

KEEP MY PLACE IN QUEUE

CONFIGURATION GUIDE

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.

1 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.

2 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

Call Center Profile

Modify the selected call center.

Call Center Type: Premium
Call Center ID: support@kakaposystems.com [Change User ID \(Also saves current screen data\)](#)
* Name: Kakapo Support
* Calling Line ID Last Name: Support * Calling Line ID First Name: Kakapo
Calling Line ID Phone Number:
Phone number is stored in E.164 normalized format
Department: None Language: English
Time Zone: (GMT+01:00) Europe/London Network Class of Service: None
Routing Type: Priority Based Skill Based
Group Policy: Circular Regular Simultaneous Uniform Weighted Call Distribution

Bandwidth and QoS Settings
Preferred announcement / music codec for external calls: G.711
Preferred announcement / music codec for internal calls: G.711

Call Center Settings
Queue Length: 10 calls Enable video support
 Play ringing when offering call Allow callers to dial 0 to escape out of queue
 Reset caller statistics upon entry to queue

Reporting Settings
 Enable Call Center External Reporting

Agent Settings
 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: : (minutes:seconds)
 Automatically set agent state to Wrap-Up after call
 Automatically answer calls after waiting seconds

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

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

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

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

Entrance Message Estimated Wait Message Comfort Message Music: On Hold Message

Play entrance message
 Entrance message is mandatory when played

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

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 urls/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: Kakao Support
Use custom DNIS announcement settings: false

Play comfort message
Time Between Messages: 30 seconds

Audio:
 Default
 URL
1: _____
2: _____
3: _____
4: _____

Custom
File: Entrance With Callback.wav (Group)
File: None
File: None
File: 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 conservative bounce: None
Default code on not reachable: None
 Force use of agent unavailable codes with default code: None

Active	Code	Description
<input checked="" type="checkbox"/>	9000	Transfer
<input checked="" type="checkbox"/>	9002	Training
<input checked="" type="checkbox"/>	9003	In a Meeting
<input checked="" type="checkbox"/>	9004	Conduct Break
<input checked="" type="checkbox"/>	7001	Routing to Web Chat
<input checked="" type="checkbox"/>	7002	Routing to Call Back
<input checked="" type="checkbox"/>	7003	Routing to Email
<input checked="" type="checkbox"/>	7004	Routing to Pager
<input checked="" type="checkbox"/>	7005	Routing to SMS
<input checked="" type="checkbox"/>	9000	KMPIQ Callback

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	Queue
<p>Forced Forwarding Configure the call center to temporarily divert new incoming calls to a different route.</p> <p>Holiday Service Configure the call center to route calls differently during holidays.</p> <p>Night Service Configure the call center to route calls differently during hours when the queue is not in service.</p>	<p>Bounced Calls Configure the call center routing policy for calls unanswered by agents.</p> <p>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.</p> <p>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.</p> <p>Stranded Calls Configure the call center routing policy for calls stranded in queue when all the agents are signed-out.</p> <p>Stranded Calls - Unavailable Configure the call center routing policy for calls stranded in queue when all the agents are unavailable.</p>

Bounced Calls

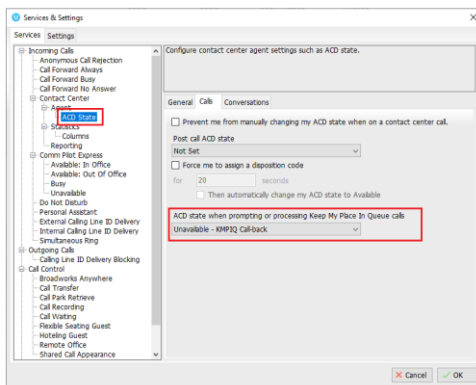
Configure the call center routing policy for calls unanswered by agents.

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 below



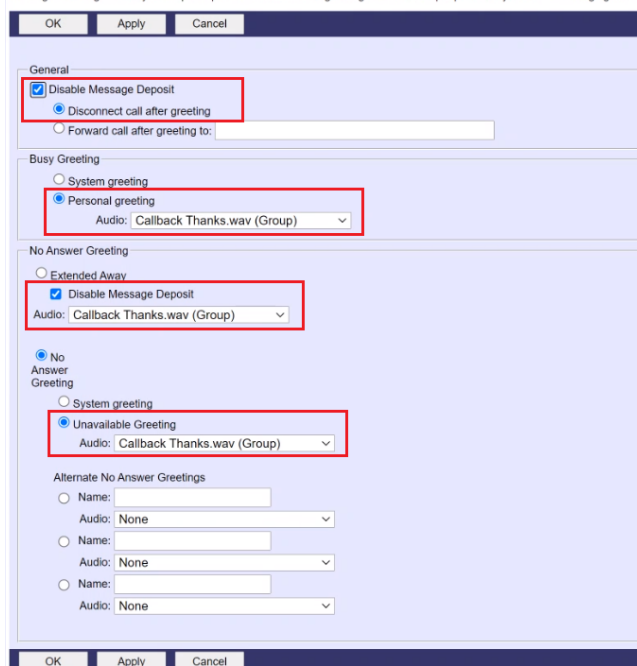
This Unavailable Reason Code should not be used for any other purpose, because the KMPIQ callback prompt will be displayed while the agent's ACD state is Available or Unavailable with this unavailable reason code, otherwise Unity will assume the agent is unavailable so will not prompt them to perform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

3 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.

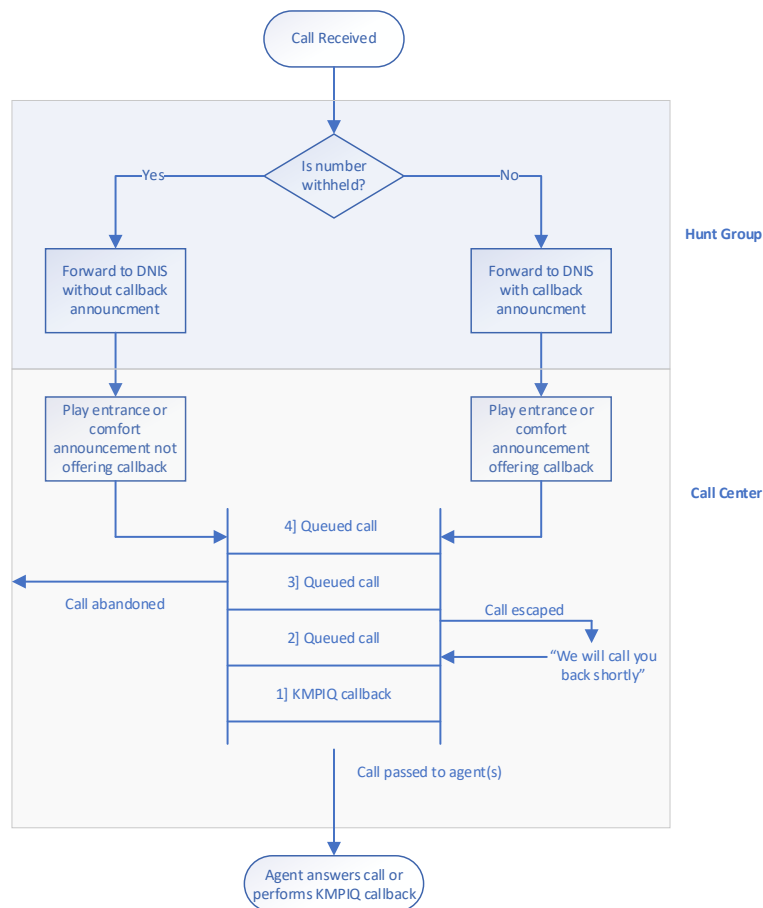
Greetings

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



4 HUNT GROUP 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. Therefore a Hunt Group must first take the inbound call and route it to a different DNIS or call center based on if call-back is available or not, as illustrated below.



This is achieved using the Call Forward Selective and Call Forward Always services, which must be assigned to the Hunt Group. When a call is received the Hunt Group will first consider the Call Forward Selective service before Call Forward Always. Therefore the Call Forward Selective service should be configured to route all private/unavailable numbers to the DNIS or call center that doesn't offer call-back, which the Call Forward Always service provides a default route to the DNIS or call center that does offer call-back.

A separate Hunt Group must be created per Call Center that supports KMPIQ, this Hunt Group should be assigned the main number that customers will call, the Call Center doesn't need a direct number as all calls will route through the Hunt Group. The Hunt Group doesn't require any specific configuration and agents don't need to be associated.

Hunt Group Profile

Modify the selected hunt group

The Call Forward Selective service should be configured to route private/unavailable numbers as below. The extension is that of the DNIS or Call Center that doesn't play the callback announcements.

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.

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 numbers, 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.

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

It isn't possible to include a default forwarding route using the Call Forward Selective service, therefore the Call forward Always 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.

Call Forwarding Always

Call Forwarding Always allows you to forward all your incoming calls to a different phone number or SIP-URI, such as your home office or cell phone. You can also use the Ring Reminder. This is important when you have forgotten the service is turned on and you are at your primary phone waiting to receive calls. Note that you can also set the phone number or SIP-URI to forward to using the voice portal or on the phone using the feature access code.

Both DNIS will exist under the same call center that does provide escaped calls, 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.

5 DNIS CONFIGURATION

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

Call Center DNIS

Configure the call center DNIS to distribute calls to agents.

Modify DNIS

Modify a Call Center DNIS.

As illustrated above, the Calling Line ID of the outbound DNIS should be the same as the main number dialed to reach the Hunt Group. This will ensure the customer receives the KIMPQ callback from the same number that was originally called.

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 KMPIQ callback. This will follow CLI dialing configuration in Broadworks (for example to use the Hunt Group or Group Calling Line ID depending on user profile settings).

6 UNITY CLIENT CONFIGURATION

A Keep My Place In Queue license must be assigned to all agents and supervisors that require KMPIQ 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

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

OFF Include Inactive

[Add Assignments](#)

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:

License:

Start Date:

Expiry Date:

Last Used Version:

The license can also be bulk-assigned at the Group level

Details Automatic Assignment Branding Portal User Accounts License Details Users History Log User Templates Contact Center Call Center Activity CPaaS Numbers

kakaposystems Licenses

Unity licenses currently assigned to the users of this group.

<input type="checkbox"/> Show All Licenses	License Type	Purchased	Assigned
<input type="checkbox"/> Purchases <input type="checkbox"/> Assignments	KeepMyPlaceInQueue Standard	0	2

Details Automatic Assignment Branding Portal User Accounts License Details Users History Log User Templates Contact Center Call Center Activity CPaaS Numbers

KeepMyPlaceInQueue Standard Assignment Details

KeepMyPlaceInQueue Standard licenses currently assigned to the users of this group. Temporary licenses cannot be explicitly assigned to users. They are automatically assigned.

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

Show Expired Licenses

Cancel Add Assignments Delete All Export

Details Automatic Assignment Branding Portal User Accounts License Details Users History Log User Templates Contact Center Call Center Activity CPaaS Numbers

License Assignment

Assign the license to multiple group users.

<input type="checkbox"/> On	Name	Login ID
<input type="checkbox"/> On	Adin Joseph	extr0330@kakaposystems.com
<input type="checkbox"/> On	Alica Hassan	A_Hassan@kakaposystems.com
<input type="checkbox"/> On	Amanda Dawson	A_Dawson@kakaposystems.com

Cancel Add Assignments

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

Services & Settings

Services Settings

Specify contact center authentication details. All login ids and passwords are case sensitive and each login id must include the domain.

Contact Center Login Details

Queue ID
hokidaycruisers@kakaposystems.com

Password

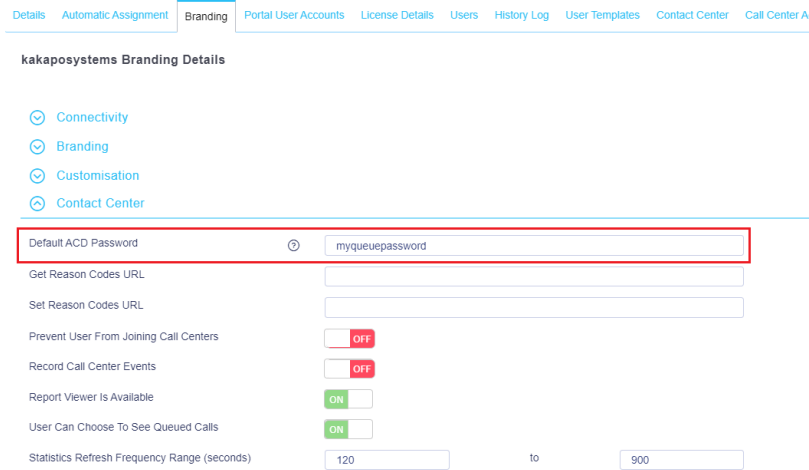
Login status
The contact center logged in successfully.

Show in personal walboard

Change Password Contact Centers

Cancel OK

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.



Details Automatic Assignment **Branding** Portal User Accounts License Details Users History Log User Templates Contact Center Call Center A

kakaposystems Branding Details

- Connectivity
- Branding
- Customisation
- Contact Center

Default ACD Password	<input type="text" value="myqueuepassword"/>
Get Reason Codes URL	<input type="text"/>
Set Reason Codes URL	<input type="text"/>
Prevent User From Joining Call Centers	<input type="checkbox"/> OFF
Record Call Center Events	<input type="checkbox"/> OFF
Report Viewer Is Available	<input checked="" type="checkbox"/> ON
User Can Choose To See Queued Calls	<input checked="" type="checkbox"/> ON
Statistics Refresh Frequency Range (seconds)	<input type="text" value="120"/> to <input type="text" value="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.