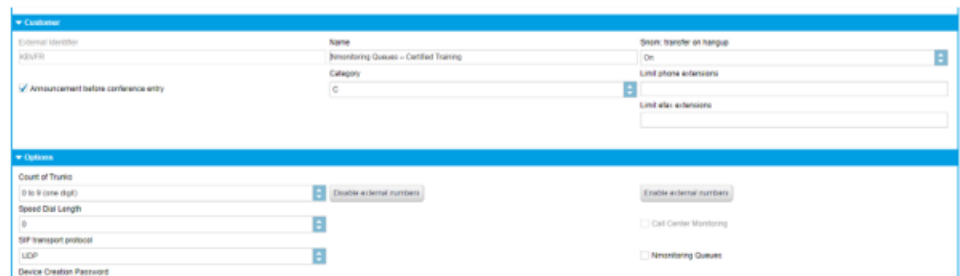
## Ordering the product

The partner orders Nmonitoring Queues via the relevant channels.

NFON will add the Nmonitoring Queues Value Added Service to the customer K-account only once the partner has confirmed that all ACDs have been set and all members have had “Callcentre Agent” enabled.

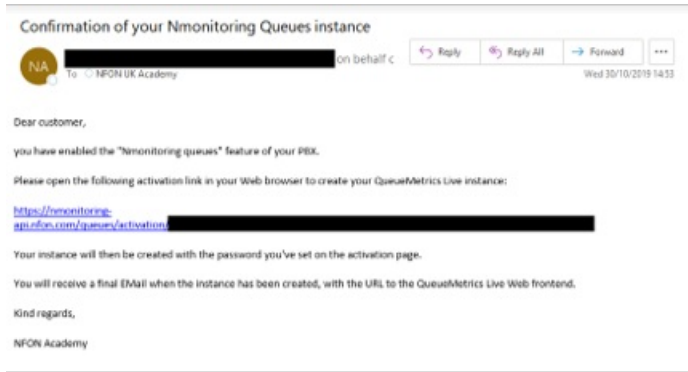
The partner will need to provide feedback to NFON confirming that the required areas are now setup.

NFON will then tick the “Nmonitoring Queues” checkbox in the Customers profile of the admin portal for that Kaccount.

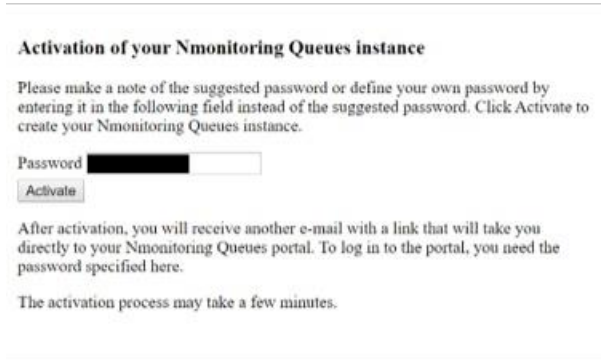


This sends an email with an activation link to the email address set in the Customers section.

The email contains a link that will take the contact to a page where the password is set for the admin account:



When the activation link is clicked on, it will take the user to a page indicating their randomly generated password and for confirmation to activate the service.



If the password is too weak, then the system will tell you and refuse to activate the service until you go back and set a stronger password.

### Activation of your Nmonitoring Queues instance

Password strength: 0.356 (Very weak)  
Possible improvements:  
- Use a good mix of numbers, letters, and symbols  
- Passphrases (e.g. an obfuscated sentence) are better than passwords


Give a stronger password.  
Please use **Back** in your browser.

After the password is accepted, a second email with the Nmonitoring Queues portal link will be sent within 5-10 minutes.

### Activation of your Nmonitoring Queues instance

Your QueueMetrics Live instance has been created.  
You will receive a notification via E-Mail with the URL when your instance has booted.

### Initiation of your Nmonitoring Queues instance

 c171df49-a332-4d0d-bd17-47a462f00534@nfon.net on behalf of nf  
To: NFOR UK Academy

[Reply](#) [Reply All](#) [Forward](#) [...](#)

Wed 30/10/2019 15:03

Dear customer,

- Your Nmonitoring Queues instance with the name kbvfr-nmq has been created successfully.

- Your admin user has been created using your full email address. You can login via your email address. Please use the password used during activation.


- Your Nmonitoring Queues instance has the following URL:

<https://nq.nfon.com/kbvfr-nmq/>

Kind regards,


NFOR Academy

Nmonitoring Queues is now provisioned with the default minimum licence count of 5 (if all Callcenter agents are not ticked beforehand).



Cloud Telephone System

### User Logon




Cloud Telephone System

Menu

User ID

License Page

Daniel Schiffer | individual agents



Licence information

Software release:

NFOR Nmonitoring Queues - 21.04.3

ID:

240 - 2021.05.20-09-12 - cc30c43b3cc0fnd\_31\_04\_m

Maximum licensed agents:

9 (5/10)

The official Nmonitoring Queues website is located at <https://www.nfon.com/en/premium-solutions/nmonitoring-queues>.

# Prerequisites

To activate Nmonitoring Queues, the following prerequisites must be met:

1. The customer has a contract for Nmonitoring Queues, as this product is not included in the standard licenses
2. A pre-assessment workshop has taken place, so to capture all required information for the configuration of:
  1. The Skill or Queue Services in the NFON Admin Portal
  2. The extensions that will be members of these services
3. A pre-assessment workshop has taken place, so to capture all required customer requirements in terms of:
  1. Historical reporting
  2. Real-Time monitoring

# Using Nmonitoring Queues

## Configuration

Under Options, you can edit a variety of different areas:

### User

Here the administrator has the possibility to define and assign the individual users and their class (authorization). In addition, keys can assign specific queues, skills, agents, groups, locations, and/or reports to a user through keys.

#### Assignment of classes:


The administrator can define under the item Settings / User which NMQ user, which class and login data receives. Yes according to the assigned class, the user arrives at the corresponding administrator, supervisor or agentportal when logging into the NMQ website with his personal credentials.

#### NOTE

By adding permissions (keys) in each class, for example.B, a supervisor can be equipped with almost all functions of an administrator and adapted to the functionality of an agent by deleting permissions(keys).

## Queues

Here the administrator finds the queues and skills that are in the NFON PBX and are inherited using Synchronizer.

Administrator | Administrator
















HOMEUSERS**QUEUES**AGENTSGROUPSLOCATIONSPAUSESEXPORTSSCHEDULED JOBSDNIS

### Queues Configuration

SEARCH

CREATE NEWDELETE SELECTED

Items found 5<<<>>>Page 1 of 1

<input type="checkbox"/>	Alias ↑	Queue(s)	Key	F.P.	Agents	
<input type="checkbox"/>	00 All	*		✓	3 - 3 - 2- R(2)	  
<input type="checkbox"/>	GIS – Accounts	0001		✓	3 - 3 - 2- R(2)	  
<input type="checkbox"/>	QOS – Outbound	0003		✓	3 - 3 - 2- R(2)	  
<input type="checkbox"/>	^SIS – Sales	5001		✓		  
<input type="checkbox"/>	^SIS – Support	5000		✓		  

Items found 5<<<>>>Page 1 of 1

CREATE NEWDELETE SELECTED




## NOTE




No groups and schedules are synchronised.

# Agents

On this page you can find the agents located in the NFON PBX and taken over by "Synchronizer".



Administrator | Administrator



HOMEUSERSQUEUESAGENTSGROUPSLOCATIONSPAUSESEXPORTSSCHEDULED JOBSDNIS

Known Agents Configuration

SEARCH

...









CREATE NEWDELETE SELECTED

Items found 8

<<<

>>>

Page 1 of 1

<input type="checkbox"/>	Agent Code ↑	Description	Payroll Code	Location	Group	Gr.	Term.	Mon.	IM	Supervisor	Key
<input type="checkbox"/>	agent/1001	Daniel Schiffer (1001)		Berlin			1001				
<input type="checkbox"/>	agent/1002	Phillipp Bergmann (1002)		Berlin			1002			Katrin Herman	
<input type="checkbox"/>	agent/1003	Georgina Bishop (1003)		München			1003			Katrin Herman	
<input type="checkbox"/>	agent/1004	Jonathan Perry (1004)		München			1004			Brandon Archer	
<input type="checkbox"/>	agent/1005	Katrin Herman (1005)					1005			Katrin Herman	
<input type="checkbox"/>	agent/1006	Brandon Archer (1006)					1006				
<input type="checkbox"/>	agent/1007	Jan Krause (1007)					1007				
<input type="checkbox"/>	agent/9999	Loway Temp Agent									

Items found 8

<<<

>>>

Page 1 of 1


CREATE NEWDELETE SELECTED

## NOTE





All targets (annexes) that are configured in the NFON PBX are always synchronized.

## Agent groups

The administrator can define individual groups for the assignment of the agents and assign them to an agent or supervisor for later reporting.



Administrator | Administrator



HOMEUSERSQUEUESAGENTS**GROUPS**LOCATIONSPAUSESEXPORTSSCHEDULED JOBSDNIS

Agent Groups

SEARCH

...





CREATE NEW

DELETE SELECTED

Items found 2

<<<>>>

Page 1 of 1

<input type="checkbox"/>	Group	Description	Icon	Key	N. Agents	
<input type="checkbox"/>	Default	Flat default group			0	
<input type="checkbox"/>	Group 1	Expert Agents			0	

Items found 2

<<<>>>

Page 1 of 1

CREATE NEW

DELETE SELECTED

## Locations

The administrator can define individual sites for the assignment of the agents and assign them to an agent or supervisor for later reporting.

## Locations

SEARCH

CREATE NEW

DELETE SELECTED

Items found 3

&lt;&lt;&lt;

&gt;&gt;&gt;

Page 1 of 1

<input type="checkbox"/>	Location ↑	Description	Key	N. Agents	
<input type="checkbox"/>	London	London Office		4	
<input type="checkbox"/>	Manchester	Manchester office		4	
<input type="checkbox"/>	Remote	Home workers		1	

Items found 3

&lt;&lt;&lt;

&gt;&gt;&gt;

Page 1 of 1

CREATE NEW

DELETE SELECTED

## Pause Codes

Here the administrator can edit the existing pause status or add more. This Status can be used by an agent on the Agent Page als Pause Status. This makes it possible to monitor the break reasons and times of the agents.

## Pause Codes

SEARCH

CREATE NEW
DELETE SELECTED

Items found 6
<<< >>>
Page 1 of 1

<input type="checkbox"/>	Pause Code ↑	Description	Key	Billable?	Payable?	Type	
<input type="checkbox"/>	10	Lunch				-	
<input type="checkbox"/>	11	Hourly break				-	
<input type="checkbox"/>	12	Email				-	
<input type="checkbox"/>	13	Backoffice				-	
<input type="checkbox"/>	20	Wrap				Wrap	
<input type="checkbox"/>	31	WEB-CHAT				-	

Items found 6
<<< >>>
Page 1 of 1

CREATE NEW
DELETE SELECTED

## DID/DNIS Lines (Dialed Number Identification Service)

The administrator can enter the phone numbers of the queues and skills and a unique name for later reporting.

## DNIS

SEARCH

CREATE NEW
DELETE SELECTED

Items found 2
<<< >>>
Page 1 of 1

<input type="checkbox"/>	DNIS code ↑	Description	
<input type="checkbox"/>	+49899998456	SIS-Support	
<input type="checkbox"/>	+49899998736	QIS - Accounts	

Items found 2
<<< >>>
Page 1 of 1

CREATE NEW
DELETE SELECTED

## Scheduled Jobs/Report Export

Under this point, the administrator/supervisor has the opportunity to subscribe to the reports available to him and to have them sent to him by e-mail at a defined time.

To retrieve the agent and queue information from the PBX, it is necessary to start data synchronization using Synchronizer.

The page shows the administrator and supervisor the current status of the queues, skills, and agents in real time. Here, the administrator or supervisor can add or remove the agents of a queue or skill.

Katrin Herman | Agent supervisors

[HOME](#)
[RESULTS](#)
[@MOCASE](#)

**Filters**

Parameters  
Queue(s): 5000, 5001, 0003, 0001

Update: 15:24:14

Alarms: 4

Queue: 00 All

Reload: Yes

Queues: All

Agents: All

Location: -

Group: -

Superv: No

	Queue	N. agents	Ready agents	On pause	Link	Busy	N. Calls waiting	On phone inbound	On phone outbound
	00 All	3	3	0	0	0	0	0	0
	GQS - Accounts	3	3	0	0	0	0	0	0
	GQS - Outbound	3	3	0	0	0	0	0	0
	*SIS - Support	2	2	0	0	0	0	0	0
	*SIS - Sales	1		0	0	0	0	0	0

Calls being processed:

	Queue	Caller	Entered	IVR	Waiting	Duration	Agent	MCH	Info	Srv
--	-------	--------	---------	-----	---------	----------	-------	-----	------	-----

Agents currently logged in:

	Since	Agent	Last login	Queue(s)	Extension	On pause	Srv	On queue	Caller	Last call	IVR	Waiting	Duration	
	0:37	Daniel Schiffer (0001)	04/15 - 15:23:37	GQS - Accounts, GQS - Outbound, *SIS - Sales	-	-	00 All			-	-	-	-	
	0:15	Philipp Bergmann (0002)	04/15 - 15:23:59	GQS - Accounts, GQS - Outbound, *SIS - Support	-	-	00 All			-	-	-	-	
	0:06	Georgina Bishop (0003)	04/15 - 15:24:08	GQS - Accounts, GQS - Outbound, *SIS - Support	-	-	00 All			-	-	-	-	

**Reports**

Recap: [?](#)

Calls: [?](#)

Agents: [?](#)

Export as...    Excel [↓](#)    CSV [↓](#)    XML [↓](#)

The Add Member selection allows the administrator or supervisor to continue adding agents to one or all of the skills and queues. To do this, he must specify the phone number of the agent in the Agent's code window and select the desired queue or skill in the Agent's queues field. The Run command performs the action. To exit the window, the Cancel selection must be made.

×

Agent add member

Agent's code:

1001

Agent's queues:

00 All

⌵

CANCEL

RUN

Agent Code                      Enter the agent's phone number

Agent Queue Specify all or a single queue or skill

35

You can enter an info in the Message field. After selecting the recipient group, the message can be delivered to the recipient or recipients with Save.

## Broadcast messages

Enter message:

For queue:  For location:

For everyone: ⚡  For:

Time	Message	Sent by	Queue	Group	Location	Agent	
05/03 - 15:52:35	Test Message 4	Administrator		⚡			✖
05/03 - 15:52:21	Test Message 3	Administrator				Daniel Schiffer	✖
05/03 - 15:52:08	Test Message 2	Administrator			Berlin		✖
05/03 - 15:51:56	Test Message 1	Administrator	QIS – Accounts				✖

Items found: 4 Page 1 of 1

<<< >>>

The selection to the right of an agent can be logged out of one or all skills or queues. The option also allows the agent to be paused or retrieved by the administrator or supervisor.

**NFON** Cloud Telephone System Administrator | Administrator

HOME REALTIME BROADCAST

RELOAD ADD MEMBER

Filters Parameters

Queue(s): 5000, 5001, 0001, 0001

Update: 16:11:26

Alarms: 4

Queue: 00 All

Reload: 10s

Queues: All

Agents: All

Location: -

Group: -

Superv: No

Reports

Recap: ☒

Calls: ☒

Agents: ☒

Queue	N. agents	Ready agents	On pause	Unk	By	N. Calls waiting	On phone inbound	On phone outbound
00 All	1		0	0	0	0	0	0
QIS – Accounts	1		0	0	0	0	0	0
QOS – Outbound	1		0	0	0	0	0	0
*SIS – Support	1		0	0	0	0	0	0
*SIS – Sales	1		0	0	0	0	0	0

Export as... Excel CSV XML

Calls being processed:

Queue	Caller	Entered	NR	Waiting	Duration	Agent	MOH	Info	Srv
-------	--------	---------	----	---------	----------	-------	-----	------	-----

Export as... Excel CSV XML

Agents currently logged in:




Since	Agent	Last login	Queue(s)	Extension	On pause	Srv	On queue	Caller	Last call	NR	Waiting	Duration	
14:29	Daniel Schiffer (1001)	05/03 - 16:56:57	QIS – Accounts, QOS – Outbound, *SIS – Sales, *SIS – Support	-			QIS – Accounts	0032222280346	15:34:23	-	0:02	1:11	




Export as... IM Excel CSV XML

Remove Member

Pause Agent

Unpause Agent

ICON	DESCRIPTION
	Open the unsubscribe, pause pop up window
	Currently without function
	Sign Agent out of Skill or Queue

ICON	DESCRIPTION
	Agents put in pause
	Get Agent Back From Pause
	Create a report. This must be individually configured

# Real-time thresholds for display

In the queue or skill configuration, thresholds can be defined under the Point Attention Level thresholds, which are taken into account in the real-time display.

ICON

DESCRIPTION

Row1

Queue / Edit Skill

Queues Configuration

SEARCH

...

🔍

CREATE NEW
















DELETE SELECTED

Items found 5

<<<

>>>

Page 1 of 1

<input type="checkbox"/>	Alias ↑	Queue(s)	Key	F.P.	Agents	
<input type="checkbox"/>	📠 00 All	*		✅	3 - 3 - 2- R(2)	  
<input type="checkbox"/>	📠 QIS – Accounts	0001		✅	3 - 3 - 2- R(2)	  
<input type="checkbox"/>	📠 QOS – Outbound	0003		✅	3 - 3 - 2- R(2)	  
<input type="checkbox"/>	📠 ^SIS – Sales	5001		✅		  
<input type="checkbox"/>	📠 ^SIS – Support	5000		✅		  

Items found 5

<<<

>>>

Page 1 of 1

CREATE NEW

DELETE SELECTED

In the Fields "Number of xxx and Call Talking or Waiting" individual threshold values can be entered (e.B. <, >, =, absolute numbers or time values. Time values for call times must be specified in seconds).

## IMPORTANT

These settings also have an influence on the ads in the wallboard. Such as. If the values in the Current Queue widget are taken into account.



## Queue Detail

Queue alias:	<input type="text" value="DO All"/>	
Queue(s): Separate with ' '	<input type="text" value="*"/>	
Visibility key:	<input type="text"/>	
Call flow:	<input type="text" value="Inbound calls"/>	
Shown on front page:	<input type="text" value="Yes"/>	
Chat group:	<input type="text"/>	
Default queue URL:	<input type="text"/>	
External Reference ID:	<input type="text"/>	
Main agents:	agent/1006, agent/1007, agent/9999	
Wrap agents:	agent/1001, agent/1002, agent/1004	
Spill agents:	agent/1003, agent/1005	
Attention levels	Yellow alarm	Red alarm
Number of calls in queue:	<input type="text" value="&lt;2"/>	<input type="text" value="&gt;5"/>
Number of agents on call:	<input type="text" value="&lt;5"/>	<input type="text" value="&lt;1"/>
Number of agents waiting:	<input type="text" value="&lt;2"/>	<input type="text" value="&lt;3"/>
Number of agents paused:	<input type="text" value="&lt;5"/>	<input type="text" value="&gt;2"/>
Call wait duration:	<input type="text" value="&gt;30"/>	<input type="text" value="&gt;60"/>
Call talking duration:	<input type="text" value="&gt;120"/>	<input type="text" value="&gt;240"/>
Service Level Agreement:	<input type="text" value="0"/>	

HOME

REALTIME

BROADCAST

REPORTS

ADD MEMBER

Filters

Parameters

Queue(s): 5000, 5001, 0003, 0001

Update: 17:16:23

Alarms: #

Queue: 00 All

Reload: Ss

Queues: All

Agents: All

Location: -

Group: -

Superv: No

Reports

Recap

Calls

Agents

Queue	N. agents	Ready agents	On pause	Unk	By	N. Calls waiting	On phone inbound	On phone outbound
00 All	1	0	0	0	0	2	1	0
GIS - Accounts	1	0	0	0	0	2	1	0
Q05 - Outbound	1	0	0	0	1	0	0	0
*SIS - Support	1	0	0	0	1	0	0	0
*SIS - Sales	1	0	0	0	1	0	0	0

Export as... Excel CSV XML

Calls being processed:

Queue	Caller	Entered	IVR	Waiting	Duration	Agent	MOH	Info	Srv
GIS - Accounts	000	17:12:26	0:00	1:07	3:50	Daniel Schäfer (1007)			
GIS - Accounts	000	17:13:58	0:00	2:25	-	Jonathan Perry (1004) #4			
GIS - Accounts	000	17:15:49	0:00	0:34	-				

Export as... Excel CSV XML

Agents currently logged in:




Since	Agent	Last login	Queue(s)	Extension	On pause	Srv	On queue	Caller	Last call	IVR	Waiting	Duration
2:50	Daniel Schäfer (1007)	05/03 - 15:56:57	GIS - Accounts, Q05 - Outbound, *SIS - Sales, *SIS - Support	-	-	GIS - Accounts	003		17:11:14	-	0:08	0:12

Export as... Excel CSV XML

## Reporting

Nmonitoring Queues collects NFONcall, skill, and queue data and generates analytical reports for over 150 metrics, including:

- When did the call be received in the queue or skill
- Who answered the call
- Who initiates the call, processes it and in which queue or in which skill
- Waiting time before the caller is connected to an agent and time it takes to process the call
- Number of attempts the caller made before the connection
- How and why the call ends
- Which number has been dialed
- Number of successful and failed calls
- Maximum, minimum, average, and total latency and call processing time
- Breakdown of calls by agent, by dialed numbers, internally redirected calls, by queues, by direction
- Waiting time statistics by connection, agent, country, region, dialing of calling and selected participants
- Agent session start and end times

ICON	DESCRIPTION
	Add new Report Block
	Configurations
	Share URL



Create PDF file



Clone Report



Create new Report



Confirm / Save



Edit Report

ICON

DESCRIPTION



Filter

## Creating a New Report

STEP WHAT DO I NEED TO DO

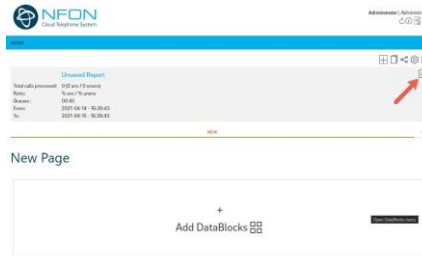
1 Report Tile Select

2 The + icon at the top right of the report page Select



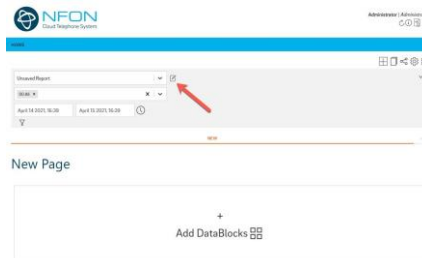
3

Using the "Edit" button to assign a name for the new report



4

Re-select "Edit" to change the name of the report



5

Enter the name and confirm with a click on the checkmark to the right of the input field



6

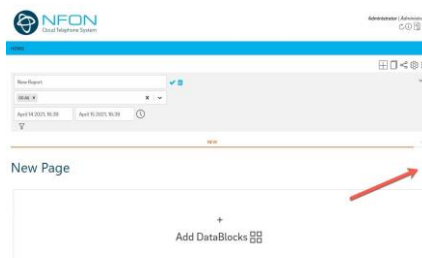
The final adjustment of the report name with the confirmation of the check mark save to the right edge of the screen



## STEP WHAT DO I NEED TO DO

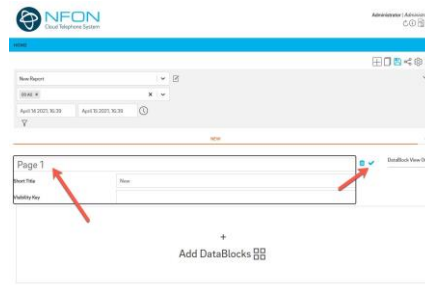
7

By "Edit" the name of the first Report Site and the title edit



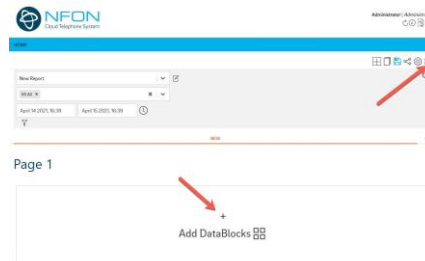
8

To save the adjustments, click the check mark to the right of the input field



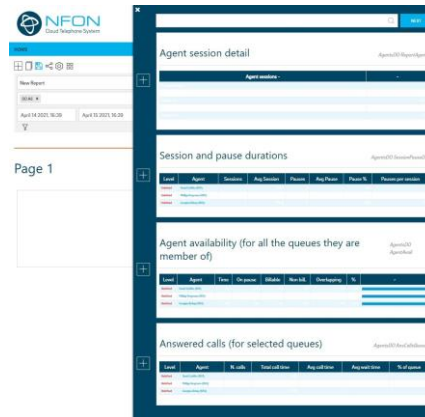
9

To add a new Report block, select "AddData Block"



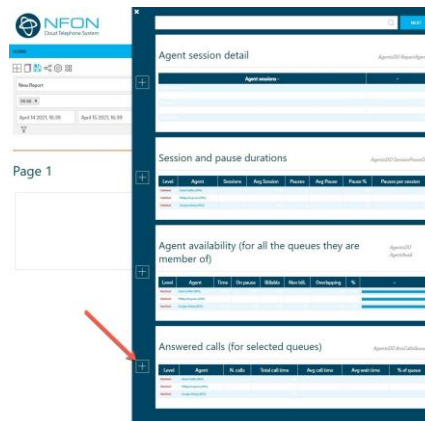
10

In menu, the appropriate data block for the Port can be selected. A preview is always displayed with the live Data



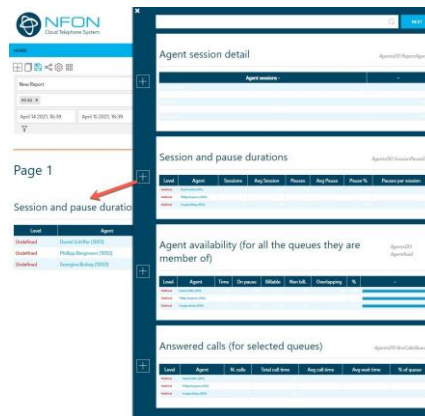
11

To add a Report block to the report, select the + icon to the left of the report block



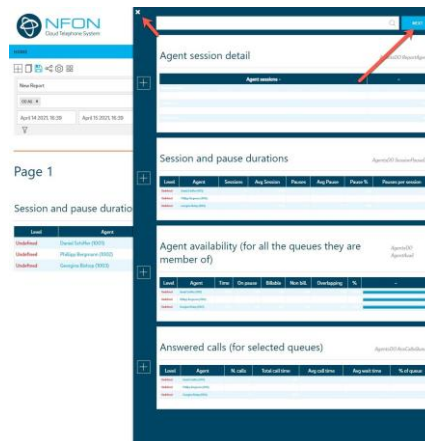
12

The NEXT and PREVIEW selections allow you to switch between the individually available report blocks. A preview of 4 blocks is always displayed.



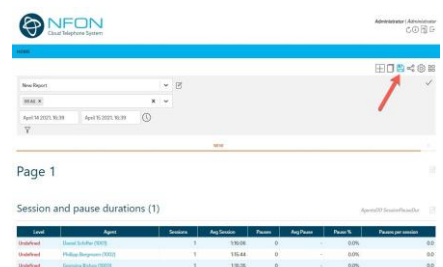
13

The report block preview can be closed via the x in the top left corner



14

The newly created report must be saved via the "floppy disk" icon



15


The filters for a Report can be customized via the "Edit" icon









# Column Adjustments

The Edit selection at the screen edge to the right of the name of the report block opens the adjustment of the columns to be displayed. Here you can also adjust the name of the report block.



Administrator | Administrator



HOME

All Reports

Total calls processed: 0 (0 ans / 0 unans)  
Ratio: % ans / % unans  
Queues : 00 All  
Time period: This month

ANSWERED

ANS.DT.

UNANS.

UNANS.DT.

IVR

AREA

ATT.

DAY

HR.

DOW


AGENTS

AG.DT.


OUTCOMES

TAGS


+



Answered Calls



All calls



All calls: -	-
N. calls answered by operators:	0
Average call length:	0.0 s.
Min call length:	0:00
Max call length:	0:00
Total call length:	0.0 H
Average call waiting time:	0.0 s.
Min waiting time:	0:00
Max waiting time:	0:00
Total waiting time:	0.0 H
Average initial position	0.0
Min initial position	0
Max initial position	0
Coverage	0.0%



## HOME



## All Reports



Total calls processed: 0 (0 ans / 0 unans)

Ratio: % ans / % unans

Queues : 00 All

Time period: This month

## ANSWERED

ANS.DT.

UNANS.

UNANS.DT.

IVR

AREA

ATT.

DAY

HR.

DOW

AGENTS

AG.DT.

OUTCOMES

TAGS

+



## Answered Calls



All calls



Visibility Key

Parameters

OkDO.RiassAllCalls - OK01

All calls: -		-
<input checked="" type="checkbox"/>	00 calls	0
<input checked="" type="checkbox"/>		0.0 s.
		0:00

## Settings

[HOME](#)

## All Reports

Total calls processed:0 (0 ans / 0 unans)

Ratio: % ans / % unans

Queues : 00 All

Time period: This month

**ANSWERED**

## Answered Calls

All calls

**All calls: -**

N. calls answered by operators:

Average call length:

Min call length:

Max call length:

Total call length:

**Average call waiting time:**

Min waiting time:

Max waiting time:

Total waiting time:

Average initial position

Min initial position

Max initial position

### Coverage

Calls fully within the given time interval

**Calls fully within the given time interval: -**

N. calls answered by operators:

Average call length:

## REPORTS

Auto Save	If this option is set to Yes, the report is automatically saved after each relevant change.
Public	If this option is set to Yes, users other than the owner can access this report.
Supervised	lets the user search only for agents that have the current user as supervisor.
Multi-stint fashion	Enables/disables multi-stint mode, which combines all calls with the same Unique Id.


Data Source	Must not be changed
Visibility Key	Visibility key for the report. Here the key can be defined so that the report is visible only to the agents where this key was entered .
<b>REPORTS</b>	
Self Service Report Agent	Specifies the agent that can access this report in Self Service Agent Report (SSAR) mode.
<b>DATA BLOCK</b>	
Hourly Slot	The time interval for time distributions in hour distribution tables.
SLA Interval	The time interval for SLA charts and tables.
SLA Initial Interval	The initial time interval for SLA charts and tables.
SLA Max Initial Delay	The time interval before SLA Interval takes effect instead of SLA Initial Interval.
SLA Max Monitored Delay	SLA Max Monitored Delay
<b>SHORT CALLS</b>	
Short Call Wait Limit	How long must a call be in the wait state before it is counted as a valid call.
Short Call Talk Limit	How long must a call be in the call state before it is counted as a valid call.
Short Call Attempt Wait Limit	How long does a call attempt take to count as a valid call attempt.
<b>AREA CODE</b>	
Numbers of caller ID to search for	Number of digits to search for that count as the area code when calculating the area code.
Start at position	Start position of the prefix in the Area Code Calculations.

# Report Exports

Jobs can be scheduled. It is possible to define when the jobs should run, how they run and to whom they shall run. Reports on jobs can also be exported.

The configuration of a job is divided into export and scheduled jobs.

Sent via export reports to one or more e-mail addresses.



Administrator | Administrator

HOMEUSERSQUEUESAGENTSGROUPSLOCATIONSPAUSESEXPORTSSCHEDULED JOBSDNIS

Report Exports Configuration

SEARCH

CREATE NEW

DELETE SELECTED

Items found 1

<<<>>>

Page 1 of 1

	Title	Period	Queue	Report Set	Email List	Id	
<input type="checkbox"/>	Admin_Report_01	now/M → now/M	00 All	All Reports	administrator@nmq.com	4	

Items found 1

<<<>>>


Page 1 of 1

CREATE NEW


DELETE SELECTED

ICON


DESCRIPTION



Edit Export



Download the Report



Editing the Export Jobs

To do this, you must first create an export in which the following points must be specified:

- Name of the export
- Selection of the report to be exported
- Export of the Portas pdfor xls
- Selection of the Report view (high or crossformat)
- Recipient email address

### Reports Export detail

Title:	Admin_Report_01
Report name:	All Reports
Report type:	Export to PDF
Orientation:	Landscape
Visibility key:	
E-Mail(s):	administrator@nmq.com
Separate with "	
Created By	agent/1005, 11/11/2020, 8:48
Last Update	demoadmin, 03/05/2021, 11:12

SAVE

BACK

NEW

CLONE

DELETE

## Scheduled Jobs

Here, it is defined within which time period or how often a report should be sent.

### Scheduled Jobs

SEARCH

...



CREATE NEW

DELETE SELECTED

Items found 1

&lt;&lt;&lt;

&gt;&gt;&gt;

Page 1 of 1

<input type="checkbox"/>	Description ↑	Name	Time	Day of Week	Day of Month	Run as User	Recurring	Enabled	Running	Last Run	Last Run State	
<input type="checkbox"/>	Admin Report 01	Export Jobs >> Admin_Report_01	00:05:00			demoadmin				2021-05-03 11:09:13	OK	

Items found 1

&lt;&lt;&lt;

&gt;&gt;&gt;

Page 1 of 1

CREATE NEW

DELETE SELECTED

To create the job, the following fields must be filled in:

	COLUMN1	COLUMN2
		Job - active
		Job - inactive

Name = Selection of the export

Beschreibung = definition of a short description of the Jobs

When = Indication of whether the job should be run cyclically or only once at a specific time

Time = Specify the time when the report should be run


Day of the week = on which days of the week the job should be run

Day = To which day in the month the job should be executed

Active = here the job can be deactivated or activated

User = here is determined as which user performs the job

Most recent runs = here you can see if the job was executed successfully


Administrator | Administrator

[HOME](#)
[USERS](#)
[QUEUES](#)
[AGENTS](#)
[GROUPS](#)
[LOCATIONS](#)
[PAUSES](#)
[EXPORTS](#)
[SCHEDULED JOBS](#)
[DNIS](#)

### Scheduled Jobs Details

Name

Export Jobs >> Admin\_Report\_01

Description

Admin Report 01

When

Cyclic

Time

00:00

Every

5m

Day of Week

Mon

Tue

Wed

Thu

Fri

Sat

Sun

All

1

2

3

4

5

6

7

8

9

10

11

12

13

14

Day of Month

15

16

17

18

19

20

21

22

23

24

25

26

27

28

29

30

31

All

Enabled

No

Run as User

Administrator

Last Run

2021-05-03 11:09:13

Created By

demoadmin, 03/05/2021, 11:04

Last Update

demoadmin, 03/05/2021, 11:12

SAVE

BACK

NEW

CLONE

DELETE

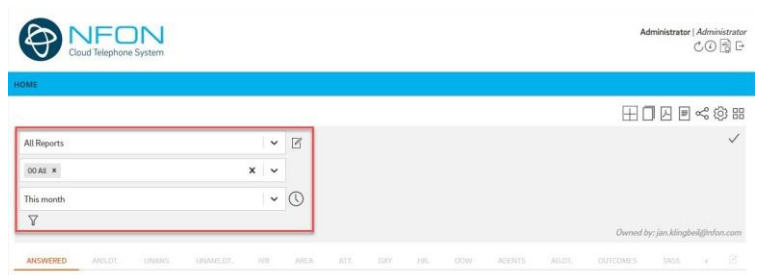
### Most Recent Runs

Action	Info	Status	Duration	Date
Successful cron job	#3 - cronjobs_export_jobs >> Admin_Report_01	OK	1339	2021-05-03 11:09:13

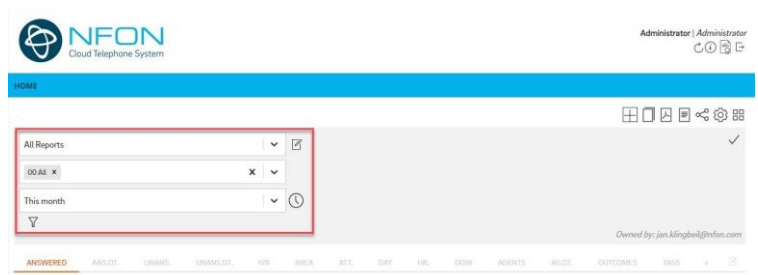
# Changing Report Filters

## STEP WHAT DO I NEED TO DO

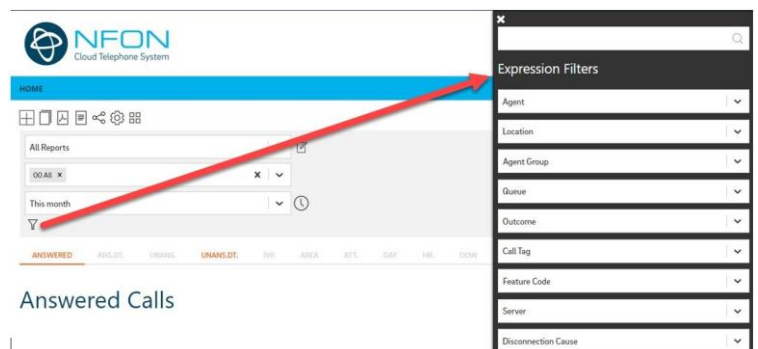
- 1 In order to adjust the filter in a report, the report configuration must be opened via the Edit option on the right-hand side.



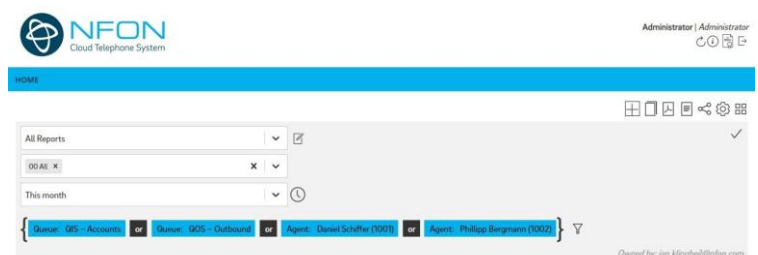
- 2 After opening the report configuration, filters can be set on the right



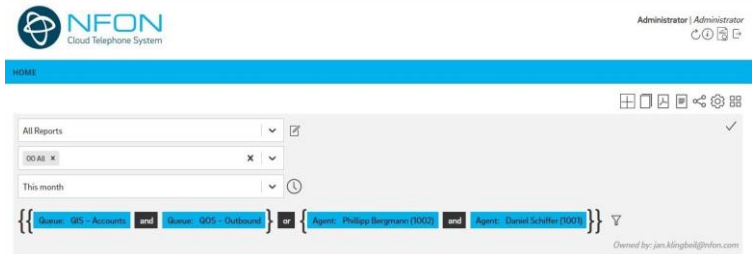
- 3 Further filters can be opened via the filter symbol.



- 4 It is possible to combine different filters by AND, OR or NOR.



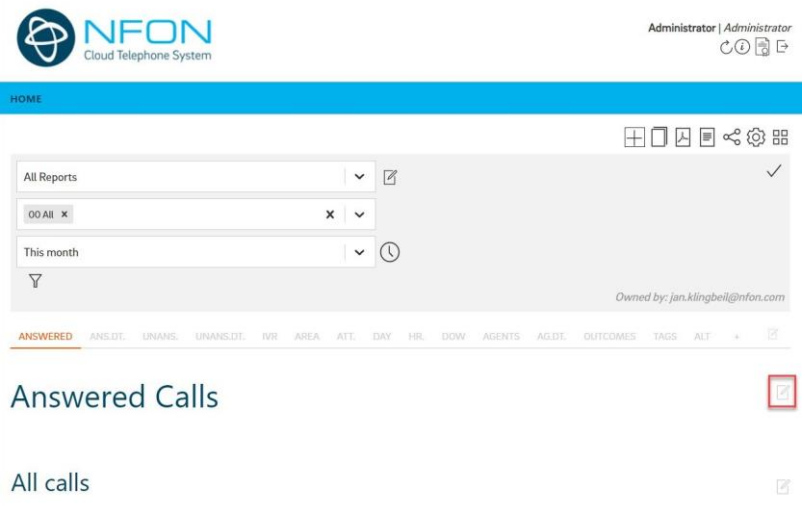
- 5 It is also possible to combine the filters via Drag and Drop



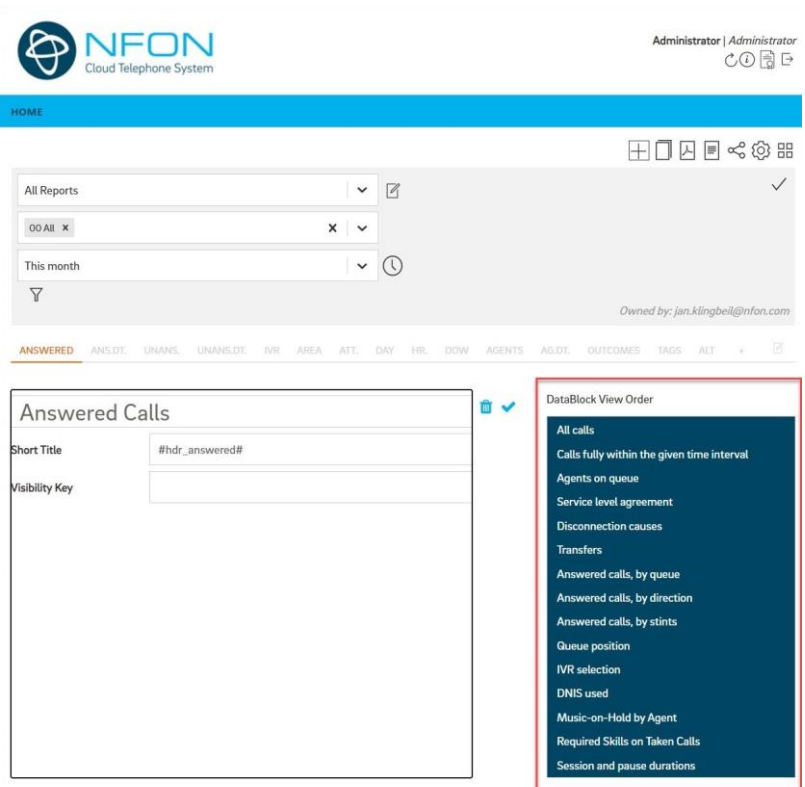
## Changing the Order of Report Blocks

### STEP WHAT DO I NEED TO DO

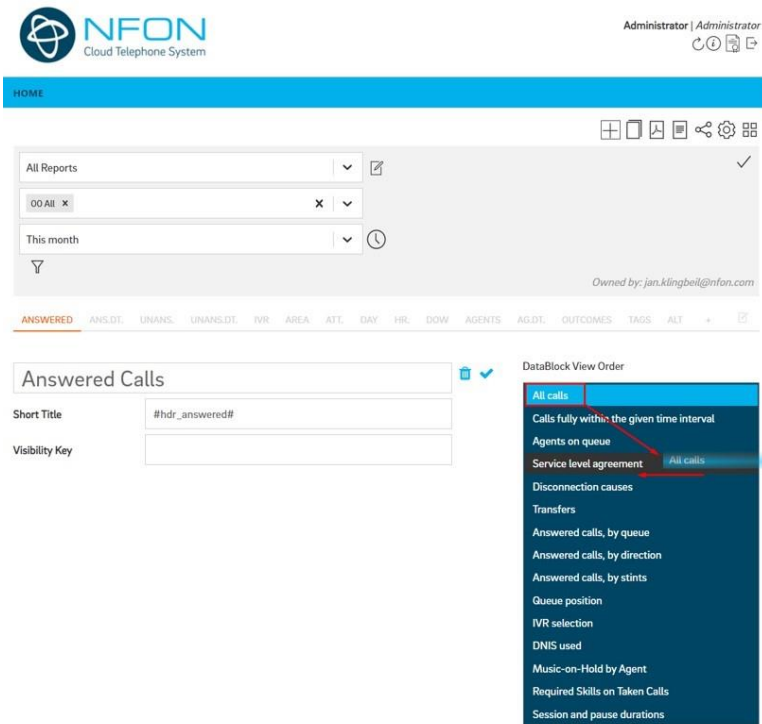
- 1 To change the order of the report blocks, select the option to edit the resort to the right of the report.



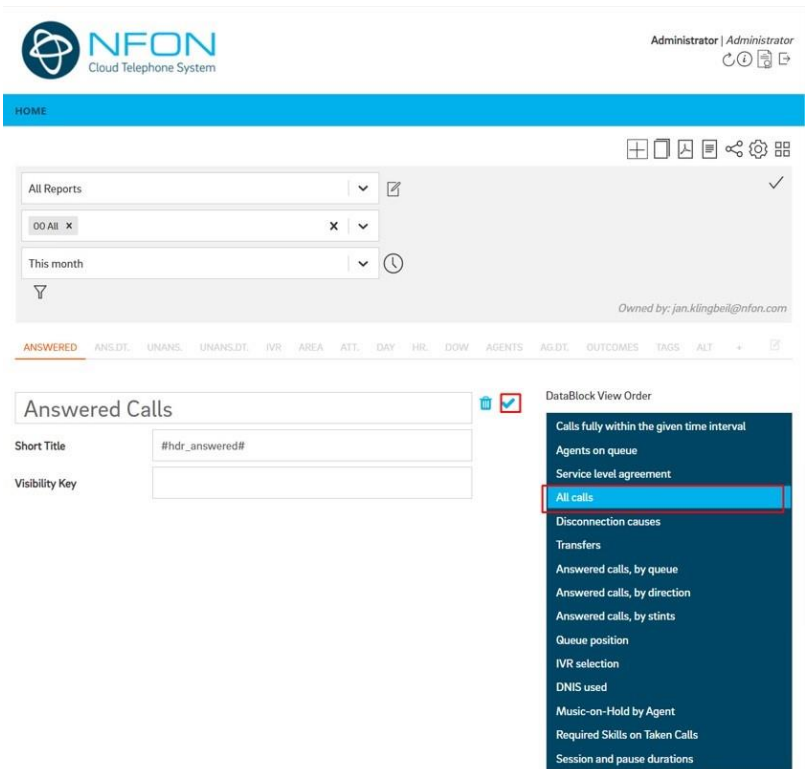
- 2 In the box on the right, you can now adjust the order of the report blocks by dragging and dropping.





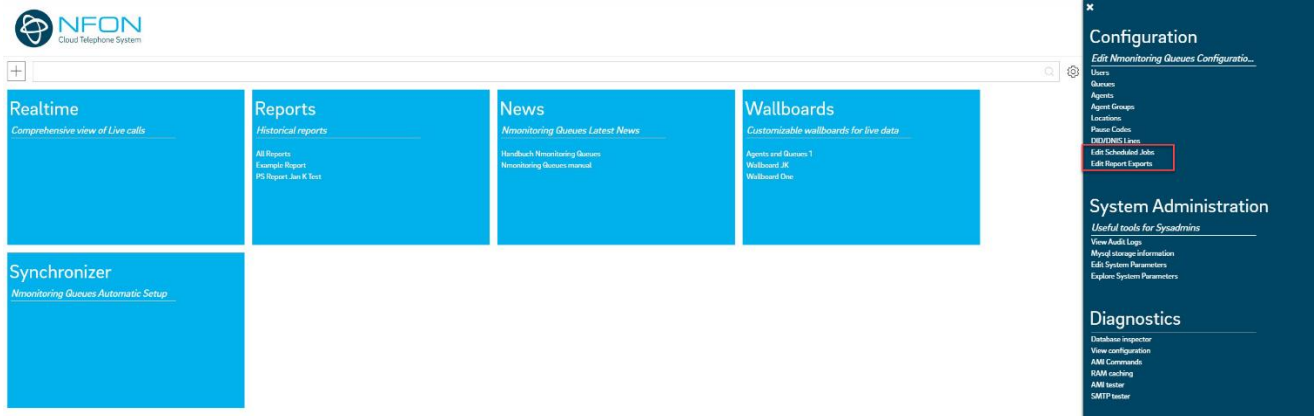


3 To save the change in the order of the report blocks, click on the tick to the right of the name.

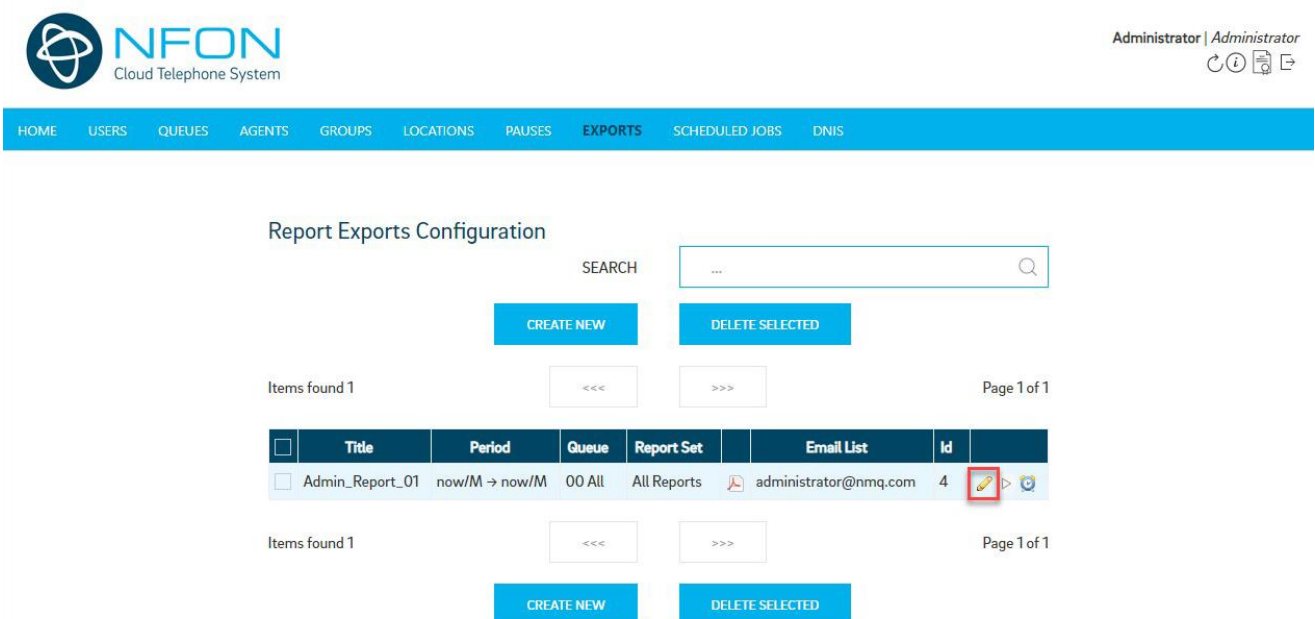


# Creating new Export Jobs


1. By selecting the option "Edit Report Exports" in the menu on the right, new export jobs can be created.






2. To edit an existing job, the "pencil" icon must be selected.



- Existing export jobs are transferred to the new version
- New reports are created accordingly



Administrator | Administrator  




HOME   USERS   QUEUES   AGENTS   GROUPS   LOCATIONS   PAUSES   **EXPORTS**   SCHEDULED JOBS   DNIS

### Reports Export detail

Title:  
  
 Report name:  
  
 Report type:  
  
 Orientation:  
  
 Visibility key:  
  
 E-Mail(s):  
Separate with |  
  
 Created By  
  
 Last Update

Admin\_Report\_01

All Reports ▼

Export to PDF ▼

Landscape ▼

administrator@nmq.com

agent/1005, 11/11/2020, 8:48

demoadmin, 03/05/2021, 11:12

SAVE
BACK
NEW
CLONE
DELETE

### IMPORTANT

In NMQ version 19.XX, it was possible to configure the time frame and the queue in the export job. This is no longer possible from version 21.XX.

- Existing export jobs are transferred to the new version
- New reports are created accordingly
- This selection is missing in the new version 21.XX

## Reports Export detail

Title:

Admin\_Report\_01

Period:

Today

Queue:

00 All

Report name:

All Reports


Report type:

Export to PDF

Orientation:

Landscape







4. The filters for the reports used in the export can now be found directly in the respective report. To adjust the filters, click on the "Edit" symbol on the right.



NFON

Cloud Telephone System

Administrator | Administrator

HOME

Example Report

Total calls processed:

9 (4 ans / 5 unans)

Ratio:

44.4% ans / 55.6% unans

Queues :

00 All

From:

2021-05-11 - 09:50:42

To:

2021-05-20 - 09:50:42

Owned by: demoadmin

NEW

New Page

Session and pause durations

AgentsDO SessionPauseDur

Level	Agent	Sessions	Avg Session	Pauses	Avg Pause	Pause %	Pauses per session
Spill	Daniel Schiffer (1001)	2	106:53:38	1	1:09	0.0%	0.5

Answered calls (for selected queues)

AgentsDO AnsCallsQueues

Level	Agent	N. calls	Total call time	Avg call time	Avg wait time	% of queue
Spill	Daniel Schiffer (1001)	4	0:47	0:11	0:08	100.0%

## IMPORTANT

Changes to the filter settings are also taken into account in the export job. Therefore, more reports must be created for different time frames. These reports can then be used in the respective export job.

5. In the report, you can filter within a certain time period or within a certain time window. The filter option can be changed via the "clock" symbol.

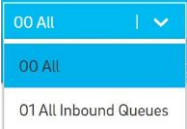






The screenshot shows the NFON Cloud Telephone System interface. At the top left is the NFON logo. At the top right, it says "Administrator | Administrator" with icons for refresh, help, and export. Below this is a blue "HOME" bar. To the right of the bar are icons for grid, list, print, table, share, settings, and a 3x3 grid. The main content area has a search bar with "Example Report" and a dropdown arrow. Below it is a filter bar with "00 All" and a dropdown arrow. The time filter section shows two date-time inputs: "May 11 2021, 09:50" and "May 20 2021, 09:50", both highlighted with a red box. To the right of these inputs is a clock icon. At the bottom right, it says "Owned by: demoadmin".

The screenshot shows the NFON Cloud Telephone System interface. At the top left is the NFON logo. At the top right, it says "Administrator | Administrator" with icons for refresh, help, and export. Below this is a blue "HOME" bar. To the right of the bar are icons for grid, list, print, table, share, settings, and a 3x3 grid. The main content area has a search bar with "All Reports" and a dropdown arrow. Below it is a filter bar with "00 All" and a dropdown arrow. The time filter section shows a dropdown menu with "Last 30 minutes" selected, highlighted with a red box. To the right of the dropdown is a clock icon. At the bottom right, it says "Owned by: jan.klingbeil@nfon.com".

# Understanding wallboards

## The Top Bar of the Wallboard

A wallboard is controlled through the top-bar. The top bar:





100 All	
NFON	
Wallboard - First page	
ICON	DESCRIPTION
	The name of the current queue or queue group that are being used as data sources for the statistics
	By clicking on the drop-down button, you can change which queue or queue group is being reported on
	The current view (page) is represented as a dotted circle
	Each other view (page) that is available is represented by a hollow circle
Displays a Play/Pause button that lets you decide if views rotate automatically according to their expected durations or if the current view remains visible. If you do any change to the page, rotation stops automatically until manually reactivated	
	- Start to automatically rotate the views
	- Pause the automated rotation of views
	If changes have been made to the the wallboard, but not yet saved, a Save button appears in the top bar that lets you save the current wallboard. Switching view when you have made changes to a view without saving them will be lost
There is a heart-shaped icon that will be displayed when viewing a wallboard:	



The full heart icon represents a public wallboard. Clicking on that icon while looking at a public wallboard, will copy the URL that can be used to run the wallboard in "Kiosk Mode" to your clipboard



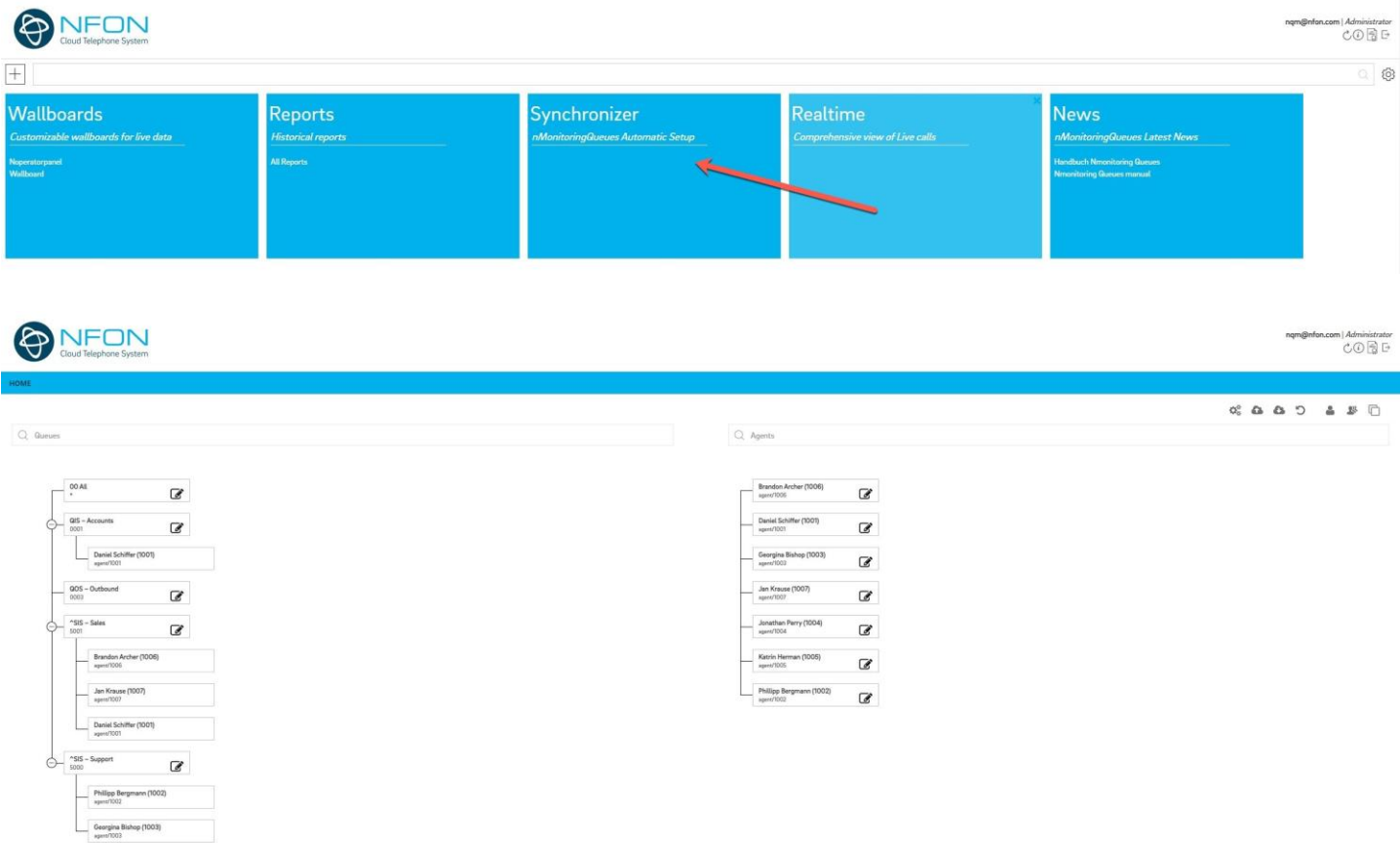
The hollow heart icon represents a private wallboard. Private wallboards cannot be used in "Kiosk Mode"

ICON	DESCRIPTION
	The "Add New Widget" button lets you add new widgets to the current view
	The "Manage views" button that lets you change the sequence of views in the current wallboard. It also where you can add or remove views from
	The name of the current wallboard and of the current view is shown in the top-bar. By clicking on it, you can customise some settings for the wallboard or the view
	The "Load wallboard" button gives you a list other wallboards that are available to you. It also allows you to create a new, blank wallboard
	The Close button will exit the wallboard and get you back to the Nmonitoring Queues Home Page


#### TIP


In order to access the wallboard, you need the security key `REALTIME`. To edit a wallboard you need the key `WALLBOARD_ADD` and to create a public wallboard you need the key `WALLBOARD_FORALL`. You can easily add those keys though the User editor or by adding them to a security class.

# Synchronizer

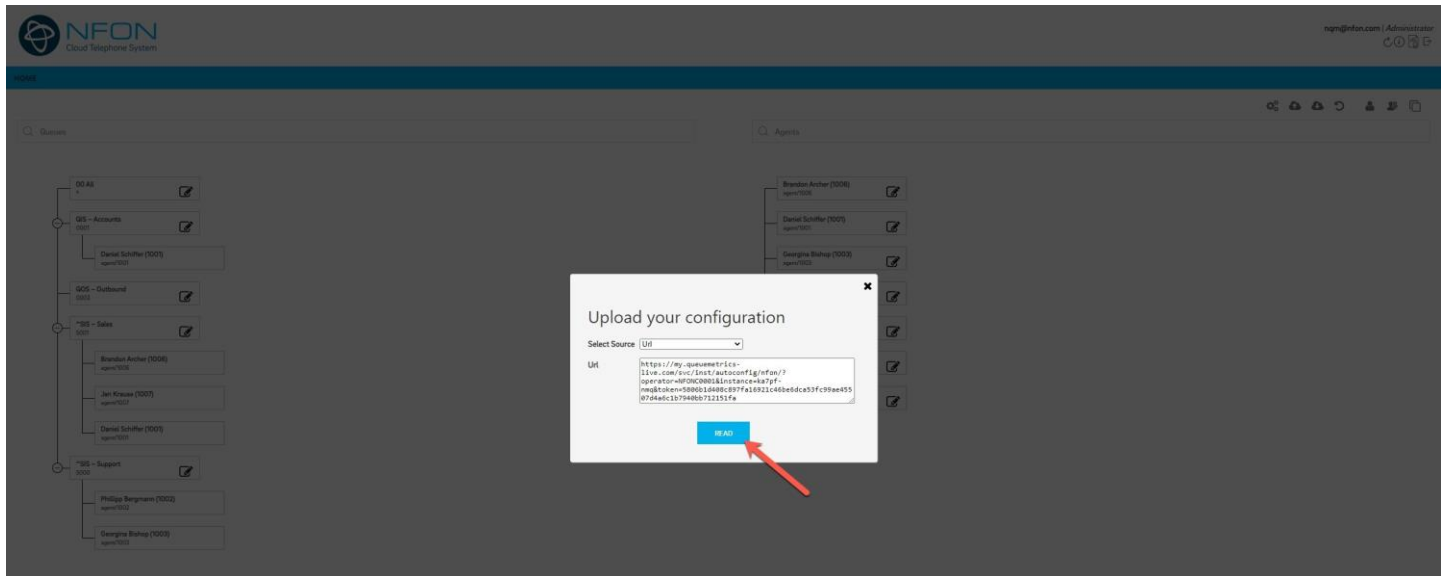


Once on the synchronization page, the first thing you can do is upload the configuration, which you can run with a click on "Read" or cancel with a click on the "X" at the top right of the window. The following icons can then be found at the top right of the page:

ICON	FUNCTION
	Mode selector, which allows you to decide what the synchronisation will do

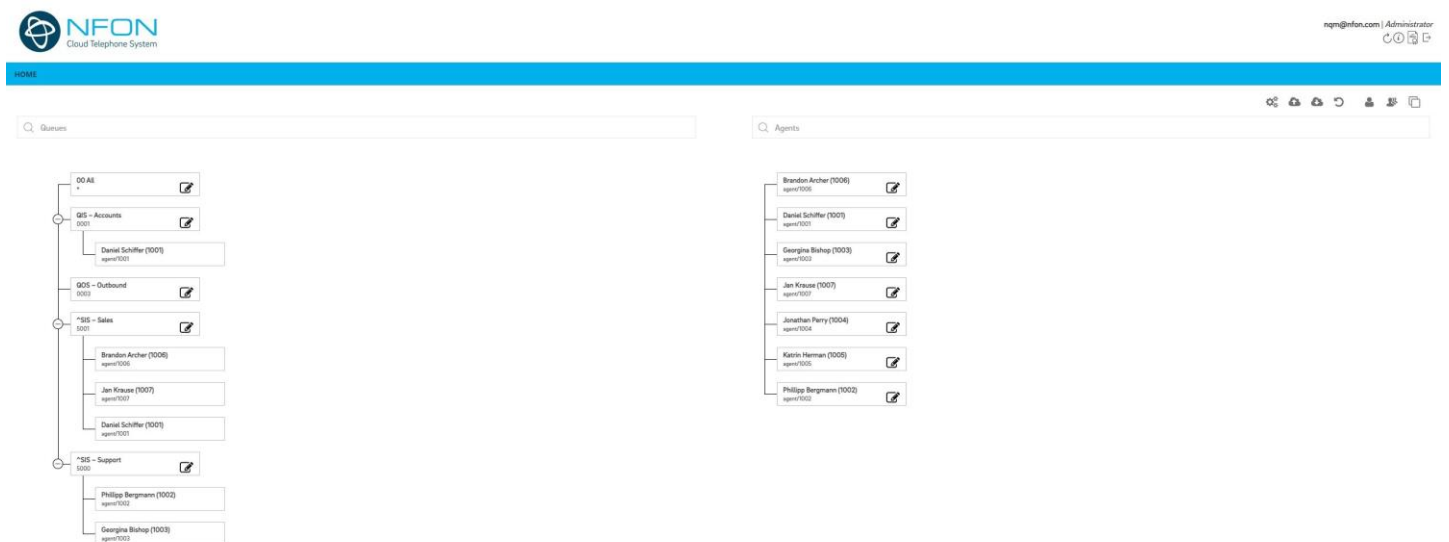
- 
- To perform the synchronization, click on the import icon.
  - Confirm the following question with "Ok": "You have unsaved changes, if you import a new they will be lost. Do you wish to proceed?"
  - Select "URL" as the source in the drop-down menu.
  - Confirm by clicking "READ".





The synchronization process completed successfully.

The system displays the following note: "The selected configuration has been imported"



# Activating diagnostic tools

## TIP

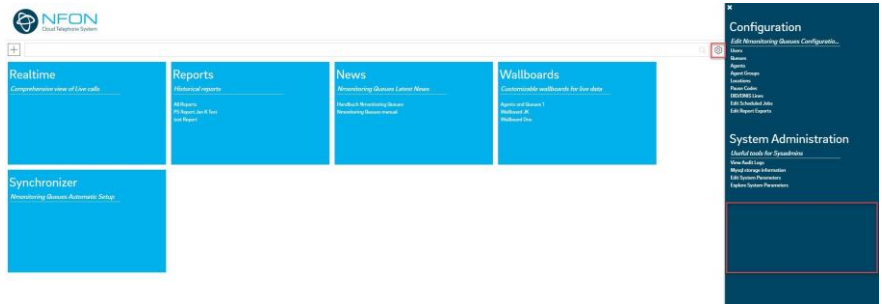
By default, the Diagnostic Tools are not visible to administrators.

- Add the security key to the ADMIN Class
- Log off
- Log back on

## STEP WHAT DO I NEED TO DO

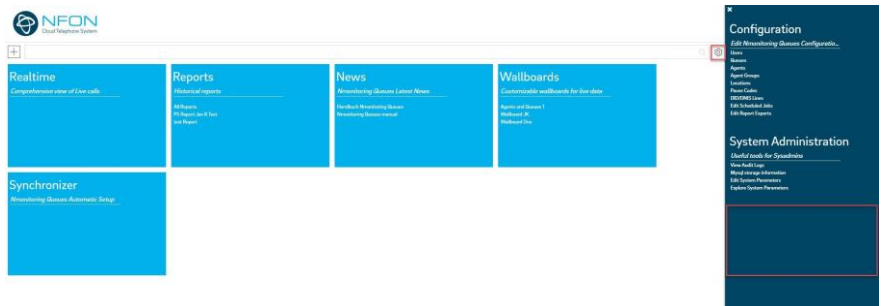
1

Open the system configuration by clicking on the gearwheel icon in the upper right-hand corner.



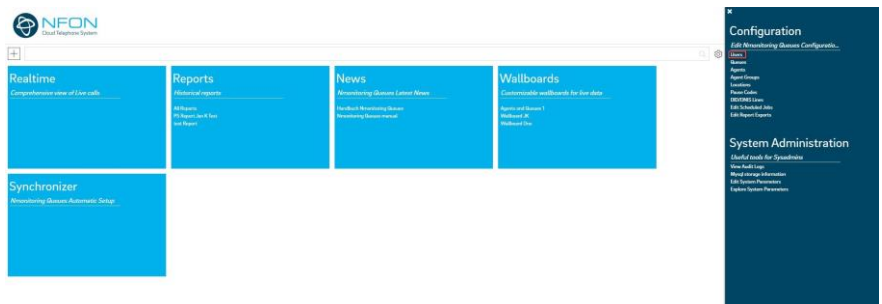
1


Open the system configuration by clicking on the gearwheel icon in the upper right-hand corner.



2

Click on **Users** under the **Configuration** menu item:




Administrator | Administrator

[HOME](#)
[USERS](#)
[QUEUES](#)
[AGENTS](#)
[GROUPS](#)
[LOCATIONS](#)
[PAUSES](#)
[EXPORTS](#)
[SCHEDULED JOBS](#)
[DNIS](#)

### System Users

SEARCH

CREATE NEW

DELETE SELECTED

SHOW CLASSES

Items found 1

<<<

>>>

Page 1 of 1

<input type="checkbox"/>	Login	Real Name	Email	Enabled	MasterKey	Class	User Keys
<input type="checkbox"/>	demoadmin	Administrator		Yes	No	ADMIN	CONFIG KEYUPDATE SQUERY...

Items found 1

<<<

>>>

Page 1 of 1


CREATE NEW

DELETE SELECTED

SHOW CLASSES

- 3 In the new window, click on **Show classes**:

## STEP WHAT DO I NEED TO DO


Administrator | Administrator

[HOME](#)
[USERS](#)
[QUEUES](#)
[AGENTS](#)
[GROUPS](#)
[LOCATIONS](#)
[PAUSES](#)
[EXPORTS](#)
[SCHEDULED JOBS](#)
[DNIS](#)

### User Classes

SEARCH

CREATE NEW

DELETE SELECTED

SHOW USERS

Items found 3


<<<

>>>

Page 1 of 1

<input type="checkbox"/>	Class Name	Description	Keys	User #
<input type="checkbox"/>	ADMIN	Administrator	USER USRADMIN_USR_AGENT_USR_QUEUE_USR_LOCATION_USR_PCODE_USR_AGROUPS_USR_DNIS_USR_REPORTS_USR_REPORTS_EXPORT_EDIT_USR_CRONJOBS_EDIT_USR_MYSQL SYNCHRONIZER KEYUPDATE_USR_SYSLOG EDIT_CFG SQUERY_ADD SQUERY_FORALL REALTIME_RT_ADDMEMBER_RT_REMOVEMEMBER_RT_PAUSEAGENT_RT_UNPAUSEAGENT WALLBOARD_ADD WALLBOARD_FORALL_MON_AUDIO CHPASSWD QUEUE_AN QUEUE_LST AGREP BRO_MSG_MON_IM_USR_REPORTS_EXPORT CONFIG	10

- 4 Open the **ADMIN** class by clicking on the **Edit** icon:


Administrator | Administrator

[HOME](#)
[USERS](#)
[QUEUES](#)
[AGENTS](#)
[GROUPS](#)
[LOCATIONS](#)
[PAUSES](#)
[EXPORTS](#)
[SCHEDULED JOBS](#)
[DNIS](#)

### Class Detail

Class Id:

Class name:

Description

Keys:

☒

Created By

Last Update

Number of users belonging to this class: 10

SAVE

BACK

NEW

CLONE

DELETE

- 5 In the new window, edit the keys in the **Keys** menu item by clicking on the **Edit** icon:

6

In the **Administrative rights** section, check the box at **User can run diagnostics** and confirm the selection by clicking on **OK**:

Administrator | Administrator

HOME USERS QUEUES AGENTS GROUPS

Class De

SAVE

Cancel OK

User's roles

Administrative rights

- ☒ User can edit other users and classes
- ☒ User can edit agents
- ☒ User can edit queues
- ☒ User can edit locations
- ☐ User can edit call outcomes
- ☐ User can edit call tags
- ☐ User can edit the list of known CBTs
- ☒ User can edit pause codes
- ☐ User can edit the set of Quality Assessment metrics
- ☐ User can edit agent skills
- ☐ User can define rulesets for Agent Performance Tracking
- ☒ User can edit custom agent groups
- ☐ User can edit the list of known IVR selections
- ☒ User can edit the list of known DID/DNIS
- ☐ User can edit custom agent groups
- ☒ User can edit Nmonitoring Queues reports
- ☒ User can edit PDF and XML export jobs
- ☒ User can edit Scheduled Jobs
- ☐ User can access the AGAW administration screens
- ☒ User can see the MySQL database page
- ☒ User can start the auto configuration wizard (Synchronizer)
- ☒ User can install a new Nmonitoring Queues activation key
- ☒ User can view the system's audit log
- ☒ **User can run diagnostics**
- ☒ User can edit the local configuration, properties file
- ☒ User can save reports as homepage links
- ☒ User can save public reports
- ☐ User can edit known numbers

Realtime reports

Quality Assessment

Call monitoring

Tasks

Payroll

Miscellaneous rights

Misc API access

7

In the **Class Detail** view, you can see that the option **User can run diagnostics** has been added to the keys. Click on **Save** to save the new class configuration:

Administrator | Administrator

HOME USERS QUEUES AGENTS GROUPS LOCATIONS PAUSES EXPORTS SCHEDULED JOBS DNIS

Class Detail

Class Id: 3

Class name: ADMIN

Description: Administrator

Keys: ☒ USER\_USRADMIN USER\_AGENT USER\_QUEUE USER\_LOCATION USER\_PCODE USER\_AGROUPS USER\_DNIS USER\_REPORTS USER\_REPORTS\_EXPORT\_EDIT USER\_CRONJOBS\_EDIT USER\_MYSQL\_SYNCHRONIZER\_KEYUPDATE USER\_SYSLOG **USER\_DIAGNOSTICS** EDIT\_CFG\_SQUERY\_ADD SQUERY\_FORALL\_REALTIME\_RT\_ADDMEMBER\_RT\_REMOVEMEMBER\_RT\_PAUSEAGENT\_RT\_UNPAUSEAGENT\_WALLBOARD\_ADD WALLBOARD\_FORALL\_MON\_AUDIO\_CHPASSWD\_QUEUE\_AN\_QUEUE\_LST AGREP\_BRO\_MSG\_MON\_IM\_USER\_REPORTS\_EXPORT\_CONFIG

Created By: -, 29/10/2004, 10:08

Last Update: demoadmin, 20/05/2021, 9:20

Number of users belonging to this class: 10

SAVE BACK NEW CLONE DELETE

8

Click on the Home icon to return to the homepage.

9

Log out and back in to the Nmonitoring Queues again to be able to see the diagnostics tools in the system configuration:



# Configuring Nmonitoring Queues

## Configuring Extensions as Members/Agents

Before configuring extensions, make sure to handle these questions first:

- Has the target extension been enabled as a Callcenter Agent?
- Has their device been set as the primary device if multiple options exist? This can be set via the admin portal, by dialling \*55 on the desired device, or via the Cloudya Web-App.
- How will the agents be logging in and out? For queues this can be via the Phone, the Cloudya Web-App and using the star code (using, star codes will reset penalties). For skills this is via star code and the admin portal (Skill levels will remain intact using star code).
- Don't use DND to pause or "log off" an agent. The ACD is not aware of this "device status"; this will impact the call centre performances.

## Member interaction with queues and skills

	QUEUE SERVICE	SKILL SERVICE
Members login/logout	per queue	all or nothing
Login via phone	Yes	Yes
Login via Cloudya Web App	Yes	No
Login via XML menu	Yes	No
Answering priority	Penalty	skill level

## ACD distribution logic - Primary Device

DEVISE STATUS	ACD AVAILABILITY
Primary device is on a call	not available
Primary device is ringing	not available
Primary device on hook	available
Device other than primary is on a call	available
Device other than primary is on a call	available
Primary device is on DND	available
Primary device is not registered	available

# Introduction to the Cloudya PBX's ACD

Automatic Call Distribution (ACD), or call queuing, provides a way for a telephony system to queue up incoming calls (internal and/or external). The method for distributing calls with NFON is always based on the following rule: **first call in, first call** out for distribution.

An **'inbound' queue** is when the telephone system **routes incoming calls** with a view to deliver those calls to queue members, who are shown as ready (or open), in a pre-programmed sequence. In contrast, an **'outbound' queue** is formed **merely to collect the outbound call statistics** for the queue members, with a view to generate call analytics information.

## Configuring Queues - Membership

In the member's section of the configuration screen, you will configure the phone extensions that are part of a Queue service:

- Members = Agents in Nmonitoring Queues.

Note that members can join or leave any Queue service on the system using star-codes, XML Menus or Cloudya Web-App, and that there's no way to stop them from joining a Queue service they shouldn't be in.

## Configuring Queues - Skill or Queue?

While **both services process calls in the exact same manner**, they differ in ways which may put one as being more desirable than the other.

Queues can be joined by any users on the platform via their phone, star code, or the Web App. This may be an issue as some users may not have authorisation to be part of certain queues, or they may find it time consuming to login/logout if they are part of multiple queues.

Membership to a Skill Service is pre-configured by the PBX Admin and users themselves can't cherry-pick which service they're a member of.

Logging in and out using the star code \*87 and \*\*87 allows for users to do so for all skills they are part of and not individual skills.

Another difference between the two is that queue penalties are arranged from 0-10 in terms of call priority, while for skills, this is called "skill level" and is inversed from 10-0.

### TIP

Decide on whether Skills or Queues best suits the end user's requirements for handling agent logins.

### IMPORTANT

Please note that logging out and back into a queue using the star code (\*\*84+NNNN / \*87+NNNN) will cause the penalties to reset to 0.

## Configuring Queues - Overflow

**Destination on Rejection:** The destination on rejection will only ever be used when an ACD service has no members. In this case, should someone call the service, but no-one is logged into it, their call will be diverted to the destination specified.

The default configuration for this timeout is “no action” and should be changed.

Destination on Rejection

 No action

Destination on Rejection can only occur when “Join Queue Without Membership” is ticked.

In Nmonitoring Queues, if you set this to another queue, you will see in the reports that answered and unanswered calls are processed by agents in the destination overflow queue.

☐ Join Queue Without Membership

## Selecting Strategies - Ring All

**Ring All:** the ACD will call all members seen as available to distribute the next call in line. If a member becomes available after the distribution started, the ACD will not attempt to distribute the call to this member, It will start distributing the next call waiting in the queue to all available members at that time. This can **easily lead to queue jumping**, particularly if members don’t log off the queue when they leave their desk.

### CAUTION

Avoid using "Ring All", wherever possible! “Ring all” can be used to set a queue like a ring group, however, you should restrain from using this strategy with Nmonitoring Queues. We would highly recommend that you avoid using this strategy on queues with more than a few members, as waiting time with this strategy tends to be longer than with other strategies.

## Selecting Strategies - Round Robin

**Round Robin:** The round robin strategy will distribute the first call in the rotation to the first member in the list, then the second, etc. Subsequent calls will be distributed to the member in the list after the last one who answered.

## Selecting Strategies - Random

**Random:** The ACD will pick a member at random to distribute the call. Note, however, that the ACD will not try this member again until it has tried to distribute the call to all other agents that are currently available.

## Selecting Strategies - Longest Pause First

**Longest Pause First:** This is actually longest idle first. The ACD will select the member that has received a call from this queue the longest time ago. This selection strategy can only work well if members are logging in and out of the queue when leaving their desk. Otherwise, the ACD will constantly attempt to distribute a call to a member that isn’t actually present and will not move on, as this member remains the one who hasn’t answered a call recently.



# Things to Remember

## Wrap-up

Wrap-up time is not measured in Nmonitoring Queues reports.

## Pick-up

Refrain from creating pick-up groups for ACD Members: Using \*3 to pick-up other agent's calls within a queue will distort call answer statistics in Nmonitoring Queues reports and also defeats the purpose of having an ACD Service in the first place.

## Call Pull / Orbit

\*8 should not be used to move the call to another device on the Agent's extension. This will cause the call statistics to stop after being dialled as it believes the call was transferred.

## Timeout delay

The Timeout delay for a skill/queue **should not be kept at 0**. For correct reporting to occur, the call must always be able to reach the destination on timeout.

## Timeout per member

The Timeout per member must always be higher than 0. If an agent is away from their desk but logged in then the call will ring indefinitely. Remember to follow the guidelines.

On a timeout of 0, an agents device would have a built in timeout to end the call to reduce overhead. This varies by device manufacturer and so this would cause many reporting statistics issues.

# Definitions and Concepts

In this section, we'll give you an overview of the different terms and components that will be referred to throughout this training content.

## User

A User in Nmonitoring Queues is a **set of access credentials**, with different levels of privilege, **that allows someone to use the system**.

Some users can be administrator, thus having full access to the system, or can be able to just run simple reports, or view the real-time activities.

## Queue

A Queue is a collection of phone calls coming in or out of an **ACD Service** (Queue or Skill) on the Cloudya Telephone System.

Usually queues are defined in such a way as to gather all related calls together.

Agents can log in or out of different queues in order to handle incoming calls into these services.

## Automatic Call Distributor (ACD)

An ACD is a telephony software system that answers incoming calls and routes them to a specific agent or department within a company.

## Agent

Users and agents are a different thing in Nmonitoring Queues: a user is an access credential to Nmonitoring Queues, it doesn't have to be an agent, it could be just someone that can run reports or an admin user.

An agent, instead, is a physical person in your call centre. It doesn't need to be necessarily a user.

### TIP

In the Cloudya Admin Portal, we refer to agents as ACD**Queue** or Skill Services') **Members**.

## Agent Group

An **agent group** is an attribute that is applied to an agent, which allows to logically divide agents in an efficient fashion.

This is used as a **filtering criterion** (e.g. "New hires", "Regular agents", "Expert agents") for reporting and Real-Time monitoring.

Each agent group **can have a different icon**, that is displayed throughout Nmonitoring Queues whenever the agent name is displayed.

## Location

Nmonitoring Queues also allows you to define Locations, in order to divide your agents based on their geographical position.

One of the biggest advantages of assigning Locations to agents is the fact that you can use this as **filtering criterion** in reports and Real-Time monitoring.

## DID/DNIS Line

This allows you to label with text the DIDs that are associated with a Queue.

It allows to provide some more context in the answered/unanswered calls section of some Reports when Queues have more than one DID attached to them.

## Reports & Job Settings

Probably one of the most important features in Nmonitoring Queues is the ability to run historical reports on a call centre activity.

The solution provides a default report, which contains most of the existing **Data Blocks**.

Report templates can be edited, or new ones can be created, containing only the relevant information (Data Blocks) the contact centre manager, or supervisor wants to see.

Reports can also be scheduled to run automatically and attached in an email in CSV, Excel, or PDF format.

There are multiple type of reports:

- **Quick activity reports:** The quickest way to obtain an analysis is by selecting a queue and the report you want to analyse and then click on the appropriate time frame below the "Quick activity reports" title on the home page.
- **Agent Reports:** You can run all or a particular report criteria on a single agent to see their individual performance.
- **Custom Reports:** These allow for more granular reports to be run which contain specified criteria for queues, agents, groups, locations and report data.

## Real-Time Monitoring

One of Nmonitoring Queues main features is the real time monitoring system, which allows call managers and supervisors to keep track of the call centre activities and performance.

The data is constantly updated to give them a real time view of the general state of their call centre.

The Real-Time Monitoring screen can be filtered by Queue, Location, or Agent Group, so to only present the relevant information to the user.

## Wallboards

The Wallboard feature available in Nmonitoring Queues allows users to create, save and edit multiple wallboards in order to customise Call Center Monitoring.

The "Wallboard editor" is designed to let them create powerful personalised wallboards or dashboards from which they can get a real time overview of the state of their Call Centre.

Widgets can be added into the panel using "Drag & Drop" and multiple pages can be created, with autorotation timers, which makes this feature ideal for showing live Call Centre statistic on a overhead TV monitor.



## Administrative Tools

**View audit log:** This allows for administrators to view who has logged into the portal (it does not keep track of changes to configurations or configuration syncs).

**Configuration Synchroniser:** This is required to be run any time there is a change made to any queues, skills or agent data on the NFON administrator portal. It is used to update, create and delete relevant objects.

- **MySQL Storage Parameters :** This section may not be particularly relevant for stats, but it indicates the amount of data processed by the platform.
- **Edit/Explore System Parameters :** These sections should not be edited as they are currently set by default and changing these can result in issues with report outcomes.
- **System diagnostic tools :** you can use the Live DB inspector within this section to observe the data that NFON is sending via the API and is being processed by Nmonitoring Queues.

## Other QueueMetrics Features that are not available

The following are features that you see referenced in reports, or in Loway's QueueMetrics documentation. However, these features are not available with the Nmonitoring Queues product:

- Outcome Codes
- Known Numbers
- Pause Codes
- IVR Selections
- Computer Based Training (CBTs)