

# UNITY CALL CENTER – CONFIGURATION OVERVIEW

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## 1.0 INTRODUCTION

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Call center statistics are offered via the Unity Client Call Center product set, which includes

- Unity Agent
- Unity Supervisor
- Unity Reception
- Unity Dashboard

These applications display call center statistics on the user interface, either as a “personal washboard” or as a full-blown wallboard display.

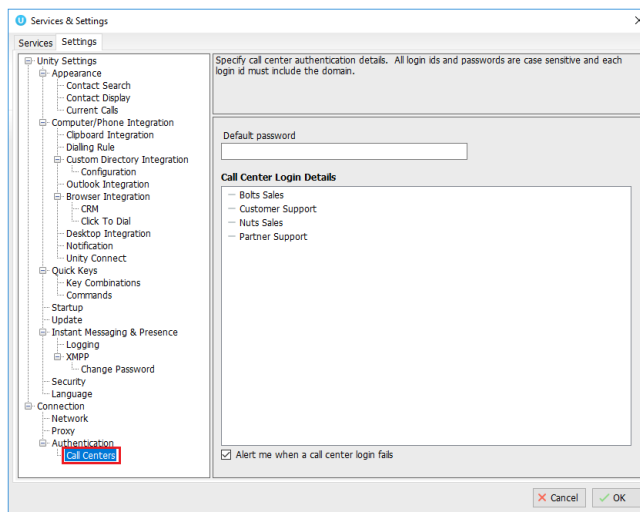
Call center statistics are periodically polled from the Broadworks server, at a frequency set through the Settings window. This refresh frequency must not be lower than the value set through the Kakapo partner portal, which in itself cannot be lower than 60 seconds.

If the Client Call Control is assigned to the call center that the agent/supervisor/receptionist is a member of, then the “Calls in Queue” statistic will be displayed in real-time, as details of queued calls are automatically “pushed” from Broadworks to Unity. In this case the “Longest Time in Queue” will also be real-time as this is calculated locally by Unity through the calls in queue statistic.

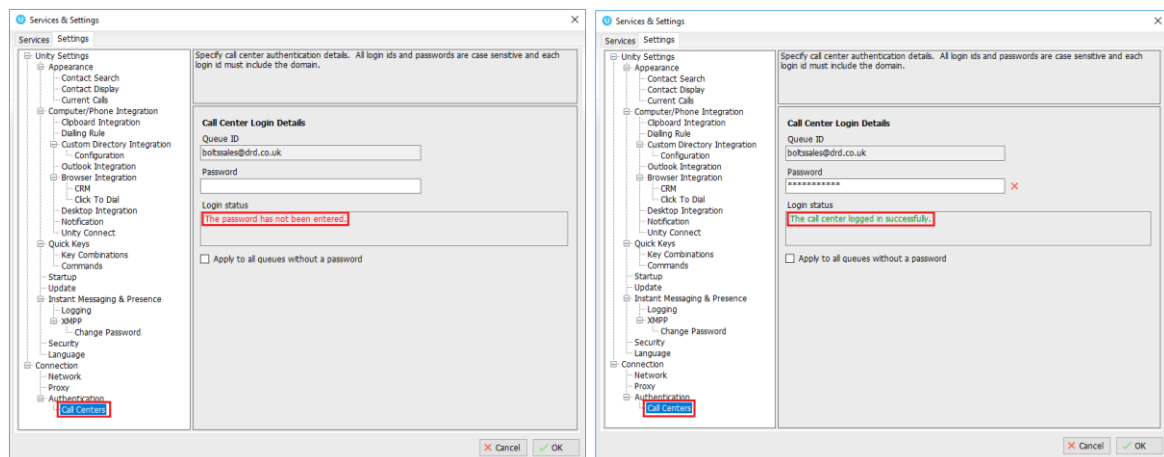
## 2.0 CONFIGURATION

### 2.1 UNITY AGENT/SUPERVISOR/RECEPTION

In order for Unity to display call center statistics it must log into Broadworks as the actual call center that the user is a member of [this is not the case with Unity Dashboard, as outlined below]. This is because the end-user is not permitted to request statistics from Broadworks, only the call center. In order to facilitate this, the user must enter the password for any call centers that they would like to include in their personal wallboard. Unity will request the details for all related call centers during startup, which includes the service ID. This is also used as the login ID, so doesn't need to be entered by the user, as shown below.



Double click on the call center in the list to enter a password. Unity will notify the user if the password has been entered, and if so, if the login succeeded or failed.



As mentioned above, the calls in queue statistic is available in real-time, provided the client call control service has been assigned to the call center in Broadworks. If this is not the case the call center will still be included in the personal wallboard, but the calls in queue statistic will be periodically polled. In this case Unity will alert the user.

Assigning the Client Call Control service to the call center in Broadworks and restarting Unity will resolve this issue.

Click the cross image next to the password, to delete the password. When Unity is next restarted the call center will no longer be displayed in the personal wallboard.

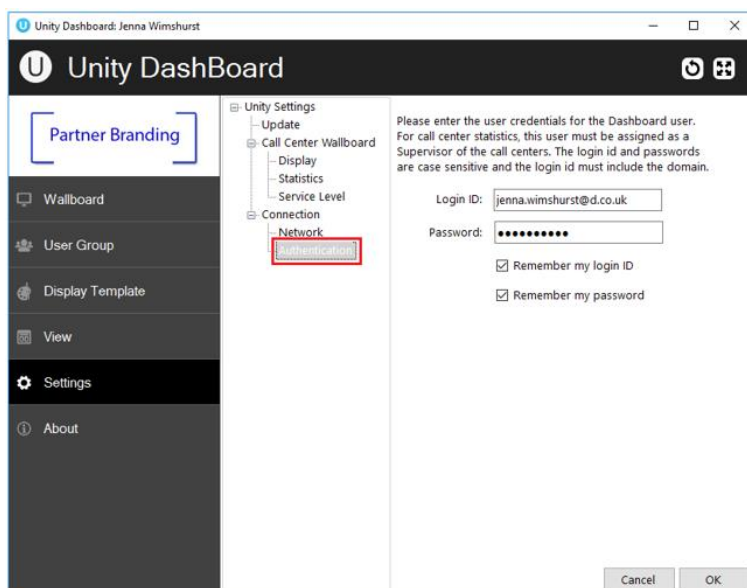
## 2.2 UNITY DASHBOARD

Unlike other Unity products, Unity Dashboard doesn't log into Broadworks as an end-user. Instead, all requests from Unity are made through the call center itself. This offers two advantages:

- There is no user account required in Broadworks, saving license costs
- The Dashboard can display statistics from call centers belonging to multiple groups and enterprises, all on the same View.

However, this means that the Dashboard product is not licensed against a specific user; it is licensed against the MAC address of the physical machine. This is especially important when licensing the Dashboard in the Unity partner portal, because although a user account could have, for example, a Unity desktop, agent and supervisor license assigned, the Dashboard license should not be assigned here. Rather, a "user" account for the physical machine should be created, whereby the user id is actually the MAC address of the user, rather than the Broadworks login ID. Of course Unity will automatically create this account in the partner portal if it doesn't already exist.

When configuring the Dashboard, the Supervisor login ID and password must be entered which will add all the call centers that the user is a Supervisor of, as shown below.



## 3.0 CALL CENTER STATISTICS

The personal wallboard [below] is available in the Unity Agent, Supervisor and Reception products, while the Unity Dashboard product offers a full-screen display which automatically resizes to show from one to hundreds of call centers.

Name	My Statistics						Overall Queue Statistics						
	Total Calls	Answered Calls	Missed Calls	Average Talk Time	Total Talk Time	Total Staffed Time	Average Agents Talking	Total Missed Calls (%)	Longest Wait Time	Total Missed Calls	Total Calls	Staffed Ratio	Average Wait Time
● Bolts Sales	0	0	0	00:00	00:00:00	00:00:00	0.00	100.00	00:00	1	1	1/6	00:00
● Nuts Sales	0	0	0	00:00	00:00:00	00:00:00	0.00	100.00	00:00	1	1	2/11	00:00
● Customer Support	-	-	-	-	-	-	0.10	0.00	00:00	0	13	5/9	00:04
● Partner Support	-	-	-	-	-	-	0.00	6.67	00:00	1	15	4/10	00:23
	0	0	0	00:00	00:00:00	00:00:00	0.03	51.67	00:00	3	30	12/36	00:06

All products display the same statistics which are periodically polled from the Broadworks platform. Some statistics are shown as they are received, whilst others are calculated locally. The following tables describe each statistic including any calculating or formatting performed.

### 3.1 MY STATISTICS

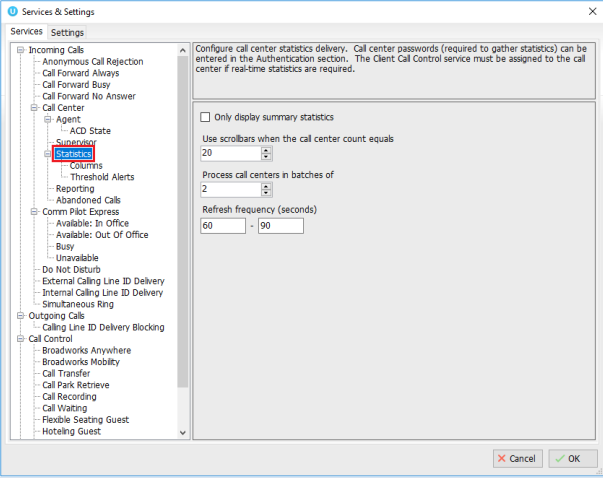
This section outlines personal call center statistics, relating only to the currently logged-in user.

ID	Column Name	Description
1	Total Calls	Calculated locally by adding the answered calls [2] and missed calls [3] values together.
2	Answered Calls	Taken directly from Broadworks response
3	Missed Calls	Taken directly from Broadworks response. This figure only represents call center calls that were routed to the agent but not answered. It excludes abandoned, overflowed and missed calls at the call center level.
4	Total Time On Calls	Taken directly from the Broadworks response and formatted from a numeric value (seconds) into a duration.
5	Average Talk Time	Calculated locally by dividing the total time on calls value [4] by the total calls value [1], then formatted as a duration.

### 3.2 OVERALL QUEUE STATISTICS

This section outlines total queue performance.

ID	Column Name	Description
1	Total Calls	Taken directly from Broadworks response
2	Answered Calls	Taken directly from Broadworks response
3	Missed Calls	Calculated locally by subtracting answered calls [2] from total calls [1]. Because this is a calculated figure it includes abandoned, over-flowed and missed calls.
4	Calls In Queue	Taken directly from the Broadworks response. This can either be a polled value that is refreshed every <i>n</i> seconds, or it can be real-time. It is strongly recommended that the Client Call Control service is assigned to the call center in order to ensure this statistic is displayed in real-time mode, as otherwise it can cause confusion.

5	Longest Wait Time	<p>Calculated locally using queue updates delivered by Broadworks in real-time mode, so only available if the Client Call Control service is assigned to the call center in Broadworks, otherwise the value will remain as “00:00”.</p> <p>This statistic can be hidden through the “Include the ‘Longest Wait Time’ Statistic” property in the Settings window, as below.</p>  <p>The screenshot shows the 'Services &amp; Settings' dialog box. On the left, a tree view is expanded to 'Call Center' &gt; 'Statistics'. The right pane shows configuration options for call center statistics delivery, including a checkbox for 'Only display summary statistics', a numeric field for 'Use scrollbars when the call center count equals' (set to 20), a numeric field for 'Process call centers in batches of' (set to 2), and a range for 'Refresh frequency (seconds)' (set to 60-90). A 'Cancel' button and an 'OK' button are at the bottom right.</p>
6	Average Wait Time	Taken directly from the Broadworks response and formatted from a numeric value (seconds) into a duration.
7	Average Talk Time	Taken directly from the Broadworks response and formatted from a numeric value (seconds) into a duration