

# NOETICA DASHBOARD

## Agent Details

Noetica.
< Agents
Dashboard BR

- Agents
- Teams
- Groups
- Campaigns
- Telephony
- Licensing
- Wallboard
- Settings

Agent Details
🔍 2 ✖ 0

Drag a column header and drop it here to group by that column.

| Agent Details |          |            |           | Agent Activities |                     |
|---------------|----------|------------|-----------|------------------|---------------------|
| ID            | Username | First Name | Last Name | State            | Action              |
| 1202          | brigitte | Brigitte   | Reimer    | Talking          | ABCOrder.Custo...   |
| 1205          | ana      | Ana        | Smith     | Talking          | ABCOrder.ABC...     |
| 1204          | ben      | Ben        | Test      | WrappingUp       | Available - Phon... |

Items per page 15
|< < 1 of 1 > >|

Agent States

|   |   |       |
|---|---|-------|
| <input type="checkbox"/> Total                  | 3 |       |
| <input checked="" type="checkbox"/> Talking     | 2 | 66.7% |
| <input checked="" type="checkbox"/> Wrapping Up | 1 | 33.3% |

## Campaign Details

Noetica.
< Campaigns
Dashboard BR

- Agents
- Teams
- Groups
- Campaigns**
- Telephony
- Licensing
- Wallboard
- Settings

Campaign Details
🔍 1 ✖ 0

| ID  | Name           | Workspace           | Dial Prefix | Customer P... | Type       | Active             | Priority | Active Com... |
|-----|----------------|---------------------|-------------|---------------|------------|--------------------|----------|---------------|
| 51  | ABCORDCampa... | ABC ORDER DE...     |             |               |            |                    |          |               |
| 277 | ABCOrders      | ABC ORDER DE...     |             | ABCORD        | Preview    | Activated/Active   | 5        |               |
| 284 | ABSCallback    | ABC ORDER DE...     |             | ABCORD        | Preview    | Deactivated[*]A... | 5        |               |
| 129 | ABCORdList     | ABC ORDER DE...     | 7           | ABCORD        | Preview    | Activated/Active   | 2        | BPDST         |
| 178 | BRTestIPD      | ABC ORDER DE...     |             | ABCORD        | Predictive | Deactivated        | 5        |               |
| 224 | ABCORDSW       | ABC ORDER DE...     |             | ABCORD        | Preview    | Deactivated[*]A... | 2        |               |
| 225 | CustIdTRN      | ABC ORDER DE...     |             | ABCORD        | Predictive | Deactivated        | 5        | PostcodeSW    |
| 228 | BRCityList     | ABC ORDER DE...     |             | ABCORD        | Preview    | Deactivated        | 5        |               |
| 95  | SabreDemo      | Su Jordans Train... |             |               |            |                    |          |               |
| 278 | Sabre1         | Su Jordans Train... |             | SUJ           | Preview    | Deactivated        | 5        |               |
| 279 | Sabre2         | Su Jordans Train... |             | SUJ           | Preview    | Deactivated        | 5        |               |
| 280 | Sabre3         | Su Jordans Train... |             | SUJ           | Preview    | Deactivated        | 5        |               |
| 6   | ElectroCB      | Telebusiness Cal... |             |               |            |                    |          |               |
| 1   | CBout          | Telebusiness Cal... |             | ELECT         | Preview    | Activated/Active   | 5        |               |
| 89  | a              | Telebusiness Cal... |             | ELECT         | Preview    | Deactivated        | 5        |               |

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Noetica Dashboard

Last updated February 2023

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## NOETICA DASHBOARD

### Introduction

The Noetica Dashboard is a web application that provides real time system information from the dialler about contact centre activity. It enables supervisors and dialler managers to view the state of their campaigns and observe activity of agents, teams, outbound groups, campaign call lists and as well a general dialler view.

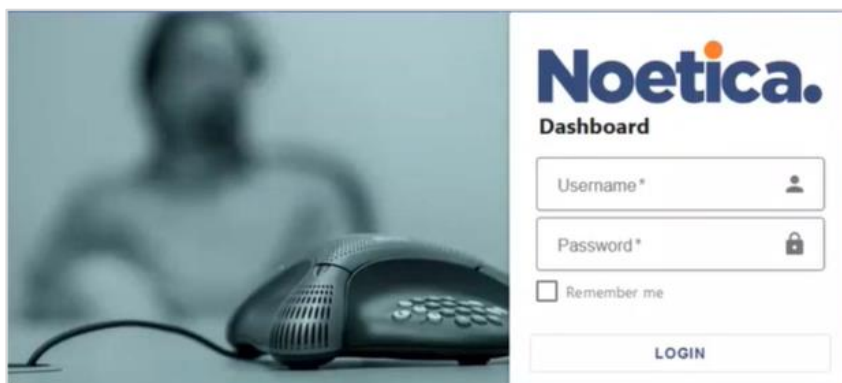
Using the Dashboard toolbar and column features, users can apply simple and complex filters to return specific data items, and determine how the data is presented, by setting column visibility, and by sorting and grouping data sets, with details about agent states, queue distribution and dialler results visually represented in graphs.

The Dashboard also comes with a RESTful API, which allows contact centre administrators to develop their own customised Dashboards.

### Launching the Dashboard

To access the Noetica Dashboard

- Launch the Dashboard via the Noetica Admin Portal, or
- Enter the URL for the Dashboard into the address field of the Web Browser, e.g. <http://WebserverName/Dashboard>.
- Next, enter your username and password, as provided by your Synthesys™ administrator.

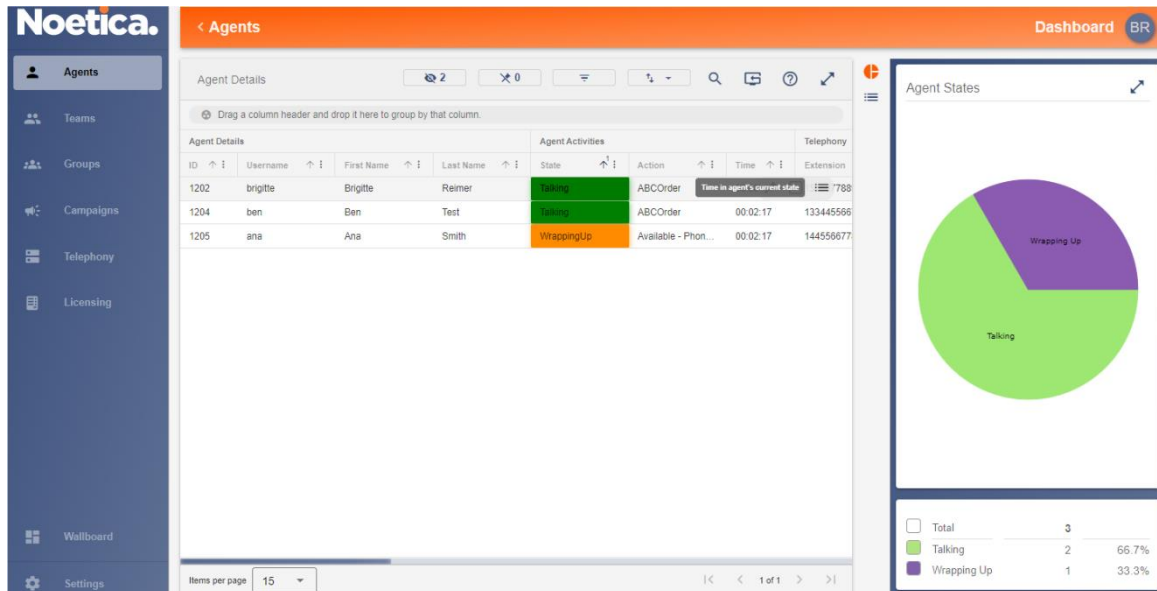


Access to the Dashboard and associated permission levels are managed in Synthesys™ User Management.

Please contact your Synthesys™ system administrator for more information.

## Dashboard Features

The Dashboard opens in the **Agents** dialog, displaying all agents currently logged into the Synthesys™ Agent Portal. Tooltips on the column tab headings will give a brief description of the statistics available.




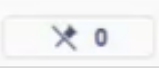
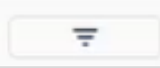







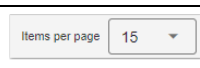

Thank

Detailed statistics for Agents, Teams, Outbound Groups, Campaign call lists, and the dialler, can be viewed via the following dialogs:

| Name      | Description   |
|-----------|---|
| Agents    | Displays detailed information for agents currently logged in to the Synthesys™ Agent Portal, plus telephony and call details.                                 |
| Teams     | Shows detailed information associated with the team, and agents currently assigned to the selected team.  |
| Groups    | Shows outbound group statistics, including queue and dialler statistics, and details for agents currently assigned to the selected group.                     |
| Campaigns | Displays campaign and detailed call list information, with queue and dialler statistics, and details for agents currently assigned to the selected call list. |
| Telephony | For dialler information, including number of available, allocated or unallocated trunks.  |
| Licensing | Shows details of current Synthesys™ and Predictive Dialler licensing arrangements.  |
| Wallboard | For access to the Synthesys™ Wallboard to view more real-time information related to the contact centre performance.  |
| Settings  | To define density of grid settings, set update intervals for dialog pages, and choose if data should be displayed for All, or a selected Host only.           |

## Dashboard Toolbar

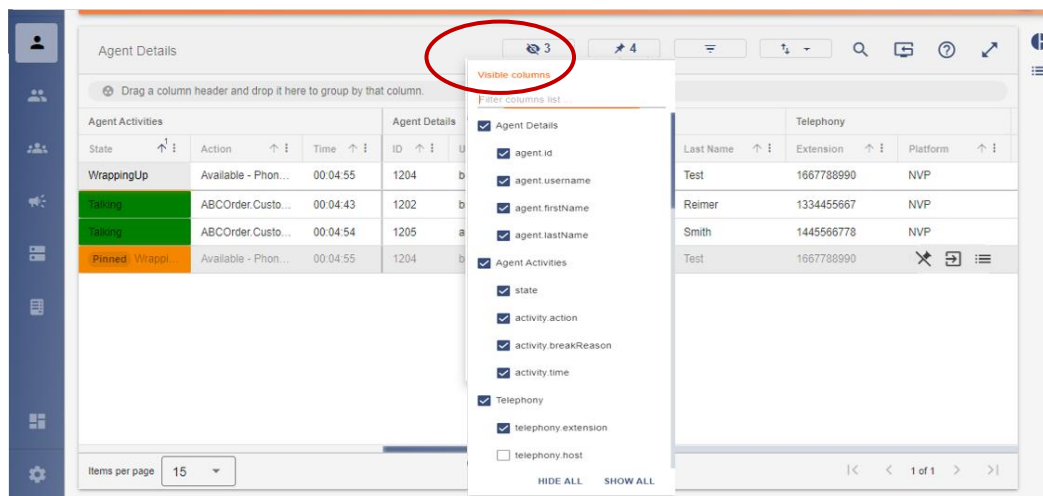
The toolbar at the top of the Agents, Teams, Groups, Campaign and Telephony dialogs, enables you to determine which columns and data you want to display.


| Icons   | Description  |
|---|--|
|    | Column Visibility. Shows the number of hidden columns. Click to open the list of column options, and select or deselect the columns, you want to show or hide. |
|    | Pinned Columns. Click to open, and select the columns to pin, so they remain fixed in view when using the page scroll bar.                                     |
|    | Advanced Filter. To enable a search based on complex filter criteria.  |
|    | Allows you to export data to an Excel or CSV file.   |
|    | Search. Simple search option   |
|  | Reset to Default. Return to the default settings.  |
|  | Help, to view keyboard navigation support.   |
|  | Switch to <b>Fullscreen</b> . Fullscreen mode can be closed by pressing the ESC key.   |
| Side Toolbar  |  |
|  | To access data for Agent States, Queue Distribution and Dialler Results in a graph, as well as detailed agent statistics in a table grid.                      |
|  | Displays the skill assignments for the selected agent.   |
| Navigation  |  |
|  | Number of items displayed on the page.   |
|  | Move between available pages.  |

The next few pages will describe the toolbar options and their use in more detail.

## Column Visibility

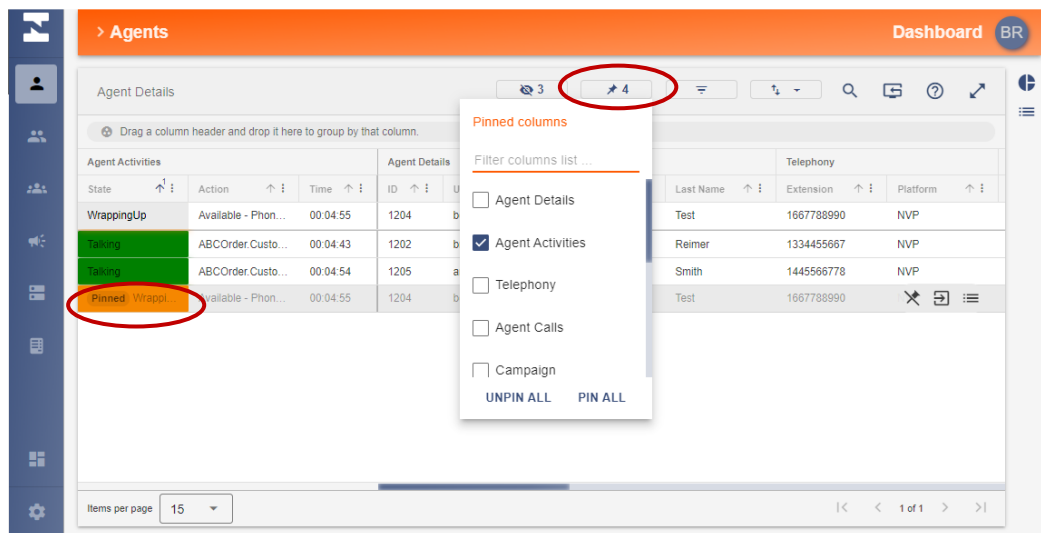
Using the Column Visibility button, you can choose which columns and associated details you wish to display in the Agents, Teams, Groups, Campaigns and Telephony dialogs.






- Click the **Column Visibility**  button and select the name of the column(s) that you wish to display.
- To **Hide** a column from view, de-selected the column name. The number of hidden columns is displayed on the column visibility button.

## Column and Row Pinning

Pinning enables you to fix selected columns or table rows into position, so they remain in view on the left of screen, or the top row, when scrolling through the pages.



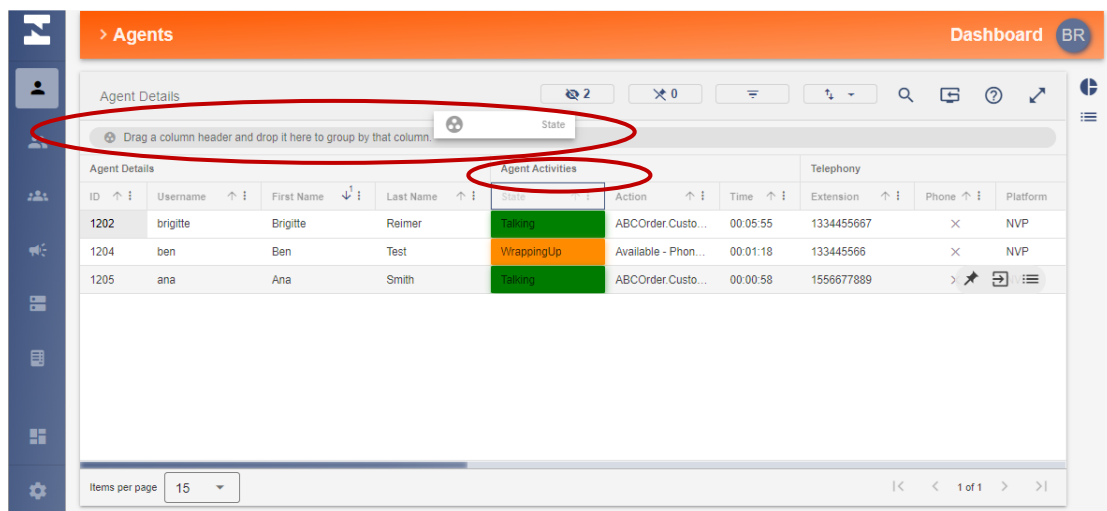
- Click the **Pin Column**  icon, or Pin  in the table grid, and select the column or row that you wish to pin into place. The Pin Column button shows the number of pinned columns, the row shows a Pinned notification.
- To unpin a column, **deselect** the column name, for a row, click the Unpin  icon.

## Column Grouping

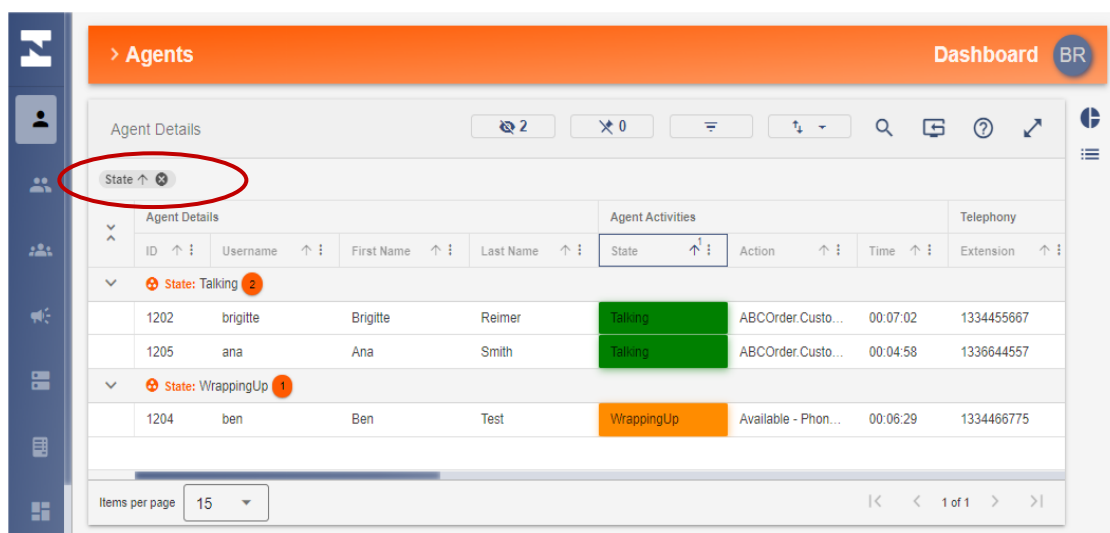
Grouping allows you to combine and display related sets of information, which is particularly useful, when viewing large amounts of data.

The Grouping option is available in the Agents, Groups and Telephony dialogs of the Dashboard. To group, for example, the available Agent States.

- Open the **Agents** dialog, go to **Agent Activities** and click on the **State** column.



- Drag the State column  into the field “**Drag a column header and drop it here to group by that column**”.







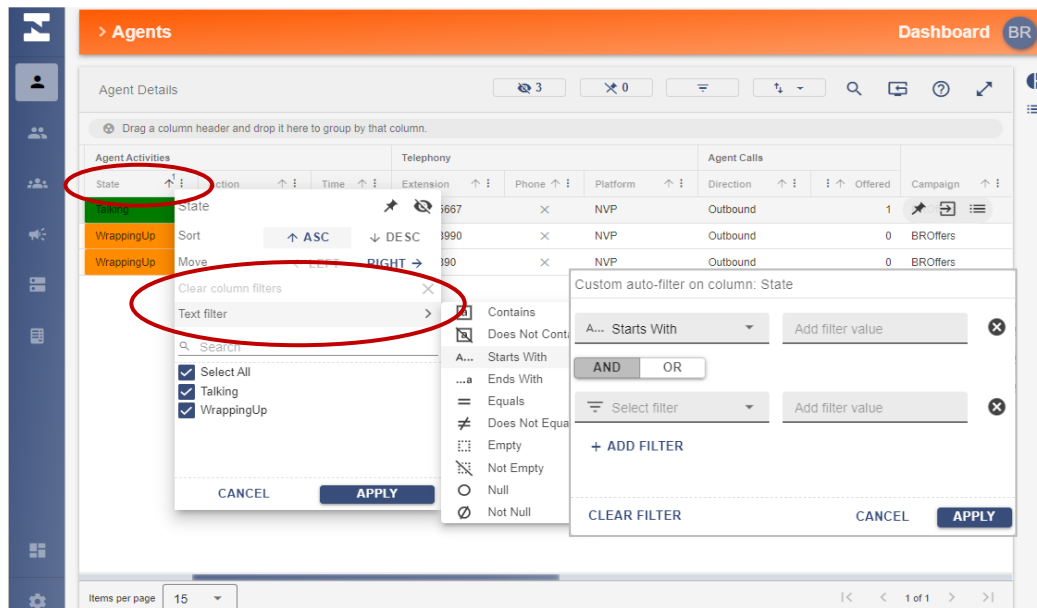
- To remove the grouping applied, click the  adjacent to the grouped name.




## Column Sorting and Text Filter

Column sorting and column text filters are available on all columns displayed in the Agents, Teams, Groups, Campaigns and Telephony dialogs.


- To sort column data in ascending or descending order use the Up or Down arrow  on the column heading, or click the three browse dots, and select .
- To return selected details via the column text filter, select the column browse  dots, and then the arrow  on the right of the **Text filter** field. Specify your filter conditions in the dialogs displayed, selecting, and entering the relevant criteria, then click **Apply**.

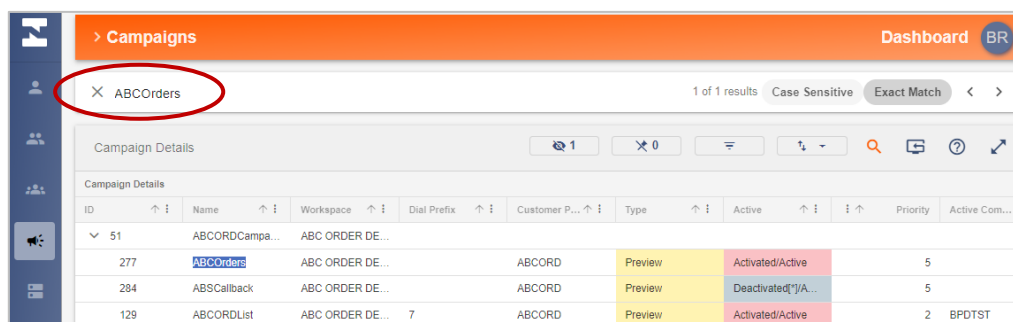


- To remove a column filter indicated by orange  browse dots, click the **X** adjacent to the **Clear column filter** field.

## Simple Search Filter

The simple search filter is another way, for you to locate selected details.


- Click the Search  symbol at the top right of the Dashboard screen.
- Enter your search criteria, e.g., the agent or campaign name, or a telephone number.
- To narrow down your search, use the **Case Sensitive** and **Exact Match** buttons.

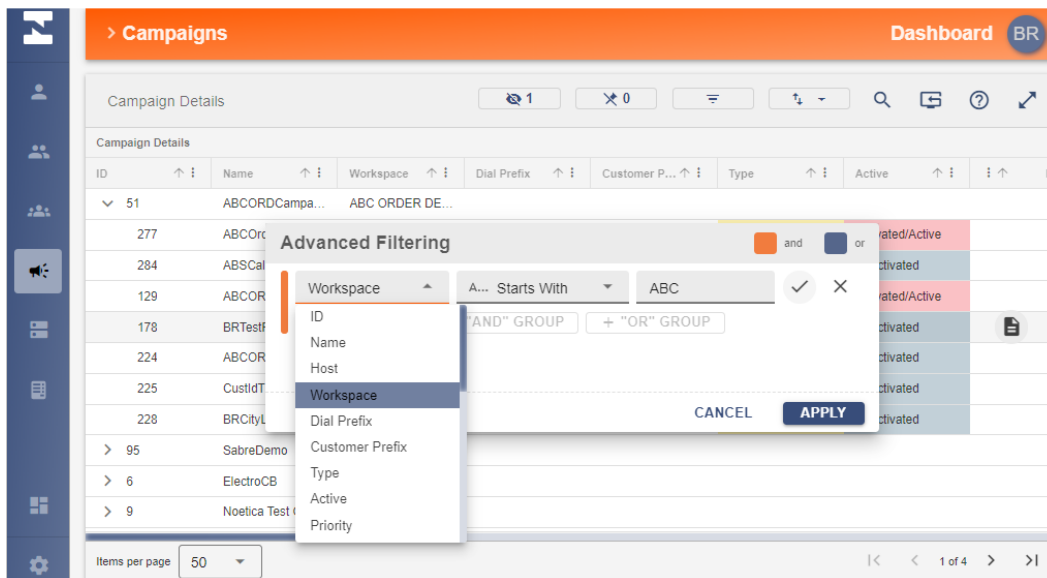



- To remove the simple search filter, click the **X** next to the search name.

## Advanced Search Filter

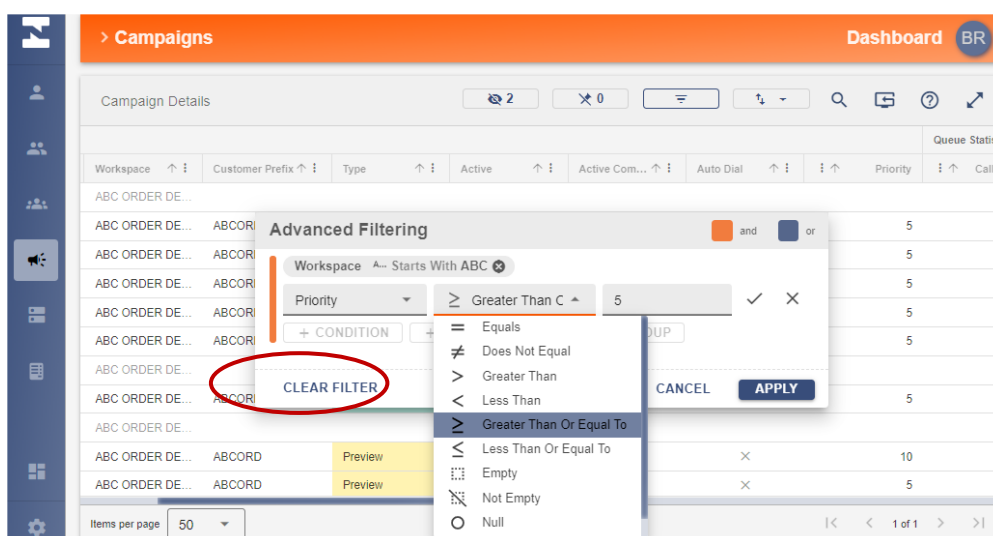
For a more complex search, use the advanced filter option, specifying multiple conditions to return specific results. The advanced filter is available at Agents, Group and Campaign level.


- Click the **Advanced Filter**  icon at the top right of the Dashboard screen.
- Start by creating a group of conditions, using +”AND” GROUP or +”OR” GROUP.



- Select the name of the column on which to base your first condition.
- Next, select the relevant filter i.e., Contains, Does Not Contain, Starts with, etc.
- Enter the search criteria into the Value field and click  to save the first condition.
- Add further filter criteria, as required, then click **Apply** to save and to return results.

In our example, we returned call lists with a priority of 5 or higher, from the ABC Workspaces.




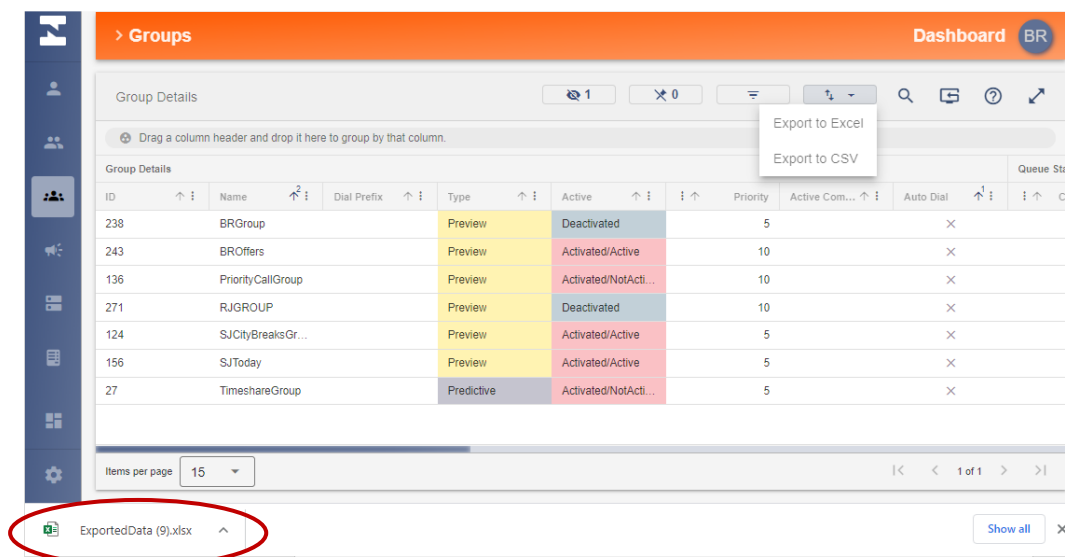
- To remove a single filter condition, click the  next to the condition.
- To remove all filter conditions, click **Clear Filter** in the Advanced Filtering dialog.

## Exporting Data

Using the Export option, you can export detailed statistics associated with your agents, groups, call list and telephony to Excel or CSV file.

To export all or selected data

- Click the **Export**  option in the Dashboard toolbar.
- Use a simple or advanced filter, to display the columns containing the data that you wish to export.
- Select **Excel** or **CSV**, depending on the type of export that you wish to initiate.

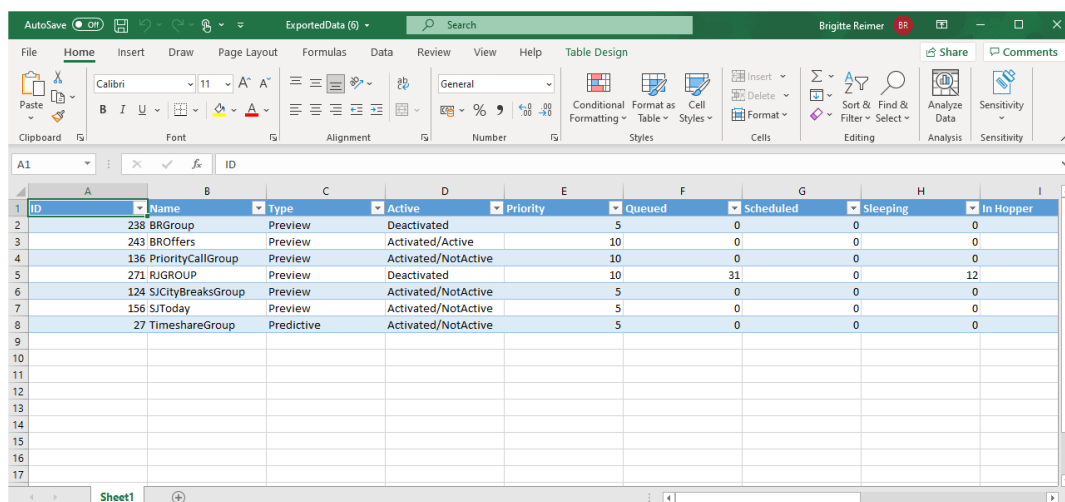


The screenshot shows the 'Groups' dashboard with a table of group details. The table has columns: ID, Name, Type, Active, Priority, Active Com..., Auto Dial, and Queue St. The data rows are:

| ID  | Name              | Type       | Active               | Priority | Active Com... | Auto Dial | Queue St |
|-----|-------------------|------------|----------------------|----------|---------------|-----------|----------|
| 238 | BRGroup           | Preview    | Deactivated          | 5        |               | X         |          |
| 243 | BROffers          | Preview    | Activated/Active     | 10       |               | X         |          |
| 136 | PriorityCallGroup | Preview    | Activated/NotActi... | 10       |               | X         |          |
| 271 | RJGROUP           | Preview    | Deactivated          | 10       |               | X         |          |
| 124 | SJCityBreaksGr... | Preview    | Activated/Active     | 5        |               | X         |          |
| 156 | SJToday           | Preview    | Activated/Active     | 5        |               | X         |          |
| 27  | TimeshareGroup    | Predictive | Activated/NotActi... | 5        |               | X         |          |

At the bottom left, a file explorer shows 'ExportedData (9).xlsx' circled in red.

- Open the Excel (or CSV file), now displayed at the bottom left of the selected Dashboard dialog, to view the exported data.





The screenshot shows an Excel spreadsheet with the following data:

| ID  | Name              | Type       | Active              | Priority | Queued | Scheduled | Sleeping | In Hopper |
|-----|-------------------|------------|---------------------|----------|--------|-----------|----------|-----------|
| 238 | BRGroup           | Preview    | Deactivated         | 5        | 0      | 0         | 0        | 0         |
| 243 | BROffers          | Preview    | Activated/Active    | 10       | 0      | 0         | 0        | 0         |
| 136 | PriorityCallGroup | Preview    | Activated/NotActive | 10       | 0      | 0         | 0        | 0         |
| 271 | RJGROUP           | Preview    | Deactivated         | 10       | 31     | 0         | 0        | 12        |
| 124 | SJCityBreaksGroup | Preview    | Activated/NotActive | 5        | 0      | 0         | 0        | 0         |
| 156 | SJToday           | Preview    | Activated/NotActive | 5        | 0      | 0         | 0        | 0         |
| 27  | TimeshareGroup    | Predictive | Activated/NotActive | 5        | 0      | 0         | 0        | 0         |

## AGENTS

The **Agent Details** dialog shows details for all agents logged in to the Synthesys™ Agent Portal, as well as telephony and call information, with details about agent states visually represented in graphs.

### Agent State Graph


- When using a filter to display selected agents only, the pie chart on the right will reflect this and only show details for these agents.
- If you maximise the pie chart  to full screen, details for all logged in agents will be displayed.
- For a full table view, you can hide the pie chart, by clicking the graph  icon.

The screenshot shows the 'Agents' page in the Noetica interface. On the left is a navigation sidebar with options like Agents, Teams, Groups, Campaigns, Telephony, Licensing, Wallboard, and Settings. The main area is titled '< Agents' and contains an 'Agent Details' table and an 'Agent States' pie chart. The table has columns for ID, Username, First Name, Last Name, State, and Action. The pie chart shows three categories: Talking (green, 66.7%), Wrapping Up (purple, 33.3%), and Total (3). A red circle highlights a small icon in the top right corner of the pie chart area, which is used to toggle the visibility of the chart.

| ID   | Username | First Name | Last Name | State      | Action              |
|------|----------|------------|-----------|------------|---------------------|
| 1202 | brigitte | Brigitte   | Reimer    | Talking    | ABCOrder.Custo...   |
| 1205 | ana      | Ana        | Smith     | Talking    | ABCOrder.ABC...     |
| 1204 | ben      | Ben        | Test      | WrappingUp | Available - Phon... |


| State       | Count | Percentage |
|-------------|-------|------------|
| Total       | 3     |            |
| Talking     | 2     | 66.7%      |
| Wrapping Up | 1     | 33.3%      |

### Agent Skill Assignments

- To view or hide agent skills assignments, select an agent, and click the **Skills**  icon.
- On selecting a skill assigned, you have the option to navigate directly to User Management, where you can view or edit skill details.

The screenshot shows the 'Agents' page with the 'Agent Details' table. A red circle highlights the 'Skills' icon (three horizontal lines) in the top right corner of the table grid. Another red circle highlights the skill assignment for 'PYMT Skill aaaa' in the 'BRIGITTE'S SKILLS' section on the right. A 'Skill Navigation' dialog box is overlaid on the screen, asking 'Do you want to navigate to User Management?' with 'CANCEL' and 'NAVIGATE' buttons.

| ID   | Username | First Name | Last Name | State      | Action            | Time     | Ext |
|------|----------|------------|-----------|------------|-------------------|----------|-----|
| 1202 | brigitte | Brigitte   | Reimer    | Previewing | ABCOrder.Custo... | 00:05:11 |     |
| 1204 | ben      | Ben        | Test      | Previewing | BRCityBreakOut... | 16:00:00 |     |
| 1205 | ana      | Ana        | Smith     | Previewing | ABCOrder.Custo... | 00:03:32 | 13  |

- Clicking the Force logout  icon on the table grid, you can instantly disconnect a selected agent from the Synthesys™ Portal and CTI.

## Agent Details Definition

Tooltips on column tab headings, and the table below, give a brief description of the statistics available in the Agent Details dialog of the Dashboard.

| Columns          | Definition    |  |
|------------------|---------------|--|
| Agent Details    | ID            | The user ID of the agent.  |
|                  | Username      | The name used by the agent to log into the Synthesys™ Agent Portal.  |
|                  | First name    | Displays the first name of the agent.  |
|                  | Last name     | Displays the surname of the agent.   |
| Agent Activities | State         | The current state of the agent, i.e., Waiting; Talking; Wrapping Up.   |
|                  | Action        | Shows the agent's current activity - Unavailable and Break reason, or Available and the agent's progress within a campaign, displaying the campaign and current section name, or 'Wrap-up' when the agent has reached the conclusion window. |
|                  | Time          | The time the agent has been in a current state   |
| Telephony        | Extension     | The extension number for the workstation.  |
|                  | Host          | Shows the application server name.   |
|                  | Phone         | Shows if the phone connection ready or not, i.e., true, or false.  |
|                  | Platform      | The name of the telephony platform the agent is logged on to.  |
| Agent Calls      | Direction     | Shows the type of call the agent is currently handling, i.e., Inbound, Outbound, or Not Ready.   |
|                  | Offered       | Show the total calls connected to the agent today.   |
|                  | Dispositioned | Total number of live calls completed.  |
| List             |               | The name of the call list or group currently allocated to the agent.   |
| Online           |               | The time an agent has been logged on, ready to work.   |
| Talk             | Total         | The length of time (total, average, and percentage) an agent spent both, connected on the phone and in a Synthesys™ Scripted App.  |
|                  | Average       |  |
|                  | %             |  |
| Waiting          | Total         | The time (total, average, and percentage) an agent spent waiting to take calls in any one session.   |
|                  | Average       |  |
|                  | %             |  |
| Wrap Up          | Total         | The time (total, average, and percentage) when an agent spent <u>not</u> both on the phone and in a script following a dial, whether the dial results in a connected call or not, plus any switch wrap up time.                              |
|                  | Average       |  |
|                  | %             |  |
| Preview          | Total         | The time (total, average, and percentage) an agent spent in a Synthesys™ scripted app BEFORE the call is connected.  |
|                  | Average       |  |
|                  | %             |  |
| Unavailable      | Total         | The time (total, average, and percentage) of an agent spent being unavailable to take calls in any one session.  |
|                  | Average       |  |
|                  | %             |  |

## Reporting Metrics

The Agent Details table of the Dashboard also contains information associated with Performance Metrics. This enables you to view up to date metrics on the agents' performance.

| Columns             | Definition        |   |
|---------------------|-------------------|---|
| Performance Metrics | Diarised Calls    | The total number of agent-assigned reschedules in the queue.  |
|                     | DMCs              | Shows the total number of calls with <b>the Decision Maker Contact Metric</b> set to "True".                                  |
|                     | Distinct Leads    | Shows the total number of unique customers contacted today.   |
|                     | Sales             | The number of sales today, i.e., the total number of calls with the <b>Success Metric</b> set to "True".                      |
|                     | Converted Leads % | The percentage of calls today that were Sales.<br>(Number of calls with Success Metric set to "True" over Total calls)        |
|                     | Converted DMCs %  | The percentage of calls today that were DMCs.<br>(Number of calls with Decision Maker Contact set to "True" over Total calls) |

## TEAMS

The **Teams** dialog displays detailed information for all teams that have been created in Synthesys™, including the team type, number of agents, lists and groups represented in the team.

- To view selected team details only, use the simple or column search filter.
- To fix a selected column or row into place, use the Pin icon.

The screenshot shows the 'Teams' dashboard with a table of team details. A search filter dropdown is open over the 'Call Direction' column. The table has columns for ID, Name, Call Direction, Agent, Lists, Groups, Inbound (Waiting, Busy), and Outbound (Waiting, Busy). The search filter dropdown includes options like 'Contains', 'Does Not Contain', 'Starts With', 'Ends With', 'Equals', 'Does Not Equal', 'Empty', 'Not Empty', 'Null', and 'Not Null'. There are also 'CANCEL' and 'APPLY' buttons at the bottom of the dropdown.

## Agent Details Graph

To display the state of agents currently assigned to the selected team in a graph:

- Select the relevant team and click the **Show Details** icon in the grid.
- The Details dialog will show a pie chart, displaying the current state of agents represented in this team.

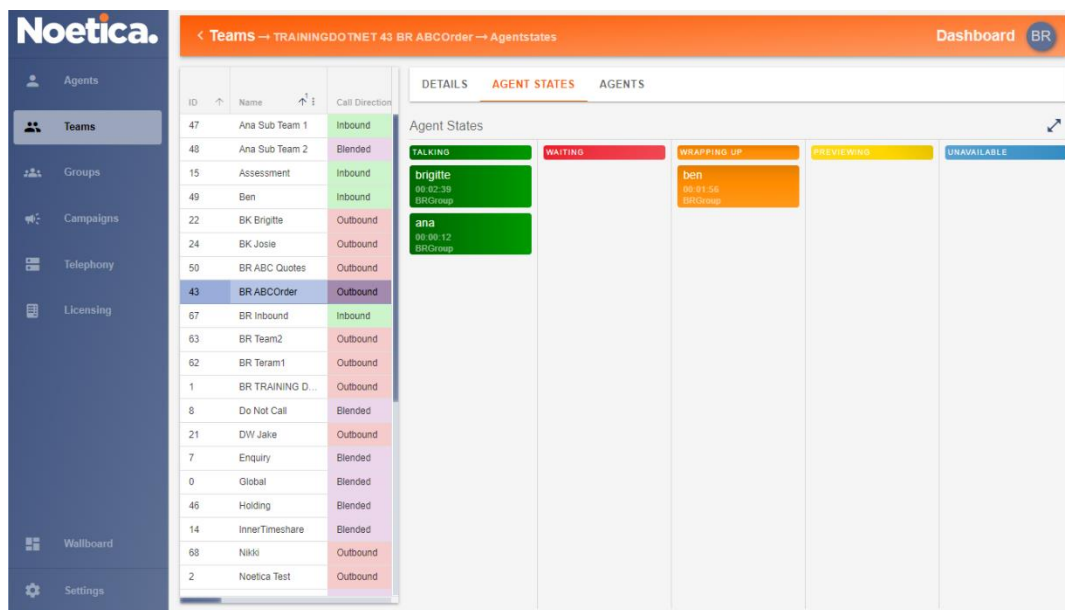
The screenshot shows the 'Agent States' pie chart for team 43. The pie chart is divided into three segments: 'Talking' (green, 66.7%), 'Wrapping Up' (purple, 33.3%), and 'Total' (white, 0%). Below the pie chart is a table showing the counts and percentages for each state.

| State       | Count | Percentage |
|-------------|-------|------------|
| Total       | 3     |            |
| Talking     | 2     | 66.7%      |
| Wrapping Up | 1     | 33.3%      |

## Agent States View

To view information associated with the current state of agents assigned to the selected team in a table:

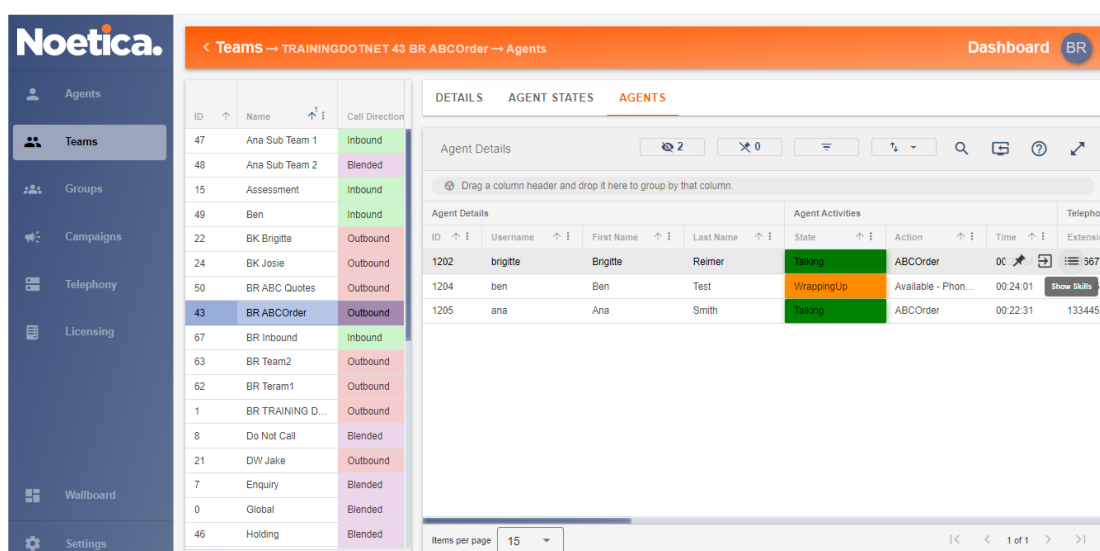
- Select the **Agent States** tab in the team dialog.
- Agents represented in the team are displayed in the relevant state columns (Talking, Waiting, Wrapping, etc.), together with the time that they have been in the state, and the name of the call list or outbound group they are working.



## Agent Details View

For a more detailed view of agents currently assigned to the selected team:

- Select the **Agents** tab in the selected team dialog.
- Agent, telephony, and call information associated with the agents represented in the selected team are displayed in a table.





## Team Detail Definition

Tooltips on column tab headings, and the table below, give a brief description of the statistics available in the Teams Details dialog of the Dashboard.

| Column         |         | Definition   |
|----------------|---------|--|
| ID             |         | The Team ID  |
| Name           |         | Name of the team   |
| Call Direction |         | Type of team, i.e., Blended, Inbound or Outbound.  |
| Parent         |         | Name of the Parent team, for sub teams.  |
| Host           |         | Shows the name of the application server.  |
| Agents         |         | Number of agents represented in each team.   |
| Lists          |         | Number of lists in a team.   |
| Groups         |         | Number of groups associated with the team.   |
| Inbound        | Waiting | Calls that are currently in the queue waiting to be transferred to an agent, having passed any initial regulatory message set on the strategy. |
|                | Busy    | Number of calls rejected for this team because the max Queue size had been reached.  |
| Outbound       | Waiting | The time an agent is waiting (Idle).   |
|                | Busy    | Number of agents currently on an Outbound call.  |
| Not Ready      |         | Number of agents in a team currently not free/ unavailable to take calls.  |
| Offline        |         | Number of agents in a team not currently connected.  |
| Online         |         | Number of agents in a team currently logged on.  |

## GROUPS

The **Group Details** dialog shows details for all groups created in the Synthesys™ Campaign Manager, and queue and dialler statistics. Please see next page for the Group Details table.

- To view selected team details only, use the simple and column search filters.
- To fix a selected column or row into place, use the Pin icon.

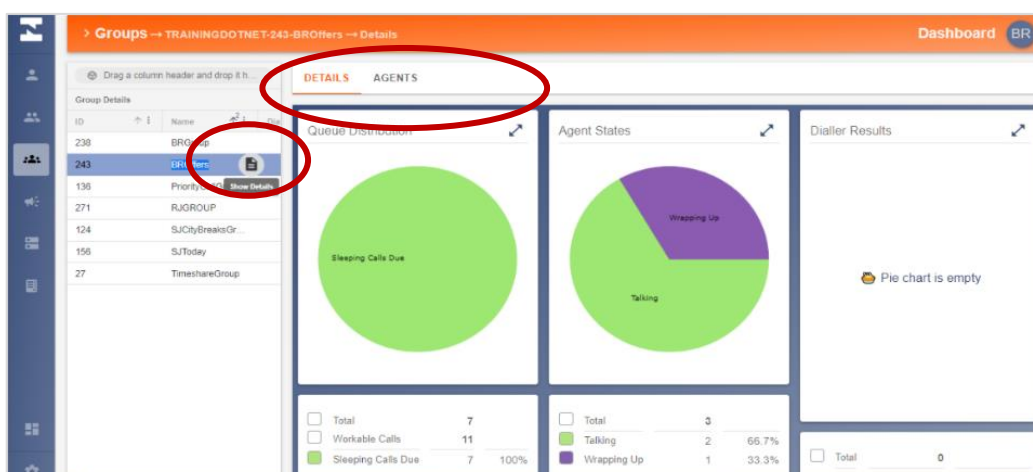
The screenshot shows the 'Groups' dashboard with a table of group details. A filter menu is open over the 'Active' column, showing options like 'Active', 'Sort', 'Move', 'Clear column filters', 'Text filter', and 'Select All'. The table has columns for ID, Name, Dial Prefix, Type, Active, Priority, Active Com..., Auto Dial, and Queue Statistics. The 'Queue Statistics' column shows 'Calls Made' counts for each group.

| ID  | Name              | Dial Prefix | Type       | Active           | Priority | Active Com... | Auto Dial | Queue Statistics |
|-----|-------------------|-------------|------------|------------------|----------|---------------|-----------|------------------|
| 238 | BRGroup           |             | Preview    | Deactivated      |          |               |           | 0                |
| 243 | BROffers          |             | Preview    | Activated/Active |          |               |           | 0                |
| 136 | PriorityCallGroup |             | Preview    | Activated/NotAct |          |               |           | 0                |
| 271 | RJGROUP           |             | Preview    | Deactivated      |          |               |           | 0                |
| 124 | SJCityBreaksGr... |             | Preview    | Activated/Active |          |               |           | 0                |
| 156 | SJToday           |             | Preview    | Activated/Active |          |               |           | 0                |
| 27  | TimeshareGroup    |             | Predictive | Activated/NotAct |          |               |           | 0                |

## Group Details Graph

To view a graph of the queue distribution, dialler results, and the current state of agents presently assigned to the group:

- Select the group and click the **Show Details** icon to open the Group Details view.
- A pie chart will display the Queue Distribution, Agent States and Dialler Results.



## Agent Details View

Selecting the **Agents** tab in the selected group dialog will open the Agents Detail view, where you can see detailed information for all agents currently assigned to this group.

## Group Detail Definition

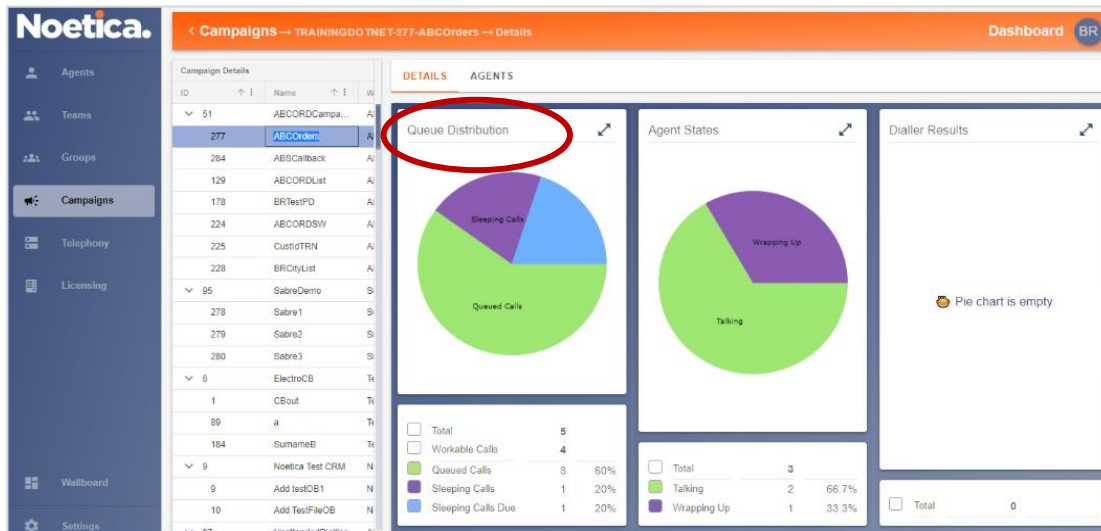
Tooltips on column tab headings, and the table below, give a brief description of the statistics available in the Groups dialog of the Dashboard.

| Column                 |   | Definition   |
|------------------------|---|--|
| ID                     |   | The Group ID   |
| Name                   |   | Name of outbound group   |
| Host                   |   | Shows the name of the application server.  |
| Dial Prefix            |   | The initial number (i.e., '9') used to dial out.   |
| Type                   |   | Shows the dialling mode of a group, i.e., Preview, Predictive  |
| Active                 |   | Shows if the group is activated or deactivated and inside or outside of active times (Activated/ Active; Activated/ Not Active; Deactivated/ Active; Deactivated/ Not Active), or if the list has past the end date specified (Expired). |
| Priority               |   | The priority rating of the outbound group: Low = 0; High = 10  |
| Active Complex Filters |   | Shows the name of the List Organiser complex filter applied to the group, if any.  |
| Auto Dial              |   | True or False, depending, if Auto Dial is activated or not.  |
| Queue Statistics       | Calls Made  | A count of all call attempts made for the entire group today.  |
|                        | Calls To Make   | The number of calls that the Dialler has calculated it needs to dial for the group right now.  |
|                        | In Progress   | The number of calls currently in process of being taken.   |
|                        | Queued  | The number of calls currently in queued (scheduled/ sleeping) state, for the group.  |
|                        | Scheduled   |  |
|                        | Sleeping  |  |
| In Hopper              | The number of records to be dialled in the Dialler cache. |  |
| Dialler Statistics     | Max ACR %   | Abandoned call rate limit set for the group.   |
|                        | ACR %   | Current abandoned call rate for the group.   |
|                        | Connect %   | The connect rate (connected/ dialled) for the group.   |
|                        | Avg Connect   | The average time it takes to deliver a connected call for the group.   |
|                        | Trunks  | Total number of telephone lines assigned to the group.   |
| Agents                 | Avg Idle  | The average time agents wait between calls for this group.   |
|                        | Expected Free   | The number of agents that the dialler expects to become free within the next average connect time.   |

## Queue Distribution Definition

At **Group and Campaign level** you can also view, visually in a graph, the queue distribution for a selected group or call list.

Select the relevant group or call list and click the **Show Details**  icon in the grid.



| Column          | Definition  |
|-----------------|---|
| <b>Total</b>    | Shows the total number of active calls for the selected group or call list.                                       |
| <b>Workable</b> | Shows the total number of active workable calls, including Queued, Sleeping Due, Scheduled Due, Emergency Due.    |
| Queued          | % of active calls that are in a queued state, ready to be taken.  |
| Sleeping        | % of active calls in sleeping state, after having been aborted as Busy, No Answer, or Answer machine.             |
| Sleeping Due    | % of active sleeping calls in the queue that have reached their specified time and are now ready to be presented. |
| Scheduled       | % of active calls that have been scheduled to be taken at a specified time.                                       |
| Scheduled Due   | % of active scheduled calls that have reached their specified time and are now ready to be presented.             |
| Emergency Due   | % of active calls due for an instant call back.   |
| Completed       | % of outbound calls that have been completed.   |
| Running         | % of outbound calls in progress.  |

## CAMPAIGNS

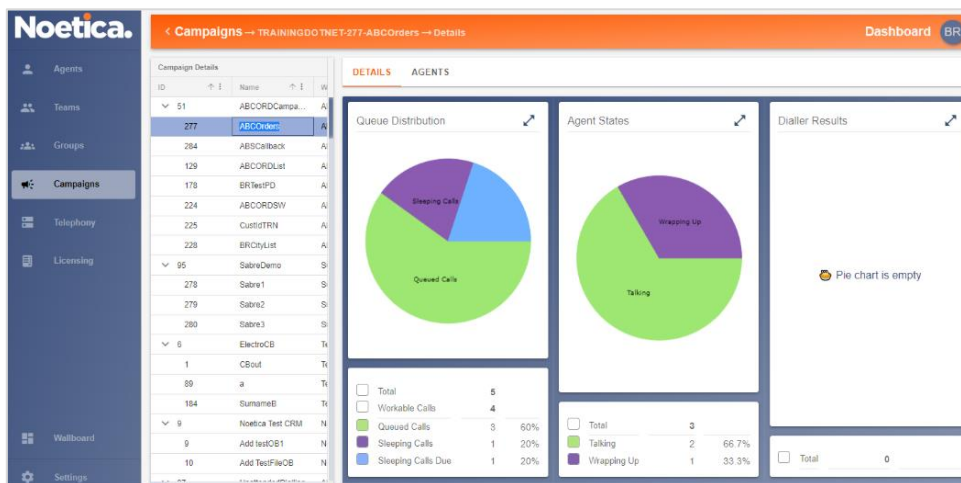
The **Campaign Details** dialog shows Campaign information, and detailed statistics for call lists that have been created in the Synthesys™ Campaign Manager. Please see **List Detail Definition** on the next page, for a full description.

To view selected information, you can use the Dashboard toolbar and page column options, as described at the beginning of this document, including column visibility, sorting, pinning, and grouping, and apply simple or advanced search filters, to return the desired data items.

### Campaign Details Graph

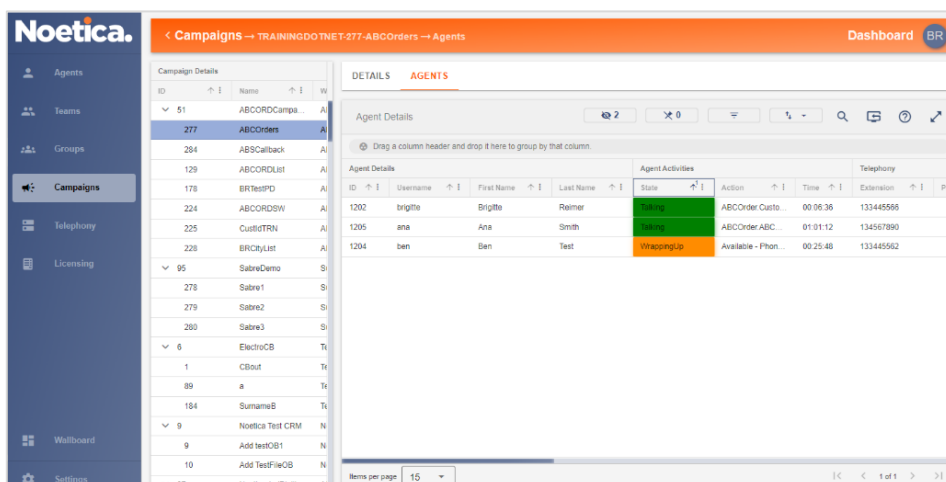
To show a graph of the queue distribution, dialler results, and the current state of agents assigned to the selected call list:

- Select the relevant call list and click the **Show Details**  icon in the grid.
- A pie chart will display the Queue Distribution, Agent States and Dialler Results.



### Agent Details View

Selecting the **Agents** tab in the selected Campaign Details dialog will open the Agents Detail view, where you can see detailed information for all agents currently assigned to this group.



The screenshot shows the 'Agents' view in the Noetica interface. On the left, the same list of campaigns is shown, with 'ABCOrders' selected. On the right, the 'AGENTS' tab is active, displaying a table of agent details and activities.

| Agent Details |          |            |           | Agent Activities |                     | Telephony |
|---------------|----------|------------|-----------|------------------|---------------------|-----------|
| ID            | Username | First Name | Last Name | State            | Action              | Time      |
| 1202          | brigitte | Brigitte   | Reimer    | Talking          | ABCOrder Custo...   | 00:06:36  |
| 1205          | ana      | Ana        | Smith     | Talking          | ABCOrder ABC...     | 01:01:12  |
| 1204          | ben      | Ben        | Test      | WrappingUp       | Available - Phon... | 00:25:48  |

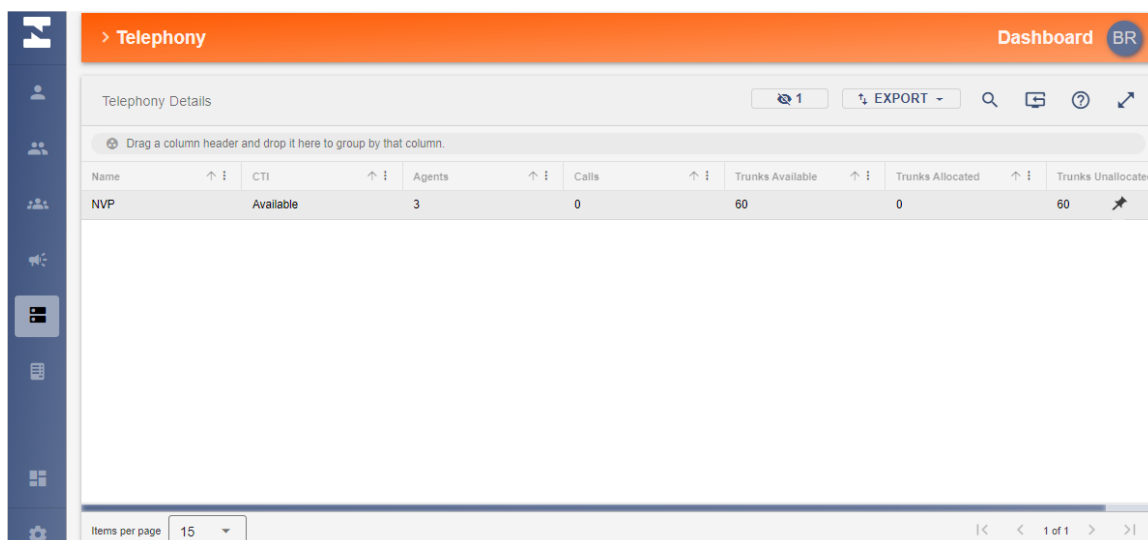
## List Detail Definition

Tooltips on column tab headings, and the table below, give a brief description of the columns and statistics available in the Campaigns/ call lists dialog of the Dashboard.

| Column                 |   | Definition   |
|------------------------|---|--|
| ID                     |   | The Campaign/ List ID  |
| Name                   |   | Name of the campaign/ call list.   |
| Host                   |   | Shows the application server name.   |
| Workspace              |   | Name of workspace associated with campaign/ call list.   |
| Dial Prefix            |   | The initial number (i.e., '9') used to dial out on the campaign/ list.   |
| Customer Prefix        |   | The CRM Entity prefix used by the campaign/ call list.   |
| Type                   |   | Shows the dialling mode, i.e., Preview, Predictive   |
| Active                 |   | Shows if the call list is activated or deactivated and inside or outside of active times (Activated/ Active; Activated/ Not Active; Deactivated/ Active; Deactivated/ Not Active), or if the list has past the end date specified (Expired). |
| Priority               |   | The priority rating of the outbound list: Low = 0; High = 10   |
| Active Complex Filters |   | Shows the name of the List Organiser complex filter, if applied to the list.   |
| Auto Dial              |   | True or False. Shows if Auto Dial is activated or not.   |
| Queue Statistics       | Calls Made  | A count of all call attempts made for the call list.   |
|                        | Calls To Make   | The number of predictive calls that the Dialler has calculated it needs to make for the list.  |
|                        | In Progress   | The number of calls in process of being taken.   |
|                        | Queued  | The number of calls currently in queued, scheduled and sleeping state for the call list.   |
|                        | Scheduled   |  |
|                        | Sleeping  |  |
| In Hopper              | The number of records to be dialled in the Dialler cache. |  |
| Dialler Statistics     | Max ACR %   | Abandoned call rate limit set for the campaign/ list.  |
|                        | ACR %   | Current abandoned call rate for the campaign/ list.  |
|                        | Connect %   | The connect rate (connected/ dialled) the campaign/ list.  |
|                        | Avg Connect   | The time on average that it takes to deliver a connected call for the campaign/ list.  |
|                        | Trunks  | The number of telephone lines assigned to the campaign/ list.  |
| Agents                 | Avg Idle  | The average time agents wait between calls for this campaign/ list.  |
|                        | Expected Free   | The number of agents that the dialler expects to become free within the next average connect time.   |

## TELEPHONY

The **Telephony** dialog of the Dashboard shows information about the hosts, switches in use, the number of agents assigned a switch, and the number of available, allocated or unallocated trunks.



| Name | CTI       | Agents | Calls | Trunks Available | Trunks Allocated | Trunks Unallocated |
|------|-----------|--------|-------|------------------|------------------|--------------------|
| NVP  | Available | 3      | 0     | 60               | 0                | 60                 |

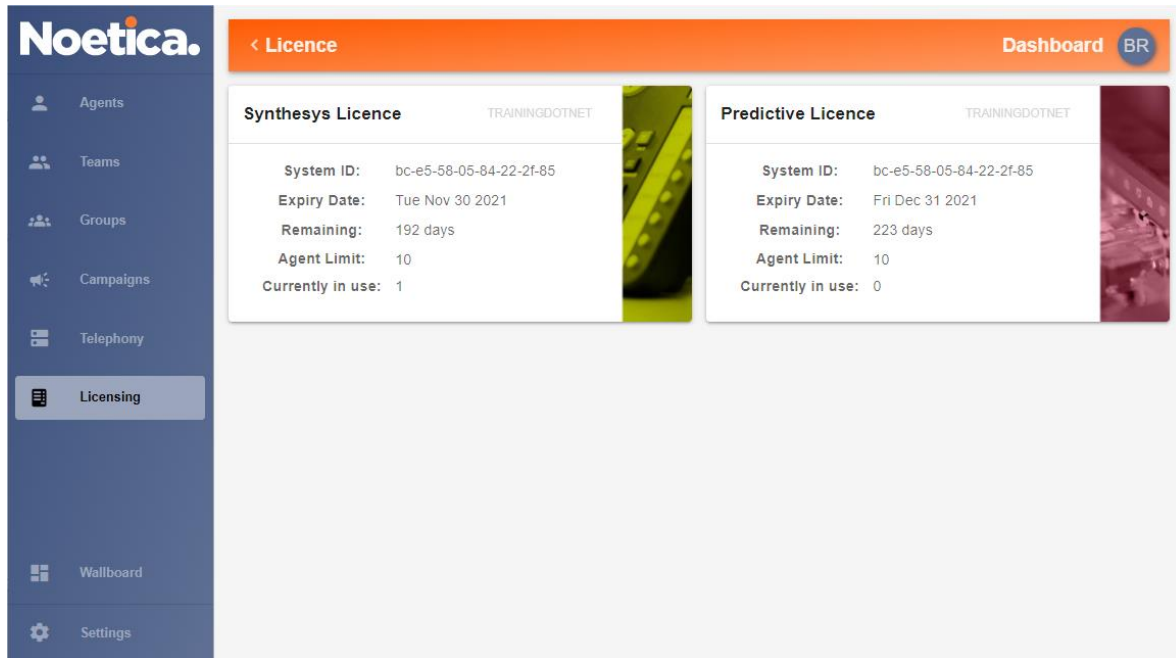
### Telephony Detail Definition

Tooltips on column tab headings, and the table below, give a brief description of the columns and statistics available in the Telephony dialog of the Dashboard.

| Column             | Definition   |
|--------------------|--|
| Host               | Shows the name of the voice platform server.                                 |
| Name               | Shows the name of the voice platform.  |
| CTI                | Shows if the Computer Telephony Integration enabled.                         |
| Agents             | The number of agents logged into the specific switch.                        |
| Calls              | Total number of calls in progress on the platform.                           |
| Trunks Available   | The number of telephone lines available on this platform.                    |
| Trunks Allocated   | The number of telephone lines allocated to current activities.               |
| Trunks Unallocated | The number of telephone lines currently <u>not</u> assigned to any activity. |

## LICENSING

The **Licensing** dialog of the Dashboard shows the current Synthesys™ and Predictive Dialler licensing arrangements.



The screenshot shows the 'Licence' dialog in the Noetica dashboard. It features a left-hand navigation menu with options: Agents, Teams, Groups, Campaigns, Telephony, Licensing (selected), Wallboard, and Settings. The main content area displays two license cards for 'TRAININGDOTNET'.

| System ID               | Expiry Date     | Remaining | Agent Limit | Currently in use |
|-------------------------|-----------------|-----------|-------------|------------------|
| bc-e5-58-05-84-22-2f-85 | Tue Nov 30 2021 | 192 days  | 10          | 1                |
| bc-e5-58-05-84-22-2f-85 | Fri Dec 31 2021 | 223 days  | 10          | 0                |

| Name             | Definition  |
|------------------|---|
| System ID        | Shows the System ID that is generated when Synthesys™ is installed. |
| Expiry date      | Date the licence expires.   |
| Remaining        | Number of days left, before the licence expires.                    |
| Agent Limit      | Maximum agents that can be logged on at any one time.               |
| Currently in use | Number of agents that are currently logged on.                      |



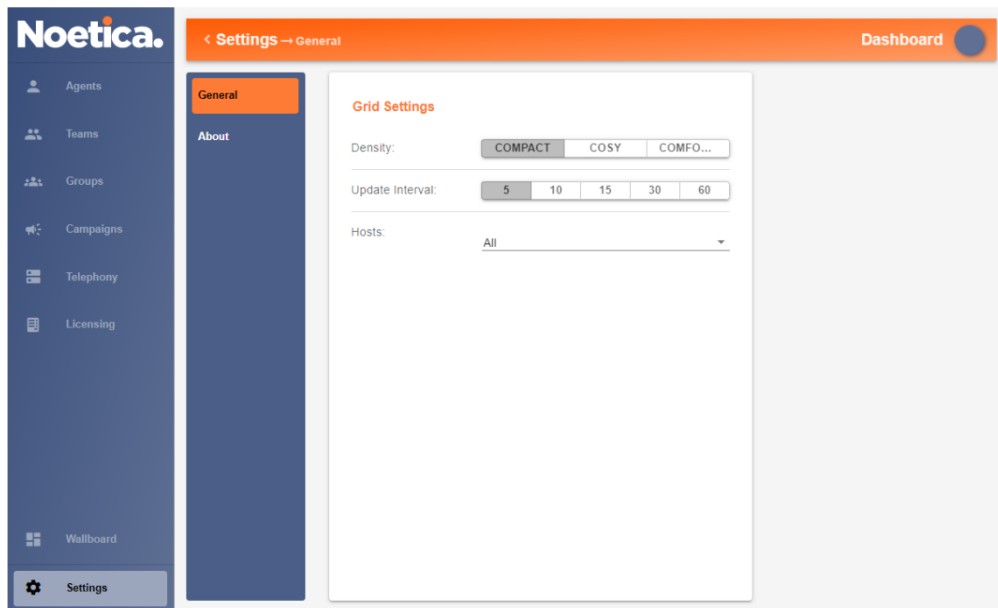
## SETTINGS

The Settings dialog of the Dashboard is used to adjust display settings, and to view the version number of the Dashboard installed.

### General

In the **General** section of the Settings dialog, you can select your preferred Density for grid spacing and the interval for refreshing the data displayed.

When using multiple Hosts, you can choose if you wish to display data for All, or a selected Host only.



### About

The **About** section of the Settings dialog displays the Version number for the Noetica Dashboard, the date of the latest update, and a link to the Noetica website.

