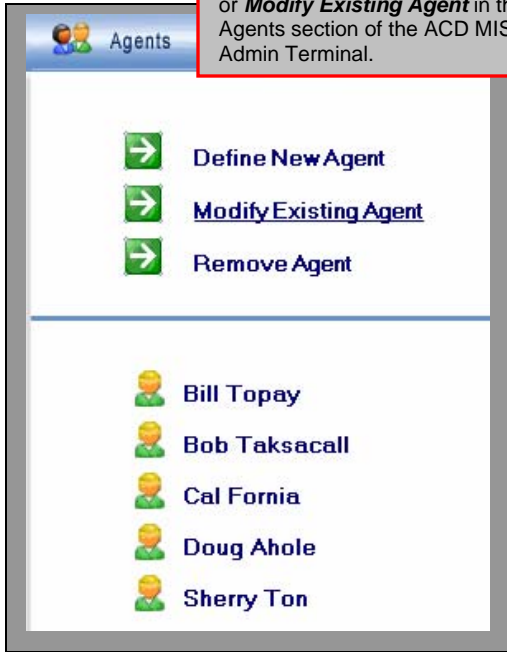


# ACD MIS Agent Client Software

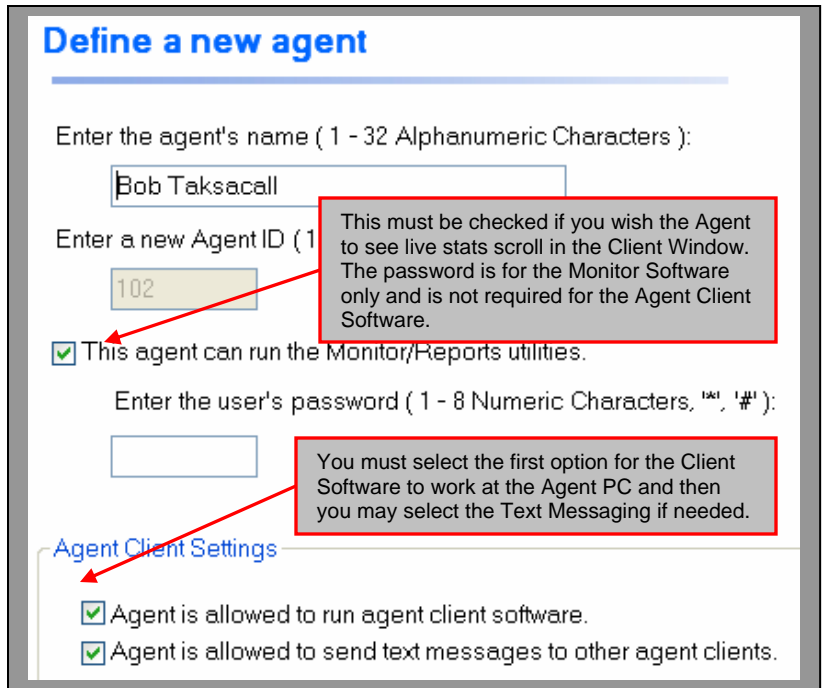
The IPKII Agent Client Software enables the Agent Client to review stats and receive and send text messages across to top of the Agents desktop PC. The configuration for what the Client is allowed to do, and what the Client sees in the Agent Client Software, is controlled by the ACD supervisor at the ACD MIS Admin terminal.

### Step 1.

First select **Define a New Agent** or **Modify Existing Agent** in the Agents section of the ACD MIS Admin Terminal.



### Step 2. Agent Configuration



### Step 3. Sending Real Time Stats



To assign Real Time Data Statistics to flow across the top the ACD MIS Agent Client select **Agent Clients** and in the lower half of the screen select **Define New Real-Time Data Message**.

### Step 4. Defining the Message

**Name the new message**

Type a name for the new real-time message:

Live Stats For Agent Client Screens

Select the type of real-time message to create:

- Queue Monitor**  
Shows current call counts, agent counts, and time in queue.
- Queue Summary**  
Shows cumulative totals and averages over a fixed time interval.
- Call Center Monitor**  
Shows current call counts and agent counts for the entire call center.
- Call Center Summary**  
Shows cumulative totals and averages for the entire call center.

Assign a name for the Message. This name is only for administration.

Select one of the 4 types of Real Time Messages.

### Step 5. Select the Queue or Queues

**Select the Queues**

Select the queues to be included in the message:

Queues	Display As...
<input checked="" type="checkbox"/> Elbow Grease	Elbow Grease

### Step 6. Defining the Columns for the Message

**Select the columns**

Select the fields to be included in this message:

Queue Monitor Fields	Header Label
<input checked="" type="checkbox"/> Name	Name
<input checked="" type="checkbox"/> Number of Active Agents	AGTS
<input checked="" type="checkbox"/> Number of Available Agents	IDLE
<input checked="" type="checkbox"/> Number of Agents on ACD Call	BUSY
<input checked="" type="checkbox"/> Number of Queued ACD Calls	InQ
<input checked="" type="checkbox"/> Longest Waiting Time in Queue	LONG

Select All

Select any or all of the options to appear in the scrolling Real Time Message.

The Header Label is what describes each Real-Time statistic as it scrolls on the Agent screen. You can use the defaults or double click the actual Header and type in your own definition of the field.

### Step 7. Set the Column Order

The Column Order is the order in which the statistics appear as they scroll from right to left. You can change this order by left clicking a field and dragging it into the position/order you wish to see it on the agent screen.

**Set the column order**

Drag individual fields to rearrange the column order:

Queue Monitor Fields			
Name	Number of Acti...	Number of Avai...	Number of Ag

### Step 7. Set the Thresholds for the Real-Time Message

Queue Monitor Thresholds

Category	Level	Operator	Value	Units	Color	Beep
Number of Active Agents	Level 1	More than	10	Agents	Green	<input type="checkbox"/>
	Level 2	Less than	10	Agents	Yellow	<input type="checkbox"/>
	Level 3	Less than	5	Agents	Red	<input type="checkbox"/>
	Level 1	More than	10	Agents	Green	<input type="checkbox"/>
	Level 2	Less than	10	Agents	Yellow	<input type="checkbox"/>
	Level 3	Less than	5	Agents	Red	<input type="checkbox"/>
Number of Agents on ACD Call	Level 1	More than	10	Agents	Green	<input type="checkbox"/>
	Level 2	Less than	10	Agents	Yellow	<input type="checkbox"/>
	Level 3	Less than	5	Agents	Red	<input type="checkbox"/>
	Level 1	More than	10	Agents	Green	<input type="checkbox"/>
	Level 2	Less than	10	Agents	Yellow	<input type="checkbox"/>
	Level 3	Less than	5	Agents	Red	<input type="checkbox"/>
Number of Queued ACD Calls						

Here you can adjust the colours and beep tones for the scrolling Statistics based on various thresholds of the monitored ACD queue/queues. Select **Finish** once complete.

### Step 9. Sending Message to the Agent Client

Back at the main screen of the ACD MIS Admin select **Agent Clients** and then **Update Message Assignments**.

### Step 10. Select the Agent Client

Then select the Agent you wish to update.

### Step 11. Assign the Message

Select messages to show to the agent

Bob Taksacall

Click an item from the Message Library to add to the agent client

Message Library

Assigned Messages

Live Stats For Agent Client Screens

Left click the required Message from the **Message Library** and it will appear in the **Assigned Messages** column for that agent. Select **Finish** when complete.

If there are multiple Real-Time Messages and Text Messages their order of showing can be adjusted by the controls at the bottom of the Assigned Messages column.

### Step 12. Upload the Configuration

IPK II ACD MIS Admin

Agents

File | Edit | Tools | Help

Open  
Save  
Save As  
Download  
Upload  
Default  
Exit

Once complete the Configuration must be uploaded to the MIS Server. Select **File** and then **Upload**.

### Step 13. Installing the Client Software

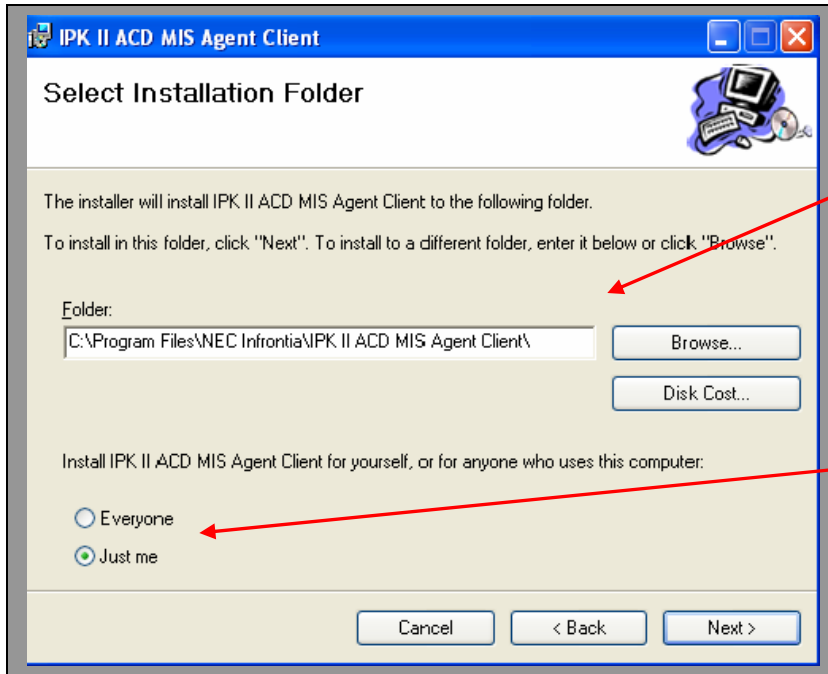
IPK II ACD MIS  
AGENT CLIENT

Check the packages you wish to install:

- ACD Server
- ACD Admin
- ACD Monitor
- ACD Reports
- ACD Agent Client

Install Exit

At the Agent Client's PC insert the ACD MIS CD and from the Install Selections Menu choose the ACD Agent Client.



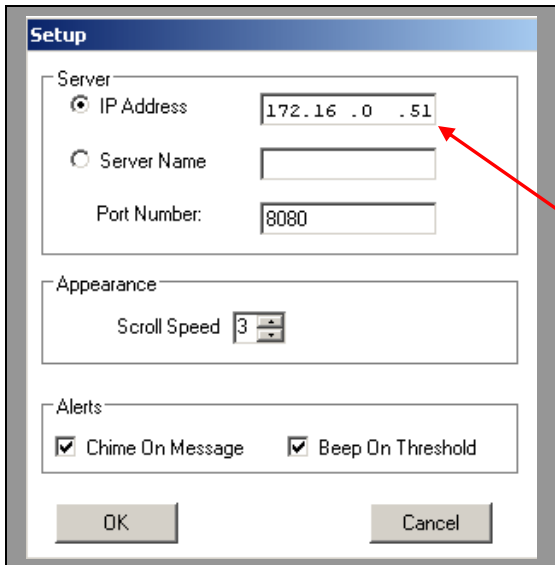
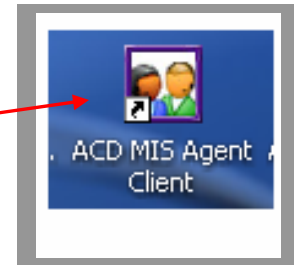
### Step 14. Install Options.

It is recommended to use the default folder for the installation. This folder can be changed by selecting the **Browse** button.

The program can be installed **JUST** for the current Client network logon or for anybody who logs onto the network at this PC. Select **Next** and on the final page then choose **Close** and the install is complete.

### Step 14. Starting Up

Once the install is complete a short cut for the application will be available on the desktop. Double click this to access.

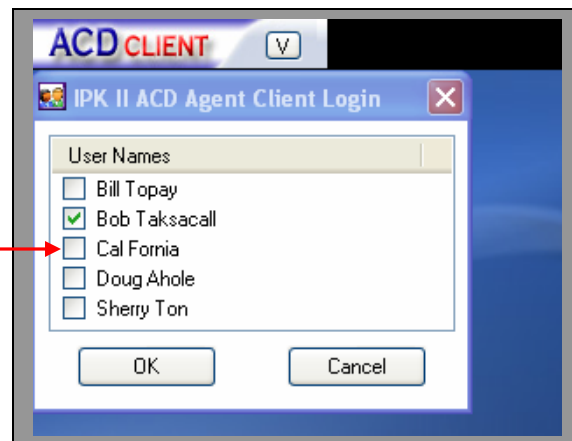


### Step 15. Client Setup

If this is the first time the application is being opened the **Setup** screen will appear and either the **IP Address** or **Server Name** for the ACD MIS Server must be entered. These entries can be accessed anytime once the application is running by going to the drop down menu and selecting Properties.

### Step 15. Select the Agent

All configured Client Agents will be shown in a box. The agent then select's his or her name from the list and then selects **OK**.



### Step 16. The Screen

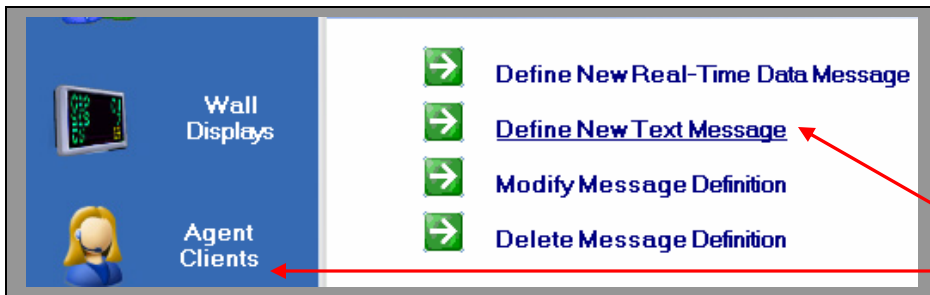


Text Message. See below.

Real-Time Message

If the Agent's individual status does not show immediately, log the agent out and then back in again.

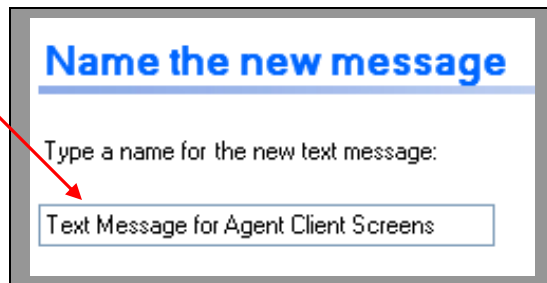
### Step 17. Adding a Text Message



Select Agent Clients again and then *Define New Text Message*.

### Step 18. Adding a Text Message

Name the new message. This is for Administration purposes only.

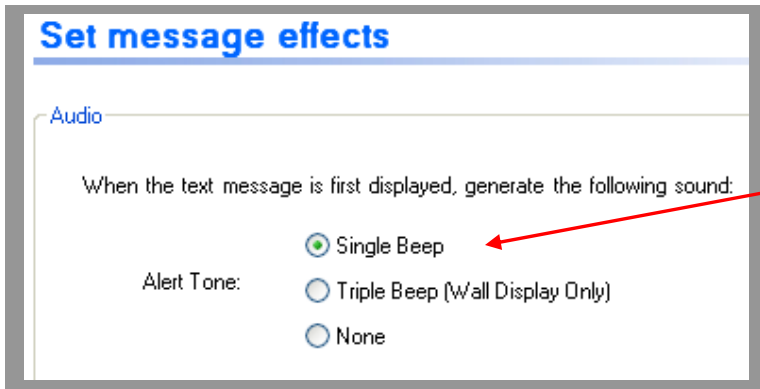


### Step 19. Type Message Text



Enter the text to display. When finished select **Next**.

Text colour and basic Cut, Copy, and Paste functions are also available.



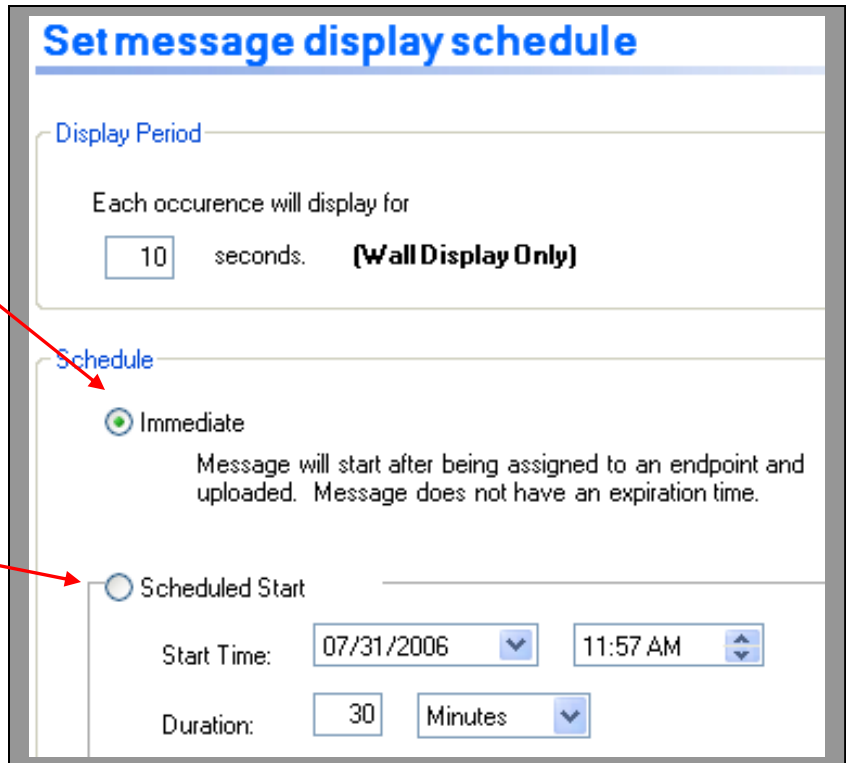
**Step 20. Type Message Text**

The additional effect of a Beep is available when the message first hits the agent screen.

**Step 21. Message Display Schedule**

If the text message is set to Immediate it will appear on the agents screen as soon as the MIS configuration is loaded to the MIS sever. The message will not expire, and run continually until it is deleted.

If **Scheduled Start** is set, the message can be assigned a start time and a duration time. Select **Finish** when complete



**Step 22. Upload to Server**

Once the Text Message setup is complete upload the configuration to the MIS Server.