CenturyLink
Contact Center Standard
Agent and Supervisor Client
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Contact Center Agent Client - Standard

This user guide will describe feature/functionality for your Contact Center Agent Client. You will have the ability to Monitor the status of every queue that you are a member of, including statistics such as Average Speed of Answer, and Average Handle Times. You will also have the ability to change your agent status from both the phone and Client from Available, to Unavailable, and will also have the ability to Sign-Out or Sign-In to your queue(s).

If you are not sure what an icon within the Agent Client is used for, hover over the icon with your mouse for a brief description of that feature.

Note: Some features described in this document may not be available to you depending on your seat type and the features your Office Administrator has granted to you.

Accessing the Contact Center Agent Client

Log into your End User portal to access the Contact Center Agent Client link. The link to your End User portal as well as your User ID and Password can be found in your Welcome Email from CenturyLink.

1. Click the Contact Center Client link in the upper right hand corner of your End User portal.
2. Enter your **User ID** and **Password** to log into your Client. This is the same User ID and Password that you used to log into your End User portal.
3. Click the **Stay Signed In** check box.
4. Click on the **Bookmark this Page** link to save this URL for easy access to your Client.
5. Click the **Sign In** button.

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**Contact Center Agent Client**

After you click **Sign In**, you will be logged into your **Contact Center Agent Client**. This Client converges with your physical handset, and is **not a soft phone**. Calls can be answered and dialed by clicking on the Client, but you will use your physical handset to speak to your callers.

1. **Agent Client** overview:
   - **Call Console Pane** -- will show **Incoming** call and **Active** call details
   - **Conference Call Pane** -- will provide you with call details of your active **Conference Call**
   - **Contact Pane** -- will provide you with access to various directories as well as **Supervisors** and **Queue** information
   - **Dashboard Pane** -- will provide you with queue statics such as calls waiting in the queue, length of time in the queue, etc
Call Console Pane

The Call Console pane can be used to make outbound calls, or for answering incoming calls to the queue or to your personal line.

1. The Call Console pane will show Incoming call and Active call details.
2. To manually dial a number, enter the number you wish to dial, in the Enter Number field then click the Telephone icon.
3. To redial the last number you called, click the Redial button.
4. All of these dialing options will ring your handset device and once it is answered, your call will be sent.
5. With an active call in progress, you can end your call by clicking on the **End** button, or place the call on hold by clicking the **Hold** button; you can also use the **Hold** button on your phone, or use standard disconnect options to hang up from your phone device.

6. You can transfer your caller by clicking the **Transfer** button, or by using the **Transfer** keys on your handset device.

7. To resume a held call, click the **ANS** button.

8. Another option to transfer is to locate the party you wish to transfer to within one of the directories in the **Contacts** pane, then **Left-Click** your mouse to drag the call to that individual.

9. Once the **Green Arrow** icon is positioned on the individual you wish to transfer to, release your **Left** mouse button.

10. The **Transfer** will be complete.
11. To answer an incoming call, click the **ANS** button.
12. To reject the call, click the **END** button; the caller will continue to hear ringing, until they roll to your No Answer destination, which is typically Voicemail.

13. To set up a conference call, while on an **Active call**, and with another call on **Hold**, click the **CONF** button, or by using the **Conference** keys on your handset device.
14. The individuals in your Conference Call will move to the **Conference Call** pane.
15. You can place your entire Conference on hold or end your call by clicking the **HOLD** or **END** button in the Conference Call pane ribbon, or you can individually place a caller on hold or drop a specific individual, by clicking the **HOLD** or **END** button next to their call record.
16. If you click the **LEAVE** button in the Conference Call pane ribbon, this will drop you from the call but the remaining parties can continue the conference call.

![Conference Call Pane](image)

**Contacts Pane**

You will find various options within the **Contacts** pane including a Corporate Directory, Personal Directory, Speed Dial Directory and Supervisor and Queue information.

1. The **Contacts** pane contains directories for the following:
   - **Search** – used for full or partial searches to find a specific contact
   - **Enterprise** – your corporate or company directory
   - **Common** – common contact list entered by your company administrator in the admin portal
   - **Personal** – personal contacts that you added in your end user portal or via the edit option in your Client
   - **Supervisors** – monitor or contact a supervisor(s) that you are assigned to
   - **Speed Dial** – allows you to program up to 100 numbers using a 2-digit code from 00-99
   - **Queues** – view details for the queue(s) you are assigned to
   - **Directories** – combination of all directories

![Contacts Pane](image)
2. To expand a Directory, click the **UP** arrow key.
3. To collapse a Directory, click the **DOWN** arrow key.
4. To access information for an entry, click the entry’s name.
5. To call that individual, click the **CALL** button; to send that individual an email, click the **EMAIL** button.

6. To view the Supervisor(s) you are assigned to, click the **Green UP** arrow to expand the directory.
7. The status of your Supervisor(s) will not be displayed until you click the **Pencil** icon to define your settings.
8. Each queue that you are assigned to will appear in the **Supervisor Favorites** window.
9. Click the check box next to the Supervisor(s) you wish to monitor.
10. Click the **Save** button.

![Supervisor Favorites window with selected queues]

11. You will be able to monitor the phone status of your Supervisor(s) by identifying the indicator next to their entry.
12. To escalate to your Supervisor, click the **Escalate** icon.
13. This will ring on an available line on your device, that needs to be answered by you, and will then dial your Supervisor for a private call; this call will not include the party you are currently speaking to.
14. To place an emergency call to your Supervisor, click the **Emergency** icon, once answered by the Supervisor, this will engage a 3-way call between you, your Supervisor and the calling party.

![Call handling interface with emergency and escalation icons highlighted]
15. The following are phone statuses for **Supervisors** and **Agents**:

<table>
<thead>
<tr>
<th>Phone State</th>
<th>Icon</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Idle</td>
<td><img src="image" alt="green" /></td>
<td>Supervisor's phone is on-hook, which means the supervisor is not on a call.</td>
</tr>
<tr>
<td>Busy</td>
<td><img src="image" alt="red" /></td>
<td>Supervisor's phone is off-hook, which means that the supervisor is on a call.</td>
</tr>
<tr>
<td>Ringing</td>
<td><img src="image" alt="yellow" /></td>
<td>Supervisor's phone is in alerting state, a call is currently being delivered to the supervisor.</td>
</tr>
<tr>
<td>Do Not Disturb</td>
<td><img src="image" alt="red" /></td>
<td>Supervisor has enabled the Do Not Disturb service.</td>
</tr>
<tr>
<td>Private</td>
<td><img src="image" alt="home" /></td>
<td>Supervisor has enabled phone status privacy.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>NOTE: This terminates monitoring of the supervisor's phone state for the current login session. To be able to monitor their phone state again, you must sign out and then sign in after the supervisor has disabled their phone state privacy.</td>
</tr>
<tr>
<td>Call Forwarding Always</td>
<td><img src="image" alt="red" /></td>
<td>Supervisor has enabled the Call Forwarding Always service.</td>
</tr>
<tr>
<td>Unknown</td>
<td><img src="image" alt="no alarm" /></td>
<td>Supervisor is currently not monitored.</td>
</tr>
</tbody>
</table>

16. Click the **Green UP** arrow to expand your **Queue Directory**. All queues you are assigned to will appear in this Directory.

17. Click on a **Queue** entry to identify the telephone number for that queue.

18. Click the **CALL** button if you wish to place a call to that queue.
Dashboard Pane

In addition to monitoring Supervisor status, you can also monitor the status of calls waiting in any queue you are assigned to, within the **Dashboard Pane**.

1. When you first log into your Contact Center Agent Client, you will need to define which queue(s) you wish to monitor.
2. Click the **Tool** icon in the Dashboard ribbon and click on **Select Queues**.

3. In the **Select Queues** window, click the check box for the queues you wish to monitor.
4. To select all of the queues, click the **Select All** check box.
5. Click the **Save** button.
6. The queues you choose to monitor will appear in the **Dashboard Pane**.
7. All queue stats will automatically display based on default queue settings.

8. To modify the stats for the queue(s) you monitor, click on the **Tool** icon, and click on the **Select Visible Fields** option.
9. In the **Select Fields** window, uncheck the fields you choose to not monitor.
10. To select all of the fields, click the **Select All** check box.
11. Click the **Save** button.

![Select Fields Window](image)

12. To choose the order that your queues are displayed in your Dashboard, click the **Tool** icon.
13. Click on **Sort By**, and then choose from **Ascending** or **Descending** order.
14. Then click on the field you wish to sort by, such as **Queue Name**, **Current Calls in Queue**, etc.
15. When you return to your Dashboard, your queues will realign based on your **Sort By** criteria, which can be changed at any time.
16. Queue Statistic Descriptions:

- **Current Calls in Queue** – number of calls in queue/maximum queue size
- **EWT (Estimated Wait Time)** – the expected wait time for callers in the queue
- **ASA (Average Speed of Answer)** -- average amount of time a caller spends in the queue before the call is offered to an agent
- **Longest Waiting Call** -- waiting time of the call that has been in the queue the longest
- **AHT (Average Handle Time)** – the average handling time for calls in the queue
- **Staffed** – number of agents Signed-In, Available, Unavailable or in Wrap-Up state/number of agents assigned to the queue
Agent Status

If programmed by your company administrator, you may have soft keys that allow you to **Sign-In** and **Sign-Out** of your queue, in addition to keys that allow you to change your status within the queue to **Available** or **Unavailable**. If you do not have soft keys available, changing your status can only be done through the **Contact Center Agent Client**.

1. In the upper right hand corner of your Client, you will see your **ACD Status** (queue status).
2. To change your status from the Client, click the **ACD** drop down box to choose your status:
   - **Available** – logged in and Available to take a call from the queue
   - **Unavailable** – logged into the queue but Unavailable to take a call
   - **Wrap-Up** – logged into the queue and will not receive a call until the wrap-up timer setting is met, or you change your status to from **Wrap-Up** to **Available**

   **Note:** The Wrap-Up time setting is determined and controlled by your company administrator. If you are in Wrap-Up status and wish to continue taking calls before the timer is met, you can change your status in the Client to Available, or with soft keys if provided.
3. If you change your status using soft keys on your device, or change your status in the Client and your device will display the status change immediately; any supervisor monitoring your status, will also see your status change real time.
**Settings**

The **Settings** option allows you to **Join** or **Un-Join** a queue (if that setting is permitted by your company administrator) and you can also change settings such as **Post Sign-In ACD State** and **Post Call ACD State**.

1. Click on **Settings** in the upper right hand corner of your Client.

2. Click on the **Application** tab.

3. In the **Application** window, you will see the queues that you are assigned to. If you have permission to **Join** or **Un-Join** a queue, checking or unchecking the boxes will add or remove you from a queue; if you are not able to do this in your Client, this option was not allowed by your company administrator.

4. The **Post Sign-In ACD State** setting determines the status of your phone when you Signed-Into the queue:
   - **Available** – if set to Available, as soon you as sign in, you will receive a call immediately if callers are waiting in the queue
   - **Unavailable** – if set to Unavailable, you will not receive calls from the queue until you change your status to Available by either using soft keys on your device, or by changing your status in the Client

5. The **Post Call ACD Status** setting determines the status your phone will automatically go into when you disconnect from queue call:
   - **Available** – if set to Available, as soon you as disconnect from your call, you will immediately receive a call if callers are waiting in the queue
   - **Unavailable** – if set to Unavailable, you will not receive calls from the queue until you change your status to Available by either using soft keys on your device, or by changing your status in the Client
   - **Wrap-Up** – if set to Wrap-Up, you will not receive a call from the queue until the Wrap-Timer setting is met, or if you choose to become Available via the soft keys on your device or through the Client
6. The **Set Wrap-Up** timer setting can only be changed if your queue does not have a policy set by your company administrator.

7. To return to your home screen, click **Back to Applications** in the upper right hand corner of your Client.

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**Reporting**

The **Reporting** option within your Client allows you to pull call statistics based on your own agent activity. Supervisors will have the ability to run reports for all agents that they monitor in their **Supervisor Client**, as well as queue statistics.

1. Click on **Reporting** in the upper right hand corner of your Client.

2. Prebuilt report **Templates** will be available in the **Enhanced Report** window.

3. From the **Template** drop down box, select the report you wish to run for your activity.
4. The report template you select will determine the report options and parameters that need to be defined.
5. All report details are historical, not real time.
6. For the **Agent Activity Detail Report**, choose your settings including **Start** and **End Date**, and **Start** and **End Time**.
7. From the **Output Format** drop down box, choose your preferred report output option:
   - PDF
   - XLS
   - HTML
8. When all of your options are selected, click the **Run Report** button.

9. Your report will process and will be provided in the output format that you selected, and the information contained will be based on the report template you chose, as well as date and time setting parameters.

**Note:** Data for historical reporting are saved for the following timeframes:
- **Detailed** – data is held for 90 days
- **Summary** – data is held for 2 years
10. To sign out of your **Agent Client**, click **Sign Out** in the upper right hand corner.

11. Confirm that you want to continue with your Sign-Out, by clicking the **Yes** button.
Contact Center Supervisor Client - Standard

This section will describe feature/functionality for your Contact Center Supervisor Client. You will have the ability to Monitor the status of every queue you are identified as a Supervisor for, as well as the agents assigned to you. These statistics include Average Speed of Answer, and Average Handle Times, Agent Status and Call Statistics.

If you are not sure what an icon within the Supervisor Client is used for, hover over the icon with your mouse for a brief description of that feature.

Accessing the Contact Center Supervisor Client

Log into your End User portal to access the Contact Center Agent Client link. The link to your End User portal as well as your User ID and Password can be found in your Welcome Email from CenturyLink.

1. Click Help from the main menu.
2. Scroll to the bottom of the Help page and find Downloads.
3. Click on the link for Contact Center Client.

4. Click the Continue button on the Links page to log into the Client.
5. Enter your **User ID** and **Password** to log into the Client. This is the same User ID and Password that you used to log into your End User portal.

6. Click the **Stayed Signed In** check box.

7. Click on the **Bookmark this Page** link to save this URL.

8. Click the **Sign In** button.
Contact Center Supervisor Client

After you click Sign In, you will be logged into your Contact Center Supervisor Client. This Client converges with your physical handset, and is **not a soft phone**. Calls can be answered and dialed, but you will use your physical handset to speak to your callers.

1. The **Call Console, Conference Call** and **Contacts Panes** function in the same manner as described in the Contact Center Agent Client portion of this guide, including making/answering calls, call processing, and directory options.
2. The **Queued Calls Pane** will provide you with statics and a visual of calls waiting in your queue(s).
Contacts Pane
As a supervisor, you have the ability to monitor the status of all agents assigned to you within the **Contacts Pane**.

1. When you initially log into your **Supervisor Client**, you will need to define which agents you want to monitor status.
2. Click the **Green UP** arrow to expand the **Agents Directory** and click the **Pencil** icon.

3. In the **Edit Monitored Users** window, click the check boxes for the agents you wish to monitor. Uncheck the boxes if you choose not to monitor specific agents.
4. When all agents are selected, click the **Save** button.
5. All Agents that you selected can now be monitored in the Agents Directory.
6. Their agent status will be indicated with an icon as well as the status state name.
7. To display the queue(s) an agent is assigned to, click on the name of the agent you wish to view.
8. To call that agent, click the CALL button.
9. To remove or add an agent to a queue, click the QUEUE button.

10. In the Agent Queue Membership window, uncheck the Joined check box if you want to remove that agent from a queue.
11. To Join that agent back into a queue, click the Joined check box.
12. Click the Save button.
13. As the supervisor, you also have the ability to change the status of any agent that you monitor.
14. Click on the ACD button.
15. Select the status from the drop down box that you wish to place that agent in, such as **Unavailable**.

16. This will immediately change that agent’s status in the **Agents Directory**, as well as their status in their **Agent Client** and on their handset device if they were programmed with Agent soft keys.
Queued Calls Pane
The Queued Calls Pane allows you to monitor the status of calls waiting in any queue you are assigned to as the Supervisor. An example of statistic types available to monitor are Average Speed of Answer, Estimated Waite Time, and Number of Calls in Queue.

1. The first time you log into the Supervisor Client, you will need to indicate the queues you wish to monitor from the Queued Calls pane.
2. Click on the Tool icon on the Queued Calls ribbon.
3. Click on Edit Queue Favorite Dialog to define the queues you choose to monitor.

4. In the Monitor column of the Edit Queue Favorites window, click the check box for each queue that you wish to monitor.
5. Click the Save button.

Note: This window will not provide any additional monitoring capabilities for Contact Center Standard.
6. The queues that you select to monitor, will now appear in the **Queued Calls** pane.

7. To monitor active calls waiting in the queue(s) you are monitoring, click the **Green UP arrow**.
8. To collapse the queue, click the **Green DOWN arrow**.
9. All calls currently waiting in the queue will be listed, including the calling party's number and the running time of their wait time in the queue.
10. Queue or agent stats cannot be monitored in this window, only real time status of callers waiting in the queue.
11. To change additional options for the queue(s) you are monitoring, click the **Tool** icon.
12. Click on **View**, and then choose to select or deselect queues that you are assigned to, which will remove or add them to your **Queued Calls** pane.

13. Click on the **Tool** icon.
14. Select **Group** and **Group By Priority** to sort your queues in priority order.
15. Click on the Tool icon.
16. Click Sort and choose to sort your queues by Longest Wait time or Longest Wait In Priority.
Dashboard

Dashboard view allows you to monitor more detailed, real time statistics for your queue(s) as well as individual agents.

1. Click on Dashboard in the upper right hand corner of your Supervisor Client.

2. When Dashboard is launched, it includes an upper window for Queue Stats/Monitoring, and a lower window for Agent Stats/Monitoring.

3. Each time you launch Dashboard, you will need to define which queue(s) you want to monitor agents in the Agent Stats window.

4. Every queue you are assigned to as a supervisor will appear in the Queue Stats window.

5. Click the Show Agents check box for the queues you wish to monitor.
6. Agents for the queues you chose to monitor will now appear in the **Agent Stats** window.

   ![Dashboard](image)

7. Descriptions for **Queue Stats** window statistics:
   - **Name** – name of the Queue (Contact Center)
   - **Status** – *not an active field for Contact Center Standard*
   - **Calls in Queue** – number of calls waiting in the queue/maximum number of calls for that queue
   - **Longest Waiting Call** – waiting time of the call that has been in the queue the longest
   - **EWT (Estimated Wait Time)** – the expected waiting time of callers in the queue
   - **AHT (Average Handle Time)** – the average handling time for callers in the queue
   - **ASA (Average Speed of Answer)** – average amount of time a caller spends in queue before the call is offered to an agent
   - **Staffed (Agents)** – the number of agents managed by you that are in Sign-In, Available, Unavailable, or Wrap-Up ACD state, as a ratio of all agents managed by your for this Contact Center
   - **Idle (Agents)** – the number of agents who are in Available ACD state but not presently on a call
   - **Unavailable** – the number of agents who are signed in to the Contact Center but not available to take calls
   - **Show Agents** – when checked, the agents who are joined in the Contact Center are displayed in the Agent Stat window

   ![Dashboard](image)
8. Descriptions for Agent Stats window statistics:
   - **Status** – agent’s combined phone and queue status
   - **Name** – name of the agent
   - **Queues (total)** – total number of queues to which the agent is assigned - **this number is a link, which when clicked, opens a dialog box that lists the queues the agent is assigned to**
   - **Sign-In Time** – the agent’s most recent sign-in time
   - **Sign-In Duration** – the amount of time the agent has been signed in
   - **Call State (Time)** – the call state and length of time on the current call - **the call state can be Idle, Ringing, or On a Call, if an agent is on multiple calls, the call time reflects the time of the longest running call, when a call is released, the call time reflects the time on the remaining calls**
   - **Agent State (Time)** – agent’s queue state and time, if an agent is unavailable, the unavailable code is shown
   - **%Available** – the time that the agent was available to take calls as a percentage of the duration of the current sign-in
   - **Avg Busy In** – the average time spent by the agent on an incoming queue call
   - **Avg Busy Out** – the average time spent by the agent on an outgoing queue call -- **not available for Contact Center Standard**
   - **Avg Wrap-Up** – the average time spent by the agent in post all wrap-up state

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**Reporting**

The Reporting feature allows you to run reports and schedule reports that will process in the future, using predefined templates and parameters. Reports can be run for Agent or Queue statistics.

1. Click on **Reporting** in the upper right hand corner of your Supervisor Client.
2. Prebuilt report **Templates** will be available in the **Report Input** window.
3. From the **Template** drop down box, select the report you wish to run for your activity.

12. The report template you select will determine the report options and parameters that need to be defined.
13. All report details are historical, not real time.
14. For the **Agent Sign-In and Sign-Out** report, choose your settings including **All Agents** (that you monitor) or click the **Agents** radio button.
15. From the drop down box, click the check box for the agents’ statistics you want to run this report for.
16. Chose from the following Report Types:
   - **Historical** – ad hoc report that will run and provide historical data at that time
   - **Scheduled** – allows you to schedule future reports as well as defining them as recurring
17. Choose your **Start and End Dates**, and your **Start and End Times**.
18. From the **Output Format** drop down box, choose your preferred report output option:
   - **PDF**
   - **XLS**
   - **HTML**
19. When all of your options are selected, click the **Run Report** button.
20. Your report will process and will be provided in the output format that you selected, and the information contained will be based on the report template you chose, as well as date and time setting parameters.

![Report]

**Note:** Data for historical reporting is saved for the following timeframes:

- **Detailed** – data is held for 90 days
- **Summary** – data is held for 2 years

21. To sign out of your Supervisor Client, click **Sign Out** in the upper right hand corner.

![Sign Out]

22. Confirm that you want to continue with your logout, by clicking the **Yes** button.

![Yes]