



DATASHEET

Contact Center

bicom
SYSTEMS

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PBXware Editions

PBXware is the world's first and most mature IP PBX Professional Open Standards Turnkey Telephony Platform. Since 2004, PBXware has deployed flexible, reliable, and scalable New Generation Communication Systems to SMBs, enterprises, and governments worldwide by unifying the most advanced of the latest technologies. PBXware is offered in the Business, Contact Center and Multi-Tenant Editions, each supporting specific features maximizing performance, reliability, and expandability.

MULTI-TENANT EDITION

The Multi-Tenant Edition of PBXware gives Telecom Service Providers a powerful platform to serve the IP PBX market in the cloud as a VoIP switch. Unlimited Hosted IP PBX Multi-Tenants, Unlimited resellers, user/company self-portal, and LCR are just a few of the advanced features included with desktop applications.

BUSINESS EDITION

PBXware Business edition is our extensive and fully customizable platform providing you with a comprehensive set of features and capabilities of the enterprise phone system. Transform the way you conduct business and increase efficiency in the workplace by truly unifying your communication system. As you grow, so does your phone system!

CONTACT CENTER EDITION

PBXware Contact Center edition is designed to simplify and enhance call management at the busy call centers of any size. Give your business all the tools it needs to effectively start and manage inbound or outbound call campaigns. Upgrade to PBXware Contact Center, and provide your customers with a consistent and quality experience.

Queues

The queue system allows you to receive more calls in your PBXware system than your staff members are able to answer at the same time.

Contact
Center
PBXware

Contact
Center
gloCOM Agent

Contact
Center
gloCOM
Supervisor

Queue Callback

Depending on queue settings, Queue Callback will initialize the call to numbers that dropped queue calls before Agents served them. Queue Callback has a number of options that will allow you to fine-tune it according to your personal preferences.



Queue Callback IVR

In addition to the default Queue Callback setting that uses Caller ID to initialize the call, Queue Callback IVR allows users to enter a different caller ID number from the one they are using.



Caller ID for Queue Callback

Caller ID for the callback is a queuing feature in Contact Center. When a customer receives a call from Queue Callback, you can choose a Caller ID to display. A new option in the queue which would disable or enable this per user preference is presented.

























Basically, if the user wishes to pass abandoned calls to queue and still have these calls in statistics, or if an abandoned call during a greeting should be detected and not routed to queue and be shown in statistics.



















































Glocom (Feedback Forms)
















The gloCOM section within the Queue allows users to set Feedback Forms inside the application (Agent Panel) to Yes or No and to upload the Feedback Form they want to be shown to the agent at the end of the call.






























Rules - Skilled Based Routing (SBR) Different agents in the queue can have different penalties. SBR allows one to create sets of rules to change the value of the Min Penalty and Max Penalty channel variables mid-call, meaning it is possible to open a call to more members or potentially a different set of members. Agents with different penalties can answer a call at different periods depending on the rule. One can choose which rule to use on each queue or use no rule at all.			
Rules List of rules displayed.			
Rule configuration Using this one can control when a Rule's configuration will be changed (Caller Hold Time) and which agents can answer the call (using Min and Max penalties).			
Queue Monitoring The Queue Monitor is a valuable tool that displays information on an Agent's status (Unavailable, Idle, On call) and some basic information about the queue (Answered calls, Abandoned calls, Current number of calls waiting in a queue, etc.). Users can select a specific queue to show detailed information about it.			
Calls Waiting The Queue Monitor's Calls Waiting section displays the total number of calls waiting in the queue.			
Average Calls waiting The Queue Monitor's Average Calls Waiting section displays the average time calls were waiting in the queue.			
Agents Logged The Queue Monitor's Agents Logged section displays information on the number of logged-in agents.			
Agents on Call The Queue Monitor's Agents on Call section displays information on agents on call.			

Agents Idle The Queue Monitor's Agents Idle section displays information on the number of idle agents.			
Agents Not Logged The Queue Monitor's Agents Not logged section displays the number of not logged-in agents.			
Agents Not Ready The Queue Monitor's Agents Not Ready section displays information on the number of agents in the not ready state.			
Overview The Queue Monitor's Overview section displays information about the number of Entered, Connected, and Abandoned calls for the specific queue for the current day.			
Callers The Queue Monitor's Callers section displays the number of Total, Connected, and Waiting callers for the specific queue - real-time data.			
Agents The Queue Monitor's Agents section displays information about the total number of Agents in the queue and the number of Logged-in and Paused agents for the specific queue - real-time data.			
Extensions The Queue Monitor's Extensions section displays the total number of Static members and how many extensions are online for the specific queue - real-time data.			
List of Agents/Extensions/Callers Shows detailed information (Number, Name, Channel ID, Caller ID, etc.) about each agent, static member, and caller with various options (monitor call, transfer call, hang up call).			

Queue Panel The Queue Panel is a useful tool that will display the list of all available queues and general information about each queue (Agent status, number of Answered calls, Abandoned calls, etc.) with the option to show only the total number for all queues and to show historical data rather than data for the current day only.			
Calls The Queue Panel's Calls section displays the total number of calls serviced in the queue.			
Answered The Queue Panel's Answered section displays the total number of answered calls.			
Abandoned The Queue Panel's Abandoned section displays the total number of abandoned calls.			
Waiting The Queue Panel's Waiting section displays the total number of calls waiting in the queue.			
Agents Idle The Queue Panel's Agents Idle section displays the number of currently idle Agents.			
Agents Not Ready The Queue Panel's Agents Not Ready section displays the number of agents who are not ready.			
Agents On Call The Queue Panel's Agents On Call section displays the number of agents currently on a call.			

Download Feedback With this option, users can download ‘Feedback Forms’ by selecting the check box and clicking on ‘Download Feedback’. This action will download the CSV file to the user’s hard drive. When the user clicks on CDR records that have received feedback (an icon will be displayed), it will download a CSV file for that feedback. If the user clicks on multiple CDR records, a ZIP file will be downloaded with CSV files inside that ZIP file. If the user does not select any CDRs and clicks on ‘Download Feedback’, the action will download feedback for all CDRs in that time frame (‘Date from’ and ‘Date to’). The downloaded file will be a ZIP file.			
Dialer			
The Dialer allows a user to load data lists to a database, and an application will run and dial these numbers based on an algorithm or settings entered by the admin. You can manage the Dialer mainly through Campaigns.	Contact Center PBXware	Contact Center gloCOM Agent	Contact Center gloCOM Supervisor
Campaigns Monitoring The Campaign monitor is a useful tool that will display information on Agent status (Logged, Paused, Idle, Busy) and some basic campaign information (number of Dialling calls, number of Connecting calls, number of Connected calls). A user can select a specific campaign to show detailed information about it.			
Calls Dialling The Campaign monitor’s Calls Connection section displays the number of calls currently dialing.			
Calls Connecting The Campaign monitor’s Calls Connection section displays the number of calls currently connecting.			
Calls Connected The Campaign monitor’s Calls Connected section displays the number of connected calls.			

Agents Logged The Campaign monitor’s Agents Logged section displays information on the number of logged-in agents.			
Agents Paused The Campaign monitor’s Agents on Call section displays information about paused agents.			
Agents Idle The Campaign monitor’s Agents Idle section displays information on the number of idle agents.			
Agents Busy The Campaign monitor’s Agents Busy section displays information on the number of busy agents.			
Contacts Total The number of contacts made by agents on a campaign.			
Contacts Rate Rate of contacts on a campaign.			
Overview The Campaign monitor’s Overview section displays information about the number of Dialed, Unanswered, Connected, and Abandoned calls for the specific campaign for the current day.			
Leads The Campaign monitor’s Leads section displays real-time data information about the number of Dialing, Connecting, and Connected leads for the specific campaign.			
Agents The Campaign monitor’s Agents section shows information about the total number of Agents in the queue and the number of Logged-in and Paused agents for a specific campaign - real-time data.			

Stop Campaign(s) Option to stop specific campaigns or to stop all campaigns at once.	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
Add Campaign	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
General: Force Trunk and Codec A campaign can be forced to use only one Trunk and/or audio codec.	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
Campaign Data: Numbers Option to import a list of numbers to call via CSV files.	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
Campaign Data: Number of retries How many times will the campaign try to call one lead (one number imported via CSV file).	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
Dialer Mode - Strategies: Power The campaign dials leads based on Idle agents multiplied with the power number in the power strategy.	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
Dialer Mode - Strategies: Preview This strategy gives an agent the ability to preview some details about a lead before dialing them.	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
Dialer Mode - Strategies: Progressive This strategy works the same way a preview strategy does; the only difference is that the agent has a certain timeout period to perform a dial.	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
Dialer Mode - Strategies: Voice Messaging This strategy automatically plays the message to leads. Additionally, it records DTMF pressed during the message.	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
Retries No Answer/Busy/Abandon Time in which the campaign will try to call again if the current lead disposition is No Answer/Busy/Abandon.	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>

Answering Machine Detection Possibility to enable and configure the AMD. If this feature is enabled, for each lead response, the Dialer will initiate the Answering Machine Detection to avoid connecting the agent to the answering machine.	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
Agents An agent can be a member of only one campaign. Agents will not be able to use enhanced services when getting calls from the dialer.	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
Campaign Cycle For power-like strategies (Power and Voice Messaging), one can opt to set the number of seconds the campaign will sleep between cycles, the maximum number of leads to call per cycle, and the maximum number of concurrent leads the campaign can have.	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
Outgoing Dial Options: Caller ID Option to choose which caller ID the campaign will use.	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
Outgoing Dial Options: Dial Timeout Defines how long the Dialer will ring the Agent.	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
Outgoing Dial Options: Minimum digits to dial A minimum number length allowed to dial numbers.	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
Outgoing Dial Options: Don't dial failed numbers again If the numbers have failed for some reason, set the dialer to not dial them again.	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
Outgoing Dial Options: Generate CDR Option to enable/disable dialer to generate Asterisk CDR entries. Turning this feature ON is a performance penalty and should be used only if you want to debug trunks.	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
Operation Times This feature allows one to set the working time for a campaign and applies only to power-like strategies.	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>

Dispositions One can create a list of dispositions that the Agent will see in gloCOM, which can be applied at the end of the call.	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
Desktop App Integration The PBXware Contact Center integration with desktop clients gloCOM Agent and gloCOM Supervisor will improve your employees' performance by speeding up their workflow.	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
List of Agents/Extensions/Callers Shows detailed information (Number, Name, Channel ID, Lead, etc.) about each agent and lead with various options (monitor call, transfer call, hang up call).	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
DNC Numbers DNC (Do not Call) Numbers contain a list of numbers not to be dialed by agents. You can upload your list by CSV. These numbers can be deleted from the list or added manually. Any DNC number marked by agent through disposition will be visible here also.	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
DNC Numbers: CSV Upload/Download Option to upload/download a list of numbers marked as DNC via CSV file.	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
Feedback Form: Customizable feedback forms Creating custom feedback forms for use with gloCOM Agents in outbound (dialer) calls.	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
Feedback Form			
Inbound Feedback Form is an additional feature that allows the agent to select and store the answers from the callers/end users to relevant and important questions. Displaying feedback forms to an agent within the Agent Panel can be set up whenever a new call comes into the Queue. Within this feature, the customer is now able to create as many custom feedback forms he wants using many different tools and options. After collecting the answers, feedback(s) can be downloaded and analyzed.	Contact Center PBXware	Contact Center gloCOM Agent	Contact Center gloCOM Supervisor
Create/Edit Feedback Forms Clicking the "Add Feedback Form" button will open up a new dialog where users can create a custom Feedback Form by dragging fields they need to add to the feedback form they are making. Available Options/fields are Header, Text Field, Text Area, Number, Date, Paragraph, Select, Checkbox Group, and Radio Group.	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>

Create/Edit Feedback Forms: Header The header defines the title or label and reminds the Agent what the feedback form is about.	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
Create/Edit Feedback Forms: Text field Simple text input. Within the text field, users can define whether filling in this field should be mandatory or not, label, name, value, placeholder, type (text field, password, email, or URL) and max characters number.	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
Create/Edit Feedback Forms: Text Area More extensive, multi-row text input. Within the text area, users can define whether filling in this field should be mandatory or not, label, name, placeholder, max characters number and size of the text area.	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
Create/Edit Feedback Forms: Number Numeric value input. Within number, users can define whether filling in this field should be mandatory or not, label, name, value, placeholder, min, and max value, as well as increase/decrease a value.	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
Create/Edit Feedback Forms: Date/Time The Date/Time format is the default system format. Within date/time, users can define whether filling in this field should be mandatory or not, showing the time picker, label, and name.	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
Create/Edit Feedback Forms: Paragraph A multi-line text field that can be used to make notes for the Agent, which will be shown when the feedback form is loaded. It does not imply an answer/input entry by the Agent. Within a Paragraph, users can specify the text content that will be shown.	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
Create/Edit Feedback Forms: Select A dropdown field where the Agent can select one or multiple values. Within Select, users can define whether filling in this field should be mandatory or not, label, name, placeholder, min and max values that can be selected, values which can be chosen, or adding another option/value and allowing multiple selections.	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>

Create/Edit Feedback Forms: Checkbox group A multiple options field where the Agent can check one or multiple values. Within the Checkbox group, users can define whether filling in this field should be mandatory or not, label, name, the values that will be checkable, or add another option/value.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Create/Edit Feedback Forms: Radio Group A multiple options field where the Agent can check one of the given values. Within the Radio group, users can define whether filling in this field should be mandatory or not, label, name, values which will be checkable, or add another option/value.	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
Messaging			
	Contact Center PBXware	Contact Center gloCOM Agent	Contact Center gloCOM Supervisor
Queues Queues enable handling incoming conversations across messaging channels in a balanced way. By flexible configuration in queues that takes into consideration previous conversation with customers, agents capacity, workload and different effort needed for handling requests on the different channels, agents can feel satisfied due to fair and almost equal workloads and customers can feel satisfied due to adequate and timely responses in and out of business hours.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Queues: Operation hours Enables setting the company's open and closed dates/hours.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Queues: Live Chat out of hours message Enables setting a specific message (automatic reply) for visitors who access the Live Chat outside of operating hours.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Queues: Messaging Apps Out Of Hours Message Enables setting a specific message (automatic reply) for visitors who access the SMS channel outside of operating hours.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>



















Queues: Agents Enables adding agents as queue members that will handle incoming conversations across messaging channels.	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
Queues: Assignment strategy Enables defining a work method that will be used when distributing or assigning conversations to agents.	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
Queues: Manual assignment strategy Enables agents to assign requests to themselves by simply clicking on the “Assign to me” button in the Agent&Supervisor panel.	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
Queues: Automatic assignemnt strategy Enables the distribution of conversations to agents, taking into account the agent’s status, capacity, workload and unserved time.	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
Queues: Returning Customers Enables detecting if customers that have sent the request had previous interactions with agents in a defined period of time (time frame) as well as the distribution of conversations to the last agent that communicated with the returning customer.	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
Queues: Time frame Defined period of time in which the system will analyse if the customer already had interaction with agent(s).	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
Chatbots Chatbots serve as basic virtual assistants that simplify routing conversations to the appropriate queues and agents.	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
Chatbots: Chatbot name Enables defining chatbot name.	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
Chatbots: Welcome message Enables defining an initial greeting message that will be sent to the customer with defined options.	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>

Chatbots: Wrong option message Enables defining a message that will be sent to customers on the SMS channel in case of selecting a wrong or nonexistent number in options.	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
Chatbots: Correct option message Enables defining a message that will be sent to customers on in case an option selection was successful.	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
Chatbots: Options Enables defining question categories that the customer can choose in the beginning of the interaction or conversation with the company.	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
Chatbots: Destination queue Enables defining a queue to which conversation requests should be routed to based on the selected option or conversation category.	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
Chatbots: Preview Enables a real-time preview of a virtual assistant's automatic reply message on an SMS channel or mobile phone based on chatbot configuration (added name, welcome and other message types and options).	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
Channels Channels include setup of SMS, Live Chat and Email channels in order to allow customers to send inquiries through their favorite channels. Adding, editing or deleting channels is enabled as well as a code snippet for enabling Live Chat for installing Live Chat channel on the website.	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
Channels: SMS channel Allows users to send inquiries via SMS message/mobile phone.	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
Channels: Number The number entered will be the number to which customers can send inquiries to.	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
Channels: Live Chat Channel Allows users to send inquiries via Live Chat enabled on the company's website.	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>

Channels: Domain A company domain is the web address of a company’s website on which Live Chat will be installed.	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
Channels: Email Channel Allows users to send inquiries via email.	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
Channels: Email provider Different types of email providers that companies can use: Micxrosoft, Google, custom.	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
Channels: OAuth for Microsoft/Google OAuth is a technological standard that allows users to authorize one app or service to sign in to another without divulging private information, such as passwords. Since Microsoft and Google support OAuth, in case of selecting one of the previously mentioned Email providers, users will be able to automatically have the system populate all fields related to the IMAP and SMTP connection setup with just one or two clicks.	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
Channels: Custom Server manual setup Users which use custom servers or other Email providers will need to manually setup IMAP and SMTP connection meaning username, host name and port.	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
Channels: Email address The email address entered will be the email address to which customers can send inquiries to.	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
Channels: WhatsApp Channel Allow users to send inquiries via WhatsApp message/mobile phone.	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>

<p>Channels: Connect with WhatsApp</p> <p>The Connect WhatsApp button serves for redirecting the user to the related pages through which the user needs to go in order to complete all onboarding steps. After clicking on the 'Connect WhatsApp' button, the pop up window will be displayed where the user again needs to choose the new 'Connect WhatsApp' button.</p> <p>Then the user will be redirected to the 360Dialog page which is an official partner for Whatsapp integration, where the user will need to create an account and go through the onboarding steps. In order to do so, users will need to fulfill specific requirements described in the 'howto' guide and prepared videos. After completing the onboarding steps, the number in the PBXware GUI will be automatically filled.</p>	●	○	○
<p>Channels: Number</p> <p>The number populated automatically after completing the WhatsApp onboarding steps will be the number to which customers can send inquiries to.</p>	●	○	○
<p>Channels: Facebook Messenger Channel</p> <p>Allow users to send inquiries via Facebook messenger/mobile phone.</p>	●	○	○
<p>Channels: Connect with Facebook</p> <p>The 'Connect with Facebook' button serves for redirecting the user to the related pages through which the user needs to go in order to complete all onboarding steps. After clicking it, the process of connecting PBXware with the Facebook account will be initiated and the CMP dialog will be opened. After that, the user needs to click on the 'Login with Facebook' button and within the next steps, choose the Facebook business page which will be used for communication with customers. All important information needed within the CMP dialog and PBXware such as: Page ID, Page name, Page Access Token will then be automatically fulfilled. More detailed information with all steps described is available in the 'howto' guide and prepared videos.</p>	●	○	○
<p>Channels: Destination queue</p> <p>Within the destination, users are given the option on LiveChat, SMS, WhatsApp and Facebook Messenger to choose a chatbot or queue to which the conversation will be routed to. On the Email channel, conversation requests can be routed only to queues.</p>	●	○	○

Channels: Chat widget A code snippet that needs to be copied to the website in order to install the Live Chat channel.	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
Settings Settings include setup of other important options related to messaging channels such as timeouts, alerts, work items, more general operation time etc.	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
Settings: Alert E-mails Allows users to specify e-mail addresses to which an alert will be sent to in case of DDOS or other malicious attacks detected by the system.	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
Settings: Operation time Enables setting general operation time.	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
Settings: First response timeout Enables setting a timeout in minutes in which agents can give first response to the customers via LiveChat and SMS channels as well as unanswered actions that will be triggered in case the allowed time for an answer expires. Default unanswered actions implies an automatic transfer of request to another agent. Users can choose between two additional unanswered actions such as to automatically pause an agent or to automatically log off an agent.	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
Settings: Chatbot timeout Enables setting a timeout in which customers can provide an answer before the chatbot session auto-terminates.	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
Settings: Live Chat (minutes) Enables setting a timeout on the Live Chat channel in minutes.	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
Settings: Messaging (Hours) Enables setting a timeout on Messaging channels (currently SMS) in hours.	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
Settings: Work units (Live Chat, Messaging, Email) No. of units assigned to each channel by default, according to the effort required from an agent to handle requests across different channels.	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>

Settings: CMP One of the main prerequisites for integrating Facebook and WhatsApp channels into the omnichannel system is the COMMSware Messaging Platform (CMP) service. Deploying CMP and configuring specific options within the CMP service (such as generating an API key etc.) is crucial before setting up configurations between the CMP service and the PBXware system.			
Settings: URL User needs to enter a public URL which represents the location of the CMP service. This public URL needs to be copied from the CMP.			
Settings: API Key An API key is one of the requirements that needs to be configured within the CMP service and then entered into the PBXware system. So, within the CMP service, the user needs to use an option for generating an API key and then to simply copy the newly generated API key and paste it within the PBXware system.			
Settings: Allowed IP Adresses Enables users to define allowed IP addresses.			
Settings: Profile ID A Profile ID will be automatically generated from the PBXware and it is important for determining the uniqueness of some WhatsApp or Facebook Messenger channel integrations.			
Agents			
	Contact Center PBXware	Contact Center gloCOM Agent	Contact Center gloCOM Supervisor
Agents Realtime Statistics Agents' real-time statistics is a useful tool that shows real-time information about the Agents on your system (answered and unanswered calls, talk time, idle time, sessions, pauses).			

Calls The number of total calls for an agent and the number of answered and unanswered calls.	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
Talk Time Total talk time, average talk time, and average delay.	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
Idle time Total idle time and average idle time.	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
Sessions Total sessions time and the number of sessions.	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
Pauses Total pause time and the number of pauses.	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
Add/Edit Agents	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
Log in Options: Callback Agents This type of agent can log in by dialing the *203 access code. When a callback agent has a call waiting to be served, their phone will ring.	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
Auto-login (Callback): PIN required If set, agents must provide a personal PIN number to log in and start taking calls.	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
Auto-login (Callback): Bind to extension If set, the system will bind the agent to the extension specified in the Extension field.	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
Auto-login (Callback): Direct IN The Direct In options can now be set per Agent too. Per Agents options will have an additional option, “Not Set” (In that case, there will be a fallback to the setting from General Agents Settings (3.5.6.).	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
Direct IN: Ring Time (Sec) Option to set ringing time from for “Direct In” calls.	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>

Direct IN: Allow Calls when Paused When set to 'Yes', users can call an Agent currently on the 'Pause' state.	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
Direct IN: Allow Calls when Busy When set to 'Yes', users can call an Agent that is already on call/busy.	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
Direct IN: Busy Destination Direct in busy destination will let users redirect a call to another destination if the Agent is busy.	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
Direct IN: Is Voicemail This option will dial the destination's voicemail.	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
Capacity Enables users to set the capacity for each agent, defining how many conversation requests an agent can handle concurrently.	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
Live Chat Enables setting the number of conversation requests that an agent can handle simultaneously on a Live Chat channel.	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
Messaging Enables setting the number of conversation requests that an agent can handle simultaneously on a Messaging channel.	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
Email Enables setting the number of conversation requests that an agent can handle simultaneously on a Email channel.	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
Work units Total number of work items per agent. It is caclulated by summarizing the number of work items an agent has for every channel. The number of work items an agent has for every channel is calculated by multiplying work items per channel and capacity per channel.	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>

<p>Groups</p> <p>To simplify queues and campaign members, the management administrator can create groups of agents to add and remove multiple queues or campaign members easily.</p> <p>NOTE: Agent Groups act as a template that allows you to move entire groups of agents into the queue or campaign. If you add new group members into the group, they will be automatically added to the queues or campaigns you already added this group into prior to that moment.</p>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
<p>Pause Reason</p>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
<p>Pause Reason Codes</p> <p>When an Agent needs to stop receiving calls but does not want to log out, they can use the pause option and stop receiving calls until they use the un-pause option. Under these conditions, they will still be reported as logged in but on pause. Agents can provide a pause reason code to indicate the reason they are currently paused. This reason-code is logged in with their pause event.</p>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
<p>Project Codes</p> <p>The agent can now make a direct out call and associate it with the project defined on the server. Each Project can have a different Caller ID defined, so when the agent dials with that project, it will predefine the Caller ID.</p>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
<p>Settings: Agent wrap-up time</p> <p>The Wrap-up time is a short period in which agents will not receive the next call after they hang up a call. For example, if the agent finishes the call, you can assign a wrap-up time of 5000 ms (5 seconds) to allow the agent to recover before the new call is forwarded to that agent.</p>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
<p>Settings: Unanswered action</p>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>






















Settings: Auto Logoff Time in seconds that the agent’s extension should ring before declaring him unavailable and logging him off.	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
Settings: Auto Pause Automatically put the agent on pause if they did not answer a call.	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
Settings: Direct IN Agent calls received directly are tracked and logged. This is when the agent is dialed directly using the agent number and not the extension. Those calls are reported as part of the agent’s statistics.	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
Settings: Direct OUT Agent calls made by direct dialing out are tracked and logged. Those calls are reported as part of the agent’s statistics.	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
Settings: Blending Using the desktop app integration, an agent can work in blending mode. That is, the system will switch the agent to inbound (queues) or outbound (campaign) depending on queue requirements where he is a member.	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
Settings: Staying Paused After Making an Outbound Call Working as a Contact Center agent carries many responsibilities, especially when the lines are busy. To enhance the experience of Agents who use PBXware’s Contact Center Edition on a daily basis, it is now possible to stay paused after making an outbound call while being on a pause so that agents do not receive calls from the queue immediately after the outbound call ends. However, please be aware that the IVR statistics will be affected differently if you use the feature as suggested.	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>

CONTACT CENTER STATISTICS

























	Contact Center PBXware	Contact Center gloCOM Agent	Contact Center gloCOM Supervisor
Agent Statistics: Pre-defined Date Ranges - Today PBXware statistics allows you to use a predefined data statistics filter to display information for the current day.	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
Agent Statistics: Pre-defined Date Ranges - Yesterday PBXware statistics allows you to use a predefined data statistics filter to display information for yesterday.	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
Agent Statistics: Pre-defined Date Ranges - This Week PBXware statistics allows you to use a predefined data statistics filter to display information for the last seven days.	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
Agent Statistics: Pre-defined Date Ranges - This Month PBXware statistics allows you to use a predefined data statistics filter to display information for the current month.	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
Agent Statistics: Pre-defined Date Ranges - Last Month PBXware statistics allows you to use a predefined data statistics filter to display information for the last month.	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
Agent Statistics: Pre-defined Date Ranges - This Year PBXware statistics allows you to use predefined data statistics filter to display information for the last year.	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
Agent Statistics: Pre-defined Date Ranges - Custom Date range PBXware statistics allows you to use a predefined data statistics filter to display information for the custom date range.	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
Agent Statistics: Report actions - PDF Download This option allows you to download your reports in PDF format.	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>

Agent Statistics: Report actions - CSV Download This option allows you to download your reports in CSV format.	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
Agent Statistics: Report actions - Print This option allows you to print your reports from an HTML page.	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
Agent Statistics: Report actions - Graph This option allows you to display graphs for your report.	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
Agent Statistics: Report actions - More This option allows splitting the report into shorter date ranges.	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
Agents You can filter your reports per specific agents, allowing you to get even more precise information in your reports.	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
Selected Reports These reports (depending on what's selected) could be displayed with the data sorted per agent.	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
Selected Reports: Show statistics for agent availability Shows detailed information about agents. It provides a lot of information in a single report to give a quick overview of agent availability to the customer. The main feature here is agent idle time. This report focuses on all calls of agents, sessions, pauses and provides you with accurate information about agent idle time.	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
Selected Reports: Show statistics for agent calls per direction Shows a number of calls per direction. The data is grouped per agent and then grouped per direction for each agent (direct in, direct out, inbound, outbound).	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
Selected Reports: Show statistics for agent direct in calls Shows agents direct in calls. The main feature here is calls > 1m. Those calls should look like effective calls. This value is configurable.	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>

























Selected Reports: Show statistics for agent direct out calls Shows detailed information about agents direct out calls. The main feature here are calls > 1m. Those calls should look like effective calls. This value is configurable.	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
Selected Reports: Show statistics for agent direct out calls per project Shows detailed information about agents direct out calls that were made with project codes. The data is grouped per agent, and for each agent the data is grouped per project code. Eg. If one agent made direct out calls with three different project codes, that will also be shown in statistics.	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
Selected Reports: Show statistics for agent occupancy Shows detailed information about agent sessions, pauses, talk time, and occupancy. The data is grouped per agent. Provides a lot of information in a single report to give the customer a quick overview of agent occupancy.	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
Selected Reports: Show statistics for agent pauses Shows the number of agent pauses with/without reason, billable/payable pauses. The data is grouped per agent.	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
Selected Reports: Show statistics for agent sessions and pauses Shows information about agent sessions and pauses. The data is grouped per agent. The main feature here is the number of agent pauses per session.	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
Selected Reports: Show statistics for all calls Shows summary information about all agent calls. Includes all calls dispositions, meaning the total number of calls and the number of answered and unanswered calls.	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
Selected Reports: Show statistics for direct out answered calls Shows summary information about agent direct out answered calls. Includes direct out answered calls dispositions (agent hangups, caller hangups, transferred calls).	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
Selected Reports: Show statistics for direct out calls Shows summary information about all direct out calls. Includes direct out calls dispositions containing the total number of calls and the number of answered and unanswered calls.	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>

<p>Selected Reports: Show statistics for direct out unanswered calls</p> <p>Shows summary information about agent direct out unanswered calls. Includes direct out unanswered calls dispositions where users can see what was the reason for not answering (busy, no answer, cancel).</p>			
<p>Selected Reports: Show statistics for project Calls</p> <p>Shows a number of calls made with some project code. The data is grouped per Project to see how project codes are used. You can see here how calls are distributed per project code.</p>			
<p>Recordings under Queue statistics</p> <p>Breakdown page for each one of the report type shows an REC mark next to the Call ID. When hovered over, the Call ID message is shown in the alert dialog saying; “Record file available. Check CDR”. The user can also hover over Call IDs with no recordings where an alert dialog will be shown saying; “Check CDR” which will, after being clicked on, lead to a reports page in a new minimized window as in the case with the Caller ID with recordings on it.</p>			
<p>Queue Statistics: Queues</p> <p>You can filter your reports per specific queues, allowing you to get even more precise information in your reports.</p>			
<p>Queue Statistics: Members</p> <p>You can filter your reports per specific queue members, allowing you to get even more precise information in your reports.</p>			
<p>Reports type: Agent Reports</p> <p>These reports will display the data sorted per agent.</p>			
<p>Reports type: Shows statistics for all agent dumped calls</p> <p>It shows how many calls the agent had dumped. Note that for one call, an agent can dump several times. The total is the number of calls the agent had, including calls that were dumped. This type of call happens when the agent hangs up on the caller while the queue announcement (agent announce) is being played.</p>			

Reports type: Shows statistics for all agent inbound calls Shows information about agent inbound calls. Data is grouped per agent.	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
Reports type: Show statistics for all agent inbound calls per Queues Shows detailed information about agent inbound calls. For each agent, data is grouped by the queue. Users can see here how calls are distributed per agent per each queue.	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
Reports type: Show statistics for all agent missed calls Shows agent missed calls, an average of missed calls, and total ring time. The crucial thing to remember here is that we can have several missed calls for each agent call in queue.	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
Queue Reports Queue reports will display all the relevant information sorted per queue.	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
Queue Reports: Show statistics of entry positions Shows average, min, and max entry positions of the calls in the queue. Data is grouped per queue. This is an extremely significant report since it tells us how much load was in the queues.	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
Queue Reports: Show statistics for queue answered calls Shows more detailed information about queues answered calls. Data is grouped per queue. Includes answered calls dispositions, which indicate how the call ended (agent hangups, caller hangups, transferred).	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
Queue Reports: Show statistics for queue callback calls Shows information about queues callback calls. Data is grouped per queue. Includes callback calls dispositions which contain the total number of callback calls, number of answered and unanswered calls.	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
Queue Reports: Show statistics for queue calls Shows summary information about all queue calls. Data is grouped per queue. Includes Queue Calls Dispositions which contains the total number of calls, answered and unanswered calls.	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>

Queue Reports: Show statistics for queue calls per agents Shows detailed information about queue calls per agent. Data is grouped per queue. For each queue, data is additionally grouped by an agent. You can see here how calls are distributed per queue per agent.			
Queue Reports: Show statistics for queue calls per disposition Shows detailed information about queue calls per disposition. Data is grouped per queue. For each queue, data is additionally grouped by a disposition. You can see here how calls are distributed per disposition. 'Talk Time' Information to Queue Disposition Statistics is added with talk time total, talk time average, and talk time max shown.			
Queue Reports: Show statistics for queue unanswered calls Shows more detailed reports about the queues unanswered calls. Data is grouped per queue. Includes unanswered calls dispositions where we can see the reason for not answering (abandon, exit with key, timed out).			
Queue Reports: Repeated callers This report shows the statistics of a caller who has called the queue at least two times.			
Summary Reports Summary reports will display summary information for specific queue elements.			
Summary Reports: Show statistics for all answered calls Shows summary information about all answered inbound calls. Includes all answered calls dispositions to see how the call finished (agent hangups, caller hangups, transferred).			
Summary Reports: Show statistics for all calls Shows summary information about all inbound calls. Includes all call dispositions (Total, Answered, Unanswered).			
Summary Reports: Show statistics for all unanswered calls Shows summary information about all unanswered inbound calls. Includes unanswered calls dispositions where we can see the reason for not answering (Abandon, Exit With Key, Timeout).			



















Summary Reports: Show statistics of distributions for all calls per day Shows all calls per each day. The list of days depends on the time range filter. (E.g., Click to show statistics for the distribution of all calls per day).	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
Summary Reports: Show statistics of distributions for all calls per day of the month Shows all calls distributed per day of the month. (E.g., Show all statistics for calls where someone on the system played an interrupt message for callers waiting in the queue).	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
Summary Reports: Show statistics of distributions for all calls per day of the week Shows how the calls were distributed per day of the week. (E.g., Click to show statistics for the distribution of all calls per day of the week).	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
Summary Reports: Show statistics of distributions for all calls per hour Shows how the calls were distributed per hour. (E.g., Click to show statistics for the distribution of all calls per hour).	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
Summary Reports: Show statistics for service level agreement Service level agreement is calculated per each time range (10, 20, 30, 40, 50, 60, 70, 80, 90, 100, 110, 120) as: Service level = Answered calls inside time/Total answered calls * 100.	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
Summary Reports: Show statistics for service level agreement inclusive Service level agreement inclusive is calculated per each time range(10, 20, 30, 40, 50, 60, 70, 80, 90, 100, 110, 120) as: Service level agreement inclusive = 100 - Answered calls inside time/Total all calls * 100.	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>



















<p>Recordings under Queue statistics</p> <p>Breakdown page for each report type shows an REC mark next to the Call ID.</p> <p>When hovered over, the Call ID message is shown in the alert dialog saying; “Record file available. Check CDR”. The user can also hover over Call IDs with no recordings where an alert dialog will be shown saying; “Check CDR” which will, after being clicked on, lead to a reports page in a new minimized window as is the case with the Caller ID with recordings on it.</p>			
<p>Dialer Statistics: Campaigns</p> <p>You can filter your reports per specific campaigns, allowing you to get even more precise information in your reports.</p>			
<p>Dialer Statistics: Members</p> <p>You can filter your reports per specific campaign members, allowing you to get even more precise information in your reports.</p>			
<p>Dialer Statistics: Advanced Options</p>			
<p>Advanced Options: Lead</p> <p>You can filter your reports per specific lead number, allowing you to get even more precise information in your reports.</p>			
<p>Reports type (Campaign, Agent, Summary): Agent Reports</p> <p>These reports will display the data sorted per agent.</p>			
<p>Reports type (Campaign, Agent, Summary): Agent calls</p> <p>Shows a detailed report about agent outbound calls. Data is grouped per agent.</p>			
<p>Reports type (Campaign, Agent, Summary): Campaign Reports</p> <p>Campaign reports will display all the relevant information sorted per campaign.</p>			






















Campaign Reports: Campaign all calls Shows detailed information about agent sessions, pauses, talk time, and occupancy. The data is grouped per agent. Provides a lot of information in a single report to give the customer a quick overview of agent occupancy.	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
Campaign Reports: Campaign calls per disposition Shows summary information about all campaign calls, including talk time, hold time, and ring time. Data is grouped per campaign. 'Talk Time' Information to Queue Disposition Statistics is added with talk time total, talk time average, and talk time max is shown.	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
Campaign Reports: Summary Reports Summary reports will display summary information for specific dialer elements.	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
Summary Reports: Abandoned calls rate Shows the number and percentage of abandoned calls.	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
Summary Reports: All answered calls Shows summary information about all answered outbound calls. Includes all answered calls dispositions to see how the call finished (agent hangups, caller hangups, transferred).	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
Summary Reports: All calls Shows summary information about all outbound calls. Includes all calls dispositions, including the total number of calls, number of answered and unanswered calls.	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
Summary Reports: All unanswered calls Shows summary information about all unanswered outbound calls. Includes all unanswered calls dispositions where we can see the reason for not answering (abandoned, machine, busy, no answer, cancel).	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
Scheduled Reports: Report Add/Edit - Email This option allows you to send your reports via e-mail as a PDF file.	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>



















Filters (For Agent, Queue, and Dialer Reports): Call Duration Using the Call Duration filter will allow you to get additional information based on call length.	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
Filters (For Agent, Queue, and Dialer Reports): Hold Duration The Hold Duration filter will allow you to get additional information based on how long the caller waited before connecting.	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
Filters (For Agent, Queue, and Dialer Reports): Time format You can change the format of value for all time-related fields. Possible options are: dd-hh-mm-ss normal time format e.g., 01d 02h 03m 04s Days time format in days, e.g., 1.25d Hours time format in hours, e.g., 1.25h Minutes time format in minutes, e.g., 1.25m Seconds time format in seconds, e.g., 1.25s	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
Filters (For Queue Statistics): Caller You can filter your reports per specific caller number, allowing you to get even more precise information in your reports.	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
Filters (For Queue Statistics): DID You can filter your reports per specific DID number, allowing you to get even more precise information in your reports.	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
Contact Center Omnichannel Statistics			
	Contact Center PBXware	Contact Center gloCOM Agent	Contact Center gloCOM Supervisor
Agent Statistics Enables a comprehensive overview of the interactions handled by each agent across various channels, agents activity, and productivity metrics as well as intervals during which agents temporarily halt or suspend their activities. These overviews are available in 8 reports.	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>







Agent Statistics: Filters Simplifies specifying the desired view in a report by selecting adjusted data range, number of agents, specific queues or channels etc.	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
Agent Statistics: Data Range Enables users to define for which time period they want to have an overview of the data in the report.	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
Agent Statistics: Agents Enables users to define for which agents they want to have an overview of the data in the report.	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
Agent Statistics: Channels Enables users to define for which channels they want to have an overview of the data in the report.	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
Agent Statistics: Queues Enables users to define for which queues they want to have an overview of the data in the report.	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
Agent Statistics: Time format Enables users to define in which time format they want to have an overview of the data in the reports: in days, hours, minutes or seconds.	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
Agent Statistics: Report types Enables users to have the overview of only a specific type of report.	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
Agent Statistics: Search Enables users to search by all columns available for a specific type of report.	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
Agent Statistics: Agent availability Agent availability report offers insights into the total number of conversations agents handle, their activity time, the average time spent on tasks, idle durations, any pauses taken as well as metrics on how many sessions each agent has participated in. These metrics are presented in tables and graphs.	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>

<p>Agent Statistics: Agent conversations per channel</p> <p>The “Agent Conversations Per Channel” report provides a comprehensive overview of the interactions handled by each agent across various channels by offering insights into the frequency of conversations, their duration, and how they conclude, are they ended by the agent, the customer, or transferred.</p>			
<p>Agent Statistics: Agent conversations per queue</p> <p>The “Agent Conversations Per Queue” report provides a comprehensive overview of the interactions handled by each agent across various queues. This report is the same as the previous one, except that it offers an overview per queue instead of per channels.</p>			
<p>Agent Statistics: Agent missed conversations per channel</p> <p>The “Agent Missed Conversations Per Channel” report provides an in-depth look into interactions that agents missed over various communication channels.</p>			
<p>Agent Statistics: Agent missed conversations per queue</p> <p>The “Agent Missed Conversations Per Queue” report provides an in-depth look into interactions that agents missed over various queues. This report is the same as the previous one, except that it offers an overview per queue instead of per channels.</p>			
<p>Agent Statistics: Agent pauses</p> <p>The “Agent Pauses” report offers a comprehensive view of the intervals during which agents temporarily halt or suspend their activities. It reflects moments when agents take breaks from active engagement, whether for administrative tasks, training, or other reasons.</p>			
<p>Agent Statistics: Agent sessions and pauses</p> <p>Agent sessions and pauses represent a detailed overview of the activity and productivity metrics of agents during a specified time period, indicating which agents were active, how many sessions they had, and the total duration they spent in these sessions. The report also provides insights into any interruptions or breaks taken by agents, including the number of pauses, the total time spent on these pauses, and the average pause duration. Additionally, it offers a comparative analysis of the agents’ active session time versus their pause time in terms of percentage and average values.</p>			

Agent Statistics: Conversations per channel Conversations per channel provide a comprehensive overview of communication interactions across various channels within a specified time frame. This report highlights the total number of conversations, distinguishing between those that were answered and unanswered, and offers insights into the speed of responses.			
Queue Statistics: Filters The Filters section within Queue Statistics is the same as within Agent Statistics.			
Queue Statistics: All conversations per channel The “All Conversations per Channel” report provides a comprehensive overview of customer interactions across different communication channels by providing insights into various key metrics such as activity time, speed to answer, waiting time, first response time, and resolution time. Additionally, it breaks down the total number of conversations, as well as the percentage of answered, unanswered, and transferred conversations.			
Queue Statistics: All conversations per queue This report is the same as the previous one, except that it offers an overview per queue instead of per channels.			
Queue Statistics: Answered conversations per channel The “Answered Conversations per Channel” report provides a comprehensive overview of customer requests across different communication channels that were answered by an agent and provides insights into various key metrics such as activity time, speed to answer and waiting time. Additionally, it breaks down the total number of conversations with additional details provided for every answered conversation.			
Queue Statistics: Answered conversations per queue This report is the same as the previous one, except that it offers an overview per queue instead of per channels.			










<p>Queue Statistics: Distribution of conversations per channel per day</p> <p>The Distributions of Conversations per Channel per Day report provides an overview of customer interactions across communication channels daily. It details the number of conversations, answered and unanswered, along with key metrics like average wait time, speed to answer, and resolution time for channels such as Email, Live Chat, Voice, and SMS.</p>			
<p>Queue Statistics: Distribution of conversations per channel per day of week</p> <p>This report is the same as the previous one, except that it offers an overview of the data per days in a week instead of per days in a month.</p>			
<p>Queue Statistics: Distribution of conversations per channel per hour</p> <p>This report is the same as the previous two, except that it offers an overview of the data per hour instead of per days in a week/month.</p>			
<p>Queue Statistics: Distribution of conversations per queue per day</p> <p>The Distributions of Conversations per Queue per Day report provides an overview of customer interactions across queues daily. It details the number of conversations, answered and unanswered, along with key metrics like average wait time, speed to answer, and resolution time for different queues.</p>			
<p>Queue Statistics: Distribution of conversations per queue per day of week</p> <p>This report is the same as the previous one, except that it offers an overview of the data per days in a week instead of per days in a month.</p>			
<p>Queue Statistics: Distribution of conversations per queue per hour</p> <p>This report is the same as the previous two, except that it offers an overview of the data per hour instead of per days in a week/month.</p>			
<p>Queue Statistics: Queue conversations per agent</p> <p>The 'Queue conversations per agent' report offers a comprehensive overview of agent interactions within specified Queues. It includes key metrics such as conversation volume, response times, and wait times. This report also provides insights into concluded, customer-ended, and transferred conversations, helping organizations assess agent performance and queue efficiency for optimized customer service operations.</p>			













<p>Queue Statistics: Returning customers</p> <p>Returning customer data showcases the frequency and engagement metrics of recurring users. It offers insights into the customer's channel of interaction, the number of times they've revisited, and the cumulative and average waiting time they've experienced. Additionally, it sheds light on the speed at which agents responded and the overall activity duration.</p>			
<p>Queue Statistics: Service level agreement per channel</p> <p>The Service Level Agreement (SLA) per channel report offers a comprehensive view of response and resolution times across communication channels. It categorizes interactions by channels like Email, Live Chat, SMS, and Voice, showing response times from under 30 seconds to over 24 hours or conversation completion time in as little as 5 minutes.</p>			
<p>Queue Statistics: Service level agreement per queue</p> <p>This report is the same as the previous one, except that it offers an overview per queue instead of per channels.</p>			
<p>Queue Statistics: Unanswered conversations per channel</p> <p>Unanswered conversations per channel provide an overview of interactions that did not receive a response across different communication methods. The report categorizes the data by channels like Live Chat and Voice, showcasing total waiting times, minimum, maximum, and average response durations.</p>			
<p>Queue Statistics: Unanswered conversations per queue</p> <p>This report is the same as the previous one, except that it offers an overview per queue instead of per channels.</p>			
<p>Scheduled reports: Filters</p> <p>The Filters section within Scheduled reports is the same as within Queue and Agent Statistics.</p>			
















Scheduled reports: General Scheduled reports in the system allow users to automate the generation and delivery of specific data insights at predefined intervals. Users can name the report, determine its activity status, and set the desired run time and frequency, from daily to yearly.			
Scheduled reports: Notification Notifications can be configured to send the report via email to specified recipients, with attachments available in various formats like HTML, PDF, or CSV.			
License			
Agents/supervisors licenses usage Enables users a comprehensive view of the available licenses and their ongoing usage status within the Contact Centre. It offers a breakdown of specific modules such as “Agent edition,” “Supervisor edition,” and “OMNI Channel Module.”			
Remove Enables users to release a taken license slot. The limitation of removing/releasing the license slot for the same agent is once in 48 hours. Once the agent logs back in, the license will be re-engaged. To permanently remove usage permissions, the users should go to Extensions → System → Editions&Modules.			
















gloCOM Voice Supervisor Edition			
	Contact Center PBXware	Contact Center gloCOM Agent	Contact Center gloCOM Supervisor
Supervisor Edition	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
Supervisor as an Agent The Supervisor Edition now needs to have Agent edition functionalities too. Supervisor is now equal to an Agent in the sense of how they Log In to the app, but with additional features compared to a regular agent.	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
Supervisor Panel	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
Search agents in the agents view tab The supervisor panel (Agents tab) button “Search agents” will enable supervisors to search and find agents quickly.	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
Search field The Supervisor Panel now includes a search field. It is possible to search for Agents, Queues, or Campaigns. Note: If the user’s license does not support the ‘Dialer’ option, the search option for ‘Campaigns’ will not be available.	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
Supervisor Toolbar The Supervisor Toolbar shows the Notification Bell, Phone Dialog, Agent Panel, and Preferences.	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
Notification Bell Clicking the “bell” icon displays a list of all alerts. The notification “bell” icon changes when there are new alerts. Each item on the notification list consists of the message, the time when the alert occurred, and the state of the alert (read, unread). Notifications can be closed, deleted, marked as read, etc.	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>

Preferences: Resize columns in supervisor panel Option to resize columns in the Supervisor Panel.	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
Preferences Options: Supervisor Panel Colours of different statuses Change the colors for different agent states inside the Supervisor Panel (Agents tab).	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
Supervisor Panel Module: Tabs Customizing Users can decide which tabs they want to see inside the Supervisor Panel. All tabs are displayed by default. Users can now also customize tabs, add them, rename, remove or reorder.	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
Supervisor Panel Module: Supervisor Queues module Inside the Queues module, the supervisor can monitor real-time information for all queues he selects to be visible through the Preferences dialog. The Queues module displays queue statistics for the current day. For each queue, the following information displays: total calls, answered calls, unanswered calls, waiting calls, idle agents, busy agents, agents on pause, avg. wait time, max. wait time, answered calls (%), unanswered calls (%), and service level (%). Added real-time statistics showing the following data: Total Queues, Total Calls Waiting, Total/Answ Calls, Avg/Max waiting time, PCA, and SLA.	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
Supervisor Panel Module: Supervisor Wallboard module Inside the Wallboard module, the supervisor can monitor real-time information for all queues he selects to be visible through the Preferences dialog. The Wallboard runs in a large format intended for televisions or other large screens. The Wallboard module displays queue statistics for the current day. For each queue, the following information displays: total calls, answered calls, unanswered calls, waiting calls, idle agents, busy agents, agents on pause, avg. wait time, max. wait time, calls answered (%), calls unanswered (%), and service level (%).	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
Supervisor Wallboard module: All queues The supervisor can see total queue statistics for selected queues, which means that he can monitor the performance of the entire call center, not just per queue.	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>

<p>Supervisor Panel Module: Supervisor Agents module</p> <p>Inside the Agents module, the supervisor can monitor all logged-in agents he selects to be visible through the Preferences dialog.</p> <p>All types of agents are shown (static and callback). It is possible to see agent direction and blending options in real-time. The supervisor can change the direction of any agent by clicking on the direction buttons.</p> <p>Also, he can see which project code each agent is using for their current calls. It is also possible to monitor dialer calls and campaigns. It shows the following information for each Agent: Agent Name, Agent ID, Agent State, Time In State, Unique Call-ID, Call Direction, Call Type, Call Info, Login Time, and Login Type. Real-time statistics now show the following data: Logged In, On Call, Paused, and Idle.</p>			
<p>Supervisor Panel Module: Supervisor Graphs module</p> <p>The Graphs module shows real-time call statistics in the form of graphs. Also, it is possible to choose whether you want to display graphs until the current server time or display graphs from the specified server time. It shows the following data: Total Calls, Answered Calls, Unanswered Calls, and Maximum/Average Wait time.</p>			
<p>Supervisor Panel Module: Supervisor Agent Statistics module</p> <p>The Agent Statistics module displays the agent's inbound and outbound statistics, including all agent calls (inbound, outbound, direct (in/out)) into calculations.</p> <p>Calculations reset every day starting from midnight. It is possible to set the refresh time to the desired value to keep statistics updated. It shows the following information for each agent: Agent Name and Number, Calls, Talk Time, Idle Time, Sessions, and Pauses. Real-time statistics now show the following data: Agents, Total/Answ Calls, Total session time, Total talk time, Avg talk time, Talk time (%).</p>			






















<p>Supervisor Panel Module: Supervisor Queue Calls module</p> <p>Inside the Queue Calls module, the supervisor can monitor calls from all the queues he selects to be visible through the Preferences dialog. The supervisor can perform the following operations for each call if he has the permissions: Transfer Call, Take Call, and Monitor Call. It shows the following information for each call: Call-ID, Queue Name, Queue Number, Caller ID, State, Time in State, Position in Queue, Estimated Answer Time. Waiting, Talking, Avg. talk time, Max talk time, Last call, and Last Agent are now available as real-time statistics.</p>			
<p>Supervisor Panel Module: Supervisor Inbound Calls module</p> <p>Inside the Inbound Calls module, the supervisor can monitor information for all calls coming into the system. The supervisor can perform the Transfer Call operation for each call if he has permission. For each call, the following information is shown: DID, DID Destination, Caller ID, Location, Location Name, Location Number, Duration in Location, and Total Call Duration. Real-time statistics showing the following data: Queue Calls, Conference Calls, IVR Calls, Extension Calls, Direct IN, and Ring Groups are now available.</p>			
<p>Supervisor Panel Module: Supervisor Outbound Calls module</p> <p>Inside the Outbound Calls module, the supervisor can monitor information for all calls going out from the system. The supervisor can perform the following operations for each call with permission: Transfer Call, Take Call, Monitor Call, and Hangup Call. For each call, the following information is shown: Call Originator, Trunk, Destination Number, Location, Location Name, Location Number, and Call Duration. Real-time statistics showing the following data: Current Calls, Dialer Calls, Direct Out Calls, Project Calls, Answered Calls (%), and Avg Duration are now available.</p>			
<p>Supervisor Panel Module: Supervisor Overview</p> <p>Finally, the Supervisor is able to access the Overview tab, where real-time statistics for all modules are displayed (real statistics from queues module, agents module, agent statistics module, queue calls module, inbound calls module, and outbound calls module) and organized as dashboard meaning all information is easily accessible in one place.</p>			

Supervisor Panel Module: Supervisor Alerts module Inside the Alerts module, the supervisor can monitor alerts he selects to be visible through the Preferences dialog. The following information is shown for each alert: Date/Time and Alert. Also, it is possible to see the total number of all alerts displayed in the list above. The Alerts module is changed in Notification Bell as explained above.			
Supervisor Panel Module: Supervisor Campaigns module The Campaigns module displays campaign statistics for the current day. The following information is shown for each campaign: Campaign Name, Calls, Agents, and Contacts.			
Supervisor Real-Time Statistics As explained previously, every module (Inbound Calls, Outbound Calls, etc.) has real-time statistics showing relevant information for that module.			
Filter Queue Calls tab Filter for the selected queues in the queue calls tab. This is important for clients with multiple locations and multiple queues per location, where each location has a supervisor who only wants to see the calls for that location's queues.			
Agent Panel (Agent & Supervisor App)			
	Contact Center PBXware	Contact Center gloCOM Agent	Contact Center gloCOM Supervisor
Agent panel All Agent and new Supervisor related features are located in one window (Agent Panel), making it easier for an agent to handle multiple calls, chats and emails as well as feedback forms, CRM popups, callbacks, other agents, and queues. Within the Agent & Supervisor unified app, Agent and Supervisors have access to Agents and Queues, Dashboards and the All Conversations overview, as well as Advanced Security Options.			

<p>Agent Login</p> <p>The improved agent login window displays information about the messaging queues agents are part of besides the voice queues. Also, agents and supervisors can choose between the ‘Available’ state for active customer engagement and the ‘Paused’ state for temporarily suspending conversation activities while remaining logged in. By default, Agent will appear offline.</p>			
<p>Agent Login: Inbound Contact Center</p> <p>Inbound mode means an agent works in voice queues, and not in voice campaigns. An agent can be a member of multiple queues.</p>			
<p>Agent Login: Blended Contact Center</p> <p>Blended mode means the system will automatically move the agent from inbound to outbound strategy if a voice queue is not busy, or the system will move the agent from outbound to inbound strategy if people are waiting in the queue. Blending can be automatic or manual. It is based on the minimum idle agents parameter per Queue, which can be found and updated on PBXware. Manual blending means that the agent can choose a manual direction at login time, or during the operation, he can switch between inbound, outbound, and blended mode.</p>			
<p>Agent Login Window: Outbound Contact Center (Dialer)</p> <p>Outbound mode means an agent works in voice campaigns and not in voice queues. An agent can be a member of multiple campaigns but can be active in only one campaign during the login session. An agent can not work in a voice campaign and a voice queue simultaneously.</p>			
<p>Agent Profile</p> <p>The Profile section offers in-depth information about the agent, encompassing their name, status, agent number, involvement in voice and messaging queues, assigned campaigns, and current workload as well as capacity per channel. Agents and Supervisors are able to change their status or avatar. By default, agents will appear in the offline state when logging into the application. In order to change offline mode, agents need to click on the ‘Agent login’ option within the Agent profile which will cause the Agent Login window to display with options described in 8.1.1.</p>			

<p>Agent Profile: Agent Pause Reason Codes</p> <p>When an agent takes a pause, the Contact Center will prompt them to select a reason from the dropdown list. This reason will be recorded for both live and historic reports for the agent. After clicking on pause, an automatic timer which counts the pause duration will be displayed within the banner and within the Agent’s profile.</p>			
<p>Voice tab</p>			
<p>Voice tab: Inbound Contact Center Dispositions</p> <p>Each queue can have various options that the agent should submit when the call finishes. These options are called dispositions. Dispositions need to be set on PBXware. To quickly submit a disposition, an agent can use hotkeys on the keyboard. Statistics per queue dispositions are available on PBXware. The ‘Completed’ disposition is added, which means if users set this disposition to the number/numbers, that number/numbers should not be called inside the Campaign anymore.</p>			
<p>Voice tab: Dialer Calls (Outbound Contact Center strategies)</p> <p>gloCOM supports the following: Power, Preview, and Progressive strategy. In power strategy, the agent is waiting to receive the next call from the campaign in which he is currently logged. Preview strategy allows the agent to preview lead details so he can decide whether to dial a lead or not. The progressive strategy works the same as a preview, except that the agent has a timeout to perform a dial, and there is no possibility of manually fetching the next lead.</p>			
<p>Voice tab: Outbound Contact Center Dispositions</p> <p>Each campaign can have various options that the agent should submit when the call ends. These options are called dispositions. Dispositions need to be set on PBXware. There are several types of dispositions: Retry, Callback, Personal Callback, DNC, etc. To quickly submit a disposition, an agent can use hotkeys.</p>			

<p>Voice tab: Outbound Contact Center Feedback Form</p> <p>Feedback form is displayed whenever there is a new call from the campaign. In order to show the feedback form, it must be loaded on PBXware, and the option Send Feedback Forms per campaign must be set to ‘Yes’. Otherwise, a feedback form is not available. In the preview/progressive strategy, there is a feedback form visible before the call starts, but in that case, it is only possible to read information, not to edit.</p>	<input type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>
<p>Voice tab: Inbound Contact Center Feedback Forms</p> <p>Feedback form is displayed whenever there is a new call from the queue. In order to show the feedback form, it must be loaded on PBXware, and the option Send Feedback Forms should be selected.</p>	<input type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>
<p>Voice tab: Start Feedback</p> <p>After clicking on the Start Feedback button within an Agent Panel, the Agent can fill in all required fields with answers from end users during the call.</p>	<input type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>
<p>Voice tab: Submit</p> <p>When all required fields are filled in, by clicking on the Submit button, the Agent is able to send all data, which will be saved in a CSV file to the server.</p>	<input type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>
<p>Voice tab: Cancel</p> <p>If the Agent believes that provided answers are not accurate or valuable, they can cancel filling in the required fields within the Feedback Form, and the Feedback Form will be closed.</p>	<input type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>
<p>Voice tab: Project codes</p> <p>An agent can view and select project codes for his outgoing calls. They are defined in PBXware.</p>	<input type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>
<p>Voice tab: Agent panel Agents Overview</p> <p>The Agents tab displays all agents that you choose to be visible in Agent Settings and the total number of those agents. The following information is shown for each agent: Agent Name, Agent ID, and Agent Type.</p>	<input type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>

<p>Voice tab: Other agents statuses</p> <p>A tooltip over each agent's name that shows their current status (i.e., on call, busy, paused, etc.).</p>			
<p>Voice tab: Agent panel Queues Overview</p> <p>The Queues tab displays all queues that you choose to be visible in Queues Settings and the total number of those queues. For each queue, the following information is shown: Queue name, Calls, Busy, Idle, Paused, and MWT.</p>			
<p>Voice tab: Agent panel Screen Pop</p> <p>To use this feature, either the CRM or the CallPopup Module need to be enabled.</p>			
<p>Voice tab: Call Popup</p> <p>By enabling this feature, the Screen Pop will happen within the application inside the Agent Panel window, otherwise it will use users Default Browser. While loading the page, there is a progress bar that indicates that the page has not been fully loaded, yet. Other options like "Copy URL" and "Reload" are located in the bottom right corner.</p>			
<p>Voice tab: CRM</p> <p>Also, it is possible to do a screen pop based on the URL set per Queue. If enabled, the application will use the URL configured on the server.</p>			
<p>Voice tab: Keep CRM after the Call is finished</p> <p>This option allows the CRM to remain visible even after the call is completed. If the Keep CRM after the Call is finished option was checked, and if the call was completed, the "Close CRM" button will be available on the left side to close the CRM.</p>			
<p>Chats tab</p> <p>Enables agents/supervisors to engage in real-time conversations with customers via LiveChat, SMS, Facebook Messenger and WhatsApp channels.</p>			

Chats tab: Conversation requests Enables overview of all assigned, unassigned or supervised chat conversation requests. Chat conversation requests include all conversation requests sent by the customer via SMS, Live Chat, WhatsApp and Facebook Messenger channels. An Agent can have an overview of all assigned and unassigned conversation requests. In addition to that, supervisors will have an overview of all supervised conversation requests too.	<input type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>
Chats tab: My Chats Enables overview of all assigned conversation requests sent through SMS, Live Chat, Facebook Messenger or WhatsApp channels to an agent. Key information about the request is displayed such as: phone number in the case of an SMS request or name/visitor number in the case of a Live Chat request, subject, last message, queue to which the request was routed as well as time elapsed since the request was created.	<input type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>
Chats tab: Close Enables closing request by an agent.	<input type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>
Chats tab: Transfer Enables transferring request to another queue or to another online agent within the same or different queue.	<input type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>
Chats tab: Unassigned Chats Enables an overview of all queued/unassigned conversation requests sent by SMS, Live Chat, Facebook Messenger or WhatsApp channels.	<input type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>
Chats tab: Assign to me Allows the agent to assign the conversation request to themselves.	<input type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>
Chats tab: Supervised Chats Allows supervisors an overview of all conversation requests they supervise.	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
Chats tab: Close/Stop supervising Allows supervisors to stop supervising the conversation request.	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>

Chats tab: Conversation card Enables real time conversation between agent and customers.	<input type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>
Chats tab: Subject Allows defining/editing the conversation topic.	<input type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>
Chats tab: Transfer Enables transferring request to another queue or to another agent within the same or different queue.	<input type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>
Chats tab: Statuses It allows changing the status based on the flow of the conversation. Four different statuses are available: Open - Agent response required. Waiting - the agent answered, they are waiting for feedback from the customer. Solved - the agent solved the request, waits for additional feedback from the customer, writes down important information about the conversation. Closed - the request is archived because it has been resolved and all accompanying activities have been completed.	<input type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>
Chats tab: Emojis Enables the agent to send emojis during the conversation with the customer.	<input type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>
Chats tab: Attachments Enables the agent to send attachments (picture, documents etc.) during the conversation with the customer.	<input type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>
Chats tab: Canned response/WhatsApp template Enables the agent to choose the language of canned responses, search for the canned response and select canned response from the list. In addition to canned responses, on the WhatsApp channel, the agent can additionally choose the language of the template, search for the template and select an approved template from the list. In order to be able to send a WhatsApp template, the agent needs to fulfill values for placeholders, if the same are part of/inserted within the template.	<input type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>

Chats tab: Public messages Enables the agent to write answers to the customer, that is, public messages that are visible to the customer.	<input type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>
Chats tab: Private messages as an agent Enables the agent to write messages to the supervisors, that is, private messages that are visible only to that agent and the supervisor.	<input type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>
Chats tab: Private messages as an supervisor Allows the supervisor to write private messages or whisper messages to the agent being supervised on the chat.	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
Chats tab: Customer card Enables insight into key customer information as well as conversation history with the customer per channel.	<input type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>
Chats tab: Profile Enables insight into key information about the customer, such as phone number in the case of SMS requests, name, email address and IP addresss from which the visitor is writing messages in the case of Live Chat requests.	<input type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>
Chats tab: Create new contact Enables the agent/supervisor to add a new contact within the Chats section if the contact is not in the contact list already. Contact forms allows entering information such as: first name, last name, person type (customer or lead), phone information for different phone types (mobile, home, work, fax, other), email addresses for different email types (private, business, other), Facebook user ID, company, notes. First name, last name and person type are required fields.	<input type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>
Chats tab: View/Edit contact details Enables the agent/supervisor to view or edit information about the existing contact.	<input type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>

























<p>Chats tab: Link conversation</p> <p>Instead of creating a new contact, agents/supervisors are able to link conversations to the existing contacts added in the Contacts module. If the system recognizes the contact based on certain matching information such as phone number, email address, etc. the agent/supervisor will have the option to select suggested contact(s) and link the conversation for the one suggested contact or to search for another contact and link the conversation with a manually found contact. After linking the conversation to the contact, existing profile contact details will not be updated in the contact details of the linked contact. In order to add existing contact details to the linked contact, agents/supervisors are able to copy details and manually add information to the appropriate fields.</p>			
<p>Chats tab: Unlink conversation</p> <p>After linking the conversation, if the agent/supervisor notices that a mistake has been made, they can unlink the conversation to undo the mistake.</p>			
<p>Chats tab: Ban Customer (Live Chat channel)</p> <p>Allows banning or blocking of customers on the Live Chat channel in case of inappropriate customer behavior as an additional form of enhancing security.</p>			
<p>Chats tab: Openstreet map integration (Live Chat channel)</p> <p>Enables agents/supervisors to view the geographical location of customers initiating a chat.</p>			
<p>Chats tab: Conversation history</p> <p>Allows an overview of the history of conversations that the customer had with agents across channels.</p>			
<p>Email tab</p> <p>Enables agents/supervisors to handle email inquiries, compose responses, and manage email-based customer interactions.</p>			

<p>Email tab: Conversation requests</p> <p>Enables an overview of all assigned, unassigned or supervised Email conversation requests. Email conversation requests include all conversation requests sent by the customer via Email channel. Agents can have an overview of all assigned and unassigned conversation requests. In addition to that, supervisors will have an overview of all supervised conversation requests too.</p>	<input type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>
<p>Email tab: My Emails</p> <p>Enables an overview of all assigned conversation requests sent through the Email channel to an agent. Key information about the request is displayed such as: Email address, subject, last message, queue to which the request was routed as well as time elapsed since the request was created.</p>	<input type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>
<p>Email tab: Close</p> <p>Enables the closing of a request by an agent.</p>	<input type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>
<p>Email tab: Transfer</p> <p>Enables the transferring of a request to another queue or to another agent within the same or different queue.</p>	<input type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>
<p>Email tab: Unassigned Emails</p> <p>Enables an overview of all queued/unassigned conversation requests sent via Email channel.</p>	<input type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>
<p>Email tab: Assign to me</p> <p>Allows the agent to assign the conversation request to themselves.</p>	<input type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>
<p>Email tab: Supervised Emails</p> <p>Allows supervisors an overview of all conversation requests they supervise.</p>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
<p>Email tab: Close/Stop supervising</p> <p>Allows supervisors to stop supervising the conversation request.</p>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
<p>Email tab: Conversation card</p> <p>Enables real time conversation between agent and customers.</p>	<input type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>
















Email tab: Subject Allows defining/editing the conversation topic.	<input type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>
Email tab: Transfer Enables transferring requests to another queue or to another agent within the same or different queue.	<input type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>
Email tab: Statuses It allows changing the status based on the flow of the conversation. Four different statuses are available: Open - Agent response required. Waiting - the agent answered, they are waiting for feedback from the customer. Solved - the agent solved the request, waits for additional feedback from the customer, writes down important information about the conversation. Closed - the request is archived because it has been resolved and all accompanying activities have been completed.	<input type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>
Email tab: Emojis Enables the agent to send emojis during the conversation with the customer.	<input type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>
Email tab: Attachments Enables the agent to send attachments (picture, documents etc.) during the conversation with the customer.	<input type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>
Email tab: Canned responses Enables the agent to choose the language of the canned response, search for the canned response and select canned response from the list.	<input type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>
Email tab: Reply Enables the agent to write answers and send replies to the customer who sent them an email request. The agent has the option to reply to the last email message or to select another message within the conversation to reply to.	<input type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>

Email tab: Reply all Enables the agent to write answers and send replies to people initially included in the CC of the email request, besides the customer who sent them an email request. The agent has the option to reply to the last email message or to select another message within the conversation to reply to.	<input type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>
Email tab: Forward Enables the agent to forward the last email message or to select another message within the conversation which will be forwarded.	<input type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>
Email tab: Sender Allows the agent to choose an email address from the “From” list from which to deliver the reply to the customer to.	<input type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>
Email tab: Customer card Enables insights into key customer information as well as conversation history with the customer per channel.	<input type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>
Email tab: Profile Enables insights into key information about the customer, such as email address if the contact is not found automatically. If the system found a contact, then key information about the contact will be presented, such as: first name, last name, phone number, email address, company name and contact type.	<input type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>
Email tab: Create new contact Enables the agent/supervisor to add a new contact within the Chats section if the contact is not in the contact list already. Contact forms allows entering information such as: first name, last name, person type (customer or lead), phone information for different phone types (mobile, home, work, fax, other), email addresses for different email types (private, business, other), Facebook user ID, company, notes. First name, last name and person type are required fields.	<input type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>
Email tab: View/Edit contact details Enables the agent/supervisor to view or edit information about an existing contact.	<input type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>

<p>Email tab: Link conversation</p> <p>Instead of creating a new contact, agents/supervisors are able to link conversations to existing contacts added in the Contacts module. If the system recognizes the contact based on certain matching information such as phone number, email address, etc. the agent/supervisor will have the option to select suggested contact(s) and link the conversation for the one suggested contact or to search for another contact and link the conversation with a manually found contact. After linking a conversation to the contact, existing profile contact details will not be updated in the contact details of the linked contact. In order to add existing contact details to the linked contact, agents/supervisors are able to copy details and manually add information to the appropriate fields.</p>			
<p>Email tab: Unlink conversation</p> <p>After linking the conversation, if the agent/supervisor notices that a mistake has been made, they can unlink the conversation to undo the mistake.</p>			
<p>Email tab: Conversation history</p> <p>Allows an overview of the history of conversations that the customer had with agents across all channels.</p>			
<p>Dashboard</p> <p>The dashboard section provides agents/supervisors with an overview of their current messaging activities, including key metrics, performance indicators, and real-time data about Livechat, SMS, and email interactions.</p>			
<p>Dashboard: Agents</p> <p>This dashboard provides vital information about activities across various channels and conversations by displaying a list of all agents with key details such as channels they are working on, their state, calculated key metrics, and current capacity.</p>			
<p>Dashboard: Agent details</p> <p>Provides an overview of agents and channels on which they handle requests according to the queues they are a part of. The supervisor has an overview of the agents who are part of the queues they are in charge of. Agents have the overview of all agents that are part of the same queues as them.</p>			

Dashboard: Agent state Provides an overview of agent state and time in certain state. Agent state is status that an agent can be in when using an agent application to interact with customers. There are three available states: Logged in, Paused and Logged off.			
Dashboard: Daily statistics Provides an overview of key metrics for example: the total number of inbound and outbound conversation requests assigned to an agent from 12:00 AM, agents SOA (Speed of answer) and HT (Handling time).			
Dashboard: Active conversations Provides an overview of the number of agents active conversations per channel, agents capacity, agents workload, etc.			
Dashboard: Column category information An info button on each column category that provides an explanation for the information/metrics presented within the specified column category.			
Dashboard: Agent information An info button for each agent that offers information about the queues the agent is a part of.			
Dashboard: Filters Enabled on each column. Simplifies specifying the desired view on an Agent dashboard by selecting an adjusted list of agents, a specific agent's state, capacity, workload or some other information.			
Dashboard: Sorting Enabled on all columns except Channels. It allows sorting information alphabetically in case of text values or from largest to smallest and vice versa in case of numerical values in a column.			
Dashboard: Search Enables searching for a desired piece of information by Agent name, number or channels that the agent is working on.			

Dashboard: Queues This dashboard provides insights into the queue requests from all channels that agents are actively handling with an overview of the number of answered or unanswered requests as well as other important metrics.			
Dashboard: Queue details Provides an overview of queues and channels within queues. The supervisor has an overview of the queues they are in charge of. Agents have the overview of queues that they are a part of.			
Dashboard: Daily statistics Provides an overview of key metrics per queue such as: the total number of conversations that entered the queue from 12:00 AM, number of (un)answered conversations, SOA (Speed of answer), HT (Handling time) or WT (Waiting time).			
Dashboard: Current conversations Provides an overview of all conversations per queue that are currently in active (assigned or answered) or waiting (unassigned or queues) status.			
Dashboard: Agents Provides an overview of all agents per queue that are currently in logged in or paused state.			
Dashboard: Column category information An info button on each column category that provides an explanation for the information/metrics presented within the specified column category.			
Dashboard: Queue information An info button for each queue that offers information about the members (agents) assigned to that specific queue.			
Dashboard: Filters Enabled on each column. Simplifies specifying the desired view on a Queue dashboard by selecting an adjusted list of queues, specific channels, number of logged in or paused agents, Speed of Answer, Handling time or some other information.			

Dashboard: Sorting Enabled on all columns except Channels. It allows sorting information alphabetically in case of text values or from largest to smallest and vice versa in case of numerical values in a column.			
Dashboard: Search Enables searching for a desired piece of information by Queue name or channels that are assigned to the queue.			
Dashboard: My Performance This dashboard illustrates the agent's capacity to manage multiple tickets simultaneously, offers insights into their workload and daily activity, and provides valuable metrics such as the number of completed conversations, speed of answer, handling time, etc. Each agent has a more detailed insight only into his own performance.			
Conversations The conversation section enables agents/supervisors to view and manage ongoing conversations, as well as closed conversations across voice and messaging channels.			
Conversations: Active Conversations The Active Conversations section allows agents and supervisors to quickly and easily view active and waiting conversations in the system as well as key information about conversations such as: The name of the queue to which the conversation was routed to, the channel through which the conversation request was sent through, the agent to whom the conversatoin request was assigned to, the information about the customer that sent the request (ID/name), the date/time when the request was created and the request's current state. Available states are: Queued, Open, Waiting, Supervising, Solved and Closed. Supervisors have an overview of the list of conversation requests in the queues they are in charge of. Supervisors have an overview of a list of conversations in the queues they are in charge of and agents have an overview of the list of conversation requests in the queues they are a part of.			

Conversations: Actions A list of actions supervisors can take for each conversation request.	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
Conversations: Transfer Enables transferring the request to another queue or to another agent within the same or different queue.	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
Conversations: Pick Allows the supervisor to assign the conversation request to themselves if the conversation is unassigned.	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
Conversations: Take over Chat/Email Allows the supervisor to take over the conversation request that was previously assigned to some agent.	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
Conversations: Close Chat/Email Allows the supervisor to close the conversation request.	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
Conversations: Supervise Chat/Email Allows the supervisor to monitor or supervise the conversation request handled by an agent.	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
Conversations: Go to Chat/Email Allows the supervisor to view the conversation request.	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
Conversations: Closed Conversations The Closed Conversation section allows agents and supervisors to quickly view all closed conversations in the system as well as key information such as: The name of the queue to which the conversation was routed to, the channel through which the conversation request was sent through, the agent to whom the conversation request was assigned to, the information about the customer that sent the request (ID, name) and date/time when the request was closed. Supervisors have an overview of the list of conversation requests in the queues they are in charge of. Supervisors have an overview of a list of conversations in the queues they are in charge of and agents have an overview of the list of conversation requests in the queues they are a part of.	<input type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>

Conversations: Actions A list of actions supervisors and agents can take for each conversation request.	<input type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>
Conversations: Show conversations Enables access and overview of historical records of the closed conversation.	<input type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>
Conversations: Play recording Enables playback and listening to the recorded content of past voice interactions.	<input type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>
Contacts			
	Contact Center PBXware	Contact Center gloCOM Agent	Contact Center gloCOM Supervisor
List of all added contacts Enables agents and supervisors to see the entire list of contacts that have been added either manually in the Contacts, the Email/Chat section or imported through a CSV file. The table presents key information about the contacts: name, person type, phone, email, last updated, updated by, company, actions. Available actions are: View/Edit contact, View conversation history, merge contacts or delete contact.	<input type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>
View/Edit contact Enables agents and supervisors to view or edit all details entered about a selected contact.	<input type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>
View conversation history Allows an overview of the history of conversations that the customer had with agents across all channels.	<input type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>

Merge contacts Enables agents and supervisors to merge a contact with one or multiple other contacts displayed in the contacts list. After selecting contacts that should be merged with the choosen contact, agents and supervisors should decide which information should be kept. Within the contact's details, there should only be one name, one last name, one person type, multiple phone or email addresses, one Facebook ID, one company and one notes.	<input type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>
Delete contacts Enables agents and supervisors to delete a contact.	<input type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>
Search contacts Enables agents and supervisors to search for a contact by: first and last name, phone number, email adress, Facebook ID and company.	<input type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>
Create new contact Enables an agent/supervisor to add a new contact if the contact is not in the contact list already. Contact forms allow entering informations such as: first name, last name, person type (customer or lead), phone information for different phone types (mobile, home, work, fax, other), email addresses for different email types (private, business, other), Facebook user ID, company, notes. First name, last name and person type are required fields.	<input type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>
Import file Enables an agent/supervisor to import contacts through a CSV file. The maximum size of an imported file can be 25MB. Files need to use properly formatted and filled data as explained in the 'How to format CSV file' dialog in order for the import to be successful. Contacts within the CSV file will be analyzed. In case the system detects matching fields for first name, last name, phone number and email address between contacts in the CSV file and the Contacts list, the contact will be updated. All fields except the phone number and the email address will use the CSV file as the more credible source when updating. The phone number and the email address will be merged in case of multiple entries. In case of an empty field in a CSV file, existing data from a contact entry in the contacts list will be preserved.	<input type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>

How to format a CSV file' dialog Enables agents/supervisors with instructions on how to format data within the CSV file in order for the upload of contacts to be succesful. The headers should be: <i>name,last_name,company,contact_type,phone,phone_label,email,email_label,fbUserId, notes</i> . Name, last name and contact type are required fields. Possible values for contact type are: <i>customer</i> and <i>lead</i> . Possible values for phone labels are: <i>mobile, work, home, fax, other</i> . Possible values for email labels are: <i>private, business, other</i> .	<input type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>
View files Enables agents/supervisors to view the status of files that are being imported: whether the CSV file was uploaded, how many contacts were being synced, how many new contacts were created, how many contacts were updated and how many contacts failed to be synced. In addition, it is always possible to see the history of file uploads.	<input type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>
Settings			
	Contact Center PBXware	Contact Center gloCOM Agent	Contact Center gloCOM Supervisor
Application settings Enables configuration of general application settings such as: language, phone, audio, messaging, meeting setings as well as Contact Center related settings such as CRM, Call Pop up etc.	<input type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>
Voice Settings Enables agents and supervisors to configure displaying of either all or only specific agents and queues on the Agents and Queues list within the Voice tab as well as configure different alerts (Max wait time, Threshold time, Alert interval).	<input type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>
Alert for login from another extension An alert that can be enabled if agents are logging in from a different extension in order to avoid confusion.	<input type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>

Alerts for callers waiting in a queue Turn off alerts in the Agent Edition for callers waiting more than 7 minutes in a queue by default.	<input type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>
Voice Alerts Enables agents and supervisors to have an overview of all alerts related to the voice channel defined with an alert time/interval information displayed as well.	<input type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>
Canned responses Enables agents and supervisors to use predefined answers for common questions in order to save time that would be spent on typing and boost productivity.	<input type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>
Create new canned response Enables supervisors to create a new canned response that will be available to all agents. Available options are to define the title, the channels on which the canned responses will be available on, the language of the canned response as well as the message or the content of the canned response. While composing the content of the canned response, supervisors have the option to add emojis or placeholders (agent name, agent email, customer email). All fields are required.	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
View canned response Enables supervisors and agents to view canned response content or message text in a pop-up dialog.	<input type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>
Edit canned response Enables supervisors and agents to edit canned response content or message text in a pop-up dialog.	<input type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>
Delete canned response Enables supervisors and agents to delete canned response content or message text in a pop-up dialog.	<input type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>

View list of canned responses Enabled agents and supervisors to have an overview of all prepared canned responses with key information available such as: title, canned response content or message text, channels or the language in which the canned response is available in as well as actions.	<input type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>
Search Enables agents and supervisors to search for canned response name or content.	<input type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>
WhatsApp templates Similar to the canned responses, WhatsApp templates represent predefined answers for common questions that are, after creation, sent to Meta directly for approval. Templates can be in approved, pending, rejected and other states but only approved templates can be used in communication with customers. If 24 hours have passed since the last customer's message, an agent needs to use a template in order to be able to send a response or another message to the customer. Using templates may incur additional charges. Currently only using utility templates is enabled.	<input type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>
Creating new template Enables supervisors to create a new template that will be available to all agents. Available options are to define the title, the language of the template as well as the message or the content of the template. While composing the content of a canned response, supervisors have the option to add emojis or arbitrary placeholders and see a real time preview. All fields are required.	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
Number selection Enables supervisors and agents to view a list of templates per selected number.	<input type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>
View template Enables agents and supervisors to view template content or message text in a pop-up dialog.	<input type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>
Delete template Enables supervisors to delete a template.	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>

View list of templates Enabled agents and supervisors to have an overview of all prepared templates with key information available such as: title, template content or message text, template status or the language in which the template is available in as well as actions.	<input type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>
Search Enables agents and supervisors to search for a template's name or content.	<input type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>
Security This section displays a list of all banned customers on the LiveChat channel with the additional option to unban customers or ban customers per IP address.	<input type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>
List of banned customers Enables an overview of all banned customers with key information presented such as: customer name, IP address, Email address, effective start and end ban date, the name of the agent that banned the customer as well as the reason that the customer was banned for.	<input type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>
Search Enables searching for a desired piece of information.	<input type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>
Unban a customer Permits the removal of a ban. Agents can unban customers they personally banned, while supervisors have the authority to unban any customer.	<input type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>
Ban IP address Allows supervisors to ban an IP address.	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>

Visitor Application / Live Chat Application

	Contact Center PBXware	Contact Center gloCOM Agent	Contact Center gloCOM Supervisor
Start Chat Enables customers to start the chat by clicking on the Start Chat button.			
Pre Chat form A form of survey displayed to the customer before the conversation starts in order to gather key information about the customer.			
Basic virtual assistant A chatbot that automates and speeds up initial customer interaction with the company by providing a set of options to be selected by customers in order to route their requests to the appropriate queue.			
Messages Enables customers to write messages to an agent who is handling their request.			
Attachments Enables customers to send attachments (picture, documents etc.) during the conversation with an agent. The limit for sending attachments is up to 5 files and up to 5MB.			
Emojis Enables agents to send emojis during the conversation with the customer.			
Automatic replies - operation hours Enables sending an automatic reply with an out of office prepared message to the customer in case of contacting the company outside of operation hours.			
Minimize the chat Enables customers to minimize or hide the chat.			

Close the chat

Enables customers to end the conversation.

Note: The Contact Center Datasheet displays a feature list exclusively related to the Contact Center. Other Contact Center features that are available for other editions too are presented in the original documents:

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