

IPCC Dashboard: Agent and Queue Status and Stats

IPCC Dashboard provides a real-time view of agent and queue status for IPCC Express. Users select a contact service queue or team to view and are presented with a list of agents assigned to that queue and their current status. A built in alert service can message phones and send email when the number of calls in queue or the oldest contact in queue reaches a user defined threshold. The application also displays queue and team based statistics and can track and tally incoming calls per queue. A report generation interface provides historical reports on TSF (telephony service factor) by queue or team.

Features and Benefits

- View real-time agent and queue status at a glance
- IPCC Dashboard alert service provides proactive event notification by sending emails and messaging IP phones when user defined thresholds are met
- Historical reports generation for Queues/Teams by day or multi-day (reports TSF [Telephony Service Factor] and contributing variables)
- Supports both Resource and Skill group call service queues
- Windows installer, with automated configuration
- Built-in support features, enabling us to quickly detect and correct problems if they appear
- Shows pertinent stats per agent:
 - Current status
 - Calls handled
 - Average Call Handle Time
 - Idle time
- Shows pertinent stats per queue:
 - Calls in queue
 - Oldest contact
 - Calls handled today/this hour
 - Calls abandoned today/this hour
- Shows pertinent stats per team:
 - Calls in queue
 - Oldest contact
 - Calls handled today/this hour
 - Calls abandoned today/this hour
 - TSF: Telephony Service Factor

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Typical Uses

Any implementation that has an IPCC call center will benefit from the use of IPCC Dashboard. With all of the tools provided in IPCC Dashboard a call center is able to increase productivity and efficiency by limiting idle time, tracking calls handled, the average time it takes to handle those calls, and much more pertinent call handling information. Although we have seen a large amount of success in large enterprise, such as telemarketing and IT service call centers, IPCC Dashboard fits into all IPCC implementations with ease.

Statistics Tables

The **Agent Statistics Table** shows pertinent real-time agent information:

- Status – Agents current status
- Reason – “Reason” code for agents status
- Handled Today – # of calls handled today
- ACHT – Average Call Handle Time
- Abandoned Today – # of calls abandoned today
- Idle/Wrap – Total Idle Time + Total Wrap Time

The **Queue Statistics Table** shows a breakdown of all the pertinent queue information:

- Calls In Queue – Number of calls currently in queue
- Oldest Contact – Time oldest contact has been in queue
- Handled Today – Number of calls handled today
- Abandoned Today – # of calls abandoned today
- Dequeued Today – # of calls dequeued today
- Longest Talk – Longest talk time
- Longest Wait – Longest wait time

Application Server Requirements

- IPCC Express version 4.0 and above
- Microsoft .Net 1.1
- Windows 2000 or Windows 2003
- Syn-Apps Core Components
- Microsoft IIS
- 1 gigabyte of system memory
- 2.0 ghz or greater Pentium 4 class Processor

The screenshot displays the IPCC Dashboard interface within a Windows Internet Explorer browser window. The page title is "IPCC Dashboard - Queue View". The main content area is divided into two sections: "Agent Statistics" and "Queue Statistics".

Agent Statistics Table:

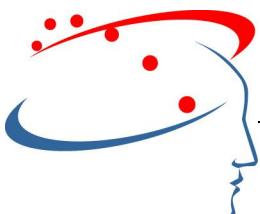
Agent	Status	Reason	Handled Today	Abandoned Today	ACHT	Idle/Wrap
Karlo Zatylny	Not Ready	NA	0	0	0	1:04:45:20
Eric Conway	Ready	NA	3	0	00:11	
Shirryn Williams	Not Ready	NA	0	0	0	
Ryan Brown	Ready	NA	1	0	00:24	01:39:48

Incoming Calls Table:

Name	Handled	Total
Customer-A	10	12
Customer-B	0	0

Queue Statistics Table:

CSQ Name	Calls In Queue	Oldest Contact	Handled Today	Handled Hour	Abandoned Today	Dequeued Today	Longest Talk	Longest Wait
SynApps Sales Skill	0	0:00:00	4	0	0	0	0:00:16	0:00:20



For additional information, please visit our website at www.syn-apps.com and download a free, 30 day evaluation of IPCC Dashboard.