

Supervision Hermes.Net V5



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1. Introduction

Supervision is the real time monitoring tool in Hermes.NET.

This tool allows a supervisor (or administrator) to view the activities of agents, queues, campaigns calls, IVR, and campaigns defined in the administration module.

This tool also allows the supervisor to intervene in the communications agents via actions such as listening, whispering, conference. The supervisor may also interact with the activity of the agent sending messages or taking remote control of the workspace.

The supervisor also has the opportunity to see the production of the day, hour by hour:

- Number of positive and reasoned contacts every hour (for an agent or a particular campaign)
- Number of calls to make in the day for a given call emission campaign.

Finally, the supervisor can view calls that were answered by an agent in the day, for example to correct any errors allegedly have committed the agents:

- Recalling a customer by the supervisor.
- Viewing the agent specified by script with the possibility to change the values entered by the agent.
- Correction of the qualification of the call selected by the agent, and optionally programming a reminder or a raise.

Supervision is a fully configurable and customizable tool; the supervisor has the ability to display on the screen the values it wishes to monitor and can also edit formulas to add custom values.

All changes made by supervisors in terms of windows and display values , colors and sizes of selected texts, etc... Custom values can be saved to be reused in a future release of the monitoring tool.

To share the work between supervisors, the administrator also has the ability to create groups and assign supervision to supervisors.

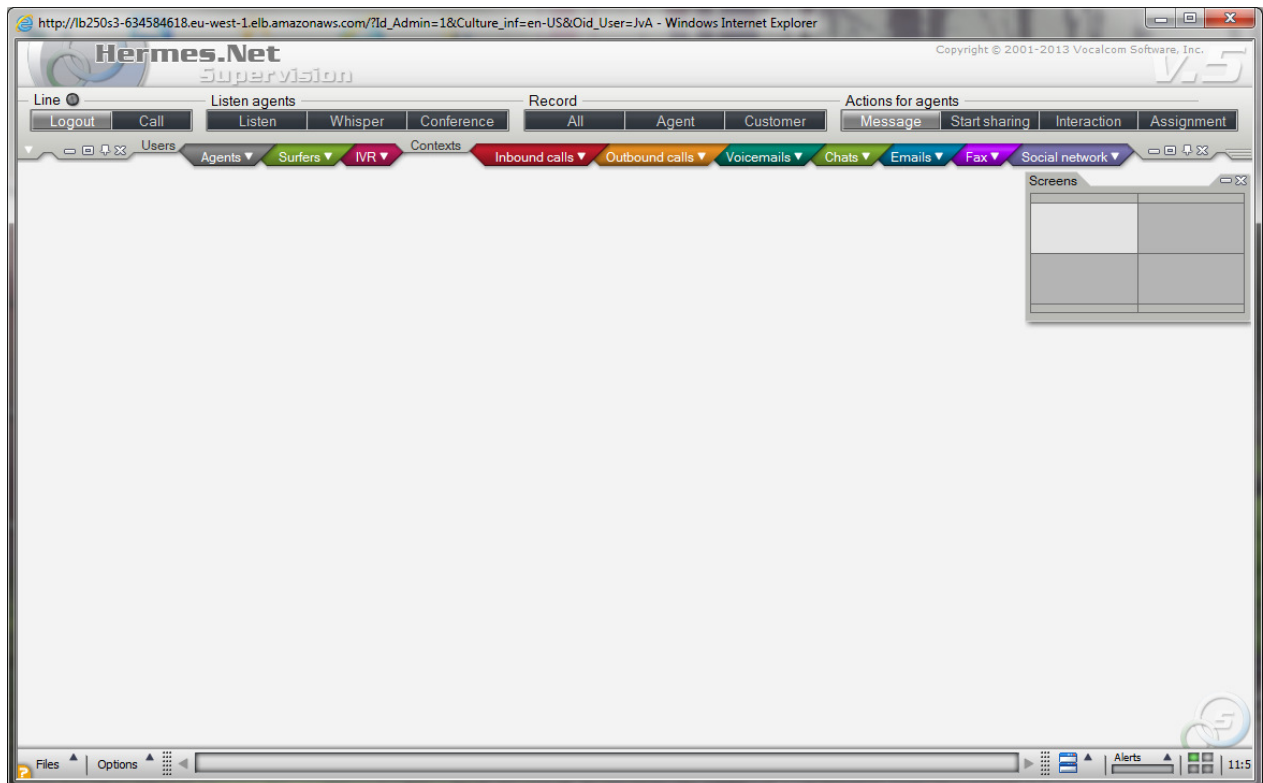
The supervisor will and the elements (*agent, campaigns, queues*) that have been affected.

(For the creation and administration of supervision groups, refer to the documentation of the administration)

The following document consists of 4 main parts:

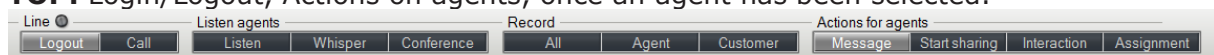
- Detailed description of the GUI.
- The description of the different types of windows of supervision and their characteristics.
- The description of the toolbar allows the supervisor to act on elements supervised.
- A description of all displayable predefined values in supervision.

2. The interface

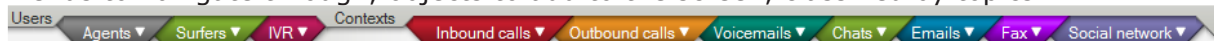


This is the general Supervision screen, which we will now discover in full detail.

TOP: Login/Logout, Actions on agents, once an agent has been selected.



Menus to navigate through, objects to add to the screen, classified by topics.



MIDDLE: Virtual screen, on which you can place objects. 4 virtual screens are available, as shown in the screenshot above.

BOTTOM: general information about the module, alerts setups and time.




SIDES: General configuration screens, which you can hide or display.



2.1 The Menus

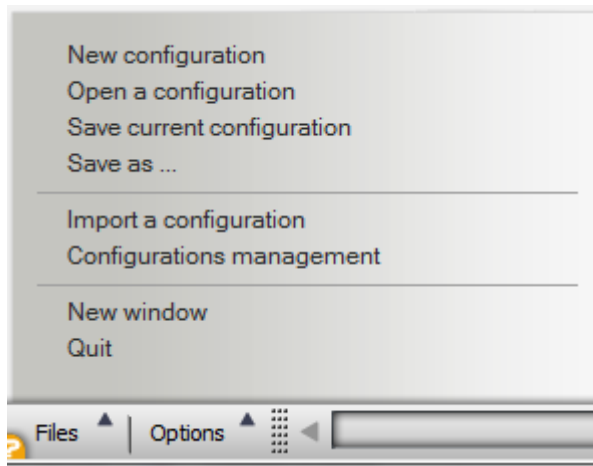
Menus are made of two parts:

- A text indicating the title of the menu on which you can click to expand the menu
- An image  on which you can click to open a bar of buttons corresponding to menu

The button bars are created on the upper part of the screen:



2.1.1 Files Menu



New configuration: Remove all windows on the screen. Allows you to create a work environment without any custom blank window, variable, or alert filter.

Open a configuration: Open an existing configuration. Configuration corresponds to the last save of open windows and the position of the windows in the work environment, variables and custom filters and styles used (colors, text sizes, etc.), as well as configured alerts.

Save current Configuration: Save the current configuration of the working

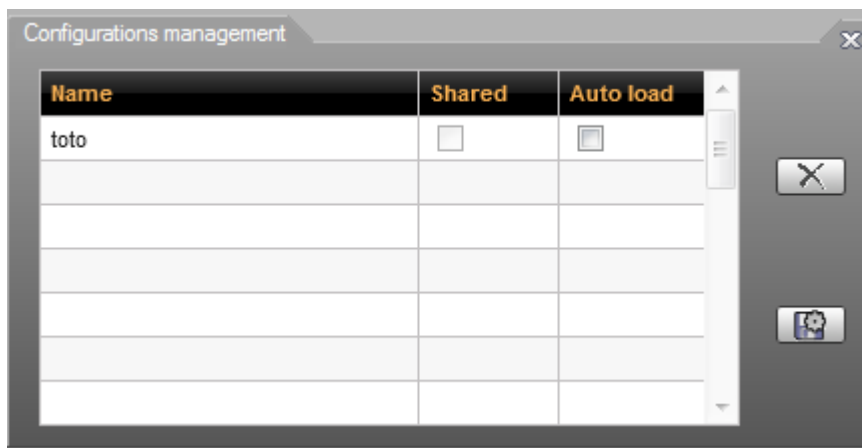
environment. If a backup has already been made during your work session, the last backup is overwritten, if this action is the action **"Save As."**

Note: This action can be called directly using the keyboard shortcut "Ctrl + S"

Save as: Saving the current configuration of the working environment. A name is required for this backup.

Import a configuration: Can import a previously saved in a configuration file (see "Configuration Management" below).

Configurations management: Displays the list of configurations currently available to the user.



A configuration selected from the list (*highlighted in orange*) can be deleted or exported (see the two buttons on the right on the screenshot). Export allows you to save a file in the selected configuration.

The "Auto Load" box allows you to choose or configurations that will be loaded automatically at each of your subsequent connections. If multiple configurations are selected, then the windows, columns, filters and colors of each configuration will be loaded.

The "Shared" box is only available if you are logged in as an administrator. It allows sharing a configuration with other users.

Shared by a system administrator configuration may be used by all users of the platform.

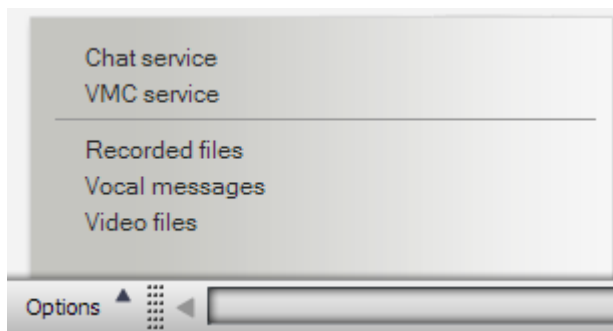
If shared by a Root Admin, a configuration can be used by all users of this company and that company sites.

Shared by a Site administrator configuration may be used by all users of this site. It is not possible either to modify or delete a shared configuration by user another.

New Window: Opens supervision a new window. The workspace is expanded and a new browser window in which you can open new windows of supervision.

Quit: Closes the session.

2.1.2 Options Menu

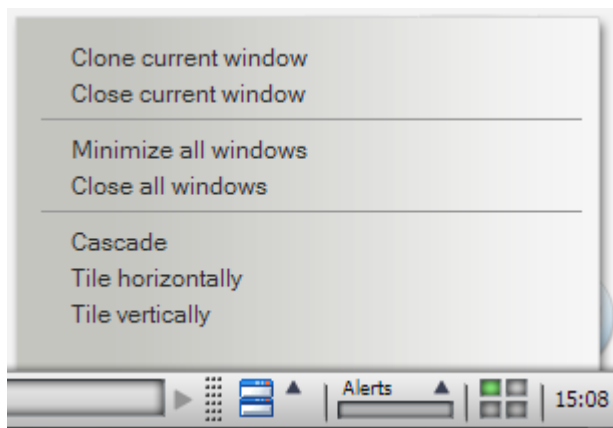


Chat service: Checks if connection to service is OK.

VMC service: Details activity in VMC (Vocalcom Media Center) module.

Recorded files/Vocal messages/Video files: Gives access to recordings folders.

2.1.3 Windows Menu



Clone current window: Clones highlighted object on screen.

Closes current window: Closes highlighted object on screen.

Minimize all windows: Minimizes all objects on screen.

Closes all windows: Closes all objects on screen.

Cascade: Cascades all objects on screen.

Tile horizontally/Tile vertically: Tiles all object on screen.

2.1.4 Alerts/Screen Displaying/Time



Shows the ongoing alerts list, which screen is currently on display, and the server time.

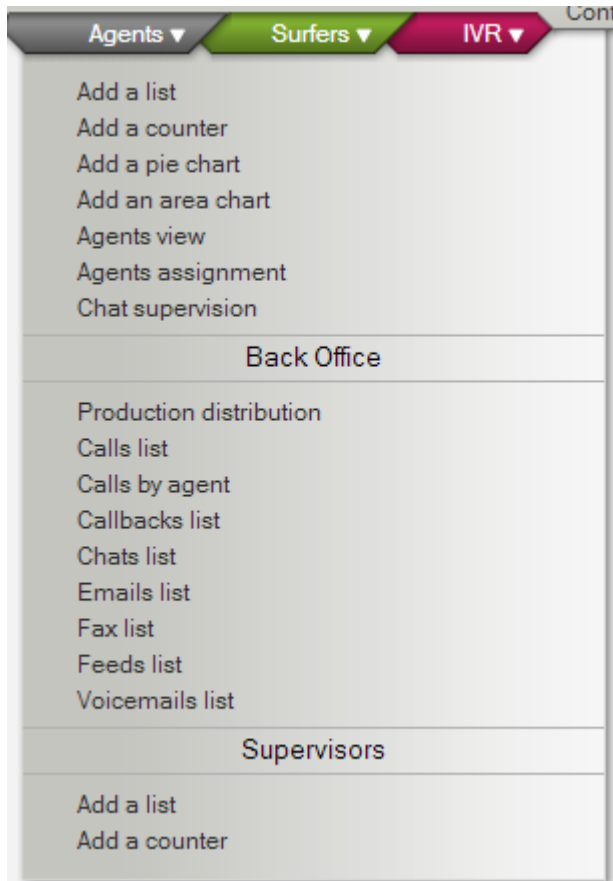
2.1.5 Central bottom line



Once objects are added to the windows, shows which one is currently highlighted, which info is currently being looked at, etc...

2.1.6 Agents Menu

This menu allows the real-time monitoring of system users. In the administrator mode, it is possible to supervise officers and supervisors. In supervisor mode it's only possible to monitor agents.



AGENTS

Add a list: Opens a new window to supervise agent activity. You can add as many columns as you like to the list, as we will see later.

Add a counter: Opens a small window that displays a value for a given agent, or a summary for a set of agents. For example, the total duration of communication for agent 1000, or the average pause times for agents 1000 to 1005, etc...

Add a pie chart: Graphical display of production data for one or more agents.

Add an area chart: Display of production curves data from one or more agents, attendance, etc....

Agents view: Displays a window for viewing the agents. This option requires both the presence of a webcam on the position of the agent, and also a "Video Media Server" (*optional in Hermes.NET*) Module.

Agents' assignment: Allows you to change the assignments of an agent or several agents without having to log in administration.

Chat supervision: Displays a window for viewing real-time conversations between an agent and web surfers.

BACK OFFICE

Production distribution: Production distribution tools can display hourly distribution argued and positive contacts for a given agent (or for a given file or outbound campaign).

Calls list: Calls List tools can display the list of qualified calls for the day for a given agent (*or for a given file or outbound campaign*). When a call is selected in the list, it is possible to visualize the script associated with this call and modify the data entered by an agent. It is also possible to change the classification of the call or set a reminder.

Calls by agent: Allows you to compare the agent's activities on a campaign or queue for a given period.

Callbacks list: Allows you to check the callbacks programmed for any agent on a given day, and also act and them (reassign, postpone, etc...).

Chats list: Chats List tools can display the list of qualified chats for the day for a given agent.

Emails list: Emails List tools can display the list of qualified emails for the day for a given agent.

Fax list: Fax List tools can display the list of qualified faxes for the day for a given agent.

Feeds list: Feeds List tools can display the list of qualified feeds for the day for a given agent.

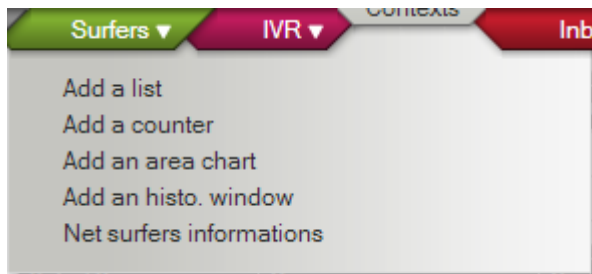
Voicemails list: Voicemails List tools can display the list of voicemails calls for the day for a given agent.

SUPERVISORS (Only available to admins)

Add a list: Opens a new window to supervise supervisor activity. You can add as many columns as you like to the list, as we will see later.

Add a counter: Opens a small window that displays a value for a given supervisor, or a summary for a set of supervisors. For example, the total number of agents connected in team, etc....

2.1.7 Surfers List



Add a list: Shows the list of web surfers currently logged in a campaign, which page they are visiting, etc...

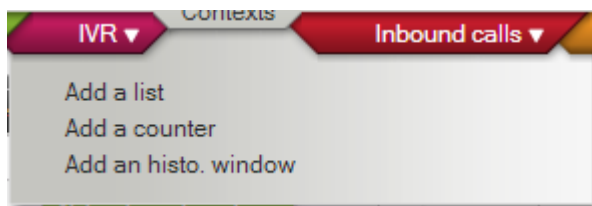
Add a counter: Opens a small window that displays a value for a given web surfer, or a sum of them. For example, the total number of web surfers connected in real time, etc....

Add an area chart: Display of curves data from one or more surfers, connections, etc.....

Add an historical window: Displays the surfing history for a web sufer, how long he spent on each web page, etc...

Net surfers' informations: Displays the web surfer informations, if retrieved from a field on the page....

2.1.8 IVR List



Add a list: Shows the list of calls currently logged in an IVR, which marker they are on, etc...

Add a counter: Opens a small window that displays a value for a given IVR, or a sum of them. For example, the total number of callers currently connected in real time, etc....

Add an historical window: Displays the history of markers visited in IVRs, how long he spent on each web page, etc...

2.2 The Contexts

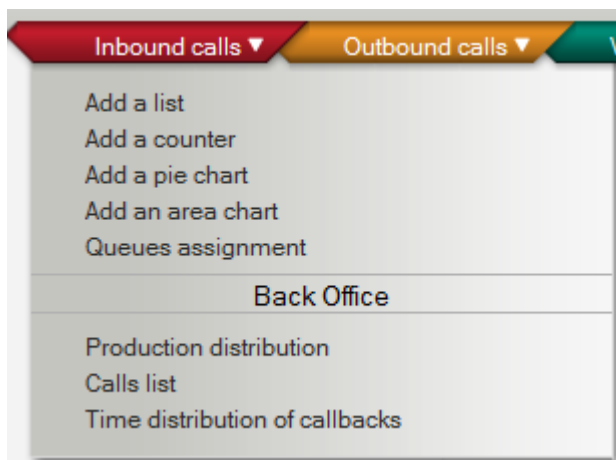
These menus give us a deeper view on what is currently going on in terms of live activity, for all the "contexts" (medias) that are live and running.

Back office has been added as well for each context, as found in the lower part of each specific menu.

The button bars are created on the upper part of the screen:



2.2.1 Inbound Calls



Add a list: Opens a new window to supervise queue activity. You can add as many columns as you like to the list, as we will see later.

Add a counter: Opens a small window that displays a value for a given queue, or a summary for a set of agents. For example, the number of calls waiting in the queue, how many went to overflow, etc...

Add a pie chart: Graphical display of production for the queues, calls and callback received.

Add an area chart: Display of production curves data from one or more queues, such as calls waiting, etc....

Queue assignment: Allows the assignment of agents to the selected queues.

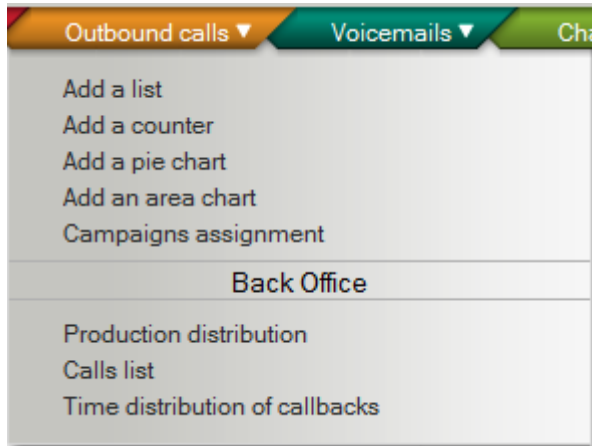
BACK OFFICE

Production distribution: Production distribution tools can display hourly distribution argued and positive contacts for a queue.

Calls list: Calls List tools can display the list of qualified calls for the day for a given queue.

Time distribution of callbacks: Allows you to compare the agent's activities on a queue for a given period.

2.2.2 Outbound Calls



Add a list: Opens a new window to supervise campaign activity. You can add as many columns as you like to the list, as we will see later.

Add a counter: Opens a small window that displays a value for a given campaign, or a summary for a set of agents. For example, the number of calls currently connected how many abandoned calls there are, etc...

Add a pie chart: Graphical display of production for the campaign, calls and callback received.

Add an area chart: Display of production curves data from one or more campaign, such as calls currently on, etc....

Campaigns assignment: Allows the assignment of agents to the selected campaigns.

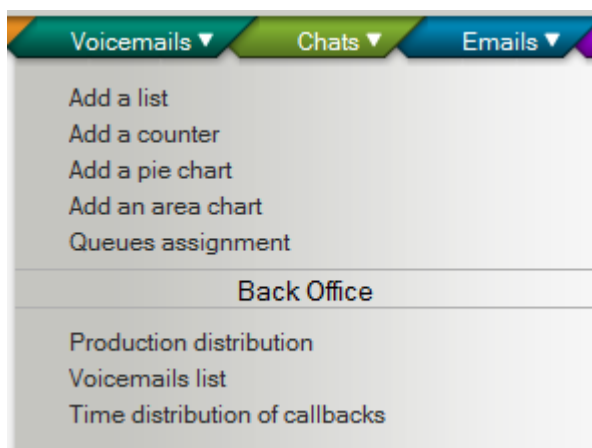
BACK OFFICE

Production distribution: Production distribution tools can display hourly distribution argued and positive contacts for a campaign.

Calls list: Calls List tools can display the list of qualified calls for the day for a given campaign.

Time distribution of callbacks: Allows you to compare the agent's activities on a campaign for a given period.

2.2.3 Voicemails



Add a list: Opens a new window to supervise queue activity. You can add as many columns as you like to the list, as we will see later.

Add a counter: Opens a small window that displays a value for a given queue, or a summary for a set of agents. For example, the number of voicemails waiting in the queue, how many are currently being handled, etc...

Add a pie chart: Graphical display of production for the queues, calls and callback received.

Add an area chart: Display of production curves data from one or more queues, such as voicemails being handled, etc....

Queue assignment: Allows the assignment of agents to the selected queues.

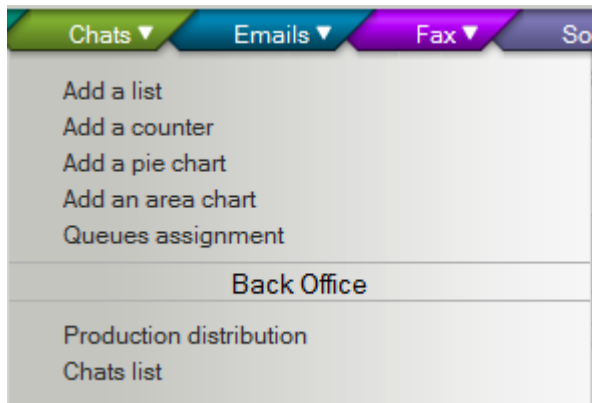
BACK OFFICE

Production distribution: Production distribution tools can display hourly distribution argued and positive contacts for a voicemail campaign.

Voicemails list: Calls List tools can display the list of qualified voicemails for the day for a given campaign.

Time distribution of callbacks: Allows you to compare the agent’s activities on a voicemail campaign for a given period.

2.2.4 Chats



Add a list: Opens a new window to supervise queue activity. You can add as many columns as you like to the list, as we will see later.

Add a counter: Opens a small window that displays a value for a given queue, or a summary for a set of agents. For example, the number of ongoing chats, how many requests are currently on hold, etc...

Add a pie chart: Graphical display of production for the queues, positives and

others.

Add an area chart: Display of production curves data from one or more queues, such as chats being handled, etc....

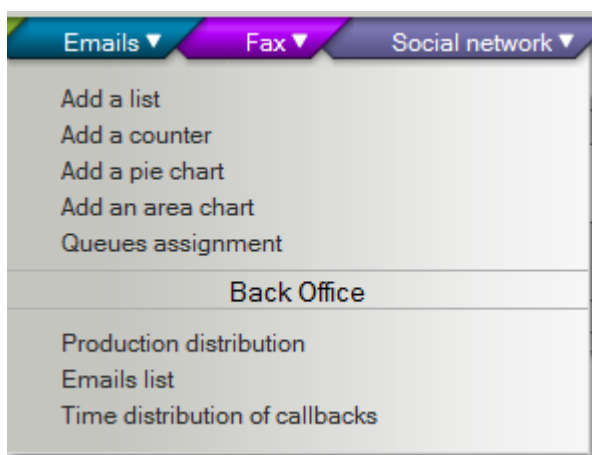
Queue assignment: Allows the assignment of agents to the selected chat queues.

BACK OFFICE

Production distribution: Production distribution tools can display hourly distribution argued and positive contacts for a chat campaign.

Chats list: Chats List tools can display the list of qualified chats for the day for a given chat campaign.

2.2.5 Emails



Add a list: Opens a new window to supervise queue activity. You can add as many columns as you like to the list, as we will see later.

Add a counter: Opens a small window that displays a value for a given queue, or a summary for a set of agents. For example, the number of emails are being handled, how many requests are currently in the queue, etc...

Add a pie chart: Graphical display of production for the queues, positives and others.

Add an area chart: Display of production curves data from one or more queues, such as emails being handled, etc....

Queue assignment: Allows the assignment of agents to the selected email queues.

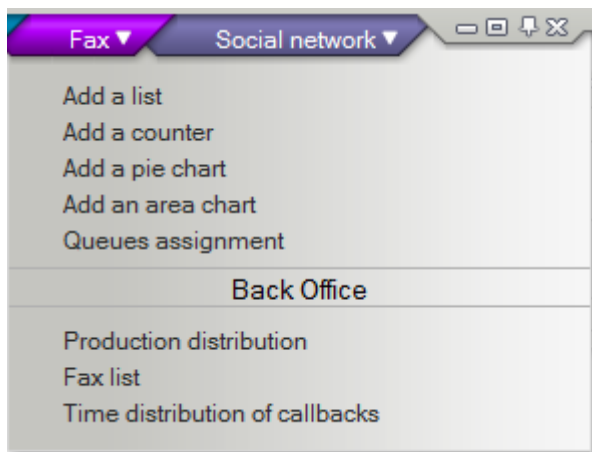
BACK OFFICE

Production distribution: Production distribution tools can display hourly distribution argued and positive contacts for an email campaign.

Emails list: Chats List tools can display the list of qualified emails for the day for a given chat campaign.

Time distribution of callbacks: Allows you to compare the agent’s activities on an email campaign for a given period.

2.2.6 Fax



Add a list: Opens a new window to supervise queue activity. You can add as many columns as you like to the list, as we will see later.

Add a counter: Opens a small window that displays a value for a given queue, or a summary for a set of agents. For example, the number of fax are being handled, how many fax are currently in the queue, etc...

Add a pie chart: Graphical display of production for the fax, positives and others.

Add an area chart: Display of production curves data from one or more fax queues, such as fax being handled, etc....

Queue assignment: Allows the assignment of agents to the selected fax queues.

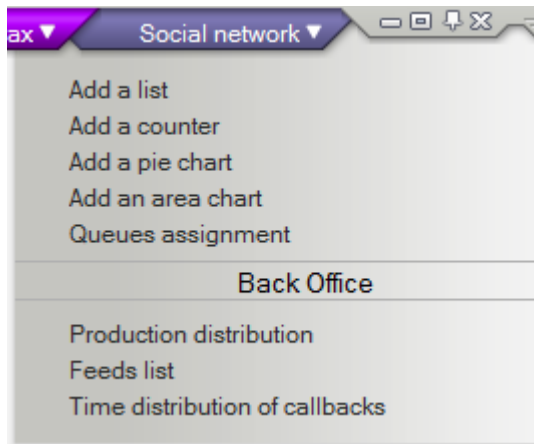
BACK OFFICE

Production distribution: Production distribution tools can display hourly distribution argued and positive contacts for a fax campaign.

Emails list: Chats List tools can display the list of qualified fax for the day for a given fax campaign.

Time distribution of callbacks: Allows you to compare the agent’s activities on a fax campaign for a given period.

2.2.7 Social Network



Add a list: Opens a new window to supervise queue activity. You can add as many columns as you like to the list, as we will see later.

Add a counter: Opens a small window that displays a value for a given queue, or a summary for a set of agents. For example, the number of feeds are being handled, how many feeds are currently in the queue, etc...

Add a pie chart: Graphical display of production for the feeds, positives and others.

Add an area chart: Display of production curves data from one or more feed queues, such as feeds being handled, etc....

Queue assignment: Allows the assignment of agents to the selected feed queues.

BACK OFFICE

Production distribution: Production distribution tools can display hourly distribution argued and positive contacts for a feed campaign.

Feeds list: Chats List tools can display the list of qualified feed for the day for a given feed campaign.

Time distribution of callbacks: Allows you to compare the agent's activities on a feed campaign for a given period.

3. Setting up your supervision

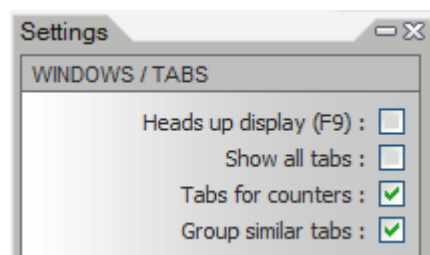
3.1 Settings Menu

If no window is in configuration mode, the Settings menu allows configuring the supervision workspace (background colors, virtual screens, etc).

If a window is in configuration mode, the shortcut menu allows you to configure the content and style of this window.

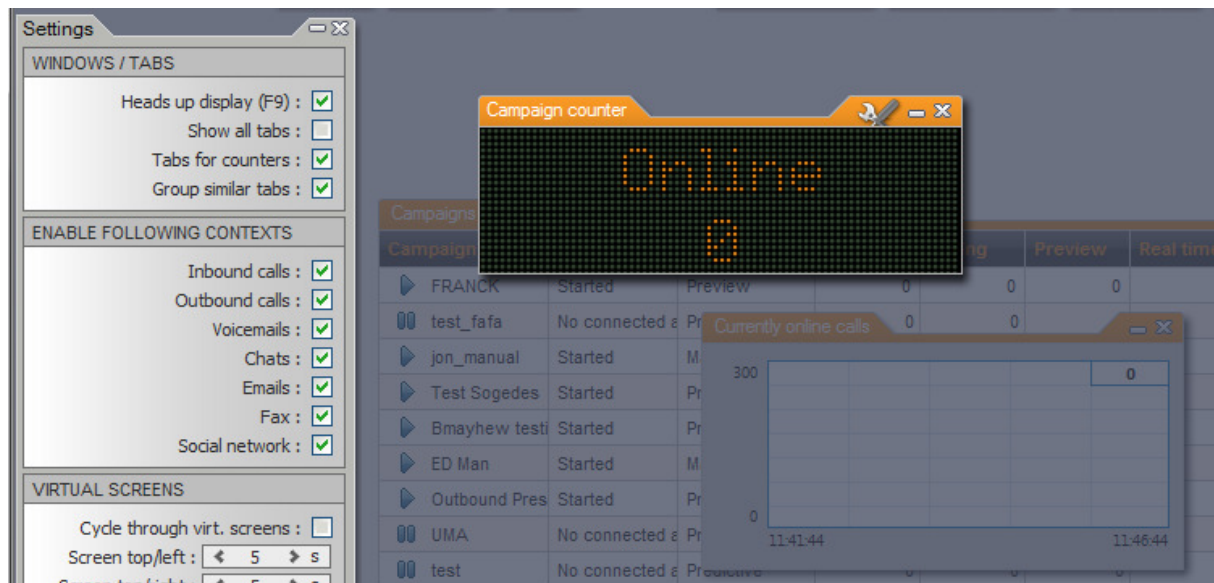
The Settings menu is as follows:

3.1.1 Windows/Tabs:



Heads up Display: There is a display mode called "Heads up display" in which the counters appear in the foreground, even if they were hidden by other windows

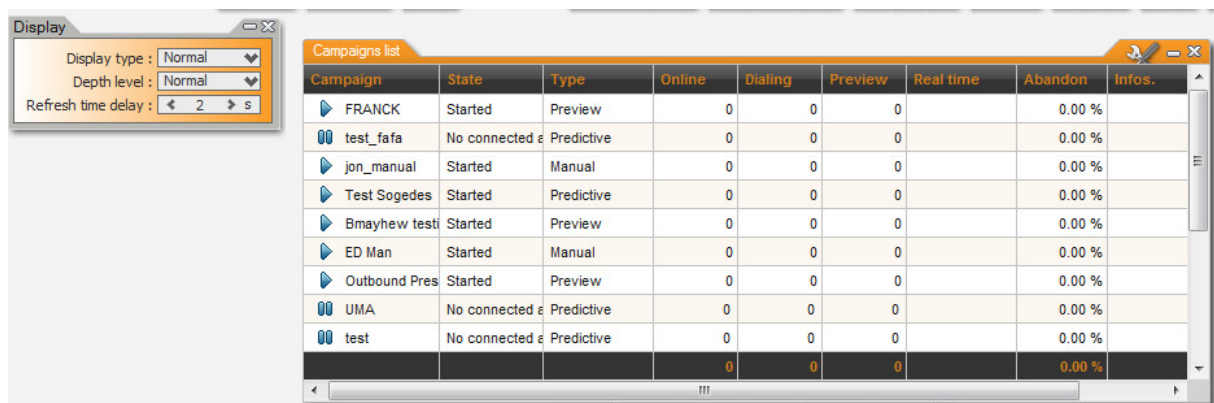
supervision. Other windows remain visible supervision in the background under a transparent background:



This mode is accessible via the context menu or by using the **F9** shortcut. The passage in classic mode resets the windows as they were previously.

This option allows you to view counters on a single press the **F9** key, then hide them again by pressing the same button.

Default counters are displayed in "heads up" mode, the other windows are not, but it is possible to change this behavior for a window (or counter) data by changing the display mode that following:

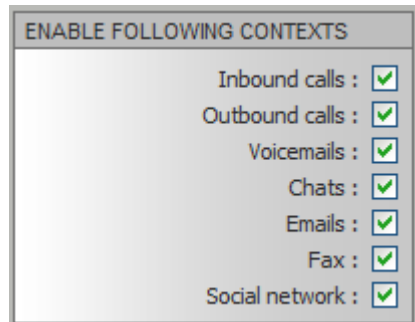


- **Normal:** the window is not displayed on the "heads up" mode.
- **Heads up display:** the window will be visible in "heads up" mode.
- **Heads up display only:** the window will be visible only "heads up" mode and it will be completely hidden the rest of the time.

Show all tabs: If this box is checked, all windows overseeing all virtual screens will appear in the tab at the bottom of the screen. If this box is not checked, only the windows of the active virtual screen appear in the tab bar (which is the default behavior).

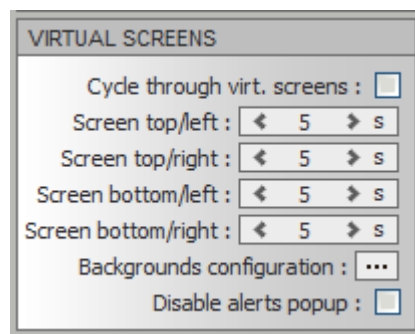
Tabs for counters/Group similar tabs: Allows you to change general tab settings.

3.1.2 Enable following contexts




Allows you to enable or disable contexts in supervision depending of medias being worked on by your agents.

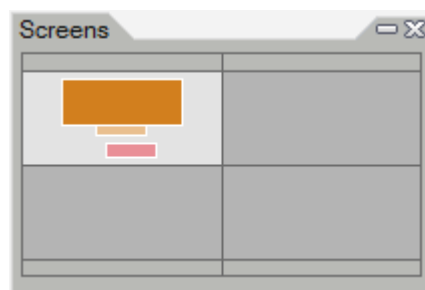
3.1.3 Virtual screens

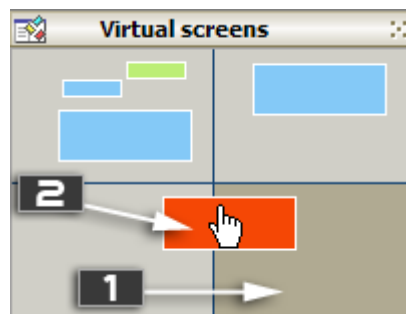


The supervision workspace is divided into four distinct parts that can be considered as four independent display screens.

When opening the application, the virtual screen displayed is the upper left screen, as we can see in the bottom right of the application: 

The option "Virtual screens" on the shortcut menu displays an overview of the 4 virtual screens:



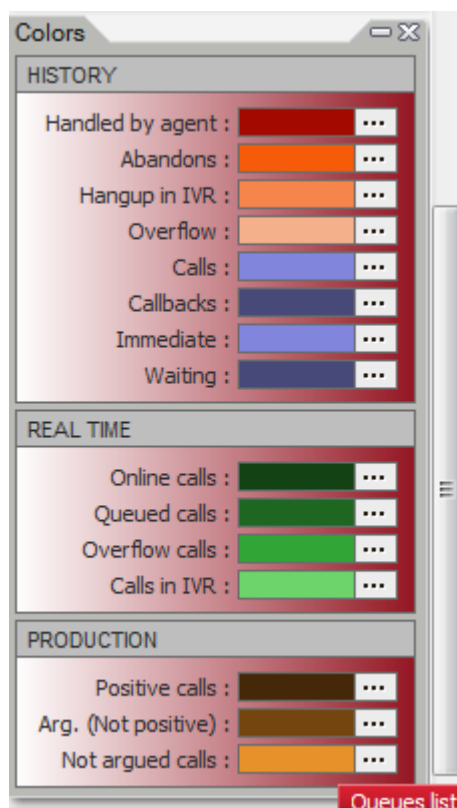


When the mouse pointer is over a thumbnail window, the full name of it is displayed.

Only windows supervision and counters can be placed in a virtual screen. Configuration popups and toolbars are visible on each virtual screen.

To configure virtual screens, open the group properties "Settings" from the popup menu. You can decide how long you want to display every screen in the cycle mode, a color background for each screen, etc...

3.1.4 Changing the colors



The colors used to display graphics in the supervision window are configurable, but the distinction here is that we do not configure the colors of a window of supervision in particular: the colors chosen for a given value will be the same for all supervision windows.

For example, the color chosen for the argued contacts will be the same in all windows supervisory type "list" or windows "graphic" kind or in the bar charts...

These colors are configurable in the group "Colors" properties window context menu when supervision is in configuration mode.

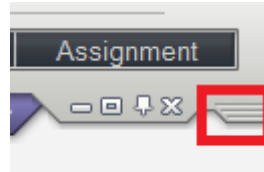
It's possible to change color codes for:

- all history tools
- all real time tools
- all production tools

3.2 Full screen mode

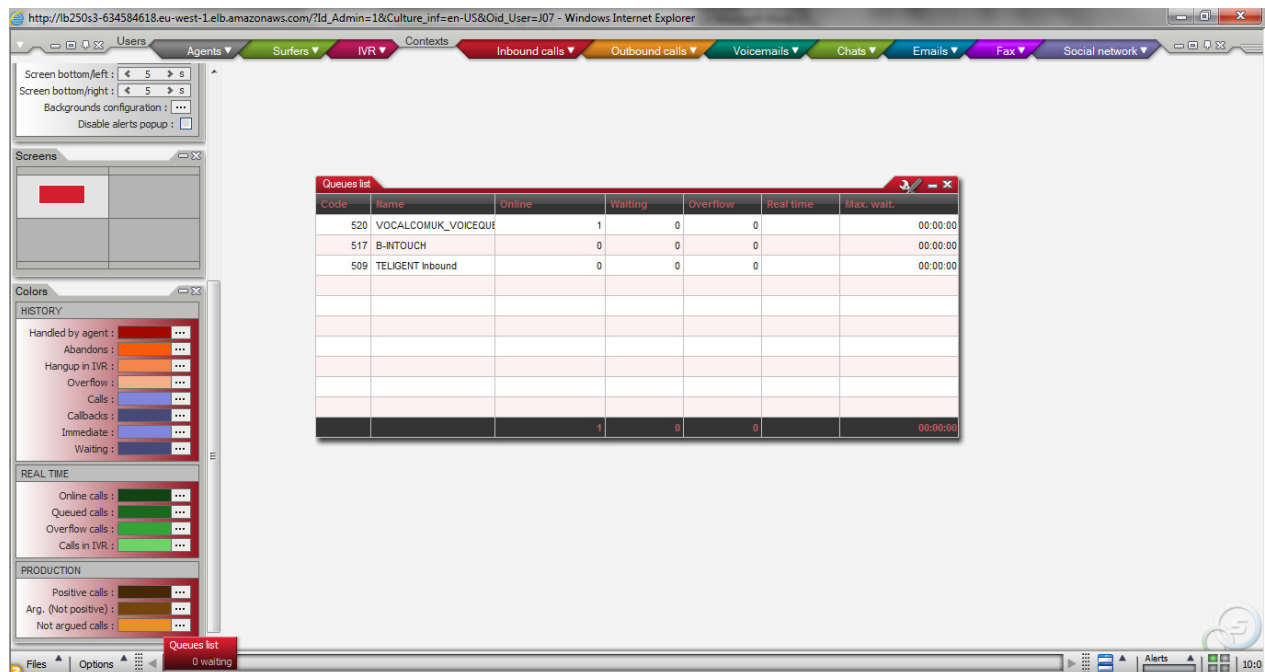
It is possible to change the supervision module from normal display to full screen mode, by clicking repeatedly on the top right corner of the top menu bar, as seen in the screenshot below:

Code	Name	Online	Waiting	Overflow	Real time	Max. wait.
500	INBOUND ENGLISH	0	0	0		00:00:00
501	INBOUND SPANISH	0	0	0		00:00:00
502	EMAIL QUEUE	0	0	0		00:00:00
505	EDQueue	0	0	0		00:00:00
		0	0	0		00:00:00



By doing so, it will enable full screen mode:

By doing so, it will enable full screen mode:



4. The supervision tools


4.1 Lists

These windows supervision are here to display real-time status of the various agents in the call center: agents, supervisors, outgoing calls, inbound queues, etc...

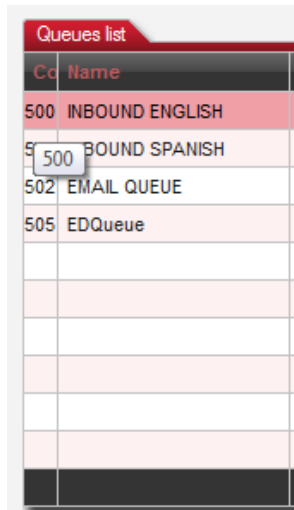
In the rest of this document we will see an example of a queue list; other types of lists are similar.

The values displayed in these lists are of different types: numeric, string, images, time, duration or graphics.

The charts can be displayed in the listings are bar charts showing proportional representation between at least two values. This is equivalent to what can be displayed in windows of graphic type.

Here is an example display for an agent representing the distribution of its positive calls, argued and not argued: 

4.1.1 Moving and resizing columns




Cd	Name
500	INBOUND ENGLISH
500	BOUND SPANISH
502	EMAIL QUEUE
505	EDQueue

To move a column, just click on the name of the column and move it by holding the mouse button pressed:

To resize a column, just click on the separation between two columns to the right of the column you want to resize and move the edge of the column holding the mouse button pressed:

Double-click on this same separation will effectively resize the column to give the minimum size for all information displayed by this column is visible.

4.1.2 Sorting and filtering the data

When the mouse hovers on the header of a column you pass, a description of this column is displayed, and an icon for attaching a filter on the column appears: 

Click on the name of the column to sort it by ascending values, and then another click will sort it by descending values. There can be only one active sorting on a given window.

A click will filter the contents of the list. In this example against the queue whose name contains the word "MAIL" is displayed:



Code	MAIL

Clicking closes the input box; the icon will remain visible to show that a filter is active on this column.

4.1.3 Setting up the columns

When the monitoring window is too small to display all columns, a horizontal scroll bar appears so you can see all columns.

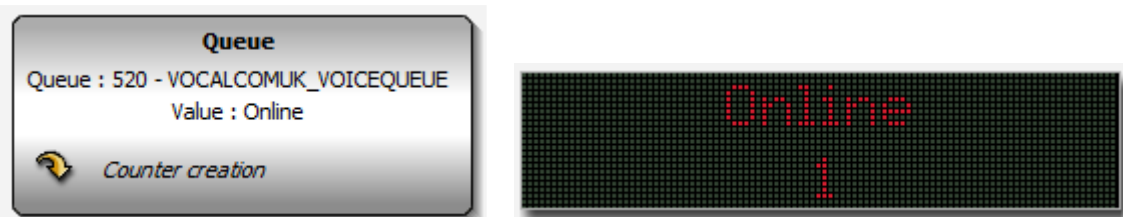
It is possible to set a number of columns to the left of the window, in which case these columns will be visible to the left of the window regardless of the position of the horizontal scroll bar.

To attach one or more columns, simply click the right button on the header of a column. Headers set of columns now appear in a different color:

Queues list				
Code	Name	Online	Waiting	Overflow
520	VOCALCOMUK_VOICEQUE	1	0	0
517	B-INTOUCH	0	0	0
509	TELIGENT Inbound	0	0	0

4.1.4 Creating and configuring elements from a data cell

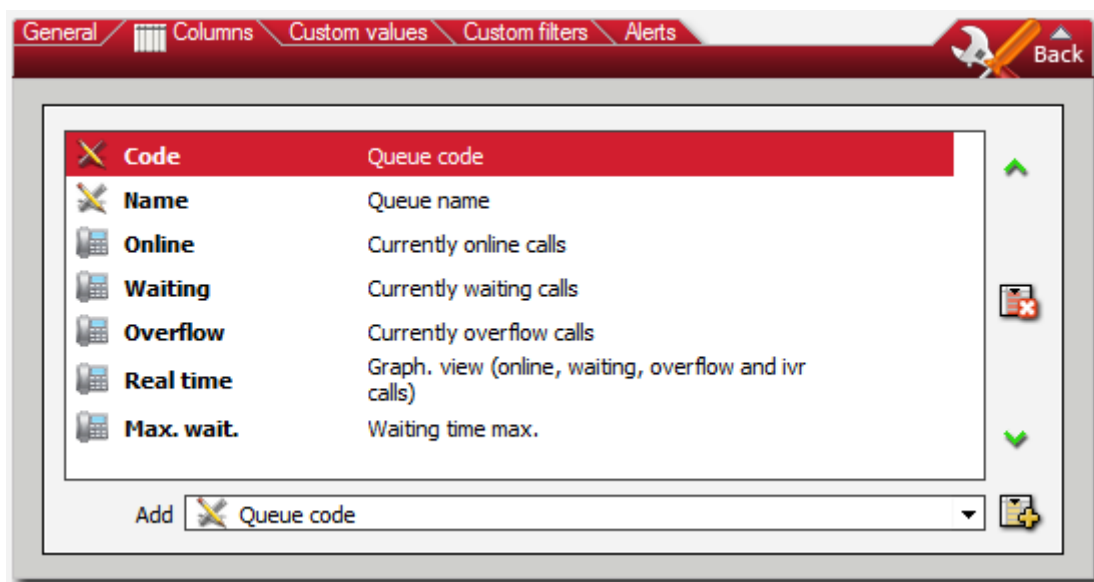
If we click on a cell in a list, and then we move it by holding down the mouse button, we see the following pop-up appear. (Example by moving the "online" of the queue 520):







Depending on where the mouse cursor is when you release the button, it is possible to create a counter or configure an existing window.

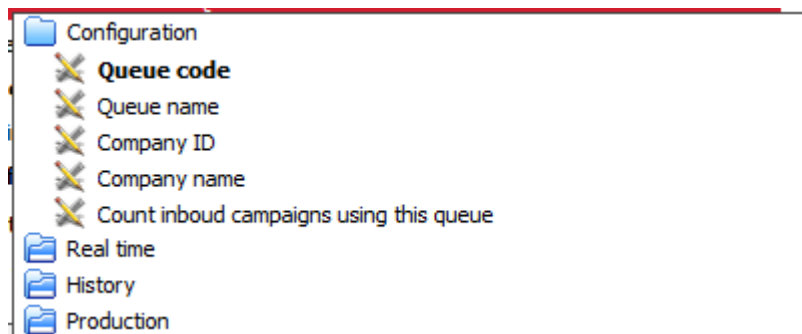
4.1.5 Adding and deleting columns

If the list is in editing mode, the "Columns" menu allows us to change the columns inside the list.



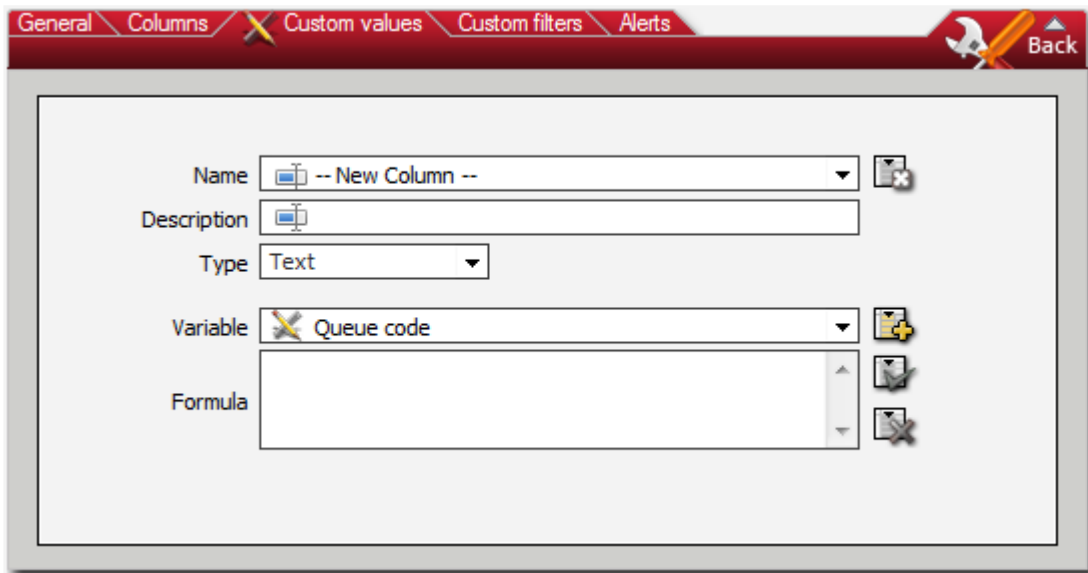
- we can delete columns by pressing the "delete" button: 
- we can add columns by pressing the "add" button: 
- we can move columns around by pressing the arrow buttons:  

-we can go and look for existing formulas with the scroll down list. All formulas already available in Supervision are filtered by topic:



4.1.6 Creating your own columns

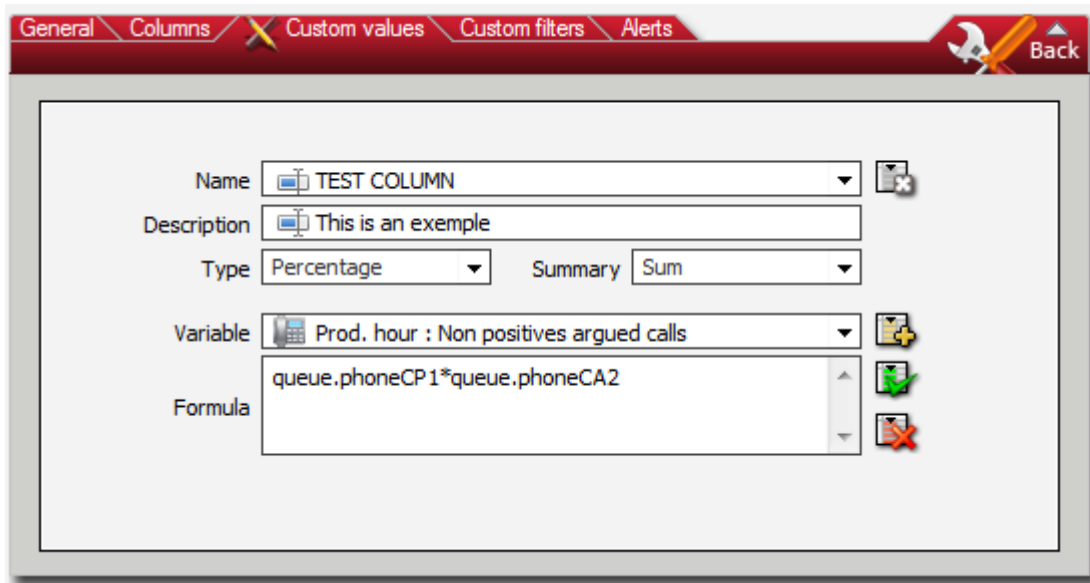
In the configuration pop-up, "custom values" list provides access to the configuration of custom columns.



A custom column is made of:

- a name and a description.
- a data type and a summary formula (mean, max., Etc.).
- a formula in JavaScript that is made from other predefined variables. **NOTE: for values not available in Supervision by default, it is possible to code full custom columns with XML files, which will be copied to the server.**

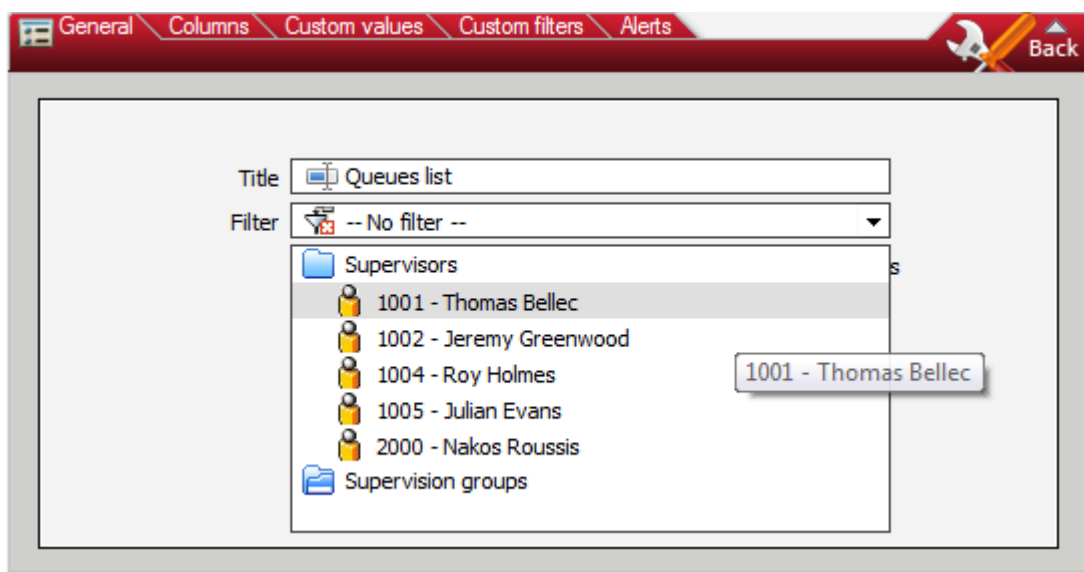
Once the column has been setup, as we can see in the screenshot below, it will be added to the list of available columns to use in the list.



4.1.7 Filters

When the list is in editing mode, you can select a filter to display only part of the information available.

In this example below, we choose to filter on one of our supervisors:



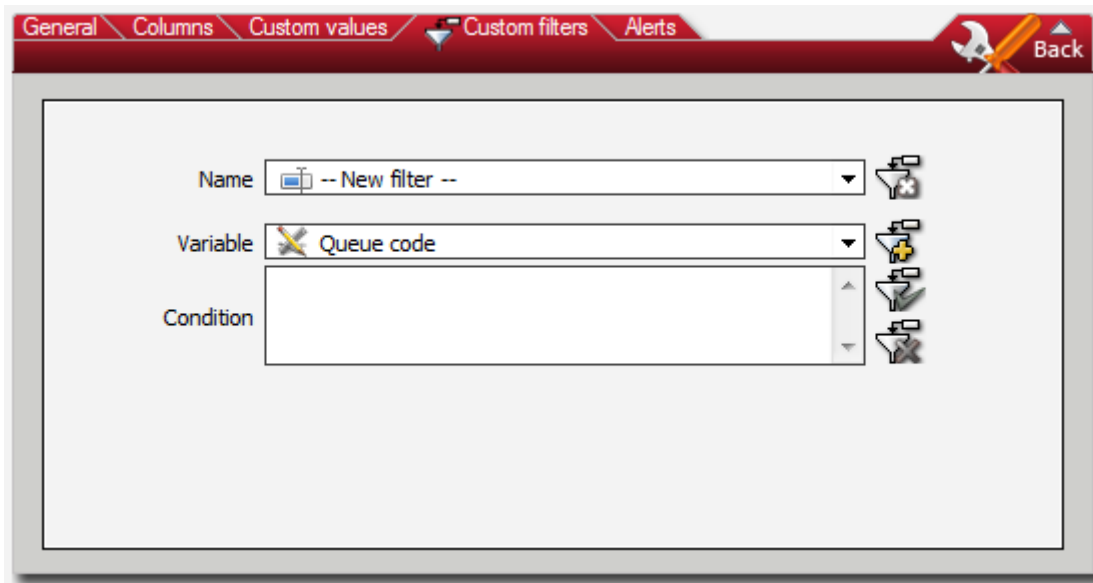
There are a number of predefined filters:

- **Companies/Sites:** filter items in a given site
- **Supervisors:** filter elements as the right to supervise a given supervisor (this option is only available if you are logged on with an administrator account)
- **Supervision groups:** filter items in a supervision group: is possible that the administrator mode or if the supervisor is assigned to several groups of supervision.
- **Inbound Campaigns:** on windows "agent" type filter on the agents working on a given type of campaign (phone, email or chat)
- **Outgoing Campaigns:** on windows "agent" type filter on the agents working on a given outbound campaign.

- Media Type: on windows type "queue " filter the files by type of campaigns that use them. It is for example possible to display only the queues used by campaigns emails.

In agent lists, it is also possible to choose if you want to display or not the agents currently offline: Include disconnected

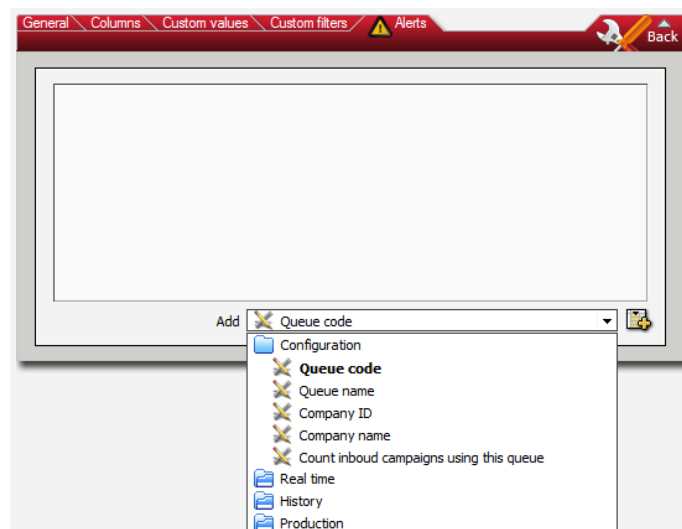
4.1.8 Custom filters



If the list is in edit mode, the "custom filter" tab provides access to the configuration of personalized filters, like "custom values".

A custom filter will have a name and formula. Once created, it will be available in the alerts list.

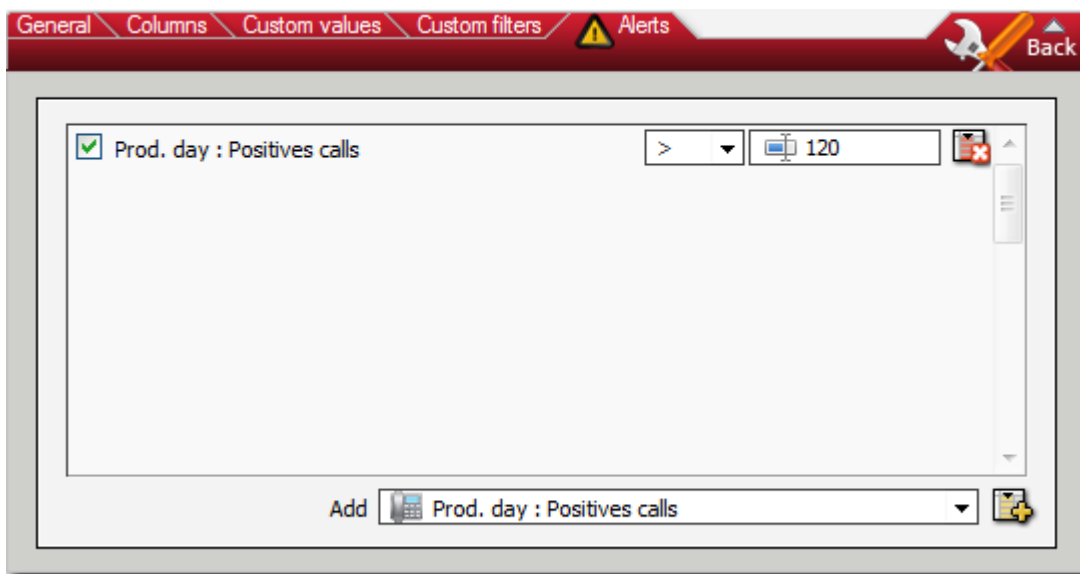
4.1.9 Alerts



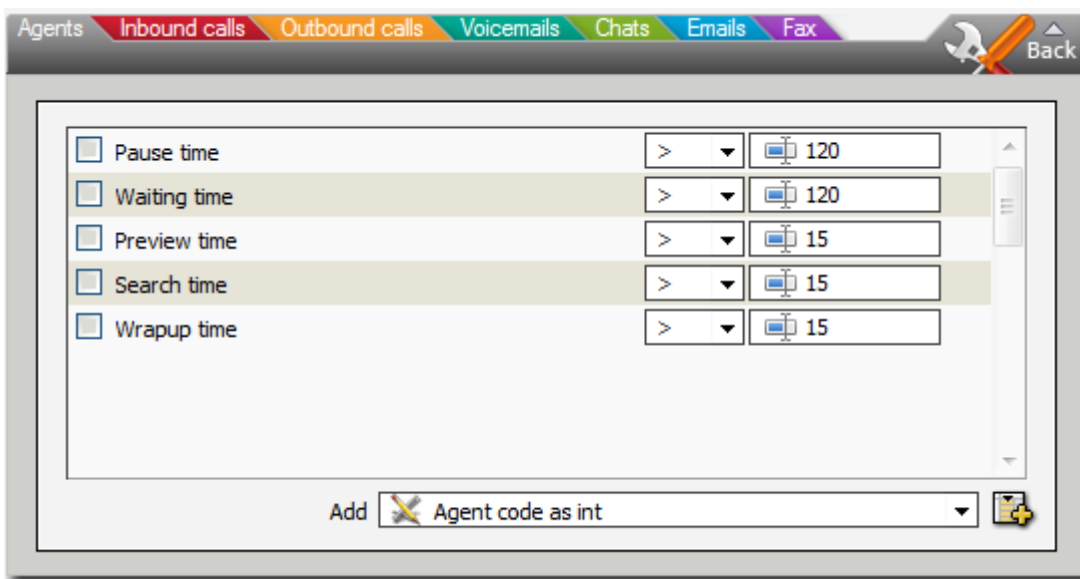
If the list is in edit mode, the “alerts” tab provides access to the configuration of alerts, like “custom values”.

Set up as many alerts as you want from the list. Note that there two levels of alerts display possible:

- Alert not set up
- Alert activated:** the alert bar will flash, by clicking on it, it will retrieve the alert list.
- Priority alert:** the alerts list will come up automatically on the supervision window when the alert criteria are reached.



The alerts list allows you to quickly configure alerts for each media, by opening the list edit mode:



4.2 Counters

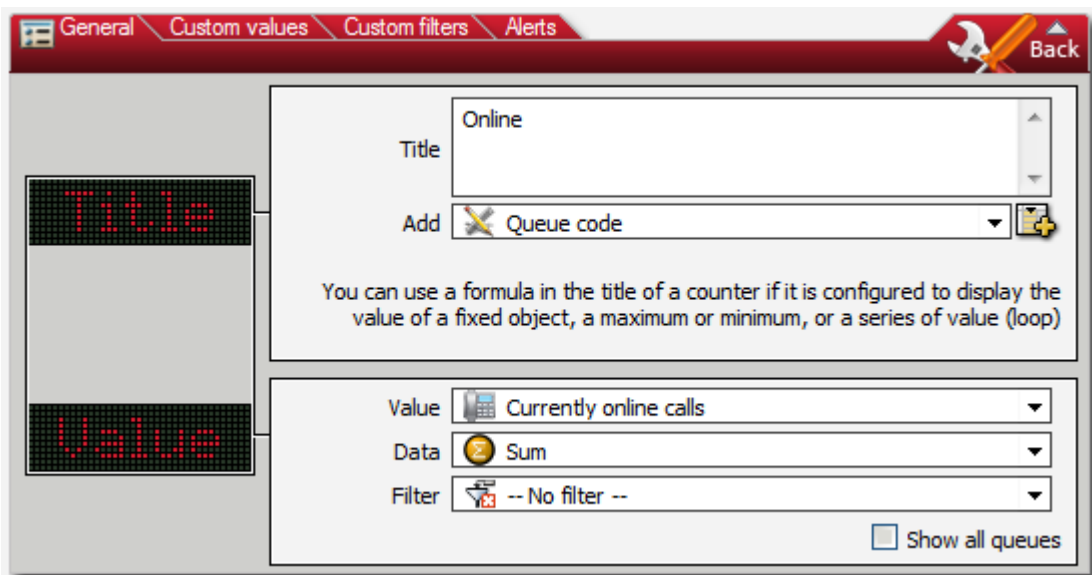


These objects display the status of a particular element in real time, or a summary for a particular group of elements.

- A counter consists of two distinct parts:
- A configurable title
 - A value updated in real time

Counters are particularly useful to highlight an important value that the supervisor wants to see easily or in connection with the use of supervision in the form of display on a giant screen panel for example...

In edit mode, a counter displays the following tabs:



4.2.1 Changing the value of a counter

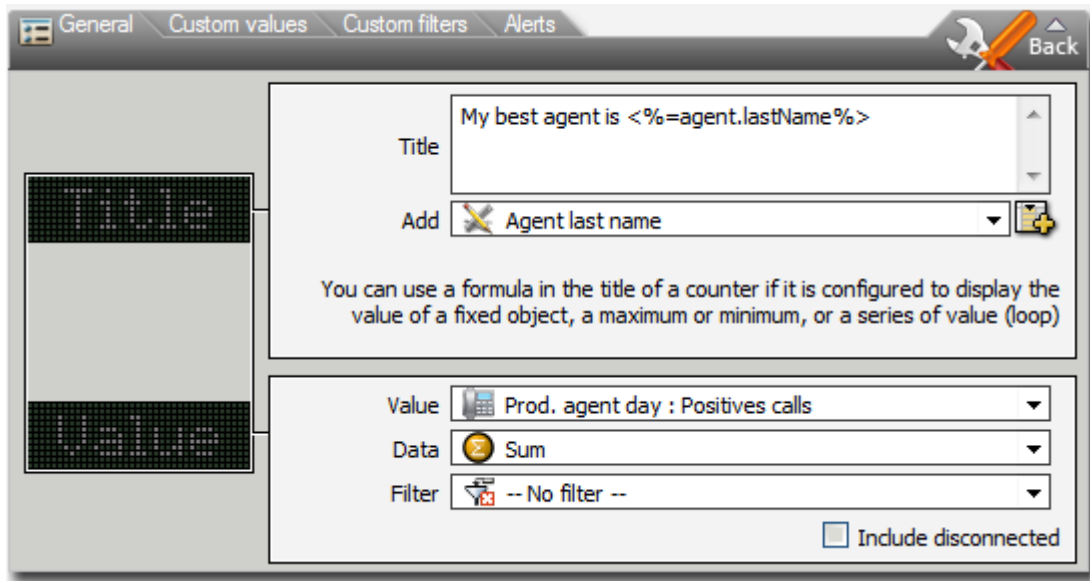
In the "General" tab, it is possible to change the value displayed in a counter.

- Value:** formula you want to display
- Data:** selecting an agent or a specific formula, such as sum, average, etc...
- Filter:** call any filter; include disconnected agents in the values, etc...

4.2.2 Changing the title of a counter

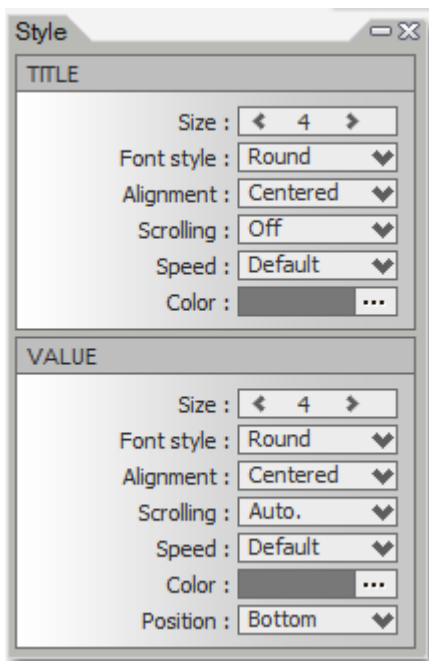
The title of a counter can either be a fixed value or a formula related to the data on display.

It is possible to add variables to the counter's title, such as in the example below – we want to display the name of the most productive agent in the team :



4.2.3 Changing the counter's style

By clicking on the "style configuration" window on the left, we are able to change the visual style of the counter:



- Size:** Size of the counter
- Font style:** font style change
- Alignment:** alignment of the text
- Scrolling:** is your counter animated or not?
- Speed:** if scrolling's on, speed of scrolling
- Color:** color of the text
- Position:** It allows choosing the position of the value relative to the title. It is possible to display the value in the title, or above, or left or right of the title. By default the value of a counter is displayed in the title.

If the counter value is displayed to the right or left of the counter, a vertical separation bar appears when the counter is selected (and disappears when the meter is not selected).

Note: With the "Shit" Key pressed, using the center mouse button will resize a counter on display.

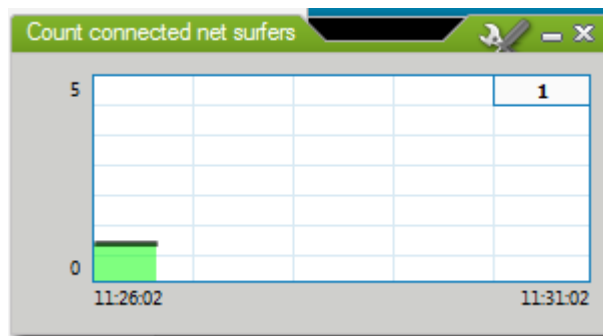


4.3 Graphs

The graphs are used to display a distribution of values, such as the distribution of positive calls compared to argued calls, or the distribution of calls handled by an agent with or without waiting, etc...

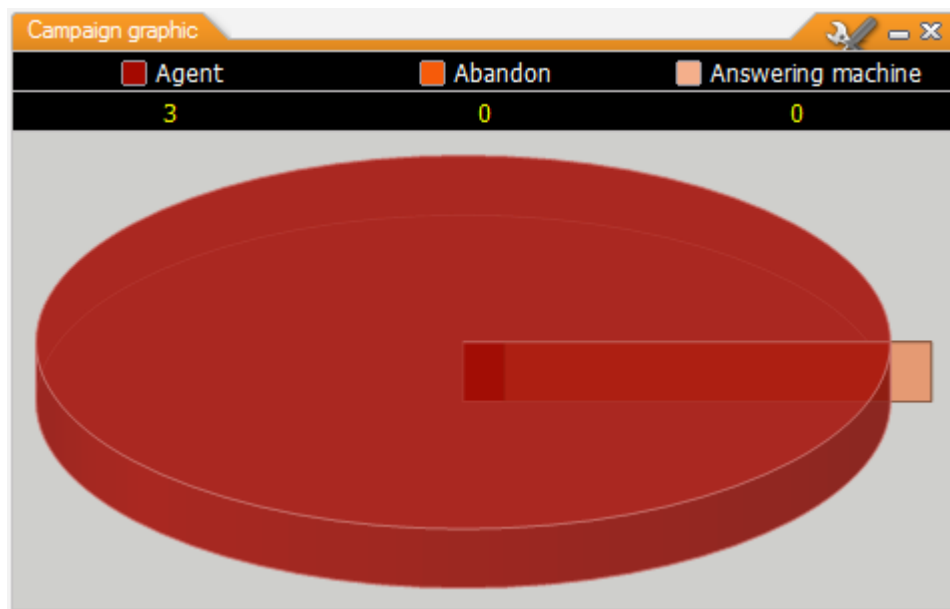
It is a real-time supervision tool, but with a default refresh time long enough (30 seconds) to avoid overloading the server. The refresh time is configurable when the window is in configuration mode, but it is recommended as far as possible not to set too low (<5 seconds).

Here is an example of a graph:



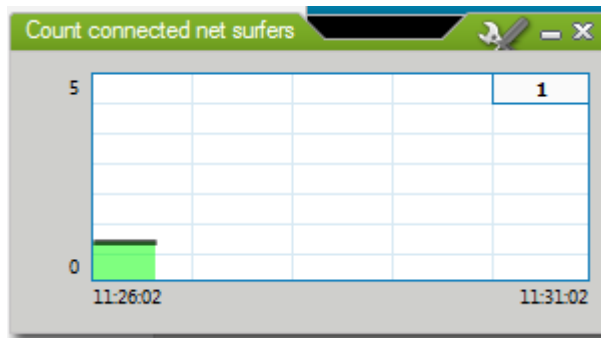
4.3.1 Pie charts

Pie charts can display in 3D or 2D values for a specific media type, such as outbound calls, inbound calls, etc...



4.3.2 Area charts

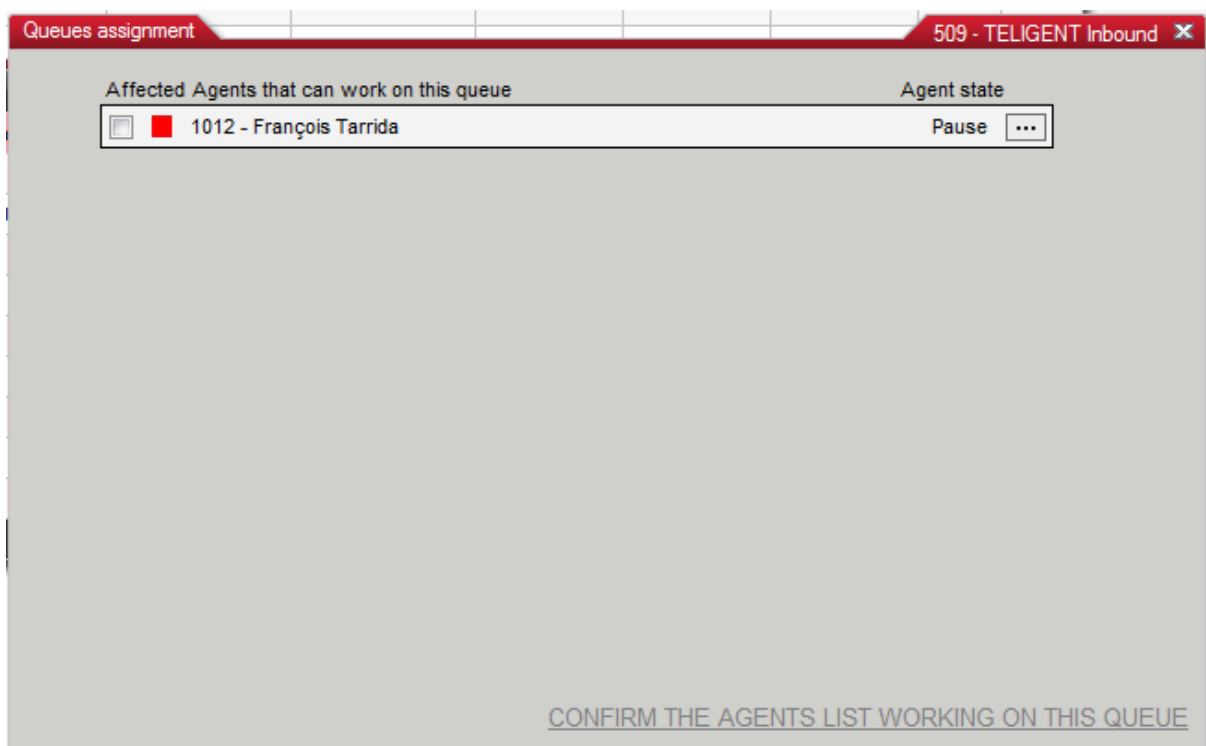
Area charts can display in one specific value and its daily evolution for a specific media type, compared to a set limit such as online outbound calls, online inbound calls, etc...



4.4 Assignment lists

In Hermes V5, it is now possible to reassign your agents to different medias directly via the supervision window, without having to login into administration.

To do so, select in the campaigns list the campaign/queue you want to assign agents to. Then, open the assignment list and assign your agents to the queue/campaign as desired.

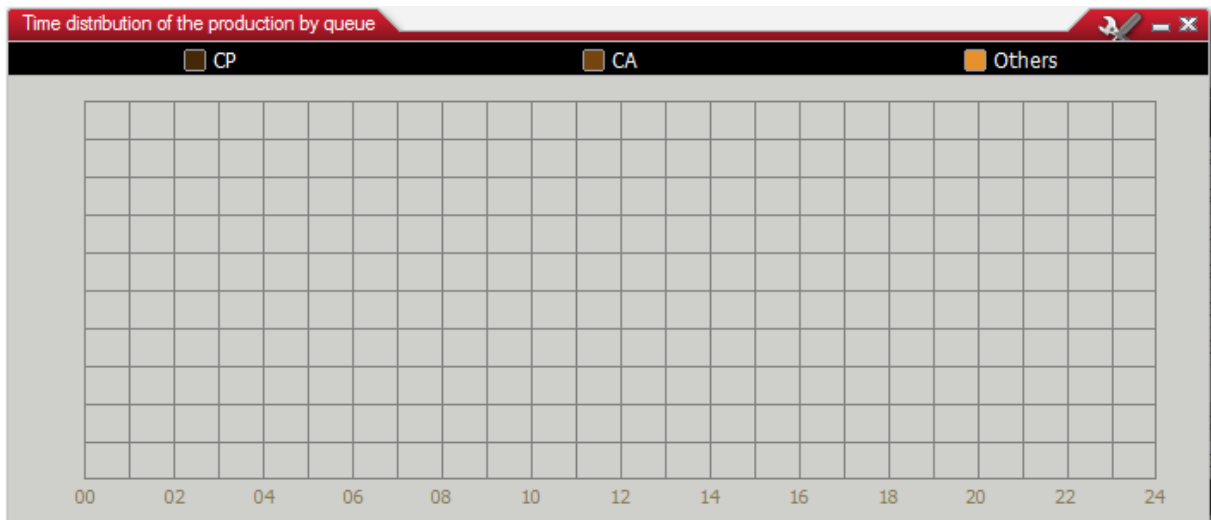


4.5 Back office tools

Under each media, it is possible to review statistics accumulated for every campaign, in easily navigated objects. These objects are not refreshed in real time, but by accessing the edit mode and then setting up a new formula, objects will refresh.

4.5.1 Production distribution

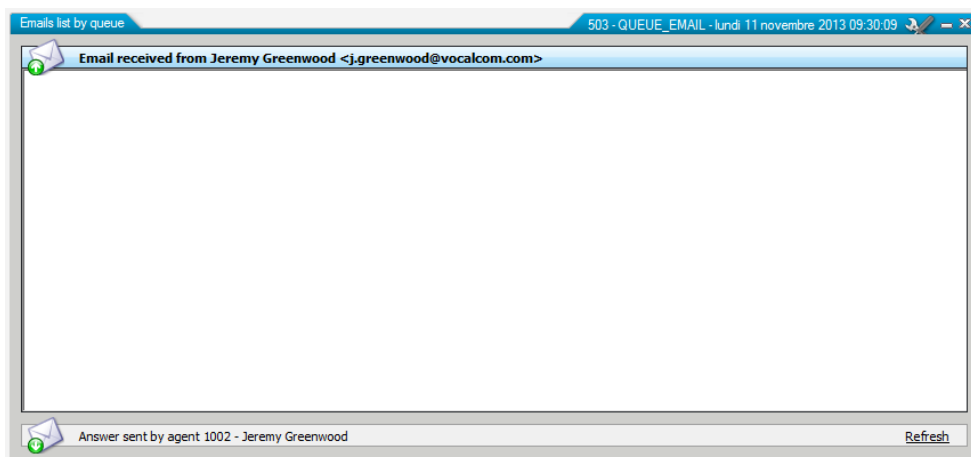
Allows you to follow, in hourly columns, the evolution of a set value (argued calls, positive calls, etc...)



4.5.2 Media list

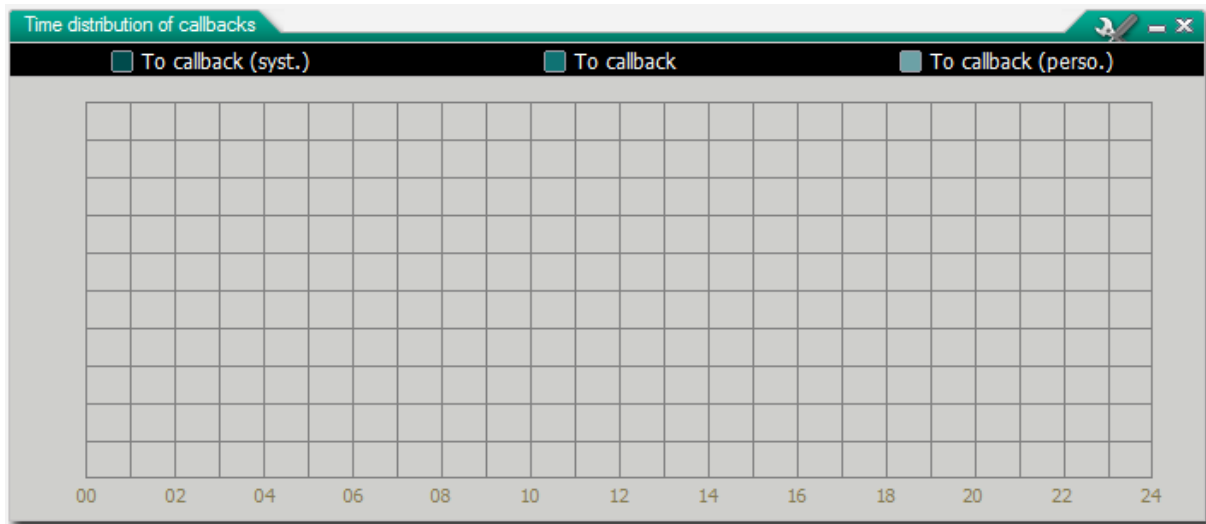
Allows you to retrieve the history of contacts for each media, over a long period of time. You can view the history for each contact by clicking on it.

Date / Hour	Agent	Campaign	Call indice	Status	Argued	Email ad
lundi 11 novembre 2013 09:30:09	1002 - Jeremy Greenwood	VOCALCOMUKDEMO_Email	14067	10 Email Answered	Positive	Jeremy G
lundi 11 novembre 2013 10:10:44	1002 - Jeremy Greenwood	VOCALCOMUKDEMO_Email	14068	10 Email Answered	Positive	Jeremy G
lundi 11 novembre 2013 10:23:13	1002 - Jeremy Greenwood	VOCALCOMUKDEMO_Email	14069	20 Email not answered	No argued	Jeremy G
lundi 11 novembre 2013 10:23:27	1002 - Jeremy Greenwood	VOCALCOMUKDEMO_Email	14072	10 Email Answered	Positive	Jeremy G
lundi 11 novembre 2013 10:25:27	1002 - Jeremy Greenwood	VOCALCOMUKDEMO_Email	14073	10 Email Answered	Positive	Jeremy G
lundi 11 novembre 2013 11:52:30	1002 - Jeremy Greenwood	VOCALCOMUKDEMO_Email	14148	20 Email not answered	No argued	Jeremy G
lundi 11 novembre 2013 12:10:27	1002 - Jeremy Greenwood	VOCALCOMUKDEMO_Email	14149	20 Email not answered	No argued	Jeremy G
vendredi 15 novembre 2013	1002 - Jeremy Greenwood	VOCALCOMUKDEMO_Email	17132	20 Email not answered	No argued	Jeremy G
vendredi 15 novembre 2013	1002 - Jeremy Greenwood	VOCALCOMUKDEMO_Email	17133	10 Email Answered	Positive	Jeremy G
vendredi 15 novembre 2013	1002 - Jeremy Greenwood	VOCALCOMUKDEMO_Email	17134	20 Email not answered	No argued	Jeremy G
lundi 18 novembre 2013 12:22:31	1002 - Jeremy Greenwood	VOCALCOMUKDEMO_Email	18476	30 Email Transferred	No argued	Jeremy G
lundi 18 novembre 2013 12:30:43	1002 - Jeremy Greenwood	VOCALCOMUKDEMO_Email	18477	20 Email not answered	No argued	Jeremy G
mardi 19 novembre 2013 15:14:30	1002 - Jeremy Greenwood	VOCALCOMUKDEMO_Email	19421	20 Email not answered	No argued	Jeremy G
mardi 19 novembre 2013 15:21:57	1002 - Jeremy Greenwood	VOCALCOMUKDEMO_Email	19424	30 Email Transferred	No argued	Jeremy G
mercredi 20 novembre 2013	2002 - Jonathan Smith	VOCALCOMUKDEMO_Email	19423	30 Email Transferred	No argued	Jeremy G



4.5.3 Time distribution of callbacks

Allow you to retrieve the history for a given day regarding callbacks: system callbacks, team callbacks and personal callbacks.

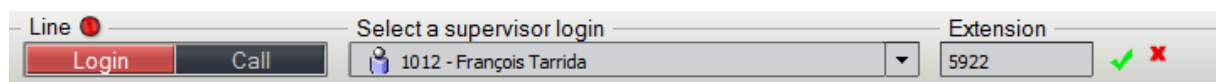


5. Interacting with the agents & contacts

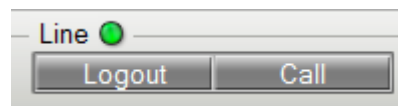
Besides tools at their disposal, that allow to have to have an instant view on what is going on in the different campaigns, supervisors will want to interact directly with the agents and the results of their contacts. We will discuss how to do so below.

5.1 Connecting as a supervisor

If you have not already logged in as a supervisor, it is possible to go and login as one now, via the top menu bar. Press the "Login" button to register in supervision with your supervisor account:



Once registered, the "line" light becomes green:



5.2 Interacting via the agents list

You can also, once logged in, interact with the agents via the agents list, by right-clicking on the name of the agent you want to monitor:

Agents list					
Code	Description	State	State (phone)	Duration	Skills
1000	samer hani		Disconnected	00:00:00	500,501,502,50
1001	Thomas Bellec				2,50
1002	Jeremy Greenwood				3,50
1003	Rabih KASSAB				2,50
1004	Roy Holmes				3,50
1005	Julian Evans				3,50
1006	Mike Adolphy				
1007	Simon Harrison				2,50
1008	Chen Dai				3,51

Select agents

Send a message

Start a chat

View the agent's webcam

Display the agent's screen

Interact with the screen of the agent

Agent assignment

Cancel the request for assistance

Disconnect agents

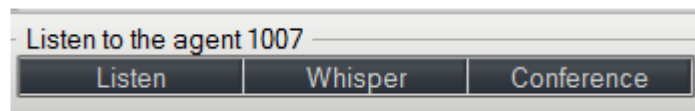
5.3 Listening to the agents

Once logged in, select the agent you want to listen to in the list, and then press one of the buttons.

-Listen: listen to the conversation without the agent or customer being aware of it

-Whisper: listen to the conversation; you can speak to the agent through the microphone.

-Conference: full conference mode, agent and customer can both hear you.



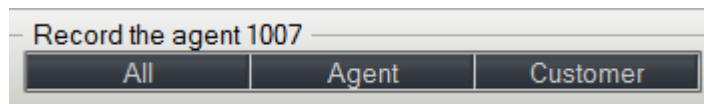
5.4 Recording the agents

Once listening to an active conversation, select one of the options for the recording.

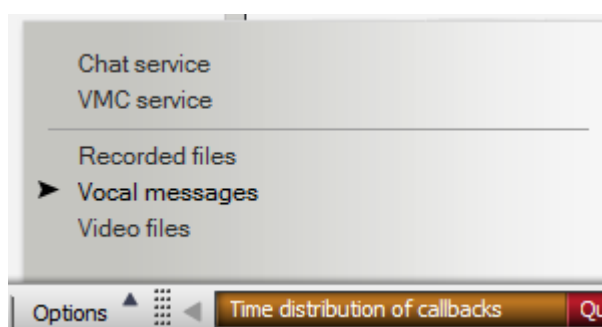
-All: both channels (agent and customer) are recorded.

-Agent: only the agent channel is recorded.

-Customer: only the customer channel is recorded.

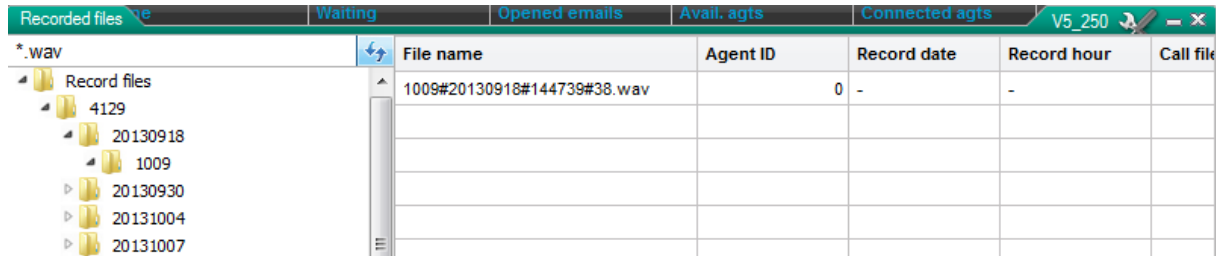


NOTE: All the recordings are found under "Options", in "Recorded Files".



5.4.1 Recordings Archive

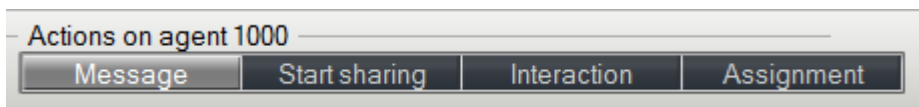
All recordings are found in the "Recorded files" menu. All are set up in folders, archived as follows: **CAMPAIGN ID/DATE/AGENT ID**.



File name	Agent ID	Record date	Record hour	Call file
1009#20130918#144739#38.wav	0	-	-	

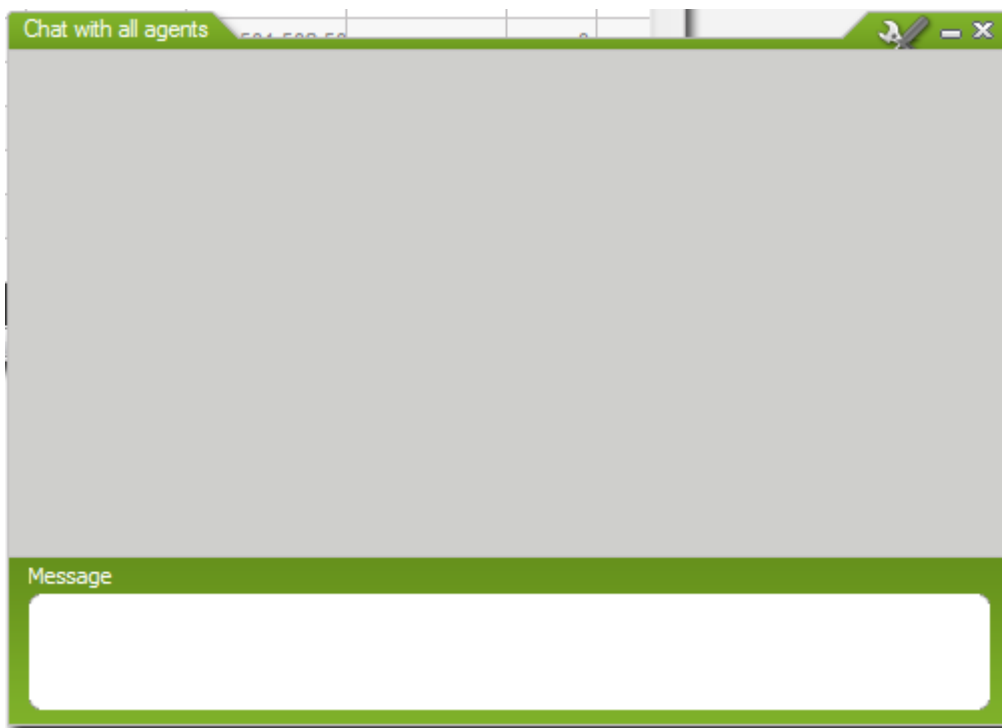
5.5 Actions on agents

Let's now look at the instant interactions with the agents.



5.5.1 Message

It is possible to activate an instant messaging system by clicking on the agent. By clicking the "Message" button, without having selected a specific agent, it will open a global chat window, allowing you to write team announcements, etc...



5.5.2 Start sharing/Interaction

By clicking on one of these buttons, it is possible (provided the option has been enabled) to share the agents desktops, and also interact with them (meaning – take control of the agent's workspace).

5.5.3 Assignment

See section 4.4 for assignments.

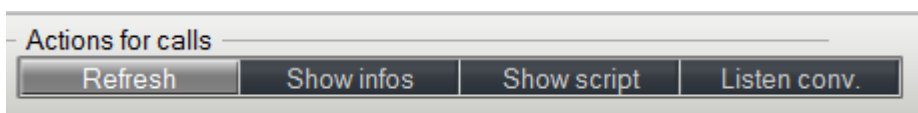
5.6 Changing the contacts results

By selecting contacts in a media list, the top right menu changes into actions for calls, emails, social networks, etc...

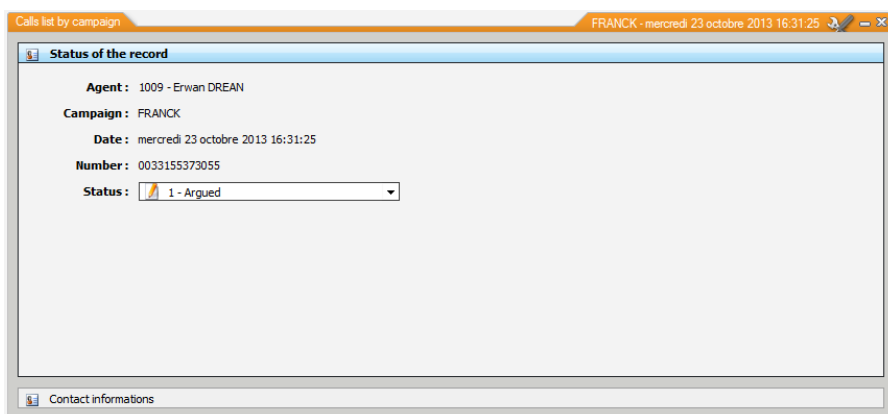
In our example below, we're working on an outbound calls list:

Date / Hour	Agent	Call indice	Status	Argued	Phone num
mercredi 23 octobre 2013 16:31:25	1009 - Erwan DREAN	1	1 Argued	Argued	00331553730
mercredi 23 octobre 2013 16:47:16	1009 - Erwan DREAN	1	1 Argued	Argued	00331553730
mercredi 23 octobre 2013 16:50:04	1009 - Erwan DREAN	1	1 Argued	Argued	00331553730
jeudi 24 octobre 2013 11:26:44	1009 - Erwan DREAN	0	1 Argued	Argued	+3315537305
jeudi 24 octobre 2013 11:49:39	1009 - Erwan DREAN	0	1 Argued	Argued	0*4129
jeudi 24 octobre 2013 11:55:27	1009 - Erwan DREAN	0	1 Argued	Argued	+3315537305

If we want to action the first call, we need to select it, we will then be able to:



- Refresh:** refresh the history of the contact
- Show infos:** see the contact infos, check contact info if present in Hermes CRM, and change the disposition by selecting a disposition in the campaign list:



- Show script:** display the web script associated to the contact, and change it where needed.

-Listen conversation: if a recording exists for this contact, listen to it.

NOTE: It is possible to do the same actions in each media list, with some minor changes.