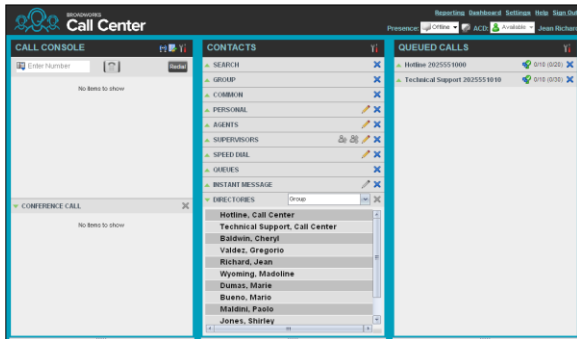# Hawaiian Telcom's
Hosted Thin Call Center
Supervisor Quick Reference Guide

Supervisor Tasks

Logging-in to Call Center

Call Center is hosted on BroadWorks and you access it over the network either from your web portal or from a web browser.

To launch Call Center via the Web Portal:

1. Log in to: https://bvoip.hawaiiantel.com to access your Hawaiian Telcom web portal.
2. Enter your **User ID**: (10-Digit number)@voip.hawaiiantel.net.
3. Enter your **Password**.
4. From the Launch drop-down at the top right-hand side of the logo pane, select the **Call Center Supervisor.**

To launch Call Center via the Web Browser:

5. In your web browser, enter: https://bvoip.hawaiiantel.com/callcenter to access the Call Center client.
6. Enter your **User ID**: (10-Digit number)@voip.hawaiiantel.net.
7. Enter your **Password**.
8. Click on **Sign In**.

Monitor Agents

You monitor agents using the *Agents* panel located in the *Contacts* pane. This shows the real-time state of the agents who you supervise and it allows you to change the state of an agent.

To select agents to monitor:

1. In the *Agents* panel, click the **Edit** button .
1. In the dialog box that appears, check the agents to monitor.
2. Click **Save**.
   The selected agents have their combined phone and ACD state displayed as follows: 🟢 Available, 🔴 Busy, Unavailable, or Sign-Out, 🟠 Ringing or Wrap-Up, 🚫 Do Not Disturb, 🔒 Private, and ➡ Forwarding.

   Agents who are not monitored have their state set to ⚪ Unknown.

Change Agent's ACD State

1. In the *Agents* panel, click the agent and then click the **ACD** button for that agent.
1. From the drop-down list, select the new state.
2. If you selected *Unavailable*, you may also have to select an unavailability code.
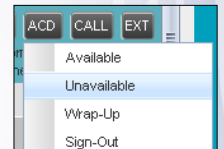
View Agent Details

Clicking an agent expands the entry displaying all queues the agent is staffing, with the agent's join-in state in each queue and skill level in queues with skill-based routing; as well as the current calls, in order of arrival.

Pick up Agent's Call

1. In the *Agents* panel, click an agent in the *Ringing* state.
2. Click **ANS**. The call appears in the *Call Console*.

Silently Monitor Agent's Current Call

The agent to monitor must have exactly one active call.
1. In the *Contacts* pane, expand the *Agents* panel.
2. Click the agent and then click **SM** for the selected agent.
   A new call is created in the *Conference Call* panel. You are conferenced in to the call and muted.

Silently Monitor Agent's Next Call

In the *Agents* panel, click the target agent and then click **SMN**.

When the next call is received and answered by the agent, you are conferenced in to the call and your call is muted.

Monitor Call Center's Next Call

For Premium Call Center
1. In the *Contacts* pane, expand the *Queues* panel and click the target call center to expand it.
2. Click the **SMN** for that call center. A monitoring call is established for the selected call center.

When the next call is received and answered by an agent, you are conferenced in to the call and your call is muted.

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Un-mute Silently Monitored Call

While silently listening on a call, click **BARGE** in the *Conference Call* panel. You can now participate in the conversation.

Barge In on Agent's Call

The agent must have exactly one active call.

1. In the *Contacts* pane, expand the *Agents* panel.

2. Click the target agent and then click **BARGE** for that agent. You are conferenced in to the call.

3. To leave the conference, click **LEAVE** in the *Conference Call* panel.

View Agents and Queues Statistics

You can view real-time statistics for the monitored call centers and agents assigned to you, using the *Dashboard* window.

- The *Queue Summary* shows key performance indicators for each call center you manage.
- The *Agent Summary* shows key performance indicators for the supervised team of agents.

Note that by default, agent statistics are not displayed.

To display agent statistics for a call center:

In the *Queue Summary*, check the *Show Agents* box in the row for that call center.

The administrator can set yellow and red thresholds for some of the measurements. When a threshold is crossed, the measurement is displayed in the color corresponding to the crossed threshold. Red thresholds have higher severity than yellow thresholds.

- Queue fields for which thresholds can be set are *Calls in Queue*, *Longest Waiting Time*, *EWT*, *AHT*, and *ASA*.
- Agent fields for which thresholds can be set are *Call State (Time) – On Call*, *Call State (Time) – Idle*, *Agent State (Time) – Unavailable*, *Avg Busy In*, *Avg Busy Out*, and *Avg Wrap-Up*.

Monitor Queues

The *Queued Calls* pane shows selected call centers that you are managing. Each call center is displayed in a separate panel.

To select call centers to monitor:

1. At the top right-hand side of the *Queued Calls* pane, click

   Options and select *Edit Queue Favorite Dialog* from the menu.

2. In the dialog box that appears, check the call centers to display.

3. Click **Save**. The selected call centers appear in the *Queued Calls* pane.

The following information is displayed for each call center:

- Call center name and phone number

- Service Mode icon/button

- Message Waiting icon (if there are new messages)
- Ratio of queued calls to call center's call capacity

The Service Mode icon displays the call center mode, which can be *Normal, Night Service, Night Service Override, Forced Forward*, and *Holiday Service*.

You expand a call center panel by clicking the **Expand** button for that panel. When expanded, the calls queued on that call center appear.

For each call, the following information is displayed:

- Call Status icon, which can be:

  - Call is waiting to be answered.

  - Message is being played to caller.

  - Call was reordered.

  - Call was bounced.

- Name/number of the call center (or DNIS, if applicable) that was called

- Total call time, and in parentheses, the time in the current queue (when applicable)

Clicking a call expands the call to show additional data:

- Call priority bucket (for Premium Call Center)
- Call position in queue
- Name
- Phone number of the calling party (if available)

Enable Night Service Override or Forced Forwarding

1. In the *Queued Calls* pane, click the **Service Mode** in a *Call Center* panel.
2. In the *Edit Queue Favorites* dialog box that appears, check *Night Service Override* or *Forced Forwarding* for each call center for which you want to enable the service(s).
3. For *Forced Forwarding*, enter the forwarding destination.

   Note that Forced Forwarding has precedence over Night Service Override.

Promote Call in Queue

For Premium Call Center
1. In the *Queued Calls* pane, expand a *Call Center* panel.
2. Click the call to promote and then click **PROMOTE**. The queued call is moved to the end of the next highest priority bucket.

Position Call in Queue

3. In the *Queued Calls* pane, expand a *Call Center* panel.
4. Click the target call and then click **REORDER** for that call.
5. From the drop-down list that appears, select a new position. The call is placed at the new position in the queue.

Note that you cannot place a call ahead of a bounced call.

Transfer Call to Top of Queue

1. In the *Queued* Calls pane, expand a *Call Center* panel.
2. Click the target call and then click **REORDER** for that call.
3. From the drop-down list that appears, select *Send to Front*.

Retrieve Call from Queue

1. In the *Queued Calls* pane, expand a *Call Center* panel.
2. Click the target call and then click **RETRIEVE**. The call appears in the *Call Console* and you treat it as any other call.

Transfer Call from Queue to Agent

1. In the *Queued Calls* pane, select the call to transfer.
2. In the *Contacts* pane, expand the *Agents* panel.
3. Click the target agent and then click **TXR** for that agent.

Transfer Call from Queue to Ad-Hoc Number

1. In the *Queued Calls* pane, select the call to transfer.
2. In the *Dialer*, enter the number and click **Transfer**.

Transfer Call between Queues

1. In the *Queued Calls* pane, select the call to transfer.
2. In the *Contacts* pane, expand the *Queues* panel.
3. Click the target queue and then click **TXR** for that queue.

Reporting

Call Center provides a set of reports about call centers and agents' performance. Additional reports may be defined by your system administrator. Since reports are configurable, the reports available to you depend on your system configuration. For information, consult your administrator.

Note that agents can only request reports about themselves.

Run Report

1. On the *Call Center* main page, click the **Reporting** link.
2. In the *Report* window, select the report type you want.
3. In the dialog box that appears, enter the required information.
4. Click **Run Report**. The report appears in the *Report* window.

Schedule Report

1. On the *Call Center* main page, click the **Reporting** link.
2. In the *Report* window, select the report type you want.
3. In the dialog box that appears, enter required information:
   a. For *Type*, select *Scheduled*.
   b. Provide the name and the description of the report.
   c. Specify the recurrence pattern of the report and the report time frame.
   d. Enter the e-mail addresses of the recipients of the report.
   e. Enter the remaining parameters.
4. Click **Schedule Report**. The report is scheduled. It will run at the specified times and will be sent to the recipients configured in the report schedule.

Manage Scheduled Reports

1. On the *Call Center* main page, click the **Reporting** link.
2. From the drop-down list, select *Scheduled Reports*. A *Scheduled Reports* dialog box appears, listing the reports that you have scheduled.
3. To edit a report, click **Load** in the row for the report and modify the report as required.
4. To delete a report, click **Delete** in the row for the report.

Keyboard Shortcuts

When using keyboard shortcuts, make sure that the main interface window is in focus.

Key	Equivalent Mouse Action
ESC	Click the **Close** button in a dialog box.
ESC	Cancel the changes.
/	Click the *Dialer* text box.
?	Click the *Search* text box.
ARROW DOWN	Click the scroll bar or the next item on a list.
ARROW UP	Click the scroll bar or the previous item on a list.
PAGE DOWN	Scroll down one page.
PAGE UP	Scroll up one page.
1….9	Select a call in the *Call Console*.
SPACEBAR	Click **Answer** on the selected incoming call in the *Call Console*.
<PERIOD>	Click **End** on the selected call in the *Call Console*.
ENTER	Click **Dial**.
ENTER	Click **Search**.
+	Click **Transfer** in the *Dialer*.
SHIFT+1..9	Select a ringing call and click **Answer**.
SHIFT+1..9	Select an active call and click **Hold**.
SHIFT+1..9	Select a held call and click **Retrieve**.
S or s	Click the **Settings** link.
B or b	Click the **Back to Application** link.
R or r	Click the **Call History** button.
H or h	Click the **Help** link.
D or d	Click the **Dashboard** link (Supervisor)
SHIFT+L or SHIFT+l	Click the **Sign Out** link.
SHIFT+A	Select *Available* (Agent).
SHIFT+U	Select *Unavailable* (Agent).
SHIFT+W	Select *Wrap-Up* (Agent).

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