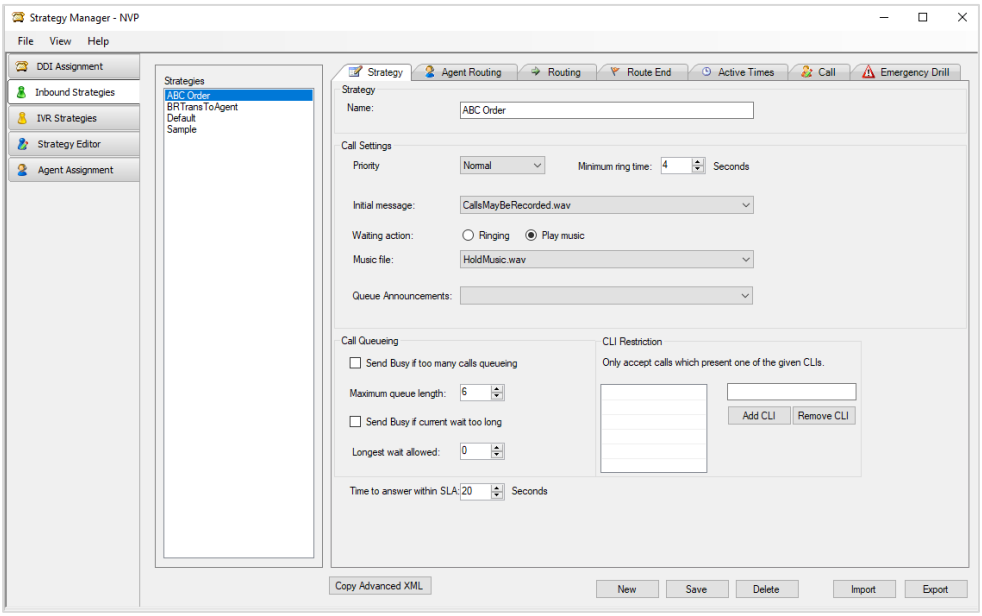
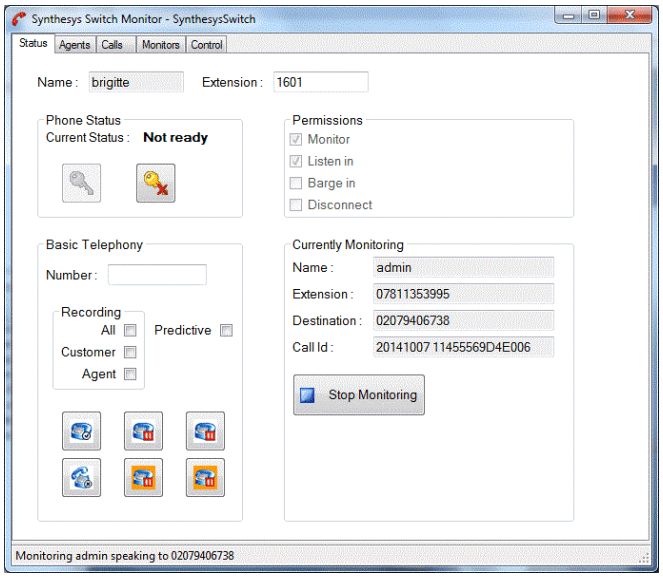
NOETICA VOICE PLATFORM (NVP™)

Strategy Manager



Switch Monitor



Noetica

Noetica Voice Platform (NVP™)

Last updated January 2021

NOETICA VOICE PLATFORM (NVP™)

THE STRATEGY MANAGER

Introduction

Open the ***Strategy Manager*** in Synthesys™ Management, via the Applications tab, and select the switch that you wish to connect to from the drop-down menu.

In the **DDI Assignment** dialog, you can associate each incoming DDI with an Inbound or IVR strategy.

Inbound Strategies are used to define call settings and the Queueing process. Users can set a minimum ring time before calls are answered, decide if a regulatory message or music should be played while callers are waiting and if the call should be recorded. For each strategy defined, users can then specify further details under the *Agent Routing, Routing,* Route End, *Active Times, Call* and *Emergency Drill* tabs*.*

Queue Announcements

Each Inbound Strategy has a Queue Announcements drop-down menu, which picks up a suitable sub-folder of the NVP WavFiles subdirectory to play a set of recordings, to update callers on their position in the queue and the estimated time of the call being answered. You can select the "Default Position In Queue" folder, or you can create a new folder in the WavFiles directory and record your own set of Wav files for the queue announcements.

IVR Strategies *(*Interactive voice response) allow you to define strategies for customer interaction using message requests and DTMF tones input via the telephone keypad to route the call to the appropriate agent.

As part of the IVR strategy users can define *Variables*, and associate single digit entries with specific Inbound or IVR strategies (1 for Customer service, 2 for Sales), which subsequently can be used in scripted app calculations and branching, and for reporting.

The **Strategy Editor** can hold, if requested, more complex bespoke strategies designed in XML, to add extra functionality. Please contact your Noetica Account Manager for more information.

In the **Agent Assignment** dialog, users can assign an incoming DDI to a selected Agent.

All system messages are held in WAV files and can be customised per campaign. If you need guidance to creating WAV files, please get in touch with Noetica and we can provide further information. (Document: “Recording Sound Files for the Noetica Voice Platform”).

Save the recordings on \\NameOfSwitchServer\ VoicePlatform\WavFiles. You can either overwrite the current file or save a copy and replace it later.

All call details (successful or abandoned) are logged to a database for reporting on call centre performance.

Variables set up as part of IVR strategies can be used in scripted app calculations and branching to determine the flow of the conversation, and in reporting.

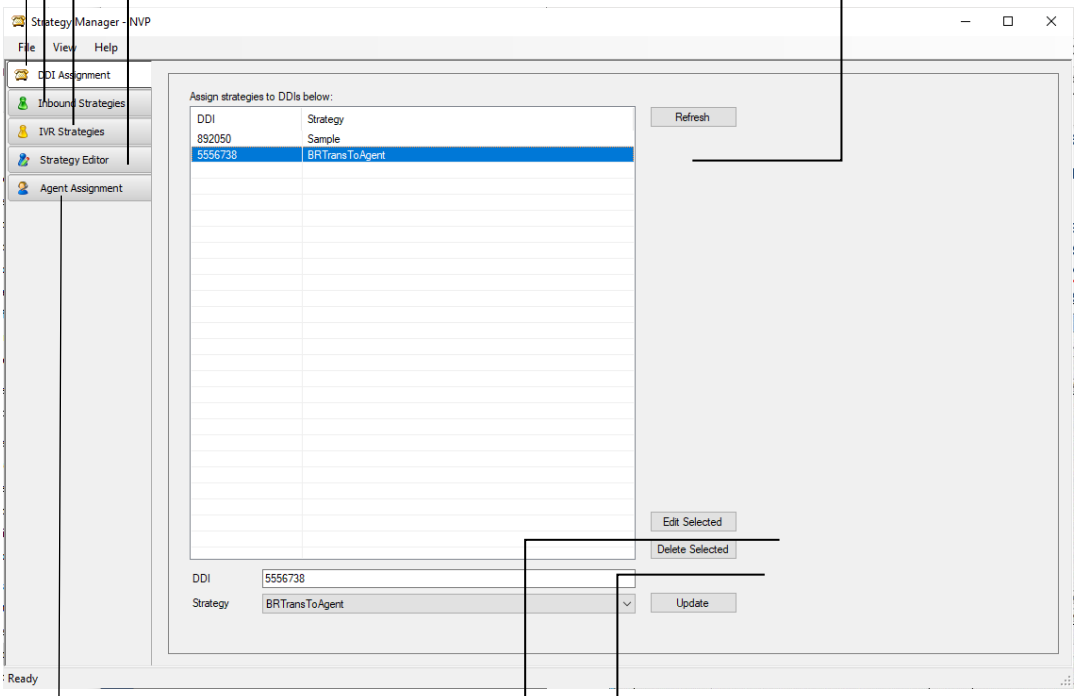
DDI ASSIGNMENT

Using the Strategy Manager, users can configure the Inbound and IVR strategies that are to be associated with each incoming DDI (Direct Dial In number).

IVR and Inbound strategies are assigned to DDI numbers in the **DDI Assignment** dialog**.**

- Enter the DDI number into the DDI field at the bottom of the dialog.
- Select the desired strategy from the Strategy drop down menu.
- Click the Add button now enabled, to display the DDI and associated strategy in the DDI and Strategy columns of the Assign strategies to DDI below section.
- To update information, click the Refresh button on the right of DDI and Strategy columns.

DDI Assignment – to assign IVR and Inbound Strategies to DDI numbers
Inbound Strategies - to configure the Inbound strategy to be used
IVR Strategies - to configure the IIVR strategies to be used
Strategy Editor – advanced strategies configured by Noetica
Refresh – to update strategy assignments



Agent Assignment – to link a DDI to an agent

Edit Selected – to modify the currently selected strategy

Delete Selected - to remove the currently selected strategy

The next pages will describe how you can configure new Inbound and IVR strategies.

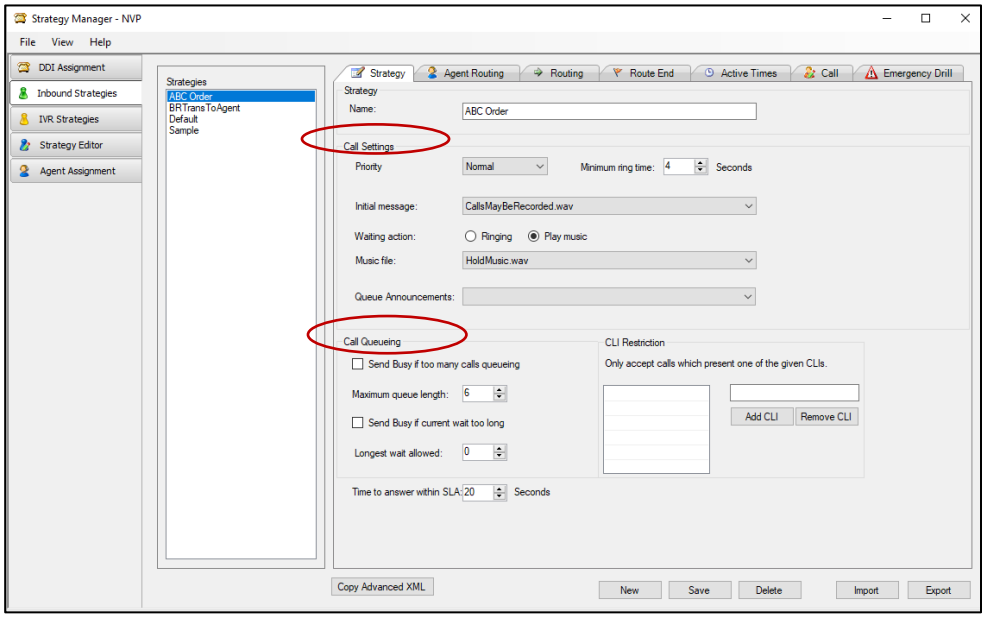
To assign a DDI to a selected agent, please go to the section Agent Assignment for more information.

INBOUND STRATEGIES

Strategy for Call Settings

In the *Call Settings* section of the Strategy page, you can specify the call settings to be applied for each call. The *Import* and *Export* buttons are used to import or export Inbound strategies as xml files.

- Click the **New** button at the bottom of the Strategy screen to create a new Inbound strategy and type a name for the strategy into the **Name** field.
- Next, select a **Priority** of Low, Normal, High, or Urgent to determine which calls from the available strategies should be presented to available agents first.
- Enter, in seconds the **Minimum ring time** before the call is answered.
- Select an **Initial message** (WAV file), if one is to be played before a caller joins the queue (e.g., 'Your call may be recorded for training purpose').
- Specify the Waiting action, i.e., tick **Ringing** if the caller should hear a ringing tone while Queueing/ waiting, **or select a Music file** (WAV file), to play music**.**



Queue Announcements

As part of your Inbound Strategy, you can play a set of announcements, to inform callers of changes in their queue position and the estimated time before they will be put through to an agent.

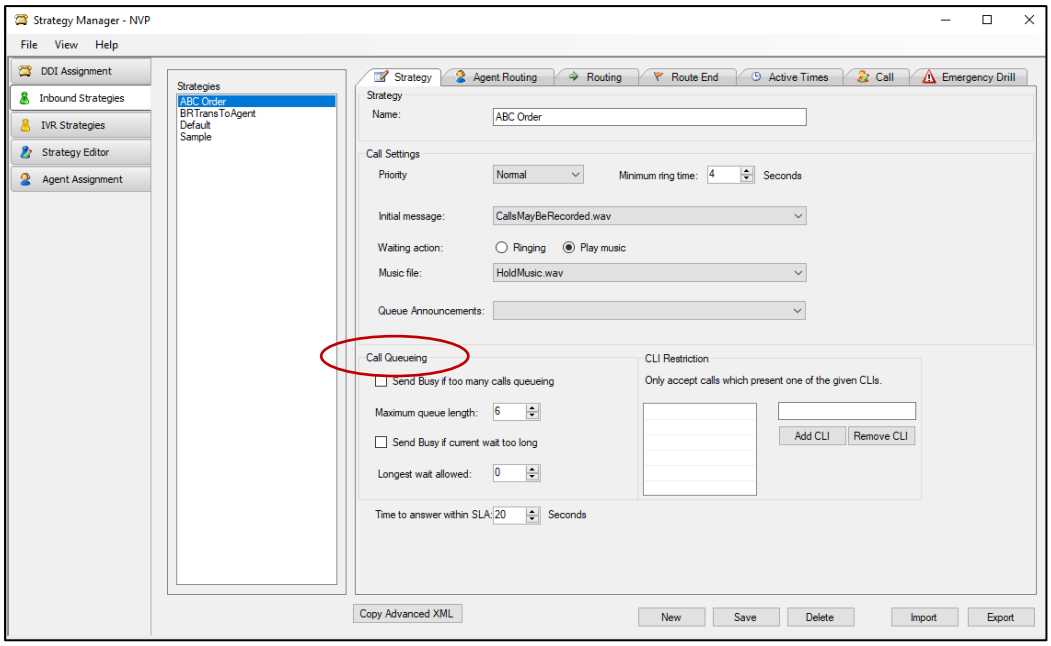
- From the **Queue Announcements** drop down menu, either select the **Default Position In Queue** folder, or you can pick up a folder containing your own Wav file recordings for the queue announcements, if they have been saved to the WavFiles directory.

When a folder is selected, then after a few seconds of being in the queue, the first announcement is played, e.g. "You are current at position ' xx' in the queue. Your call should be answered within 'xx' minutes." As the queue position changes, further announcements are played (after waiting a few seconds, so that the announcements do not pile-up on one another unnecessarily).

The time estimate for "your call should be answered within" is based on the difference between the time the previous call spent in the queue and the time this call has been in the queue. For example, if the last call answered was in the queue for ten minutes and you have been in the queue 6 minutes, we estimate a further waiting time of approximately 4 minutes, always rounding UP the time remaining.

Strategy for Call Queueing

In the *Call Queueing* section of the Strategy page, you can determine how many calls you want to allow into the queue at any one time, and the longest waiting time, before sending a busy tone to any new caller.



Configuring details for the Call Queueing process

- Tick *Send Busy if too many calls queueing* and use the *Maximum queue length* option, to enter the maximum number of callers allowed in the queue. If the limit set is exceeded, any new caller will hear a busy signal.
- Tick *Send Busy if current wait too long* and enter, in seconds, the *Longest wait allowed*, to send a busy signal to any new caller, if the waiting time for any caller in the queue exceeds the limit set.

CLI Restriction

- Enter one or multiple CLIs to activate the CLI restriction feature, specifying that ONLY calls from the listed CLI number(s) will be accepted. If the ACD rejects a call because it does not match any of the CLIs entered, it will send a busy back
- To remove a selected CLI, click the *Remove CLI* button

Time to answer within SLA

The value "Time to answer within SLA" is defined in seconds. It allows administrators to set a service level threshold for answering calls, per Inbound Strategy, against which SLA adherence is measured.

- Enter, in seconds, the time acceptable within SLA, for Inbound calls to be answered by the agents (the Default setting is 20 seconds).

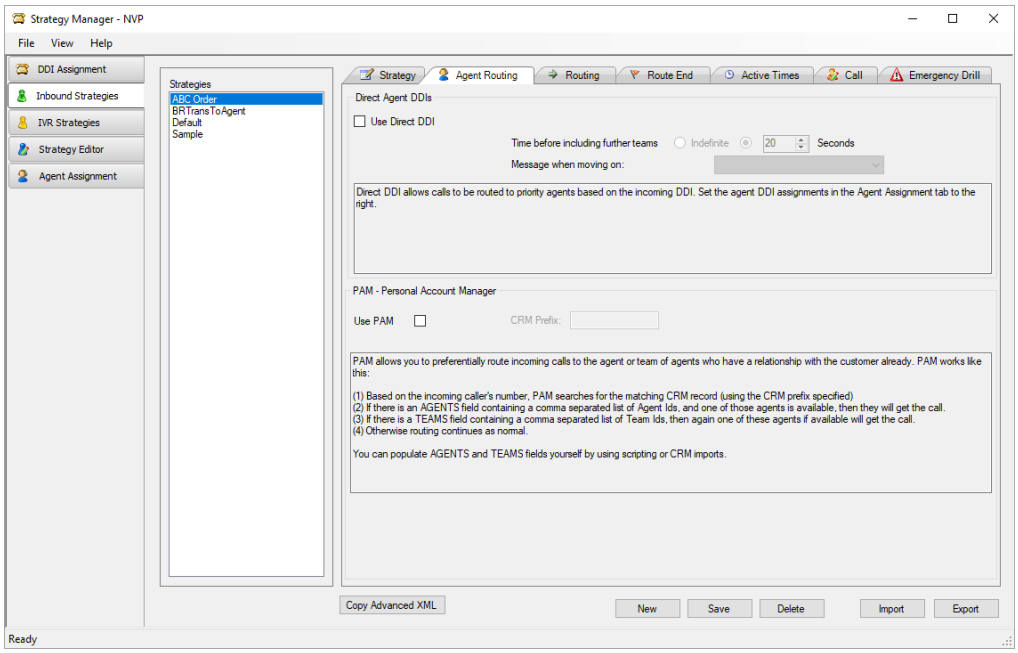
SLA is calculated as the percentage of calls answered by agents within the specified time, as a proportion of the number of Calls Offered.

In the Synthesys™ Wallboard, under the Adherence heading in the Settings page, colour coded alerts can be set to display the associated SLA statistics and to notify supervisors, in real time, if the acceptable SLA limits are achieved or exceeded.

Agent Routing

Direct Agent DDIs

- Tick the Use Direct DDI option, if the DDI is initially to be routed to a selected agent or agents, as assigned in the Agent Assignment page of the Strategy Manager.
- Users can specify, in seconds, the Time waiting, before the call can overflow to other teams in the routing tab. If Indefinite is selected, the call will only pop to agents assigned to the DDI.



PAM - Personal Account Manager

PAM routing allows for customers to be routed to preferred agents or teams, depending on successful CLI recognition.

To enable PAM routing, you initially need to use call scripting to add an AGENTS and/or TEAMS field to the relevant CRM, and then use CRM imports, to populate these fields with a comma separated list of Agent Ids and Team Ids.

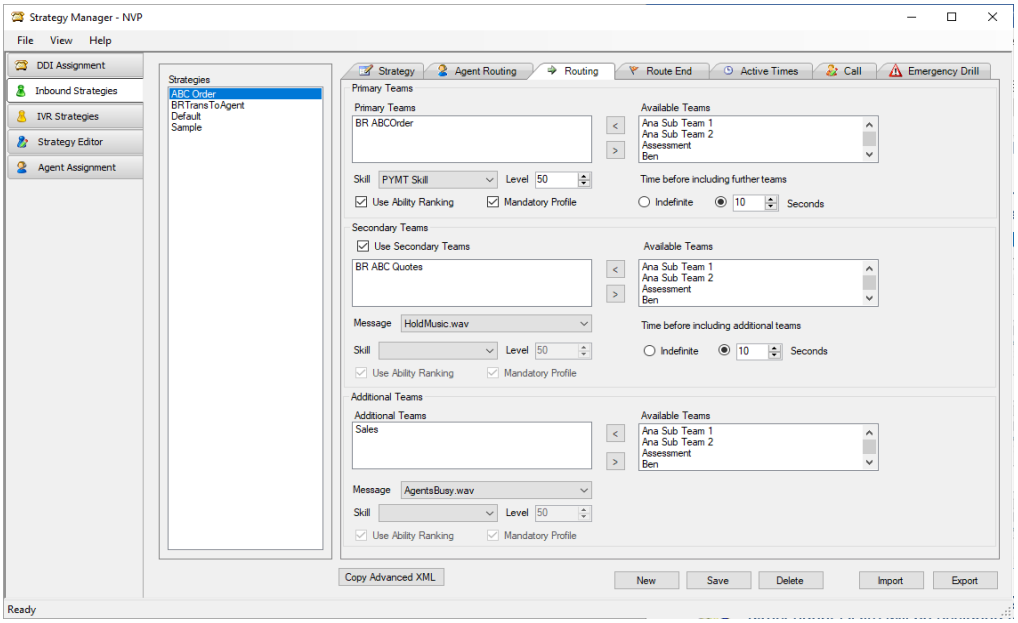
In the *Inbound Strategies* page, under the Agent Routing tab

- Tick the Use PAM option and enter the relevant CRM Prefix.
- Based on the incoming caller's number, PAM will search for the matching customer record, using the CRM prefix specified.
- If there is an AGENTS field containing Agent IDs, and one of the agents is available, the call will be passed to that agent. If there is a TEAMS field containing a list of Team IDs, the call will be passed to one of the available agents in that team. If no Teams or Agents options are available routing continues as normal.

Routing

Under the Routing option, you can assign teams and specify how to deal with a call, if it hasn't been answered within a given time. The number of inbound calls that can be queued is only limited by the number of lines configured on the system.

- Move the team(s) to be used in your routing strategy from the Available Teams section into relevant Primary section, and if relevant, into the Secondary and Additional Teams section.
- If the call has not been answered within the specified time (**Time before including further teams**) tick **Use Secondary Teams,** to route the call to the next team level**.**
- A Message (WAV file) can be played while the caller is waiting in the queue.
- If the call is not answered in a configurable time (Time before including additional teams), it can be routed to further Teams if they have been specified.
- A Message (WAV file) can be played while the caller is waiting in the queue.



- If Skill routing is enabled, you can define a Skill Condition at any of the three team routing levels, selecting a combination of Skill, Minimum Ability, Use Ability Ranking and Mandatory Skill.

Using multiple teams routing to include agents from the Secondary and Additional Teams level, the skill condition assigned at that team level will apply to ALL the agents, and any skill condition defined at the team level above will be ignored.

This is particularly important when you apply a mandatory skill to one of the team levels, as in this instance calls will ONLY be delivered to agents who meet or exceed the minimum skill requirement. NO calls at all will be routed to agents with skills below the skill requirement set, or to agents with a different skill assignment.

To avoid calls NOT being answered or to extend, rather than restrict your pool of agents, you may want to apply 'Use Ability Ranking' only, especially at the last tier of your routing strategy. This way calls will be routed to agents with the required skills first, according to their ability ranking, but include agents with lower or no skills, based on the longest waiting, if your more skilled agents are busy.

Please see the next page for more information.

Applying Skill Conditions to the Routing Strategy

Each team routing level gives you the option to route calls based on a skill condition.

If you define a skill condition at Primary Teams level only, the routing moves to the next team levels and calls will be delivered to agents based on longest waiting. If you define a skill condition at Additional Teams level only, the calls will initially be routed based on longest waiting, until the routing moves to include the additional teams, at which point the skill condition applied at the Additional Teams level is used for routing calls.

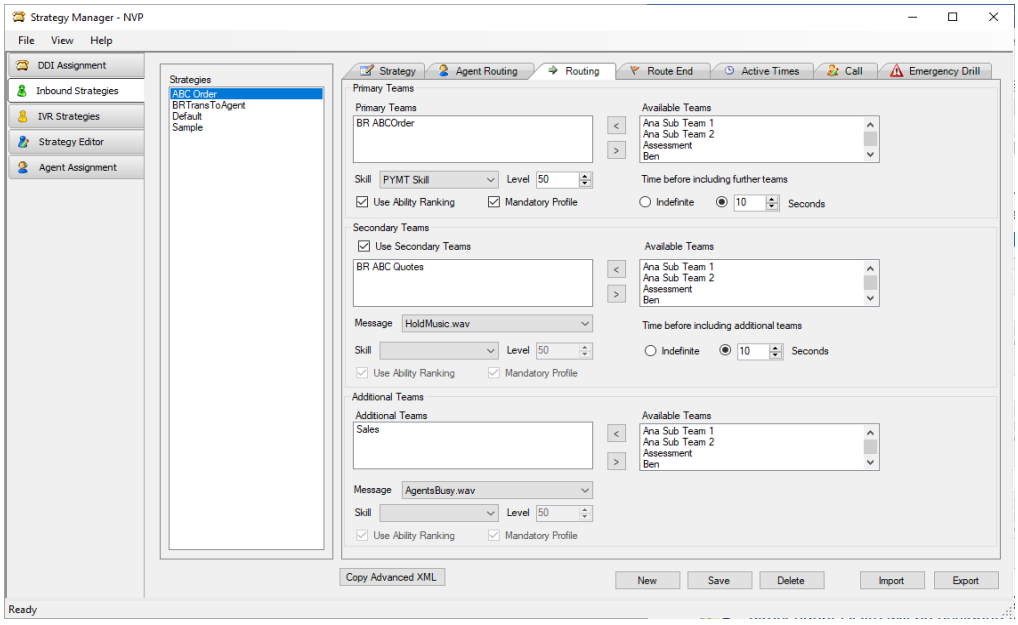
Setting Skill and Competence Level

- Pick the skill condition that you wish to apply to the team from the **Skill** drop down list,
- Enter the minimum competence level required for the selected skill.

Applying Ability Ranking and Mandatory Skill

To enable skill-based routing on any of the team levels, also set an ability ranking and/or mandatory skill, else the skill settings at this team level will be ignored.

- Tick '**Use Ability Ranking'** to route calls to agents with a skill above (or equal to) the minimum ability level set, according to their ability ranking, but to also include agents with lower or no skills based on a longest waiting agent, if the more skilled agents are busy.
- Tick **Mandatory Skill**, to route calls exclusively to agents who meet the skill level assigned, according to longest waiting.
- Tick both **Use Ability Ranking** and **Mandatory Skill**, to route calls exclusively to agents who meet the relevant skill requirement, based on their ability ranking.



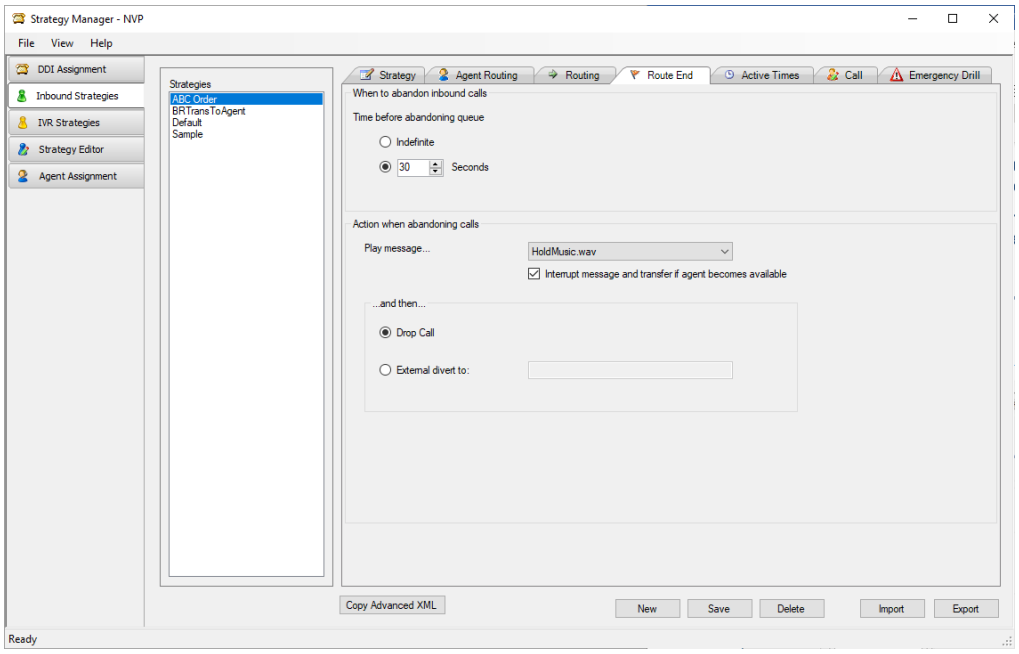
When applying a **mandatory setting** to a skill condition, NO incoming calls *(*apart from direct agent DDIs) will be assigned to agents if they do not meet the skill assignment. This may result in calls being missed, if there not enough agents with the required minimum skill or above available at each team level to answer the calls.

For information about creating Skills, assigning Skills to users, and applying Skill conditions in Outbound calling, please see the module document SABRE (Skills & Ability Based Routing Engine).

Route End

Under the *Route End* tab, you can decide details for abandoning or diverting inbound calls.

- Users can specify, in seconds, the Time before abandoning queue.
- In the Play Message field, you can select a message (WAV file), if one is to be played before the call is either dropped or diverted.
- Tick the Interrupt message and transfer to agent… checkbox, if you wish to interrupt the message played when an agent becomes available and connect the call to the agent.
- Select Drop Call, to drop the call, sending a busy tone.
- To redirect a call to an external number, select External divert to and enter the telephone number (with full DDI) for the external transfer.



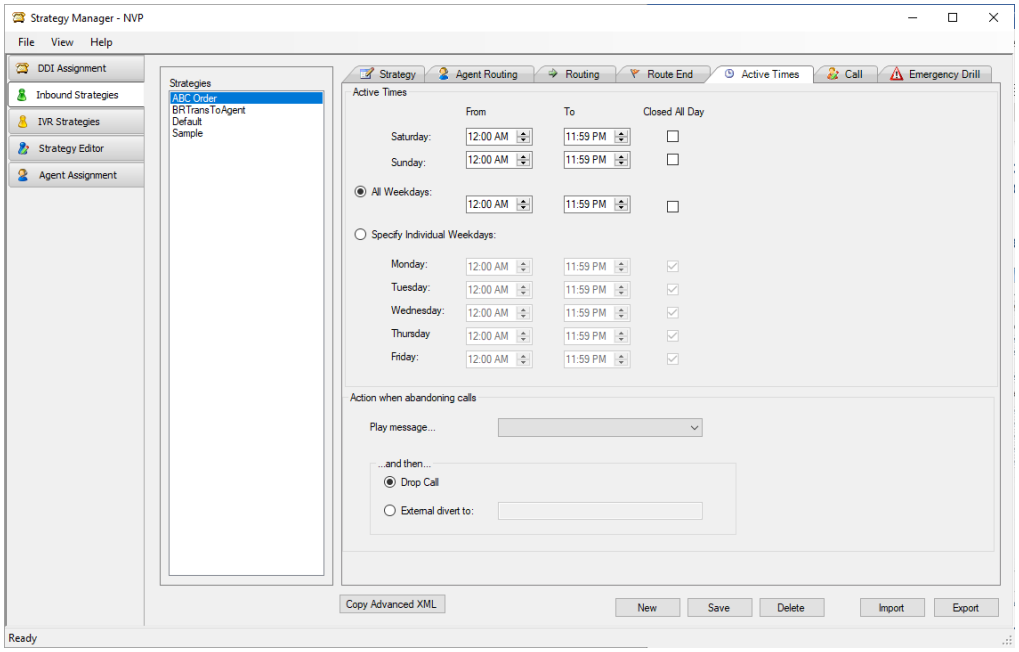
When setting up an Inbound Strategy to deal with SNoDrop calls, we strongly recommend that you DO NOT tick the checkbox to interrupt the message played, but to process the call as an abandoned call if no agent was available in the time specified under Time before abandoning queue.

Please see the module document SNoDrop User Notes for more information.

Active Times

Under Active Times, users specify the opening hours during which the Inbound strategy will be used, and the required action to be taken Out of hours when abandoning calls, i.e. play a message, and then either drop or divert the call.

- To specify active times for Saturday and Sunday, enter the opening times as required.
- To specify active times for weekdays, select All Weekdays, if the same office hours apply throughout the week, or Specify Individual Weekdays, to enter relevant opening times for each day.
- If the office is closed for the entire day, tick the relevant Closed All Day box(es).



Next, specify the action to be taken, when abandoning the call.

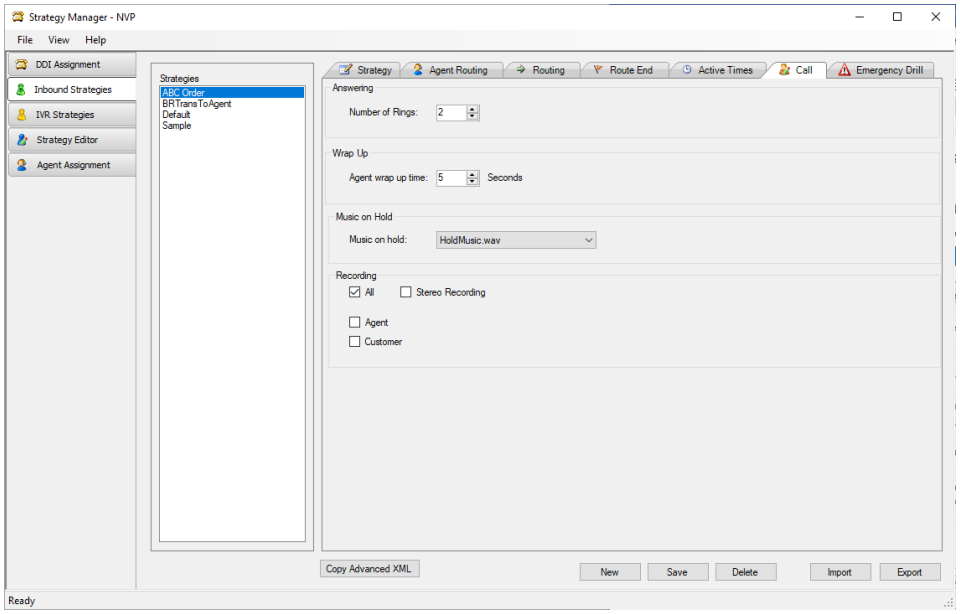
- In the **Play message** field, you can select a message (WAV file) to be played, informing customers that the offices are closed. If no message is selected callers will hear a busy tone.
- To drop the call, sending a busy back, select **Drop Call.**
- To redirect a call to an external number, select **External divert to** and enter the telephone number (with full DDI) for the external transfer.

Information related to abandoning calls using the Out of office options will be stored in the 'Outcome' column of the Phoenix_Switch_Billing table.

Call

Use the Call tab to specify the number of rings that will sound after the call has been passed to the agent, to notify the agent of an incoming call. Music can be played while the caller is waiting in the queue.

- In the Answering section, enter or select the Number of Rings before the call is answered.
- In the Wrap Up section enter or select in seconds, the Agent wrap-up time to be used.
- In the Music on Hold section users can select a Wav file to be played, when the caller is put on hold by the agent, after the call has been transferred.



Recording Options

Under **Recording,** you can either tick all options, or select any option(s) as required.

- Tick **All**, to record the conversation of both the agent and the customer.
- Tick **Agent**, to create a recording file for the conversation of the agent.
- Tick **Customer**, to create a recording file for the conversation of the customer.
- Tick **All and Stereo Recording**, to record agent and customer in “Stereo”, using two channels, one channel for the agent and one for the customer (in conference calls, one channel for the customer, one for other participators).

Stereo Recording *can only be activated when the* ***All*** *option is selected. It then records the agent and customer in Stereo on two channels, with the recording file saved to the Ca****ll*** *folder, for improved use with 3rd party speech analytics tools. When Stereo Recording is enabled, the Agent and Customer selection will be ignored, and NO additional recordings and files will be created for the Customer and Agent.*

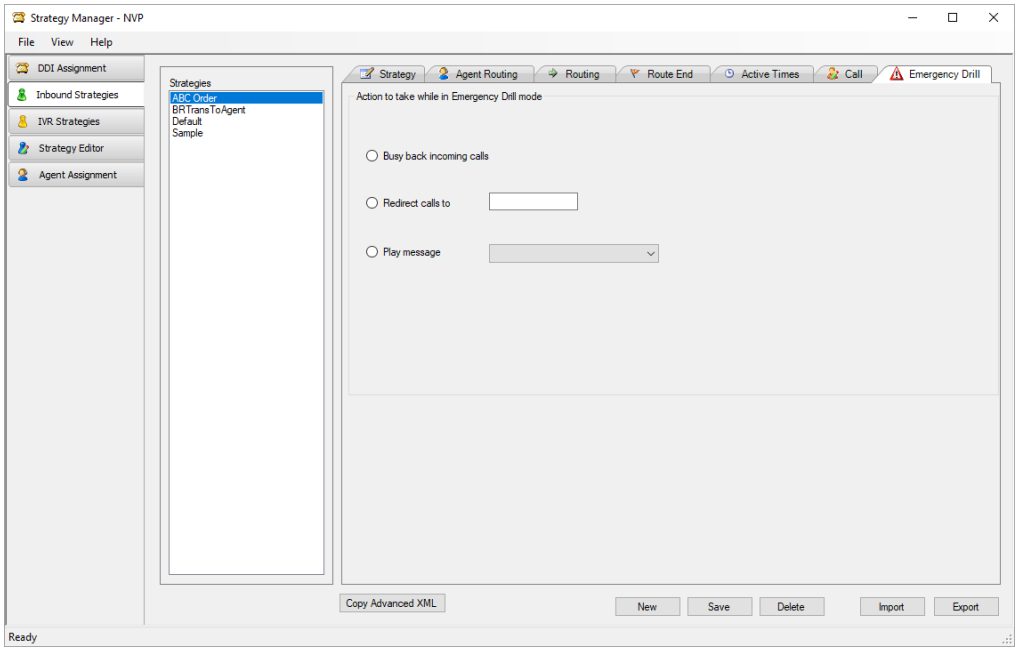
Information related to call recordings is stored in the Phoenix_Switch_Recording table.

Information related to the Voice Recording Pause/ Resume Actions (Synthesys™) or Pause Recording control (Synthesys™ Classic), used to stop and re-start recording at strategic points within the call, is stored in the Phoenix_Switch_Interface_Event table.

Emergency Drill

Using the **Emergency Drill** page, users can specify the action to be taken, on a per strategy basis, should the Contact Centre have to be evacuated due to a fire drill or other cause. The specified action is then activated when the voice platform is put into emergency mode via the designated website.

Specifying the Action to be taken in an Emergency

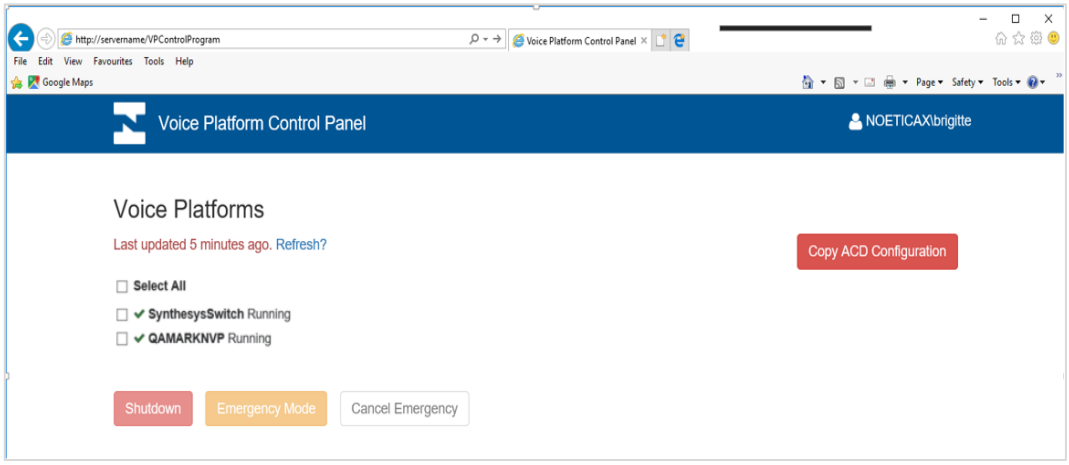


Emergency Actions	Description
Busy back incoming calls	Send a busy signal to any new incoming calls, and any calls currently in the ACD queue.
Redirect calls to	Re-direct any new incoming calls, and any calls currently in the ACD queue to another number, which can be set on a per-strategy basis.
Play message	Play an automated message to any new incoming calls, and any calls currently in the ACD queue, e.g. “I’m sorry, but due to an emergency none of our agents are available at the moment” before they are disconnected. For calls currently in progress, the agents are best placed to inform their customer of the situation, before disconnecting the call, depending on the emergency.

To put the switch into emergency mode in the event of an emergency, the staff members responsible must visit the designated Voice Platform website, either from within or from outside the building, to notify the switch of the action to be taken.

Putting the Switch into Emergency Mode

When an emergency arises, log into the designated Voice Platform website, to notify the switch of the action to be taken.



- Select the Switch that is to be put into Emergency mode.
- Select **Emergency Mode**, to activate the emergency procedures as specified in the Emergency Drill dialog of the Inbound Strategy.
- Select **Shutdown** to send a busy signal to any new incoming calls, and any calls currently in the ACD queue, regardless of the strategy and to prepare the switch for shutdown.

  For calls currently in progress (which includes calls that are currently in the ACD queue), the agents are best placed to inform their customer of the situation, before disconnecting the call, depending on the emergency.

Action on Returning to building

On returning to the building, go to the website again and

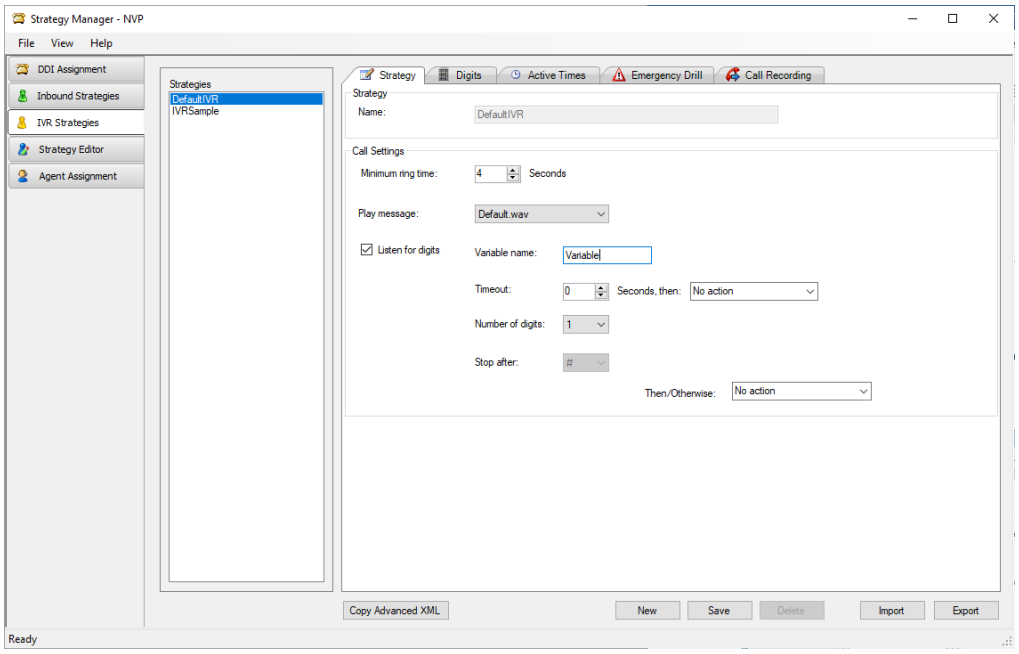
- If the **Emergency Mode** option was selected to deal with the emergency, select Cancel Emergency, to resume activity as normal.
- If **Shutdown** was selected to deal with the emergency, contact your IT department and ask them to bring the Voice Platform back on-line.

IVR STRATEGIES

Strategy

To configure IVR Strategies to deal with response requests that require callers to enter digits on the telephone keypad

- Type a name for the new Strategy into the ***Name*** field.
- Enter or select, in seconds, the ***Minimum ring time*** before the call is answered.
- Select the message (Wav file), if one is to be played, from the **Play message** drop down list.



Tick **Listen for digits** if you wish to specify Variable settings:

- Enter a name for your variable into the **Variable names** field.
- In the **Timeout** field, enter the number of seconds the system will wait for a response, after which the selected Timeout Action is activated.
- If the digits to be entered on the telephone keypad are of a fixed length, specify the **Number of digits.** If there is no match, the selected Timeout Action will be activated. If the digits required are entered or if no timeout action has been selected, then the action selected in the Then/ Otherwise field will be activated.
- If the digits to be entered are of variable length, specify a **Stop after** point, i.e., a # tag, after which the selected Inbound or IVR strategy will be activated.

To associate single digit entries with specific Inbound or IVR strategies, enter **1** into the *Number of digits* field. Please see the next page for a list of available actions and **Digits** information.

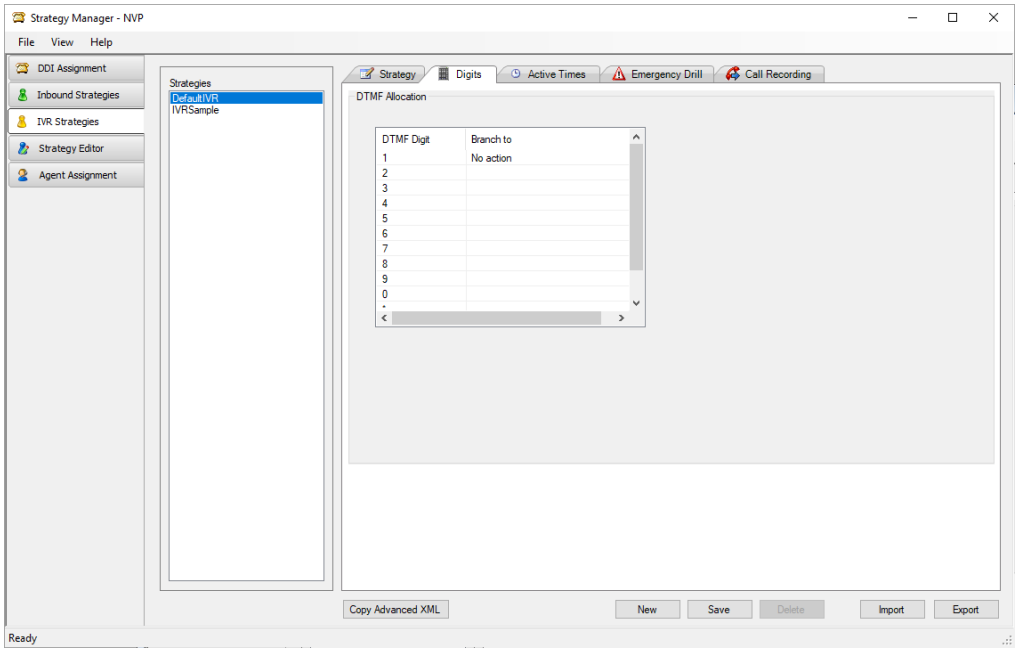
Digits

The Digits tab is enabled if the response requested from a caller requires a single digit entry on the telephone keypad and if a **1** has been entered into the ***Number of digit*** **field** in the IVR Strategy page.

Each DTMF digit can be associated with a specific Inbound or IVR strategy. This way callers can be routed to the next logical IVR or Inbound strategy, or action, depending on the option requested when pressing a digit on the telephone keypad, for example, 1 for Customer Service; 2 for Sales.

To associate the DTMF Digit with an action in the Branch to column

- Click into the **Branch to** column, and from the drop-down menu subsequently displayed, select the required action.
- If no action is selected for the DTMF digit, then the action selected in the Then/ Otherwise field under the Strategy tab will be activated.

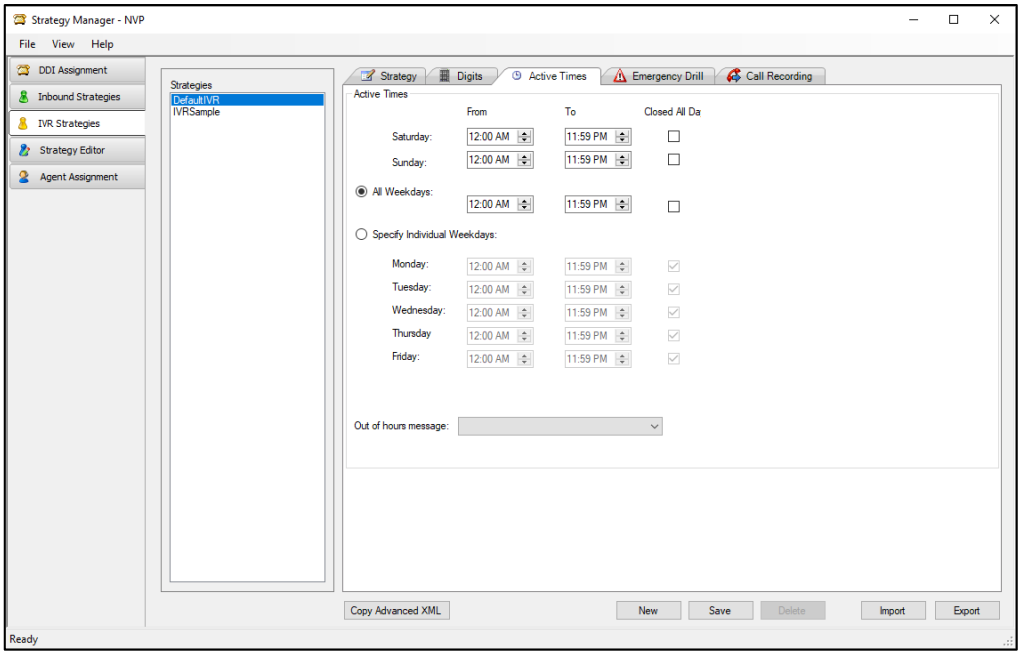


Action	Used to
Inbound Strategy	Start the selected Inbound strategy
IVR Strategy	Start the selected IVR strategy
Repeat Recording	Play the previously played recording again
Hang Up	Hang up the call
No Action	Hang up the call

Active Times

Under **Active Times**, users can specify the opening hours during which the IVR strategy will be used and select an Out of hours message.

- To specify active times for Saturday and Sunday, enter the opening times as required.
- To specify active times for weekdays, select All Weekdays, if the same office hours apply throughout the week, or Specify Individual Weekdays, to enter relevant opening times for each day.
- If the office is closed for the entire day, tick the relevant Closed All Day box.

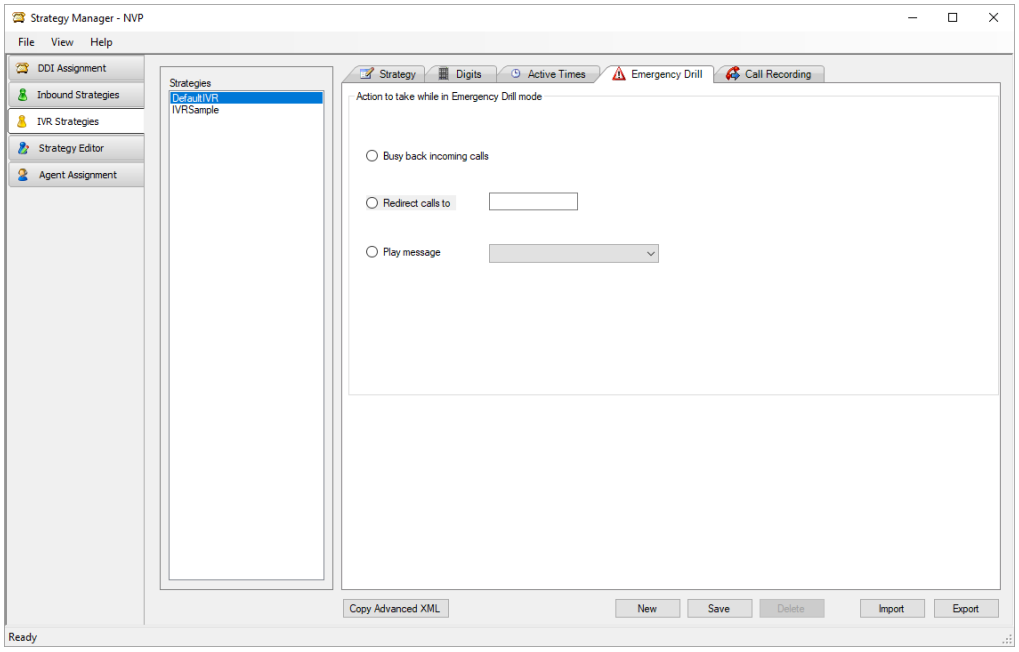


Information related to abandoning calls using the Out of office options will be stored in the 'Outcome' column of the Phoenix_Switch_Billing table.

Emergency Drill

Using the **Emergency Drill** page, users can specify the action to be taken, on a per IVR strategy basis, should the Contact Centre have to be evacuated due to a fire drill or other cause. The specified action is then activated when the voice platform is put into emergency mode via the designated website.

Specifying the Action to be taken in an Emergency

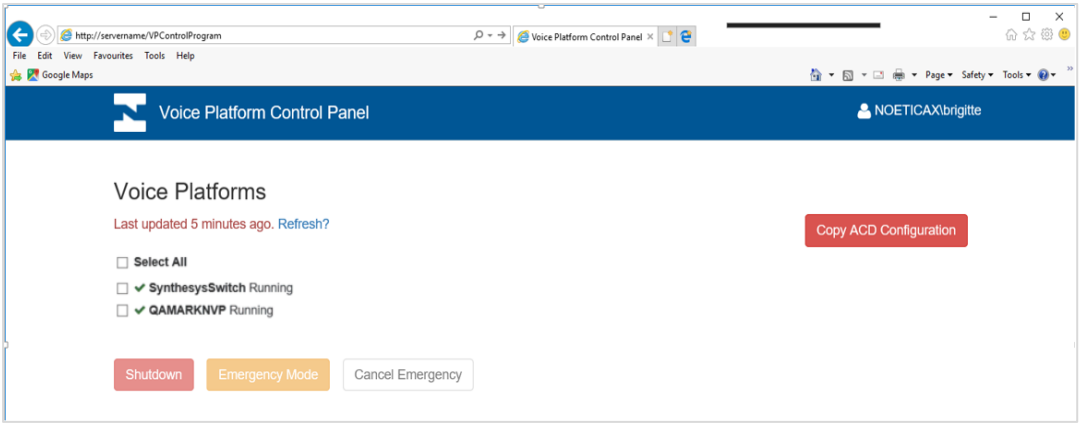


Emergency Actions	Description
Busy back incoming calls	Send a busy signal to any new incoming calls, and any calls currently in the ACD queue.
Redirect calls to	Re-direct any new incoming calls, and any calls currently in the ACD queue to another number, which can be set on a per-strategy basis.
Play message	Play an automated message to any new incoming calls, and any calls currently in the ACD queue, e.g. 'I'm sorry, but due to an emergency none of our agents are available at the moment', before they are disconnected. For calls currently in progress, the agents are best placed to inform their customer of the situation, before disconnecting the call, depending on the emergency.

To put the switch into emergency mode in the event of an emergency, the staff members responsible must visit the designated Voice Platform website, either from within or from outside the building, to notify the switch of the action to be taken.

Putting the Switch into Emergency Mode

When an emergency arises, log into a designated Voice Platform website, to notify the switch of the action to be taken.



- Select the Switch that is to be put into Emergency mode.
- Select Emergency Mode, to activate the emergency procedures as specified in the Emergency Drill dialog of the IVR Strategy.
- Select **Shutdown** to send a busy signal to any new incoming calls, and any calls currently in the ACD queue, regardless of the strategy and to prepare the switch for shutdown.
- For calls currently in progress (which includes calls that are currently in the ACD queue), the agents are best placed to inform their customer of the situation, before disconnecting the call, depending on the emergency.

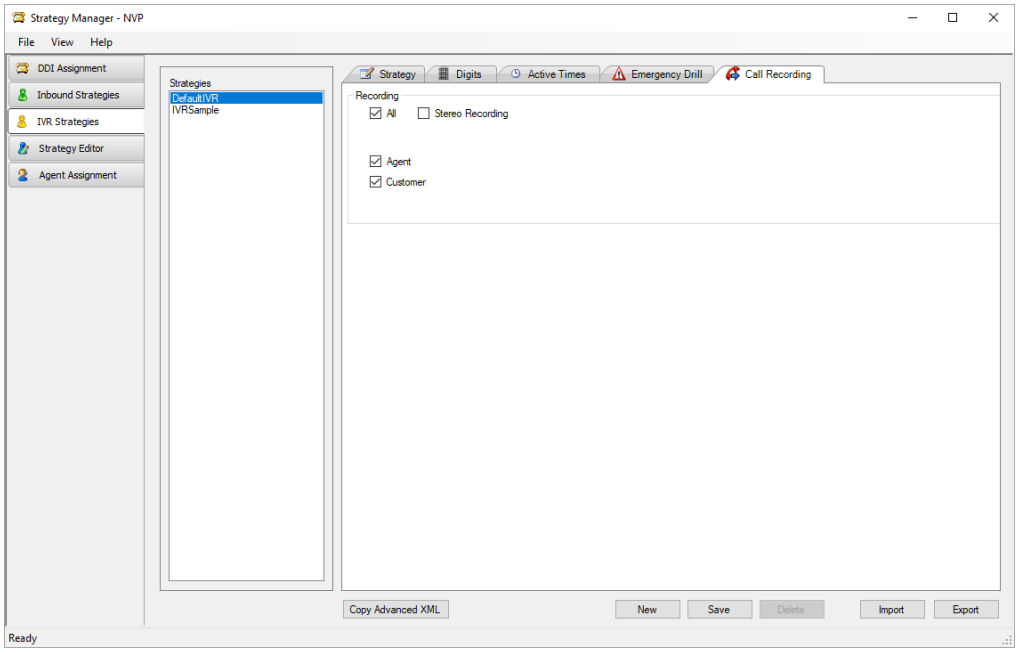
Action on Returning to building

On returning to the building, go to the website again and

- If the Emergency Mode option was selected to deal with the emergency, select Cancel Emergency, to resume activity as normal.
- If Shutdown was selected to deal with the emergency, contact your IT department and ask them to bring the Voice Platform back on-line.

Call Recording

In the Call Recording page of your IVR Strategy you can specify the type of recording file that you wish to create.



Recording Options

Under **Recording,** you can either tick all options, or select any option(s) as required.

- Tick **All**, to record the conversation of both the agent and the customer.
- Tick **Agent**, to create a recording file for the conversation of the agent.
- Tick **Customer**, to create a recording file for the conversation of the customer.
- Tick **All and Stereo Recording**, to record agent and customer in “Stereo”, using two channels, one channel for the agent and one for the customer (in conference calls, one channel for the customer, one for other participators).

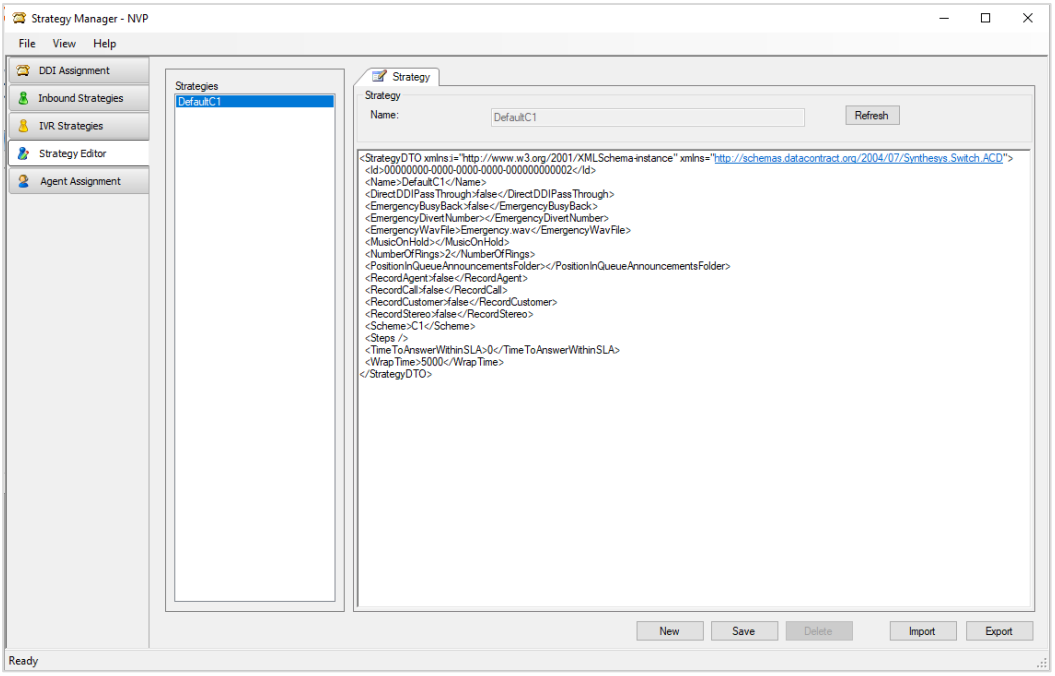
Stereo Recording *can only be activated when the* ***All*** *option is selected. It then records the agent and customer in Stereo on two channels, with the recording file saved to the Call folder, for improved use with 3rd party speech analytics tools. When Stereo Recording is enabled, the Agent and Customer selection will be ignored, and NO additional recordings and files will be created for the Customer and Agent.*

Information related to call recordings is stored in the Phoenix_Switch_Recording table.

Information related to the Voice Recording Pause/ Resume Actions (Synthesys™) or Pause Recording control (Synthesys™ Classic), used to stop and re-start recording at strategic points within the call, is stored in the Phoenix_Switch_Interface_Event table.

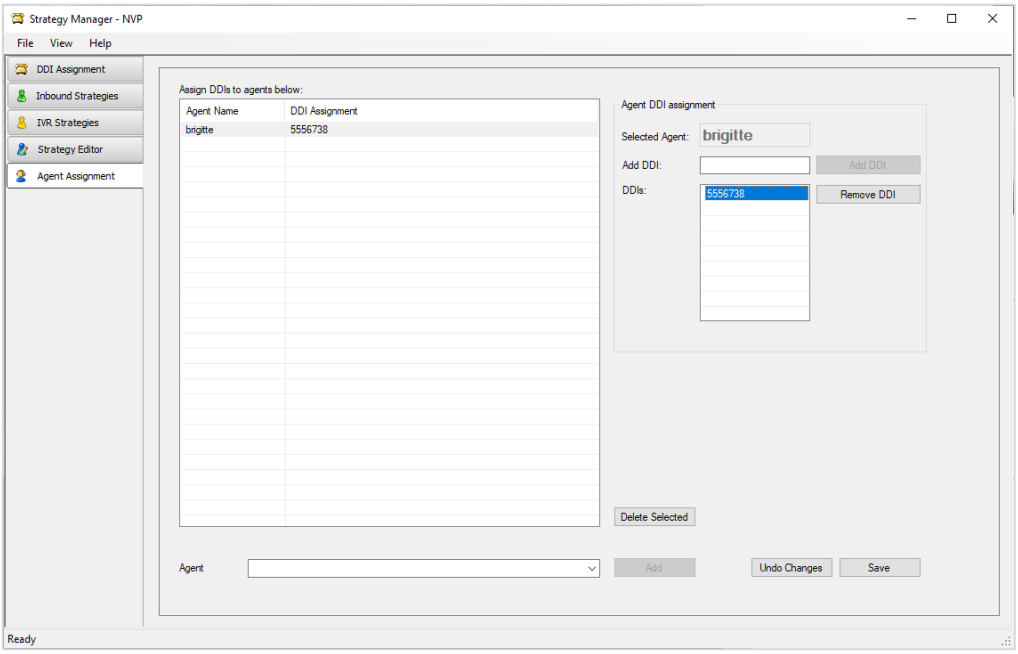
THE STRATEGY EDITOR

***The Strategy Editor** can hold, if requested, more complex bespoke strategies designed in XML, to add extra functionality. Please contact your Noetica Account Manager for more information.*



AGENT ASSIGNMENT

The ***Agent Assignment*** tab allows users to route a DDI and associated call to a specific agent or agents, so that they can deal with a particular task.



*Before assigning a DDI to a selected agent, ensure that the DDI number is already assigned to an Inbound Strategy in the **DDI Assignment** page. Also ensure that the **Use Direct DDI** option is ticked in the Direct Agent DDIs section under the **Agent Routing** tab of the **Inbound Strategies** page.*

Assigning a DDI to a selected Agent

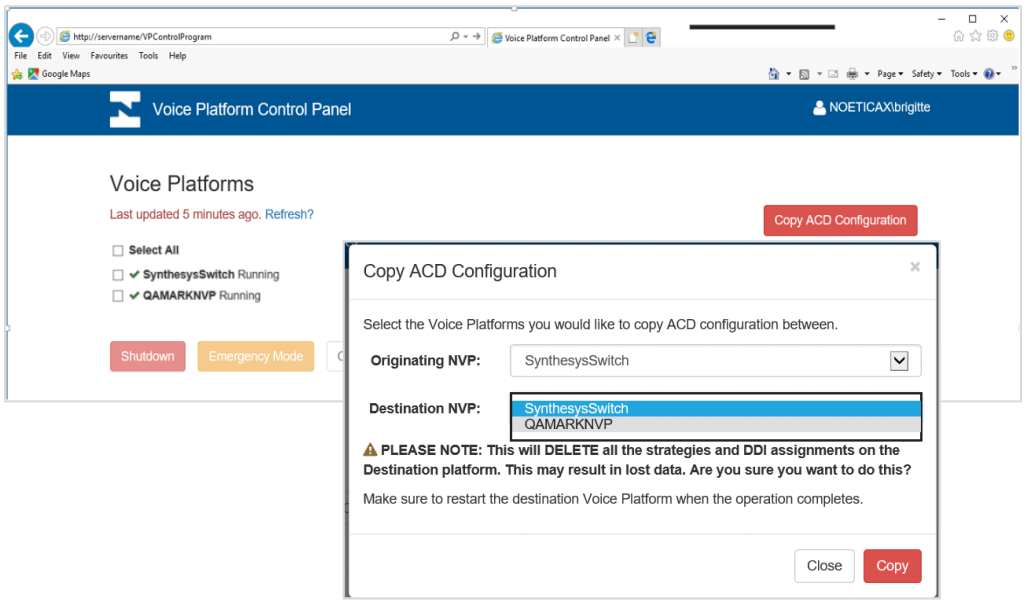
- Select the name of the agent to be assigned to the DDI number from the Agent drop down menu.
- Click the Add button, to add the agent name into the Agent Name column.
- Next, add the DDI, as entered in the DDI Assignment page, into the Add DDI field.
- Click the Add DDI button to add the DDI to the DDIs and DDI Assignment columns.
- Click the Save button and save your settings. Click Undo changes if you do not wish to save the changes you've made since the last save.".
- To Remove a DDI, select the DDI number in the DDIs column and click the Remove DDI button.
- To delete a saved agent assignment, select the assignment and click Delete Selected.

NOETICA VOICE PLATFORM CONTROL WEBSITE

As well as putting the Switch into Emergency Mode when an emergency arises (as described in the Emergency Drill sections for Inbound and IVR Strategies), the Noetica Voice Platform (NVP™) website is also used for replicating configuration between NVPs on the same platform.

Replicating Configuration between NVPs on the same platform

This feature allows users to copy DDI assignments and strategies set up for one NVP switch to another connected to the same platform, deleting/ overriding any data previously set up for the selected destination NVP switch.



To copy ACD configurations between NVP switches on the same platform

- Go to the Voice Platform Control Website.
- Click on the Copy ACD Configuration button at the top right of the screen.
- In the Copy ACD Configuration dialog, select the Originating NVP and the Destination NVP from the respective drop-down menus.
- Please note that this will override/ delete all strategies and DDI assignments previously set up on the destination NVP.
- To go ahead, click on the Copy button, to abandon the action, select Close.
- If you select Copy, on completion of the process a message ‘Success, Strategies copied’ will be displayed.
- Please remember to restart the destination NVP to pick up the changes.

Please be aware that the recording files do not get replicated automatically but need to be copied manually from one NVP to another.

NOETICA VOICE PLATFORM & OUTBOUND CALLING

If you are using the Noetica Voice Platform (NVP™) for outbound calling, you can set the following associated properties in the ***Campaign Manager Settings*** screen.

Outbound Campaign and List Settings

Answer machine detection	Select On/ to activate Answer Machine Detection, providing the switch supports AMD, else select Off.
AnswerMachineFaxTimeout	Set the number of seconds the dialler allows to classify fax machines once the answer machine detection algorithm decides the recipient is not human.
AnswerMachineTimeout	Set the number of seconds the answer machine detection algorithm allows before transferring the call to the agent.
Cli to present	Enter the telephone number that will be shown on the customer phone when receiving the call.
CLIToPresentOnTransfer	Enter the telephone number that you wish to display on transfers.
ListCleaningLinesToUse	Set the number of calls to be made concurrently by the dialler on a list cleaning campaign (ensuring the number is lower than the actual lines in use, depending on the lines\trunks available).
ListCleaningSwitchToUse	Enter the switch name if List Cleaning is used in a multi switch environment.
No answer timeout	Set the number of seconds the switch allows the call to ring, before dropping it as no answer.
Nuisance wav file	Wav file with message to be played if the PD generates a nuisance call
TransferToIVROnAMD	Enter the DDI number as used in the Strategy Manager, to transfer calls on detecting an Answer Machine to the associated IVR strategy (Noetica Voice Platform, using DTMF step)
TransferToStrategy	Enter the DDI number as used in the Strategy Manager, to transfer a call classified as a nuisance call to the associated IVR strategy.
Recording	Select, to allow for the conversation of both the agent and the customer to be recorded.
RecordingAgent	Select, to allow for the conversation of the agent to be recorded.
RecordingCustomer	Select, to allow for the conversation of the customer to be recorded.
StereoRecording	Select, to allow for the agent and customer to be recorded in Stereo on two channels, with the recording file saved to the Call folder for improved use with 3rd party speech analytics tools.
MusicOnHold	The name of the WAV file to be used, i.e., CypressGoats.wav. to play music when the caller is put on hold. The WAV file selected needs to be stored in the Noetica Voice Platform WAV folder.

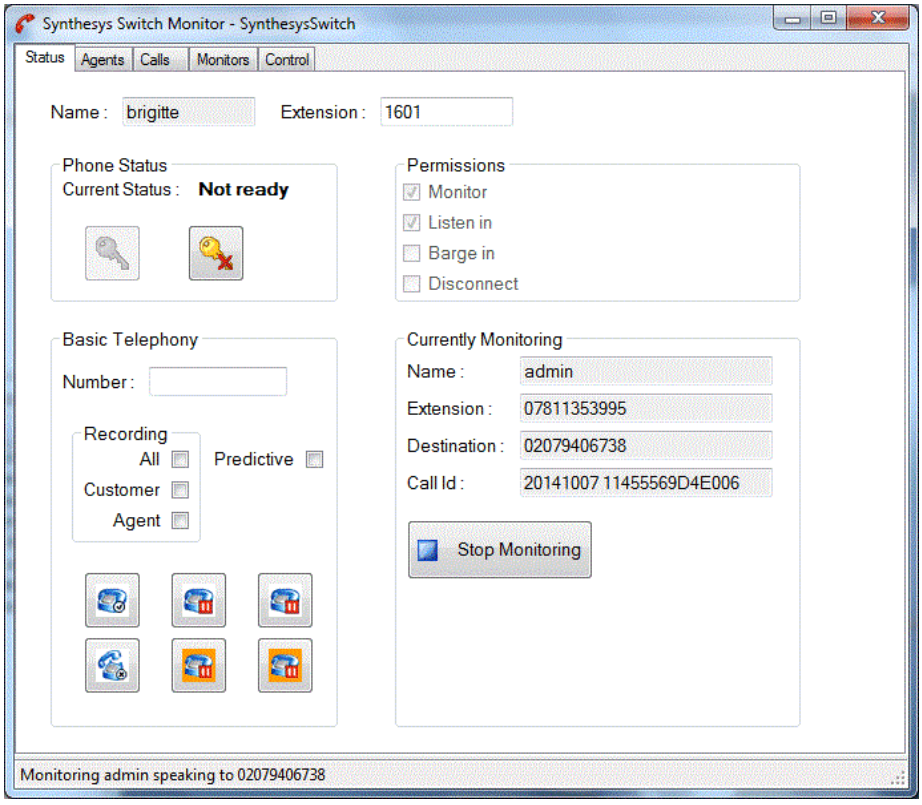
THE SWITCH MONITOR

INTRODUCTION

The *Switch Monitor* enables supervisors to view and monitor calls made using the Noetica Voice Platform.

Supervisors can select the type of call that they wish to monitor, for example all predictive calls, or all calls with a specific extension.

The supervisor will then hear a selection of calls, from the moment the call is placed, through to the delivery of the call to an agent, to the call being finished or until the supervisor chooses to stop monitoring the call.



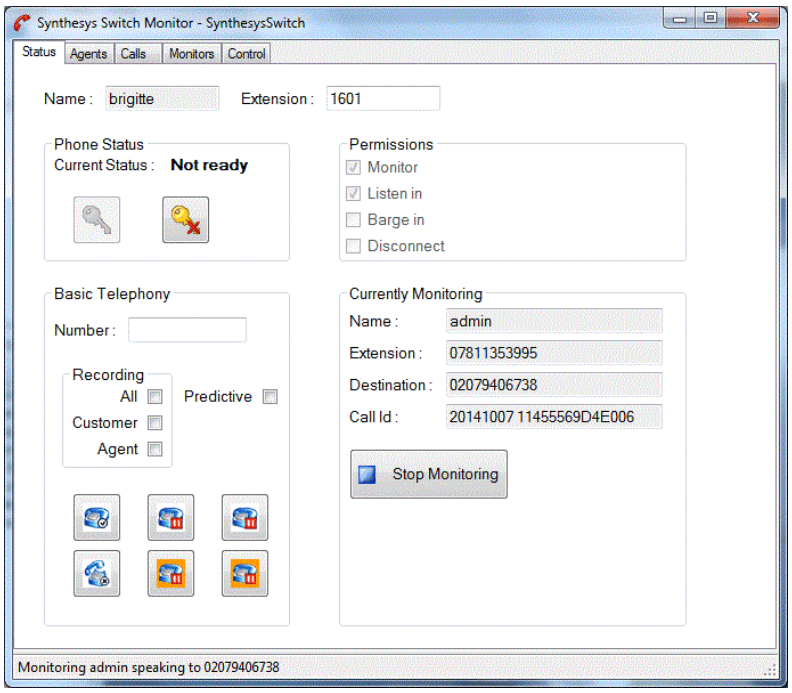
THE STATUS SCREEN

To start the Switch Monitor:

- Click on ***Switch Monitor*** under the **Monitor** heading of the main screen.

The ***Name*** and ***Extension*** are taken from the details entered when logging into Synthesys™ and should include a valid extension.

In our example, we are logging in with username ‘brigitte’, using extension ‘1601’.



The **Status Bar** shown above saying ***initialised*** also displays ***current call progress*** information and other messages.

Please see next page for more information.

Status Screen Options

The sections available in the Monitor Status screen include:

Phone State

Logging in the phone

Clicking the  key icon connects the *Noetica Voice Platform* to the supervisor phone, when the call is connected then status will turn to *Ready*.

Logging out

Click the key  icon with a red cross to disconnect and logout from the Noetica Voice Platform.

Closing the *Switch Monitor* will not disconnect the phone, since the phone can still be in use at the same time by the *Synthesys™ Agent* module.

Permissions

To access the advanced monitoring screens, you need to have the Synthesys™ *Run Live Monitor* permission, which can be set up in Personnel module.

The permissions ticked show the permissions that are available on your phone system.

Basic Telephony

This allows the CTI engineers to test extensions after an upgrade or the installation of new phone software.

Number: For entering the extension number to be dialled.

Recording: Tick to determine the type of recording file to be created.

Predictive: Tick to call predictively, do not tick to test Preview calling.

 Making a call

 Hold a call

 Hang it up

 Unhold a call

 Stop recording

 Resume recording

The call can be recorded but is not tagged within Synthesys™ Call History and so needs to be located manually on disk.

Telephone control should normally be done using the Synthesys™ Agents module.

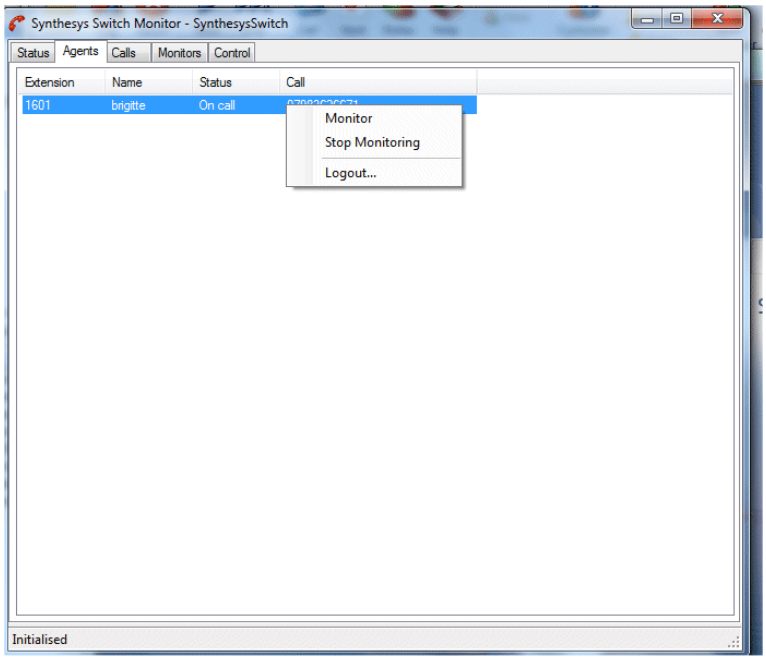
Currently Monitoring

When monitoring a call, details of the monitored call appear here.

THE AGENT SCREEN

This shows all the currently logged on agents.

- Right click on an agent and select the Monitor option to add the agent to the items being monitored. If the agent is currently on a call, the current call is immediately monitored, otherwise the next call (and all subsequent calls) are monitored.
- To stop monitoring an agent, choose the Stop Monitoring menu option, or use the Monitors tab.
- To log an agent off, select the Logout option.



THE CALL SCREEN

The Calls Screen is similar to the Agents screen but ***showing all currently active calls*** (including calls not currently assigned to an agent).

Again, the call can be monitored from this screen by using the right-click menu option.

THE MONITORS SCREEN

For more advanced call monitoring, the Monitors screen can be used.

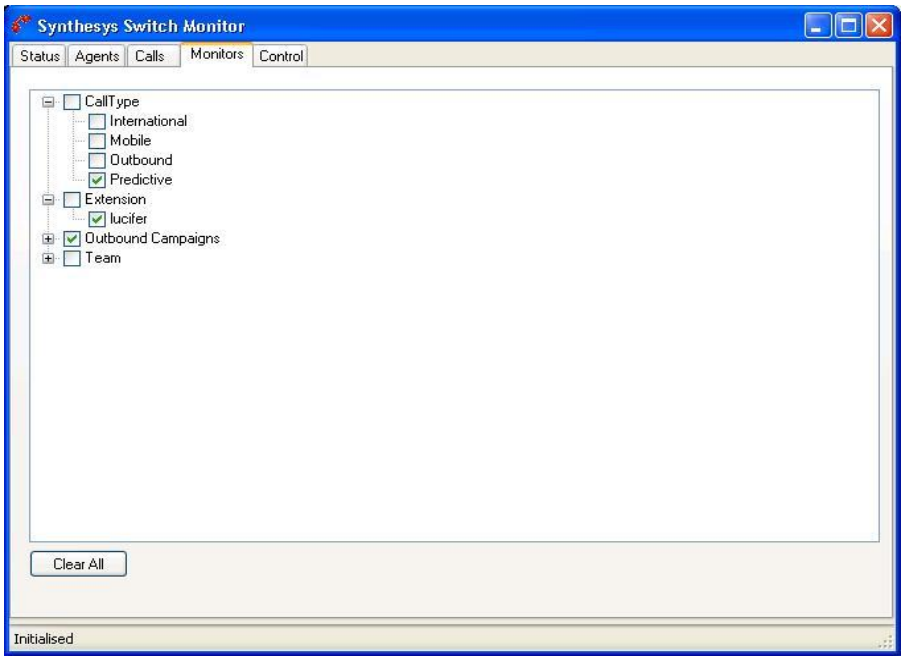
The Monitors screen shows a tree of all items that can be monitored. For example, we have requested to monitor:

- All predictive calls
- All agents with extension ‘Lucifer’, and
- All Outbound lists.

When selecting to monitor **Call Types, Outbound Campaign or Team**, the monitoring will only start with the next new connected call of that associated type. When selecting the Extension type, then monitoring will start immediately, if a call is already progress.

Using the **Monitors** tab, there is no need to select individual calls to monitor, as the monitoring user will automatically be given the next connected call of that selected type and then, when completed, the next new call after that.

Items can be selected or deselected here by pressing the checkbox.



Clear All

The ***Clear All*** button provides a rapid way of clearing all the monitored items in the tree.

This will not necessarily stop monitoring the current call, (unless it was associated with a request to monitor an agent); this must be done from the ‘Status’ screen.

Call Monitoring

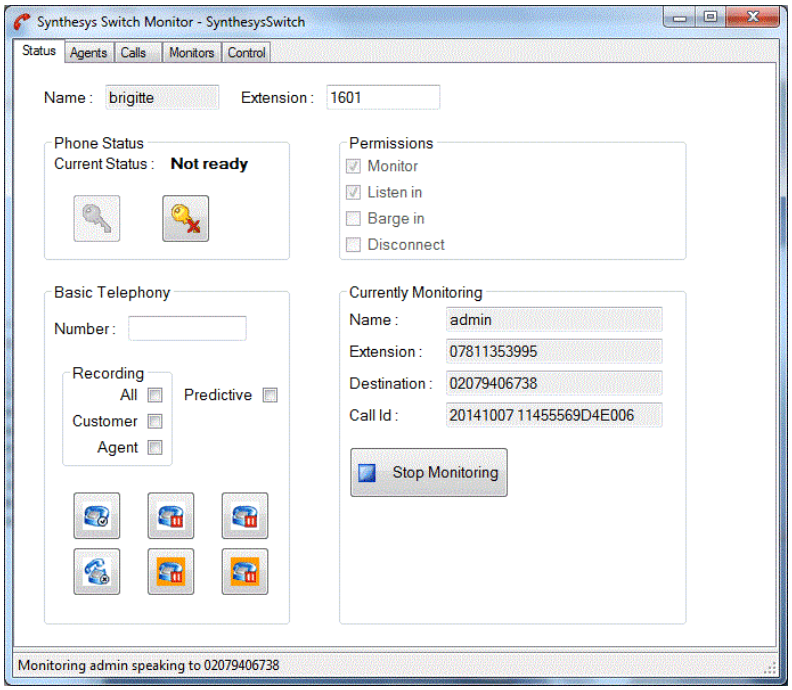
Providing that the supervisor who has requested this type of call to be monitored is available and not on, or monitoring another call, he or she can monitor a new call from start to its conclusion, or until the supervisor chooses to stop monitoring the call from the ‘Status’ tab.

Selecting ***Predictive,*** for example, the supervisor will hear a selection of predictive calls, from the moment the call is placed, through to the delivery of the call to an agent, to the call being finished.

Call Monitoring Details

Back in the first screen **Status**, we can view details of the currently monitored call.

In our example, the agent ***Admin*** logged on to extension 07811353995 has called the number ‘02079406738’. The status bar also provides current call information.



The supervisor can stop monitoring this call by pressing the ***Stop Monitoring*** button.

The supervisor will then be ready to monitor the next call. To stop monitoring this agent or other classes of calls, the relevant option is deselected in the ‘Agents’ or ‘Monitors’ tab.