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MANUAL CELLIP 365 QUEUE MONITOR

Cellip 365 Queue Monitor allows you to monitor queues and to receive warnings when certain thresholds are reached. If you are an administrator, you can also log agents in and out of response groups.

1. SETTINGS

To start using the queue monitor you must first log in as administrator on My Pages and go to the menu option **Response groups**.

From here, you will see all your response groups and Users for monitoring of response groups.

This is where all of the response groups that you have access to are located, and you can change the settings for how the queue monitor works, which response groups that are to be monitored and in what order they are to be presented (for example the most important at the top), whether the user has rights to log agents in/out and if the user is allowed to change response group settings.

User 27964_esko

Username: 27964_esko

Password:

Response group: International

The order in which response groups should be presented: 1

Is allowed to monitor the response group:

Is allowed to login agents:

Is allowed to change response groups settings:

Response group: Demo

The order in which response groups should be presented: 1

Is allowed to monitor the response group:

Is allowed to login agents:

Is allowed to change response groups settings:

Response group: SME

The order in which response groups should be presented: 1

Is allowed to monitor the response group:

Is allowed to login agents:

Is allowed to change response groups settings:

Response group: Kundservice

The order in which response groups should be presented: 1

Is allowed to monitor the response group:

Is allowed to login agents:

Is allowed to change response groups settings:

Once you have set user settings you can access each response group and go to the section Monitoring of response groups. From here, you can set the warning/critical thresholds levels, critical levels for numbers in the queue, current average queue time and whether you wish to receive indications for when the response group reaches certain thresholds.

Monitoring the response group

Settings for user profiles to the Cellip 365 Monitor service

You can decide when the monitor is going to indicate when too many is handled by the queue or it is taking too long to answer (Only applicable when the queue is active).

There are two levels that can be reached: a warning level and a critical level.

The warning level is indicated by yellow and the critical level by red.

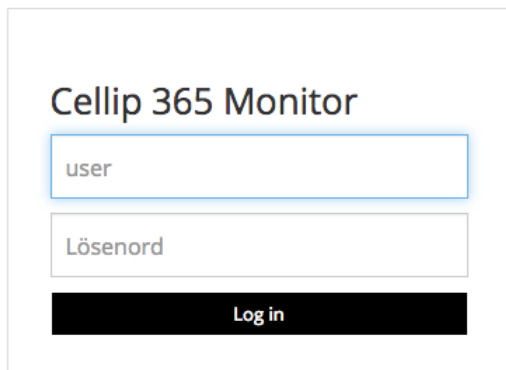
If you don't want to use a level, set it to 0.

Warning number in queue:	<input type="text" value="2"/>
Critical number in queue:	<input type="text" value="3"/>
Warning current average time in queue (seconds):	<input type="text" value="50"/>
Critical current average time in queue (seconds):	<input type="text" value="100"/>
Receive warnings in your Teams or Slack channels.	
Teams Connector address:	<input type="text" value="https://outlook.office.com/"/>
Slack Webhook:	<input type="text" value="disabled"/>
Receive email when dropped call	
Mail address:	<input type="text" value="disabled"/>

2. LOG IN TO THE QUEUE MONITOR

Once you have set how users view the response groups, log in at

https://www.mypages1.cellip.com/sv/pass/login_submit_monitor_en.html



The login form for Cellip 365 Monitor. It features a title "Cellip 365 Monitor" at the top. Below the title are two input fields: the first is labeled "user" and contains the text "user"; the second is labeled "Lösenord" (password). At the bottom of the form is a black button with the text "Log in" in white.

3. RESPONSE GROUPS OVERVIEW

When you log in you will receive an overview of the status of all response groups that you have selected to monitor. This is the standard view for monitoring of queues. You always have a good overview of the status of all response groups. For example, you can see how many are logged in to a response group and how many calls the group is handling at the moment.

Number	Time	Response group: Support (1 of 4 logged in) ▶			
		0	0	00:00:00	00:00:00
		Calls in queue	Not answered	Current average time in queue	Current max time in queue.

Number	Time	Response group: Sälj Företag (0 of 1 logged in) ▶			
		0	0	00:00:00	00:00:00
		Calls in queue	Not answered	Current average time in queue	Current max time in queue.

If a response group is closed or inactive due to time regulations it will be shown here.

Number	Time	closed due to time rules Response group: Support (1 of 4 logged in) ▶			
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When calls are present in a response group the status of the queue will always be shown, and if a threshold has been reached you will receive indications of this and can act accordingly.

Number	Time	Response group: Support (1 of 4 logged in) ▼																																	
+46214444554	00:00:50	1	2	00:00:50	00:00:50																														
		Calls In queue	Not answered	Current average time in queue	Current max time in queue.																														
		<table border="1"> <thead> <tr> <th>Agent</th> <th>Updated</th> <th>Not active today</th> <th>Time in calls today</th> <th>Not answered</th> <th>Answered calls</th> </tr> </thead> <tbody> <tr> <td>● +46977400577</td> <td>2019-01-31 08:45:04</td> <td>00:01:23</td> <td>00:00:00</td> <td>2</td> <td>0</td> </tr> <tr> <td>● +46731251756</td> <td></td> <td></td> <td></td> <td></td> <td></td> </tr> <tr> <td>● +46977400572</td> <td>Logging in</td> <td></td> <td></td> <td></td> <td></td> </tr> <tr> <td>● +46731251756</td> <td></td> <td></td> <td></td> <td></td> <td></td> </tr> </tbody> </table>				Agent	Updated	Not active today	Time in calls today	Not answered	Answered calls	● +46977400577	2019-01-31 08:45:04	00:01:23	00:00:00	2	0	● +46731251756						● +46977400572	Logging in					● +46731251756					
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● +46731251756																																			
● +46977400572	Logging in																																		
● +46731251756																																			
		● Available ● In a call ● No answer ● Not logged in call history																																	

If you click on the black arrow to the far right of a response group you will receive information about the agents and which calls are in the queue.

Fill in the description field in the response group settings to get the names of the agents on the list. If you have chosen that the user is to be able to log in or out agents in and out of the response group, you can click on the name/number of the agent to receive the question whether you really wish to log the agent in or out.

Each agent’s status is indicated with a coloured circle next to the agent icon.

- Green – Available and can take calls

- Yellow – Logged in to the response group but doesn't answer calls (becomes green again after a call has been handled)
- Red – Busy in call
- Grey – Not logged in to the response group

The following values can be viewed on a specific agent (the values are reset every night):

- Updated – The time when the values were updated
- Not active today – Time when the agent has not been in a call
- Time in calls today – Time when the agent has been on a call in this response group
- Not answered – Attempted calls that the agent has not picked up
- Answered calls – The number of calls that the agent has handled today

If you permit the user to make settings for the response group, settings will appear at the top right in the response group. The settings that a user can change are the same as those that can be made on My Pages. The advantage is that changing settings is only possible in the specific response groups that you give the user access to. This makes it possible to have different users with different sets of rights to access various response groups.