

KAKAPO

SYSTEMS

KEEP MY PLACE IN QUEUE

Configuration Guide

CONTENTS

- 1** **FEATURE DESCRIPTION**
- 2** **CALL CENTER CONFIGURATION**
- 6** **VOICEMAIL CONFIGURATION**
- 7** **CALL FORWARD SELECTIVE CONFIGURATION**
- 8** **DNIS CONFIGURATION**
- 9** **UNITY CLIENT CONFIGURATION**

Important: The following points MUST be in place to ensure that KMPIQ operates as specified. These points are all addressed in further detail in this guide:

- **All users must be running the latest release of Unity.**
- **The call centers in BroadSoft must be configured with a specific KMPIQ Unavailable Code. Eg 'Unavailable – Processing KMPIQ' – This can be defined within a Template and rolled out to all users.**
- **The Guard Timer must be set to two seconds for all call center agents – This is configured through the call center agent profile page in BroadWorks.**
- **Call center routing must be configured to bounce alerting calls to agents if the ACD state is changed to Unavailable while the call is alerting.**
- **The hard phone must not be call center enabled, otherwise it can try and push the agent into ACD Available state automatically. All call center actions such as join/leave, ACD state changes etc should be performed only through Unity.**
- **There should be no other clients that automatically change the ACD state.**

This document should be read after the KMPIQ User Guide, which outlines agent and caller experience. The below steps outline how to setup KMPIQ for a BroadWorks call center, they should only be performed by BroadWorks administrators with experience of call center functionality and configuration.

FEATURE DESCRIPTION

Keep My Place in Queue (KMPIQ) is an add-on feature for Unity Agent, Supervisor and Reception that allows queued ACD calls to be held in place in the call center queue when the remote party has released the call, then for the agent to call the party back when their held call becomes the next in line to be answered.

Unity clients capture events for queued calls through the CTI interface, meaning this feature is not available if Unity clients are using the deprecated CAP protocol when communicating with Broadworks.

Unity will process all CTI events for queued calls, including when the call has been escaped. In this case (and assuming a KMPIQ license is assigned to the logged-in user) the call will not be removed from the in-memory virtual queue in the client, but will flag it as a KMPIQ call. The virtual list contains all KMPIQ and normal queuing calls. When a KMPIQ call is next in queue, Unity will either automatically perform the call-back (default) or prompt the user to dial the remote party.

CALL CENTER CONFIGURATION

The KMPIQ feature relies on the ability for ACD calls to be escaped, as this is the event that turns a normal queued ACD call into a KMPIQ call-back request. Therefore any call centers that require KMPIQ functionality must be configured to allow calls to be escaped.

The screenshot shows the 'Call Center Profile' configuration window. It includes fields for 'Call Center Type', 'Call Center ID', 'Name', 'Calling Line ID Last Name', 'Calling Line ID First Name', and 'Calling Line ID Phone Number'. There are also dropdown menus for 'Department', 'Time Zone', 'Language', and 'Network Class of Service'. Radio buttons are used for 'Routing Type' (Priority Based, Skill Based) and 'Group Policy' (Circular, Regular, Simultaneous, Uniform, Weighted Call Distribution). A section for 'Bandwidth and QoS Settings' includes dropdowns for 'Preferred announcement / music codec for external calls' and 'Preferred announcement / music codec for internal calls'. The 'Call Center Settings' section has a 'Queue Length' field, a checkbox for 'Enable video support', and a checkbox for 'Allow callers to dial 0 to escape out of queue' which is highlighted with a red box. There are also checkboxes for 'Play ringing when offering call' and 'Reset caller statistics upon entry to queue'. The 'Reporting Settings' section has a checkbox for 'Enable Call Center External Reporting'. The 'Agent Settings' section has checkboxes for 'Allow agents to join Call Centers', 'Allow Call Waiting on agents', 'Enable calls to agents in wrap-up state', 'Enable maximum ACD wrap-up timer', 'Automatically set agent state to Wrap-Up after call', and 'Automatically answer calls after waiting'.

Because KMPIQ calls do not actually stay in the ACD queue, the queue length of the call center does not need to be increased.

The screenshot shows the 'Announcements' configuration window. It includes a note: 'The urls/files for audio/video will be played in the order they are listed'. There are four tabs: 'Entrance Message', 'Estimated Wait Message', 'Comfort Message', and 'Music On Hold Message'. The 'Entrance Message' tab is selected. It has a checkbox for 'Play entrance message' which is checked and highlighted with a red box, and a checkbox for 'Entrance message is mandatory when played'. Below these are 'Audio' settings with radio buttons for 'Default' and 'URL'. There are four input fields for '1:', '2:', '3:', and '4:'. The 'Custom' radio button is selected, and there are four dropdown menus for 'File1:', 'File2:', 'File3:', and 'File4:'. The 'File1:' dropdown is set to 'Entrance With Callback wav (Group)'.

Because calls can be escaped, call center announcements must include the option to escape the call to initiate call-back. This can be announced in the entrance message, the comfort message, or both. If the entrance message is mandatory the caller will not be able to escape the call until the entire entrance message has finished playing.

Announcements can also be set per DNIS, as shown below. This is particularly important as the use of DNIS to implement KMPIQ is recommended (although not mandatory), as outlined below.

DNIS Announcements
Announcements allows you to customize the Call Center voice prompts that are played to callers while waiting in queue.

OK Apply Cancel

Note: The uris/files for audio/video will be played in the order they are listed

Configure DNIS Entrance Message Estimated Wait Message Comfort Message Music On Hold Message Call Whisper Message

DNIS Name : Kakapo Support
Use custom DNIS announcement settings : false

☒ Play comfort message
Time Between Messages: 30 seconds

Audio:
☐ Default
☐ URL
1:
2:
3:
4:
☒ Custom
File1: Entrance With Callback.wav (Group)
File2: None
File3: None
File4: None

OK Apply Cancel

As previously outlined, Unity constructs a virtual queue that contains both escaped calls and ACD calls that are still queued. Although Unity is aware of KMPIQ call-backs, Broadworks is not, as the escaped call has left the ACD queue. When the next call to be answered is a KMPIQ call-back Unity will either automatically make the outbound call or prompt the agent to do so. However, BroadWorks will concurrently offer the next ACD call to the agent because they are joined to the queue and their ACD state is Available. In order to prevent this an Unavailable reason code must be added, which Unity will use to ensure queued calls aren't presented to the agent.

Agent Unavailable Codes
Add, modify, or remove Agent Unavailable Codes for Call Centers and Route Points.

OK Apply Add Cancel

☒ Enable Agent Unavailable Codes
Default code on Do Not Disturb activation: None
Default code on personal calls: None
Default code on consecutive bounces: None
Default code on not reachable: None
☐ Force use of agent unavailable codes with default code: None

Active	Code (A)	Description
<input checked="" type="checkbox"/>	0001	Lunch
<input checked="" type="checkbox"/>	0002	Training
<input checked="" type="checkbox"/>	0003	In a Meeting
<input checked="" type="checkbox"/>	0004	Comfort Break
<input checked="" type="checkbox"/>	7001	Replying to Web Chat
<input checked="" type="checkbox"/>	7002	Replying to Call Back
<input checked="" type="checkbox"/>	7003	Replying to Email
<input checked="" type="checkbox"/>	7004	Replying to Tweet
<input checked="" type="checkbox"/>	7005	Replying to SMS
<input checked="" type="checkbox"/>	8000	KMPIQ Call-back

The call center profile must also be configured to bounce alerting calls to agents when their ACD state is changed to Unavailable. Please note that if a queued call is alerting to an agent and they change their ACD state to Wrap-Up, or even unjoin the queue, the alerting call will not automatically bounce. Only setting the ACD state to Unavailable (and when configured in the call center profile) will bounce the call.

Routing Policies

ACD

Forced Forwarding

Configure the call center to temporarily divert new incoming calls to a different route.

Holiday Service

Configure the call center to route calls differently during holidays.

Night Service

Configure the call center to route calls differently during hours when the queue is not in service.

Queue

Bounced Calls

Configure the call center routing policy for calls unanswered by agents.

Comfort Message Bypass

Configure the call center to play ringing and/or a different message instead of music and comfort messages if the call is expected to be answered quickly.

Overflow

Configure the call center routing policy when a large number of calls have been received or calls have been waiting longer than a configured threshold.

Stranded Calls

Configure the call center routing policy for calls stranded in queue when all the agents are signed-out.

Stranded Calls - Unavailable

Configure the call center routing policy for calls stranded in queue when all the agents are unavailable.

Bounced Calls

Configure the call center routing policy for calls unanswered by agents.

OK Apply Cancel

☐ Bounce calls after 6 rings

☐ Transfer to phone number / SIP-URI

☒ Bounce calls if agent becomes unavailable while routing the call

☐ Alert agent if call is on hold for longer than 30 seconds

☐ Bounce calls after being on hold by agent for longer than 60 seconds

OK Apply Cancel

This must also be set in Unity as shown here:

Services & Settings

Services Settings

Incoming Calls

- Anonymous Call Rejection
- Call Forward Always
- Call Forward Busy
- Call Forward No Answer
- Contact Center
- Agent
 - ACD State**
 - Statistics
 - Columns
 - Reporting
- Comm Pilot Express
 - Available: In Office
 - Available: Out Of Office
 - Busy
 - Unavailable
 - Do Not Disturb
 - Personal Assistant
 - External Calling Line ID Delivery
 - Internal Calling Line ID Delivery
 - Simultaneous Ring
- Outgoing Calls
 - Calling Line ID Delivery Blocking
- Call Control
 - Broadworks Anywhere
 - Call Transfer
 - Call Park Retrieve
 - Call Recording
 - Call Waiting
 - Flexible Seating Guest
 - Hoteling Guest
 - Remote Office
 - Shared Call Appearance

Configure contact center agent settings such as ACD state.

General Calls Conversations

☐ Prevent me from manually changing my ACD state when on a contact center call.

Post call ACD state

Not Set

☐ Force me to assign a disposition code

for 20 seconds

☐ Then automatically change my ACD state to Available

ACD state when prompting or processing Keep My Place In Queue calls

Unavailable - KMPIQ Call-back

Cancel OK

This Unavailable Reason Code should not be used for any other purpose, because the KMPIQ callback prompt will be displayed while the agent's ACD state is Available or Unavailable with this unavailable reason code, otherwise Unity will assume the agent is unavailable so will not prompt them to perform KMPIQ callbacks or automatically call the remote party.

Important: It is imperative that no other client or device can automatically change the ACD state, otherwise a loop will be created whereby Unity and the other client or device are continually changing the ACD state. It is therefore strongly recommended that call center functionality is removed from any hard phones that are used by agents that perform KMPIQ callbacks, because these devices will often change the ACD state to Available only for Unity to change it to Unavailable (because the next call to be processed is a KMPIQ callback), then for the device to change it back to Available and for this to continue in an endless loop.

Finally all agents within the call center should be configured with a Guard Timer of two seconds or more. A guard timer is a duration between a call being released by the agent and the next call being routed to them, assuming they are still available to receive queued calls. It offers an opportunity to third-party clients to change the ACD state or joined state of the agent before the next ACD call is routed. When a call is released Unity finds the next call to be processed and based on if that call is a queued call or KMPIQ call-back may need to change the ACD state. Setting a guard timer ensures it has sufficient time to perform these actions before the next queued call is routed to the agent.

Call Centers

Call Centers displays your current ACD state and all the ACDs you belong to and whether you are currently joined in their call centers. You can set your ACD state and join or remove yourself from that ACD's call center if permitted by your administrator.

OK Apply Cancel

Call Center Service Assigned: Premium

ACD State: Sign-Out

Agent Threshold Profile: Default Agent Threshold Profile

☐ Make outgoing calls as support@kakaposystems.com/Kakapo Support

Use Guard Timer Setting: ☐ Default ☒ User

☒ Enable guard timer for 2 seconds

Use Agent Unavailable Settings: ☐ Default ☒ User

☐ Force agent to unavailable on Do Not Disturb activation

☐ Force agent to unavailable on personal calls

☒ Force agent to unavailable after 3 consecutive bounced calls

☐ Force agent to unavailable on not reachable

Use Wrap-Up Destination: ☒ Default ☐ User

Wrap-Up Destination Phone Number / SIP-URI:

This can be viewed (but not modified) in Unity Settings, as shown below:

Services & Settings

Services Settings

Incoming Calls

- Anonymous Call Rejection
- Call Forward Always
- Call Forward Busy
- Call Forward No Answer

Contact Center

- Agent
- ACD State
- Columns
- Reporting
- Abandoned Calls

Comm Pilot Express

- Available: In Office
- Available: Out Of Office
- Busy
- Unavailable
- Do Not Disturb
- Personal Assistant
- External Calling Line ID Delivery
- Internal Calling Line ID Delivery
- Simultaneous Ring

Outgoing Calls

- Calling Line ID Delivery Blocking

Call Control

- Broadworks Anywhere
- Call Transfer
- Call Park Retrieve
- Call Recording
- Call Waiting
- Directed Call Pickup With Barge-in
- Flexible Seating Guest
- Remote Office

Configure contact center agent settings such as ACD state.

General Calls Conversations

Server Configuration

- ☒ Override: Use a delay before routing the next queued call to me (2 seconds)
- ☒ Don't change my ACD state to Unavailable on Do Not Disturb activation
- ☒ Don't change my ACD state to Unavailable for personal calls
- ☒ Change my ACD state to Unavailable when calls are bounced (3 calls)
- ☒ Don't change my ACD state to Unavailable when my device is not reachable

Client Configuration

☐ Prevent me from manually changing my ACD state when on a contact center call.

Post call ACD state

Wrap-Up

☒ Force me to assign a disposition code

for 20 seconds

☒ Then automatically change my ACD state to Available

ACD state when prompting or processing Keep My Place In Queue calls

Unavailable - KMPIQ Call-back

Cancel OK

VOICEMAIL CONFIGURATION

When the call is escaped it will be routed to the voice mailbox for the call center, or follow Call Forward Busy behaviour, depending on service assignment. Assuming voicemail is being used, the call center must have the Voice Messaging User service assigned and it should be configured to play an announcement to the caller informing them that the call has been kept in queue and they will be called back shortly. The caller should not be able to leave a message, rather the call should be released once the announcement has been played in full.

Greetings
Message Greetings allows you to upload personal audio files as greetings to use when people reach your voice messaging box.

OK Apply Cancel

General

☒ Disable Message Deposit

☒ Disconnect call after greeting

☐ Forward call after greeting to:

Busy Greeting

☐ System greeting

☒ Personal greeting

Audio: Callback Thanks.wav (Group) ▼

No Answer Greeting

☐ Extended Away

☒ Disable Message Deposit

Audio: Callback Thanks.wav (Group) ▼

☒ No Answer Greeting

☐ System greeting

☒ Unavailable Greeting

Audio: Callback Thanks.wav (Group) ▼

Alternate No Answer Greetings

☐ Name: Audio: None ▼

☐ Name: Audio: None ▼

☐ Name: Audio: None ▼

OK Apply Cancel

CALL FORWARD SELECTIVE CONFIGURATION

KMPIQ callback is only available for calls where the remote calling number hasn't been withheld, so inbound calls must be filtered so that only calls that present the calling or 'from' number are offered a call-back. The Call Forward Selective service provides this functionality, as shown below.

Call Forwarding Selective Modify

Allows you to modify a call forwarding selective entry. Specify the time schedule you would like calls forwarded. Also, you can have the call forwarded when only the specified more than 12 numbers or more distinct time or holiday periods, you can create multiple call forwarding selective entries.

OK Delete Cancel

* Description: Non Callback

Forward to: ☐ Use Default Forward phone number / SIP-URI

☒ Forward to another phone number / SIP-URI: 2481

☐ Do not forward

Selected Time Schedule: Every Day All Day

Selected Holiday Schedule: None

Calls from:

☐ Any phone number

☒ Following phone numbers:

☒ Any private number

☒ Any unavailable number

Specific phone numbers:

Calls to:

When no numbers are selected, the called number is not used as part of the criteria.

Available Call to Numbers: Primary (02086192483/2483)

Selected Call to Numbers:

Add > Remove < Add All >> Remove All

OK Delete Cancel

If the call is a private/unavailable number then it will be forwarded to another call center or DNIS that doesn't offer KMPiQ callback in the announcements. Otherwise the call will not be forwarded and will be processed by the KMPiQ-enabled call center as normal.

The service must also be activated in Broadworks.

Call Forwarding Selective

Call Forwarding Selective allows you to forward specific calls matching your pre-defined criteria to a different phone number or SIP-URI. Use this service to forward calls from your manager, a family member, or an important customer to your cell phone, alternate business phone, or home phone. The criteria for each Call Forwarding Selective entry can be a list of up to 12 phone numbers or digit patterns, specified called number(s), a specified time schedule, and a specified holiday schedule. All criteria for an entry must be satisfied for the call to be forwarded (phone number and day of week and time of day). If the call is not forwarded, the call continues as if this service was not turned on.

OK Apply Add Cancel

Call Forwarding Selective: ☒ On ☐ Off

* Default Call Forward to phone number / SIP-URI: 2480

☐ Play Ring Reminder when a call is forwarded

Active	Description	Forward	Calls from	Calls to	Forward to	Edit
<input checked="" type="checkbox"/>	Non Callback	Yes	Any private number...	Any Number	2481	Edit

OK Apply Add Cancel

A Hunt Group could also be used to provide this forwarding functionality, but both the Call Forward Selective and Call Forward Always services would need to be assigned to the Hunt Group and configured. This is because it isn't possible to include a default forwarding route using the Call Forward Selective service, therefore the Call forward Always service will provide a route for any calls not processed by Call Forward Selective, as below. The extension is that of the DNIS or Call Center that does play the announcements offering call-back.

If forwarding to a DNIS, then it could exist within the same call center that does provide escaped calls [through other DNIS], but if the caller isn't told this in the announcement they won't know it's available. DNIS that don't offer call-back don't need to be configured to allow outbound dialing.

Call Forward Selective can also be configured to only route calls to a DNIS that supports call-back at certain times of the day.

Rather than routing the call to different DNIS (which requires Call Center Premium licenses) the call can be forwarded to different queues, however agents would then need to join/leave both queues and call center reporting would be separate per queue. Also when performing the KMPIQ callback the CLI of the agent would be used, and ACD features such as supervisor escalation would not be available when making callbacks.

DNIS CONFIGURATION

If the ACD call was received through a DNIS that supports outbound calls, Unity will use that DNIS as the 'from' number [if configured as an outbound DNIS] when performing the KMPIQ callback. This ensures the call is more likely to be answered because it came from a previously dialed number.

Name	Phone Number	Extension	Priority	Edit
Kakapo Support(Primary)	02086192480	2480	0 - Highest	Edit
No Callback	02086192481	2481	0 - Highest	Edit

Modify DNIS
Modify a Call Center DNIS.

OK Apply Cancel

Configure DNIS Entrance Message Estimated Wait Message Comfort Message

[View Agent Usage \(Also saves current screen data\)](#)

DNIS Name: Kakapo Support
Phone Number: 02086192480
Extension: 2480
Priority: 0 - Highest
Calling Line ID: 02086192483 (Used when making outbound DNIS calls)
☐ Use custom Calling Line name settings
Calling Line ID Last Name:
Calling Line ID First Name:
☐ Use custom DNIS announcement settings
☒ Allow outgoing call center call

OK Apply Cancel

As illustrated here, the Calling Line ID of the outbound DNIS should be the same as the main number dialed by the remote party.

If DNIS isn't used or the DNIS isn't configured to allow outbound calls, the CLI of the agent will be used when performing the KMPAQ callback.

UNITY CLIENT CONFIGURATION

A Keep My Place In Queue license must be assigned to all agents and supervisors that require KMPAQ functionality, this is an add-on license that must be assigned as well as the underlying Agent, Supervisor or Reception client license. Please note the base license can be a trial license, however trial licenses are not available for the Keep My Place In Queue feature.

Details Branding License Details History Log

Bob Marshall License Usage

All licenses assigned to this user. A user can have only one permanent license per application. When adding a new permanent license, all existing permanent licenses for the same application will be removed.

License	Start Date	EndDate
KeepMyPlaceInQueue Standard	2021.09.09	Active License
UnityAgent Enterprise	2021.09.09	Active License

☐ OFF Include Inactive

Add Assignment

Assign the Keep My Place In Queue license the same as all other licenses in the Kakapo partner portal.

Details Branding License Details History Log

New License Assignment

Only permanent licenses can be assigned or deleted.

User Name: Bob Marshall
License: KeepMyPlaceInQueue Standard
Start Date: 2021.09.09
Expiry Date: No Expiry
Last Used Version:

Cancel Add Assignment

This license can also be bulk-assigned at the Group level.

The screenshot displays the 'License Details' page for 'kakaposystems Licenses'. It shows a table with columns for 'License Type', 'Purchased', and 'Assigned'. The 'KeepMyPlaceInQueue Standard' license is listed with 0 purchased and 2 assigned licenses. A red box highlights the 'Assignments' button, with a red arrow pointing down to the 'KeepMyPlaceInQueue Standard Assignment Details' page.

The 'KeepMyPlaceInQueue Standard Assignment Details' page shows a table of assigned licenses:

User	Start Date	End Date	Version
Charles Berry	2021.09.01	Active License	
Chris Tutt	2021.07.11	Active License	

Below the table, there are buttons for 'Cancel', 'Add Assignments', 'Delete All', and 'Export'. A red box highlights the 'Add Assignments' button, with a red arrow pointing down to the 'License Assignment' page.

The 'License Assignment' page shows a table of users to assign the license to:

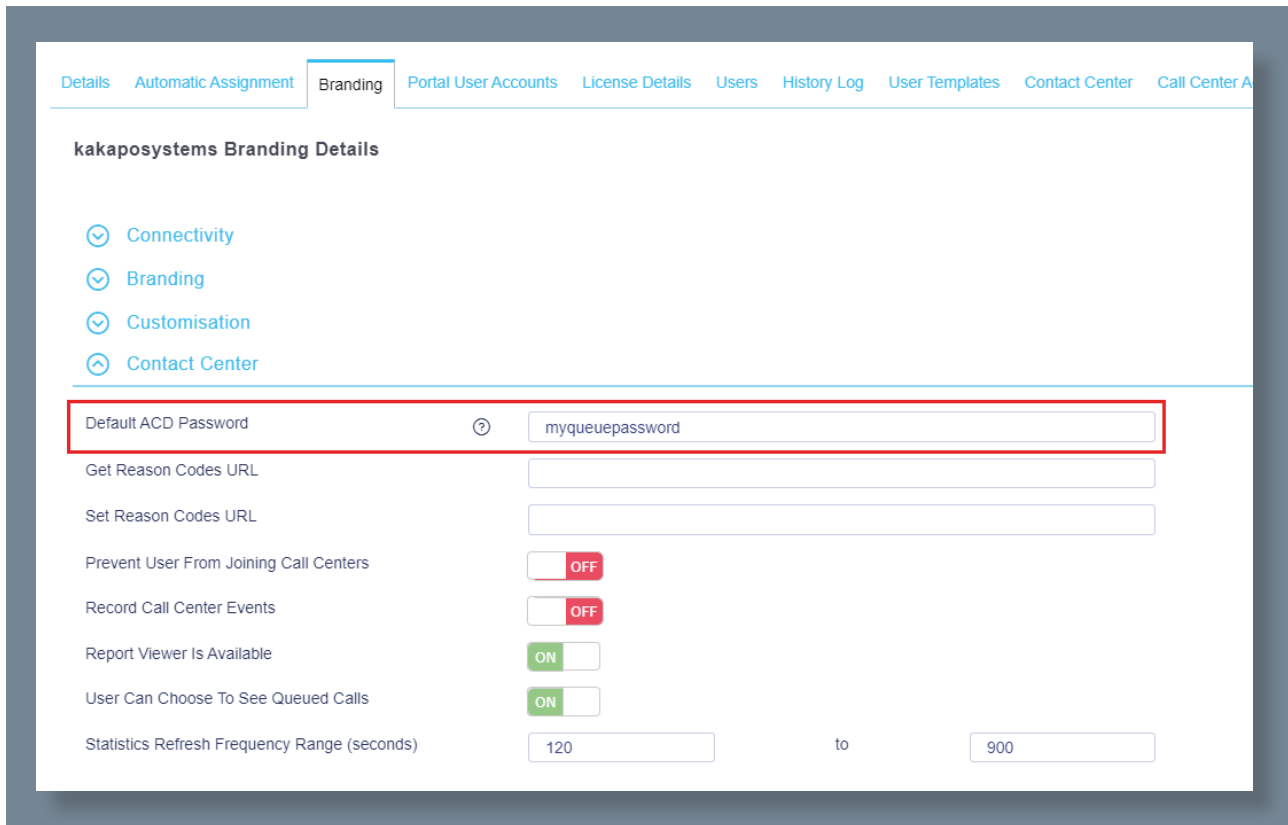
ON	Name	Login ID
<input type="checkbox"/>	Abin Joseph	extr8330@kakaposystems.com
<input type="checkbox"/>	Aliza Hassan	A_Hassan@kakaposystems.com
<input type="checkbox"/>	Amanda Dawson	A_Dawson@kakaposystems.com

At the bottom, there are buttons for 'Cancel' and 'Add Assignments'. A red box highlights the 'Add Assignments' button.

Unity must be logged in as the call center (in addition to the end-user) in order to receive CTI events for ACD calls. This can be achieved through Unity Settings if the password is different per call center.

The screenshot shows the 'Services & Settings' window. The 'Settings' tab is selected, and the 'Contact Centers' option under 'Authentication' is highlighted with a red box. The 'Contact Center Login Details' section is expanded, showing fields for 'Queue ID' and 'Password'. The 'Queue ID' field contains 'holidaycruises@kakaposystems.com'. The 'Password' field is empty and highlighted with a red box. Below the password field, there is a 'Login status' section with a green message: 'The contact center logged in successfully.' and a checkbox for 'Show in personal wallboard' which is checked. At the bottom right, there are 'Cancel' and 'OK' buttons.

However if the same queue password is given to all call centers then it can be set in the Kakapo partner portal and used by all Unity clients when logging into call centers. This eliminates the potential for the incorrect password being used, which could lead to the call center account being locked which would impact all Unity clients.



The screenshot shows the 'kakaposystems Branding Details' page. The 'Branding' tab is active. On the left, there is a sidebar with links: Connectivity, Branding, Customisation, and Contact Center. The main content area lists several settings:

- Default ACD Password:** A text input field containing 'myqueuepassword', highlighted with a red border.
- Get Reason Codes URL:** An empty text input field.
- Set Reason Codes URL:** An empty text input field.
- Prevent User From Joining Call Centers:** A toggle switch set to OFF.
- Record Call Center Events:** A toggle switch set to OFF.
- Report Viewer Is Available:** A toggle switch set to ON.
- User Can Choose To See Queued Calls:** A toggle switch set to ON.
- Statistics Refresh Frequency Range (seconds):** A range from 120 to 900.

It is not possible to log into the Broadworks portal or clients using a call center password, and the password can only be viewed/managed in the Kakapo portal by authenticated portal admin accounts with appropriate access.

Please note if the default ACD password is set in the Kakapo portal then end-users will not be able to change/set it in Unity Settings.



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