DATASHEET

Contact Center 6.6

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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

	Contact Center PBXware	Contact Center gloCom Agent	Contact Center GloCom Supervisor
The Queue system allows you to receive more calls in your PBXware than your staff members can answer simultaneously.			
Queue Callback Depending on the 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 this or enable 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 greeting should be detected and not routed to queue and shown in statistics.	●	○	○
Glocom (Feedback Forms) gloCOM section within the Queue allows users to set Feedback Forms inside the application (Agent Panel) to Yes or No and to upload Feedback Form they want to be shown to the agent at the end of the call.	●	●	○
Rules - Skilled Based Routing (SBR) Depending on the 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 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 in 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 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 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.	●	○	○

	Contact Center PBXware	Contact Center gloCom Agent	Contact Center GloCom Supervisor
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 Dialling, 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.	●	○	○
Add Campaign	●	○	○
General: Force Trunk and Codec A campaign can be forced to use only one Trunk and/or audio codec.	●	○	○
Campaign Data: Numbers Option to import a list of numbers to call via CSV files.	●	○	○
Campaign Data: Number of retries How many times will the campaign try to call one lead (one number imported via CSV file).	●	○	○
Dialer Mode - Strategies: Power The campaign dials lead based on Idle agents multiplied with power number in the power strategy.	●	○	○
Dialer Mode - Strategies: Preview This strategy gives an agent the ability to preview some details about a lead before dialing them.	●	○	○
Dialer Mode - Strategies: Progressive This strategy works the same as a preview strategy; the only difference is that the agent has a certain timeout to perform a dial.	●	○	○
Dialer Mode - Strategies: Voice Messaging This strategy automatically plays the message to leads. Additionally, it records DTMF pressed during the message.	●	○	○
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.	●	○	○

Feature	●	○	○
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.	●	○	○
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.	●	○	○
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.	●	○	○
Outgoing Dial Options: Caller ID Option to choose which caller ID campaign will use.	●	○	○
Outgoing Dial Options: Dial Timeout Time dialer will ring the lead.	●	○	○
Outgoing Dial Options: Minimum digits to dial A minimum number length allowed to dial numbers.	●	○	○
Outgoing Dial Options: Don't dial failed numbers again If the numbers have failed for some reason, set the dialer not to dial them again.	●	○	○
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.	●	○	○
Operation Times This feature allows one to set working time for a campaign and applies only to power-like strategies.	●	○	○

	Contact Center PBXware	Contact Center gloCom Agent	Contact Center GloCom Supervisor
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.	●	○	○
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.	●	○	○
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).	●	○	○
DNC Numbers: CSV Upload/Download Option to upload/download a list of numbers marked as DNC via CSV file.	●	○	○
Feedback Form: Customizable feedback forms Creating custom feedback forms for use with gloCOM Agents in outbound (dialer) calls.	●	○	○

Feedback Form

	Contact Center PBXware	Contact Center gloCom Agent	Contact Center GloCom Supervisor
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 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.			
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.	●	○	○
Create/Edit Feedback Forms: Header The header defines the title or label and reminds the Agent what the feedback form is about.	●	○	○

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.	●	○	○
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.	●	○	○
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.	●	○	○
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.	●	○	○
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.	●	○	○
Create/Edit Feedback Forms: Select A dropdown field where 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.	●	○	○
Create/Edit Feedback Forms: Checkbox group A multiple options field where 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.	●	○	○

	Contact Center PBXware	Contact Center gloCom Agent	Contact Center GloCom Supervisor
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.	●	○	○

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.	●	○	○
Talk Time Total talk time, average talk time, and average delay.	●	○	○
Idle time Total idle time and average idle time.	●	○	○
Sessions Total sessions time and the number of sessions.	●	○	○
Pauses Total pause time and the number of pauses.	●	○	○
Add/Edit Agents	●	○	○

Types of Agents: Dynamic Agents This type of agent can log in with access code *202. The dynamic agent's line is always open, and he is listening to Music on Hold when not serving customer calls. The functionality of 'Dynamic Agent' will be deprecated in the 6.6 version; therefore, it still can be used on systems with the 6.5 version, but any newly added feature for 6.5 may not be functional for Dynamic Agents.	●	○	○
Types of Agents: 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.	●	○	○
Auto-login (Callback): PIN required If set, agents must provide a personal PIN number to log in and start taking calls.	●	○	○
Auto-login (Callback): Bind to extension If set, the system will bind the agent to the extension specified in the Extension field.	●	○	○
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.).	●	○	○
Direct IN: Ring Time (Sec) Option to set ringing time from for "Direct In" calls.	●	○	○
Direct IN: Allow Calls when Paused When set to 'Yes', users can call an Agent currently on the 'Pause' state.	●	○	○
Direct IN: Allow Calls when Busy When set to 'Yes', users can call an Agent that is already on call/busy.	●	○	○
Direct IN: Busy Destination Direct in busy destination will let users redirect a call to another destination if the Agent is busy.	●	○	○

Direct IN: Is Voicemail This option will dial the destination's voicemail.	●	○	○
Groups To simplify queues and campaign members, the management administrator can create groups of agents to add and remove multiple queues or campaign members easily. **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.	●	○	○
Pause Reason	●	○	○
Pause Reason Codes When Agent needs to stop receiving calls but does not want to log out, they can use pause 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.	●	○	○
Project Codes 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 Caller ID.	●	○	○
Settings: Agent wrap-up time 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.	●	○	○

Settings: Unanswered action	●	○	○
Settings: Auto Logoff Time in seconds that the agent's extension should ring before declaring him unavailable and logging him off.	●	○	○
Settings: Auto Pause Automatically put the agent on pause if they did not answer a call.	●	○	○
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.	●	○	○
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.	●	○	○
Settings: Blending Using desktop app integration agent can work in blending mode. That is, the system will switch agent inbound (queues) or outbound (campaign) depending on queue requirements where he is a member.	●	○	○
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 the 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.	●	○	○

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.	●	○	○
Agent Statistics: Pre-defined Date Ranges - Yesterday PBXware statistics allows you to use a predefined data statistics filter to display information for yesterday.	●	○	○
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.	●	○	○
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.	●	○	○
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.	●	○	○
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.	●	○	○
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.	●	○	○
Agent Statistics: Report actions - PDF Download This option allows you to download your reports in PDF format.	●	○	○

	●	○	○
Agent Statistics: Report actions - CSV Download This option allows you to download your reports in CSV format.	●	○	○
Agent Statistics: Report actions - Print This option allows you to print your reports from an HTML page.	●	○	○
Agent Statistics: Report actions - Graph This option allows you to display graphs for your report.	●	○	○
Agent Statistics: Report actions - More This option allows splitting the report into shorter date ranges.	●	○	○
Agents You can filter your reports per specific agents, allowing you to get even more precise information in your reports.	●	○	○
Selected Reports These reports (depending on what's selected) could be displayed with the data sorted per agent.	●	○	○
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.	●	○	○
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).	●	○	○
Selected Reports: Show statistics for agent direct in calls Shows agents direct in calls. The main feature here is calls > 1m. Those calls should be looked like effective calls. This value is configurable.	●	○	○

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 as effective calls. This value is configurable.	●	○	○
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 be also shown in statistics.	●	○	○
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.	●	○	○
Selected Reports: Show statistics for agent pauses Shows number of agent pauses with/without reason, billable/payable pauses. The data is grouped per agent.	●	○	○
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.	●	○	○
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.	●	○	○
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).	●	○	○
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.	●	○	○

Selected Reports: Show statistics for direct out unanswered calls 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).	●	○	○
Selected Reports: Show statistics for project Calls 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.	●	○	○
Recordings under Queue statistics Breakdown page for each one of the report type shows REC mark next to Call ID. When hovered over Call ID message is shown in the alert dialog saying; "Record file available. Check CDR". 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.	●	○	○
Queue Statistics: Queues You can filter your reports per specific queues, allowing you to get even more precise information in your reports.	●	○	○
Queue Statistics: Members You can filter your reports per specific queue members, allowing you to get even more precise information in your reports.	●	○	○
Reports type: Agent Reports These reports will display the data sorted per agent.	●	○	○
Reports type: Shows statistics for all agent dumped calls It shows how many calls the agent had dumped. Note that for one call, an agent can dump several times. 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.	●	○	○

Reports type: Shows statistics for all agent dumped calls Shows information about agent inbound calls. Data is grouped per agent.	🔵	⚪	⚪
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.	🔵	⚪	⚪
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.	🔵	⚪	⚪
Queue Reports Queue reports will display all the relevant information sorted per queue.	🔵	⚪	⚪
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.	🔵	⚪	⚪
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).	🔵	⚪	⚪
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.	🔵	⚪	⚪
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.	🔵	⚪	⚪

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 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 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).	●	○	○
Summary Reports: Show statistics of distributions for all calls per day of the month Shows all calls for every 1st, 2nd 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).	●	○	○
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).	●	○	○
Summary Reports: 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.	●	○	○
Summary Reports: 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.	●	○	○
Recordings under Queue statistics Breakdown page for each one of the report type shows REC mark next to Call ID. When hovered over Call ID message is shown in the alert dialog saying; "Record file available. Check CDR". 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.	●	○	○
Dialer Statistics: Campaigns You can filter your reports per specific campaigns, allowing you to get even more precise information in your reports.	●	○	○

	●	○	○
Dialer Statistics: Members You can filter your reports per specific campaign members, allowing you to get even more precise information in your reports.	●	○	○
Dialer Statistics: Advanced Options You can filter your reports per specific campaign members, allowing you to get even more precise information in your reports.	●	○	○
Advanced Options: Lead You can filter your reports per specific lead number, allowing you to get even more precise information in your reports.	●	○	○
Reports type (Campaign, Agent, Summary): Agent Reports These reports will display the data sorted per agent.	●	○	○
Reports type (Campaign, Agent, Summary): Agent calls Shows a detailed report about agent outbound calls. Data is grouped per agent.	●	○	○
Reports type (Campaign, Agent, Summary): Campaign Reports Campaign reports will display all the relevant information sorted per campaign.	●	○	○
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.	●	○	○
Campaign Reports: Campaign calls per disposition Shows summary information about campaign all 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.	●	○	○
Campaign Reports: Summary Reports Summary reports will display summary information for specific dialer elements.	●	○	○

Summary Reports: Abandoned calls rate Shows the number and percentage of abandoned calls.	●	○	○
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).	●	○	○
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.	●	○	○
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).	●	○	○
Scheduled Reports: Report Add/Edit - Email This option allows you to send your reports via e-mail as a PDF file.	●	○	○
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.	●	○	○
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.	●	○	○
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	●	○	○

	Contact Center PBXware	Contact Center gloCom Agent	Contact Center GloCom Supervisor
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.	●	○	○
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.	●	○	○

GloCom Supervisor Edition

	Contact Center PBXware	Contact Center gloCom Agent	Contact Center GloCom Supervisor
Supervisor Edition	○	○	●
Supervisor as an Agent The Supervisor Edition now includes Agent Edition functionalities. A Supervisor can be an Agent and use all Agent Edition capabilities.	○	○	●
Supervisor Panel	○	○	●
Search agents in the agents view tab The supervisor panel (Agents tab) button "Search agents" will enable supervisors to search and find agents quickly.	○	○	●
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.	○	○	●
Supervisor Toolbar Supervisor Toolbar shows Notification Bell, Phone Dialog, Agent Panel, and Preferences.	○	○	●

Notification Bell Clicking the "bell" icon displays a list of all alerts. The notification "bell" icon changes when there are new alerts. Each item of 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.	○	○	●
Preferences: Resize columns in supervisor panel Option to resize columns in the Supervisor Panel.	○	○	●
Preferences Options: Supervisor Panel Colours of different statuses Changed the colors for different agent states inside Supervisor Panel (Agents tab).	○	○	●
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.	○	○	●
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.	○	○	●

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 (%).	○	○	●
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.	○	○	●
Supervisor Panel Module: Supervisor Agents module Inside the Agents module, the supervisor can monitor all logged-in agents he selects to be visible through the Preferences dialog. All types of agents are shown (static, dynamic, 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. 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.	○	○	●
Supervisor Panel Module: Supervisor Graphs module 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.	○	○	●

Supervisor Panel Module: Supervisor Agent Statistics module The Agent Statistics module displays the agent's inbound and outbound statistics, including all agent calls (inbound, outbound, direct (in/out)) into calculations. Calculations reset every day starting from midnight. It is possible to set 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 (%).	○	○	●
Supervisor Panel Module: Supervisor Queue Calls module 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.	○	○	●
Supervisor Panel Module: Supervisor Inbound Calls module 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.	○	○	●
Supervisor Panel Module: Supervisor Outbound Calls module 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.	○	○	●

Supervisor Panel Module: Supervisor Overview 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 are easily accessible at one place.	○	○	●
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. 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 (gloCOM Call Center edition)

	Contact Center PBXware	Contact Center gloCom Agent	Contact Center GloCom Supervisor
Agent panel All agent-related features are located in one window (Agent Panel), making it easier for an agent to handle multiple calls, feedback forms, CRM popups, callbacks, other agents, and queues.	○	●	●
Agent Information: Agent Pause Reason Codes When an agent takes a pause, the Call Center will prompt him to select a reason from the dropdown list. This reason will be recorded for both live and historic reports for the agent.	○	●	●
Agent Information: Other agents pause reason A tooltip over each agent's name that shows their current status (i.e., on call, busy, paused, etc.).	○	●	●
Agent Login Window: Callback/ Dynamic Agent Callback agent/Dynamic agent: You can choose whether to log in as the callback or dynamic agent.	○	●	●
Agent Login Window: Inbound Contact Center Inbound mode means an agent works only in queues. An agent can be a member of multiple queues.	○	●	●

Agent Login Window: Blended Contact Center Blended mode means the system will automatically move the agent from inbound to outbound strategy if a 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.	○	●	●
Agent Login Window: Outbound Contact Center (Dialer) Outbound mode means an agent works only in campaigns. 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 campaign and a queue simultaneously.	○	●	●
Dialer Calls (Outbound Contact Center strategies) 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 lead or not. The progressive strategy works the same as a preview, except that the agent has a timeout to perform dial, and there is no possibility of manually fetching the next lead.	○	●	●
Dialer Calls: Outbound Contact Center Dispositions 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.	○	●	●
Agent panel Screen Pop To use this feature, CRM or CallPopup Module needs to be enabled.	○	●	●

Call Popup 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.	○	●	●
CRM Also, it is possible to do a screen pop based on the URL set per Queue. If enabled, application will use URL configured on server.	○	●	●
Keep CRM after the Call is finished This option allows 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 CRM.	○	●	●
Outbound Contact Center Feedback Form 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.	○	●	●
Inbound Contact Center Feedback Forms 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.	○	●	●
Start Feedback 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.	○	●	●
Submit 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.	○	●	●

Cancel 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.	○	●	●
Project codes An agent can view and select project codes for his outgoing calls. They are defined in PBXware.	○	●	●
Agent panel Agents Overview 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.	○	●	●
Agent panel Queues Overview 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.	○	●	●
Agent panel Queues Overview: Inbound Contact Center Dispositions 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.	○	●	●
Agent alerts Setup for alerts in the Agent Panel (Max wait time, Threshold time, Alert interval).	○	●	●
Alerts dialog: Alert for login from another extension Users may become confused if an agent is logged in but on a different extension, and gloCOM displays an alert.	○	●	●

Alerts dialog: Alerts for callers waiting in a queue Turn off by default alerts in the Agent Edition for callers waiting more than 7 minutes in a queue.	○	●	●

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