

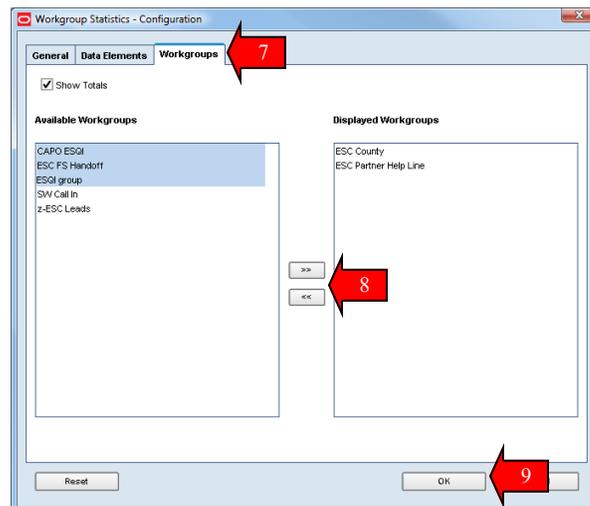
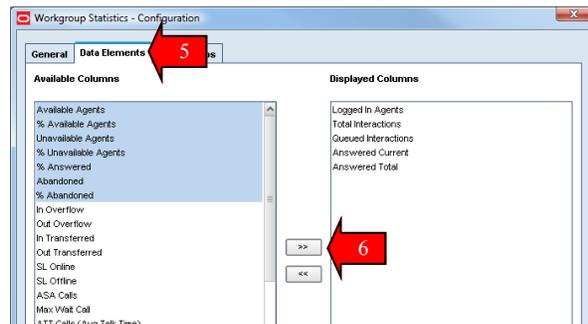
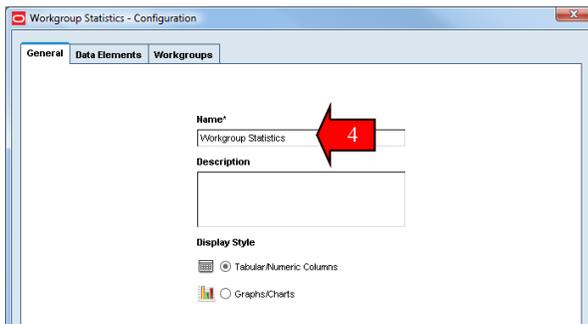
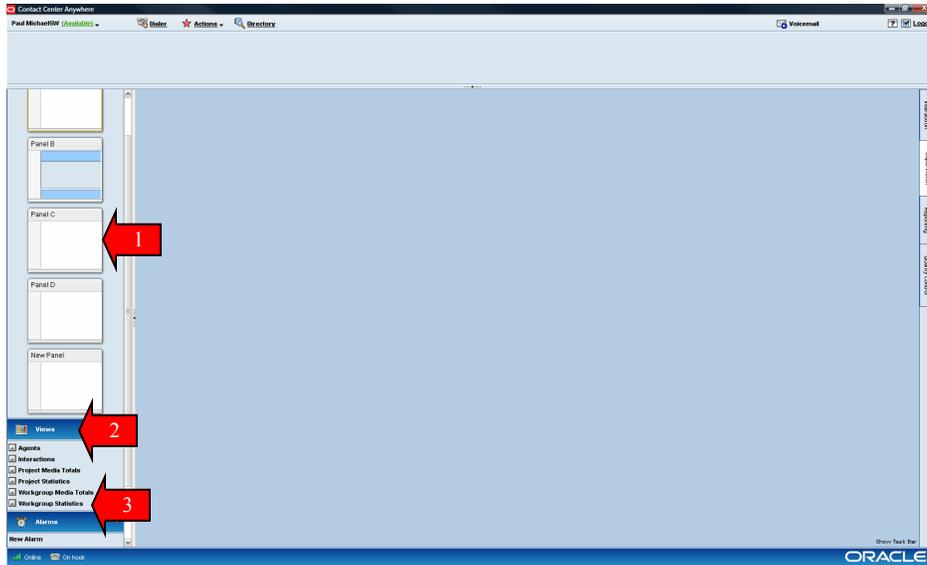
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Quick Reference Guide-Adding *Workgroup Statistics* Supervisor View

Last Updated: 12/29/2011

1. Click on the panel you'd like this view to apply.
2. Open the "Views" menu on the side bar
3. Click on "Workgroup Statistics"
4. Name the View
5. Click on the "Data Elements" tab
6. Select the data elements you'd like included in your view
7. Click on the Workgroups tab
8. Select the workgroups you'd like included in this view
9. Click on "OK".

Please Note: In order to save these settings, it is recommended that supervisors use the "Logout" function rather than simply closing the window.



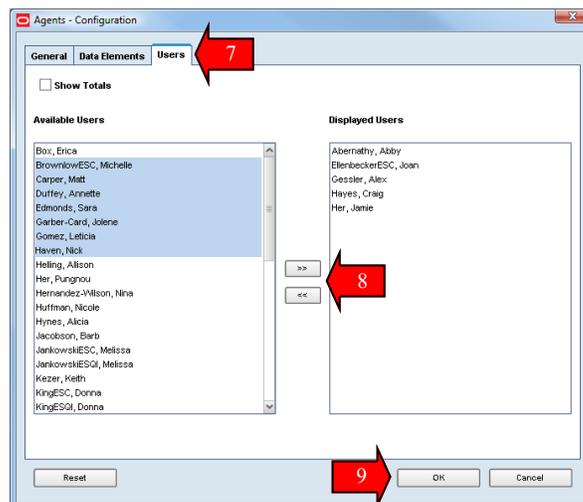
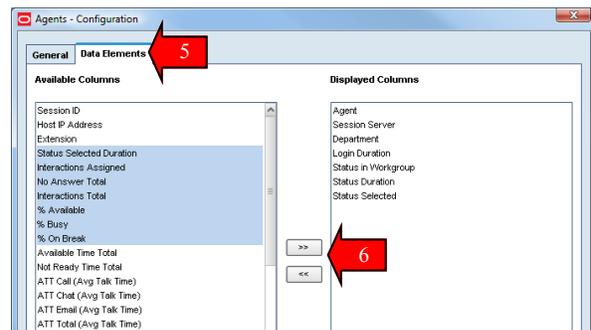
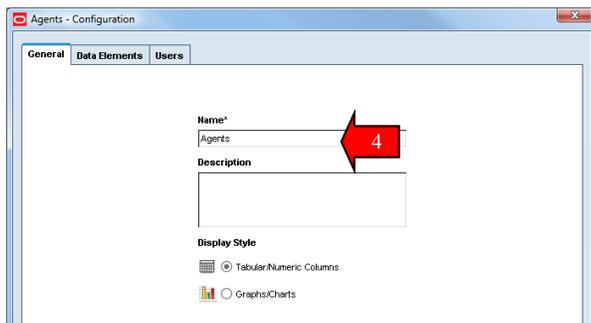
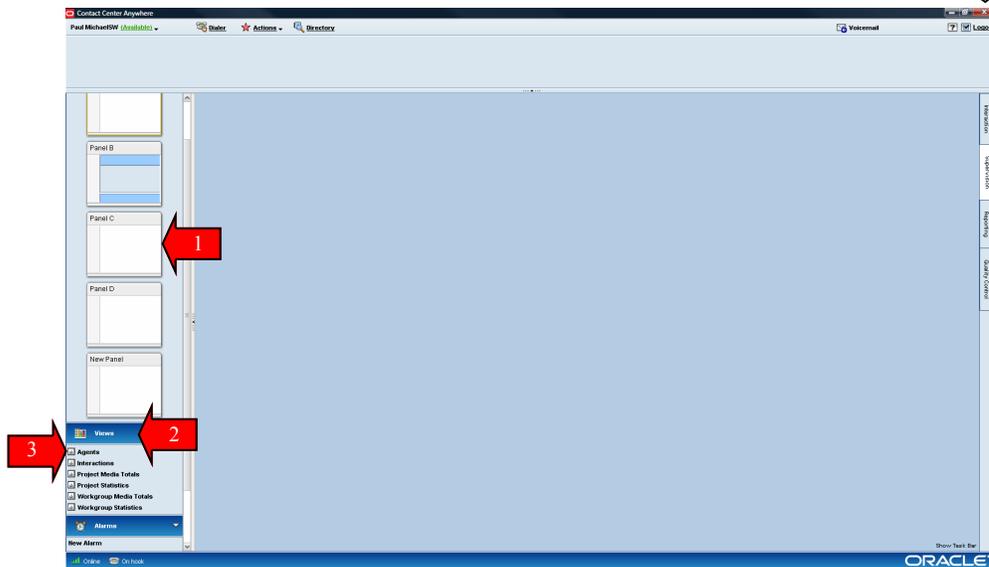
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Quick Reference Guide-Adding Agent Supervisor View

Last Updated: 12/29/2011

1. Click on the panel you'd like this view to apply.
2. Open the "Views" menu on the side bar
3. Click on "Agents"
4. Name the View
5. Click on the "Data Elements" tab
6. Select the data elements you'd like included in your view
7. Click on the Users tab
8. Select the Users you'd like included in this view
9. Click on "OK".

Please Note: In order to save these settings, it is recommended that supervisors use the "Logout" function rather than simply closing the window.

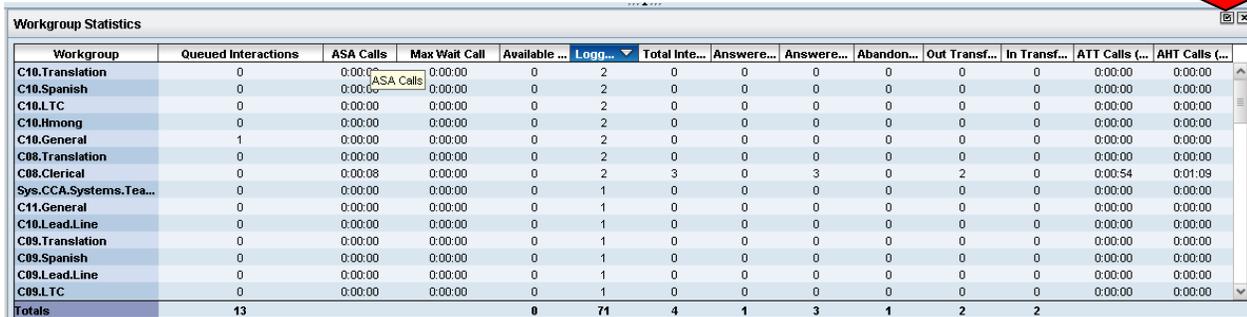


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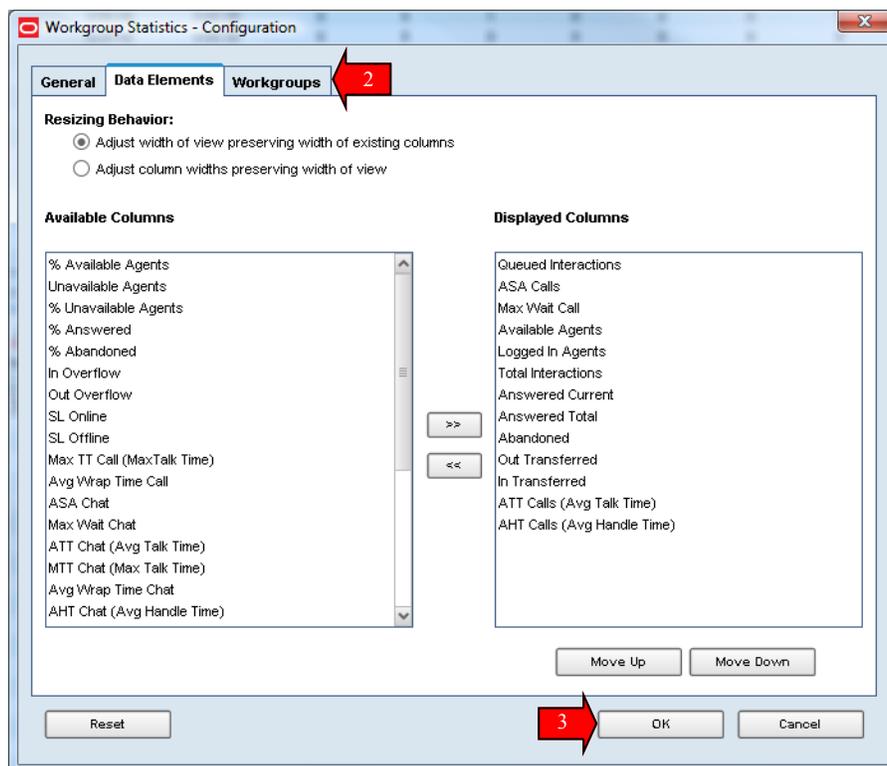
Quick Reference Guide-Changing a Supervisor View

Last Updated: 12/29/2011

1. Click on the check mark in the upper right hand corner of the view. Note: Clicking on the “X” will close this view. The view will need to be recreated if necessary.
2. Click on Tabs to choose data elements, users, or workgroups.
3. Click “OK”.



Workgroup	Queued Interactions	ASA Calls	Max Wait Call	Available ...	Logg...	Total Inte...	Answere...	Answere...	Abandon...	Out Transf...	In Transf...	ATT Calls (...)	AHT Calls (...)
C10.Translation	0	0:00:00	0:00:00	0	2	0	0	0	0	0	0	0:00:00	0:00:00
C10.Spanish	0	0:00:00	0:00:00	0	2	0	0	0	0	0	0	0:00:00	0:00:00
C10.LTC	0	0:00:00	0:00:00	0	2	0	0	0	0	0	0	0:00:00	0:00:00
C10.Hmong	0	0:00:00	0:00:00	0	2	0	0	0	0	0	0	0:00:00	0:00:00
C10.General	1	0:00:00	0:00:00	0	2	0	0	0	0	0	0	0:00:00	0:00:00
C08.Translation	0	0:00:00	0:00:00	0	2	0	0	0	0	0	0	0:00:00	0:00:00
C08.Clerical	0	0:00:08	0:00:00	0	2	3	0	3	0	2	0	0:00:54	0:01:09
Sys.CCA.Systems.Tea...	0	0:00:00	0:00:00	0	1	0	0	0	0	0	0	0:00:00	0:00:00
C11.General	0	0:00:00	0:00:00	0	1	0	0	0	0	0	0	0:00:00	0:00:00
C10.Lead.Line	0	0:00:00	0:00:00	0	1	0	0	0	0	0	0	0:00:00	0:00:00
C09.Translation	0	0:00:00	0:00:00	0	1	0	0	0	0	0	0	0:00:00	0:00:00
C09.Spanish	0	0:00:00	0:00:00	0	1	0	0	0	0	0	0	0:00:00	0:00:00
C09.Lead.Line	0	0:00:00	0:00:00	0	1	0	0	0	0	0	0	0:00:00	0:00:00
C09.LTC	0	0:00:00	0:00:00	0	1	0	0	0	0	0	0	0:00:00	0:00:00
Totals	13			0	71	4	1	3	1	2	2		



Workgroup Statistics - Configuration

General | Data Elements | **Workgroups** | 2

Resizing Behavior:

Adjust width of view preserving width of existing columns

Adjust column widths preserving width of view

Available Columns

- % Available Agents
- Unavailable Agents
- % Unavailable Agents
- % Answered
- % Abandoned
- In Overflow
- Out Overflow
- SL Online
- SL Offline
- Max: TT Call (Max:Talk Time)
- Avg Wrap Time Call
- ASA Chat
- Max: Wait Chat
- ATT Chat (Avg Talk Time)
- MTT Chat (Max Talk Time)
- Avg Wrap Time Chat
- AHT Chat (Avg Handle Time)

Displayed Columns

- Queued Interactions
- ASA Calls
- Max Wait Call
- Available Agents
- Logged In Agents
- Total Interactions
- Answered Current
- Answered Total
- Abandoned
- Out Transferred
- In Transferred
- ATT Calls (Avg Talk Time)
- AHT Calls (Avg Handle Time)

Move Up | Move Down

Reset | 3 | OK | Cancel