



MIRATECH UNIVERSITY OF HOUSTON

TRAINING - SUPERVISOR

June 2024

Topics

1. General Overview: Genesys Cloud
2. How to log in on the platform
3. What is workspace and resources available
4. How to view and manage agent status
5. How to do live monitoring
6. How to view queue statistics and check queue activity
7. ACD Skill / Language Assignment
8. Queue Configuration and setup

How to log in on the platform

1. To access Genessys Cloud,

Use the web address:
<https://login.mypurecloud.com/#/authenticate-adv/org/uohsystems>

The screenshot shows the login page with the email field containing 'adrian.gawinecki@miratechgroup.cc' and the password field masked with dots. A dropdown menu is open, showing 'Americas (US West)' with a '[change]' link. A blue 'Log In' button is visible below the form. A red callout box with white text points to the dropdown menu, containing the text: '2. Confirm that region is "Americas (US West)"'. Below the 'Log In' button is a link for 'Forgot Your Password?'. At the bottom, there is a section for 'Log in with another account:' featuring the Microsoft logo.

2. Click at "More Login Options" to specify the organization name: "**uohsystems**", and then click "Next".

3. Click on the Microsoft Icon to log in with your UoH credentials

This screenshot is identical to the previous one, but the dropdown menu is closed. The region is set to 'Americas (US West)'. The blue 'Log In' button is now the primary focus. The 'Forgot Your Password?' link and the 'Log in with another account:' section with the Microsoft logo are also visible.

General overview

Real Time and Historical Data

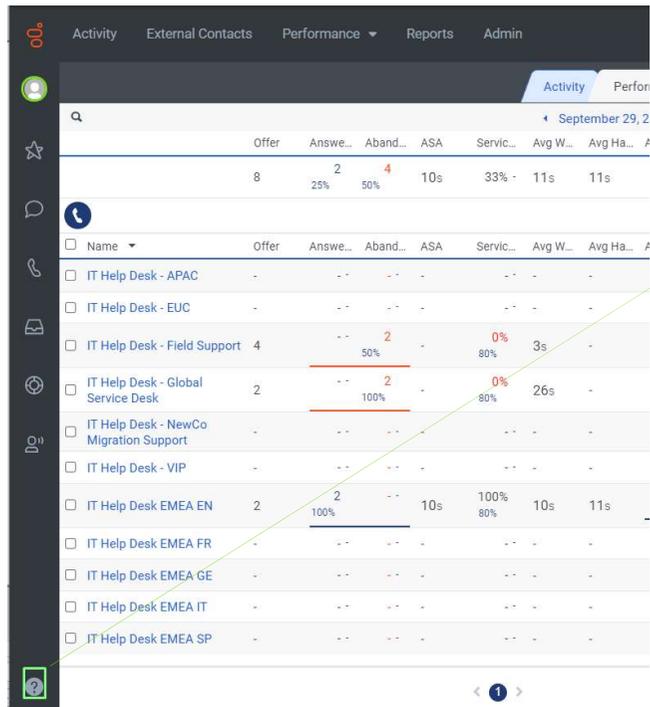
Configurations

The screenshot displays the Genesys Cloud Admin interface. At the top, a dark navigation bar contains the following items: 'Activity', 'Directory', 'Documents', 'Performance', and 'Admin' (which is highlighted with a red underline). To the right of the navigation bar is a search bar, a notification bell icon, and a toggle switch labeled 'Off Queue'. Below the navigation bar, the breadcrumb 'Overview / Admin Home' is visible. The main content area is titled 'Genesys Cloud Admin' and features a search bar. The interface is organized into a grid of configuration categories:

- Account Settings**: Subscription, Genesys Add Ons, Organization Settings
- Documents**: Workspaces
- People & Permissions**: People, Roles / Permissions, Authorized Organizations, Divisions
- Telephony**: Topology, Metrics, Trunks, Sites, Edge Groups, Edges, Phone Management, Certificate Authorities, DID Numbers
- Directory**: Groups, Locations, Profile Fields, External Contacts
- Contact Center**: ACD Skills & Languages, Utilization, Queues, Wrap-Up Codes, Email, Canned Responses, Response Assets, Widgets, Analytics
- Integrations**: Integrations, Actions, Single Sign-on, OAuth, Authorized Applications
- Message**: Platforms, Platform Configs, SMS Number Inventory, Threading Timeline, Messenger Configurations, Messenger Deployments

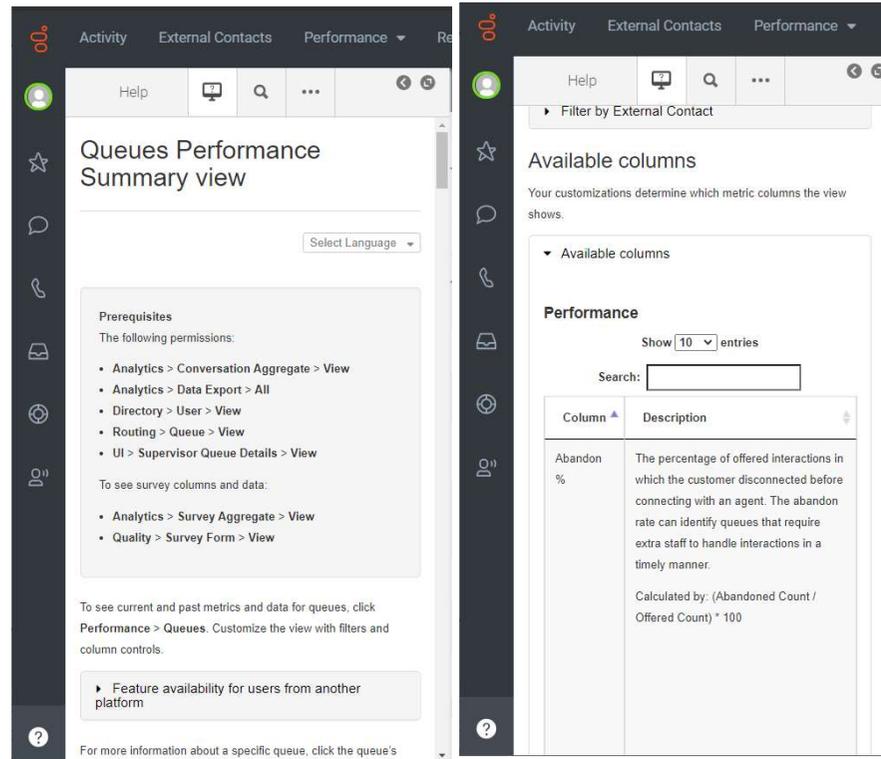
General overview

- If you find yourself in a page and do not understand what it means, always try to click at for contextual help:



The screenshot shows a performance dashboard with a table of queue metrics. A green box highlights a question mark icon in the bottom left corner of the interface.

| Name | Offer | Answered | Abandoned | ASA | Service | Avg Wait | Avg Handle |
|--|-------|----------|-----------|-----|------------|----------|------------|
| IT Help Desk - APAC | - | - | - | - | - | - | - |
| IT Help Desk - EUC | - | - | - | - | - | - | - |
| IT Help Desk - Field Support | 4 | - | 2 (50%) | - | 0% | 3s | - |
| IT Help Desk - Global Service Desk | 2 | - | 2 (100%) | - | 0% | 26s | - |
| IT Help Desk - NewCo Migration Support | - | - | - | - | - | - | - |
| IT Help Desk - VIP | - | - | - | - | - | - | - |
| IT Help Desk EMEA EN | 2 | 2 (100%) | - | 10s | 100% / 80% | 10s | 11s |
| IT Help Desk EMEA FR | - | - | - | - | - | - | - |
| IT Help Desk EMEA GE | - | - | - | - | - | - | - |
| IT Help Desk EMEA IT | - | - | - | - | - | - | - |
| IT Help Desk EMEA SP | - | - | - | - | - | - | - |



The screenshot shows the 'Queues Performance Summary view' page. A green box highlights a question mark icon in the bottom left corner of the interface.

Queues Performance Summary view

Prerequisites

The following permissions:

- Analytics > Conversation Aggregate > View
- Analytics > Data Export > All
- Directory > User > View
- Routing > Queue > View
- UI > Supervisor Queue Details > View

To see survey columns and data:

- Analytics > Survey Aggregate > View
- Quality > Survey Form > View

To see current and past metrics and data for queues, click Performance > Queues. Customize the view with filters and column controls.

Feature availability for users from another platform

For more information about a specific queue, click the queue's

Available columns

Your customizations determine which metric columns the view shows.

Available columns

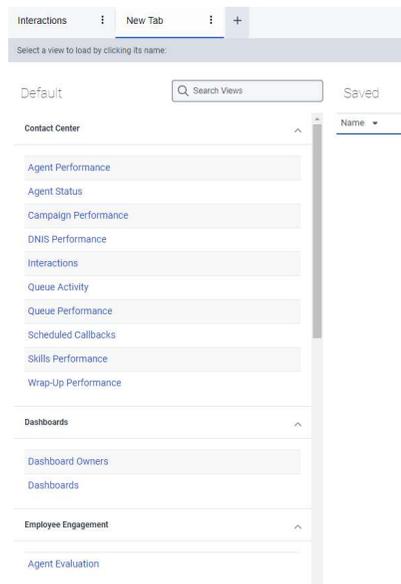
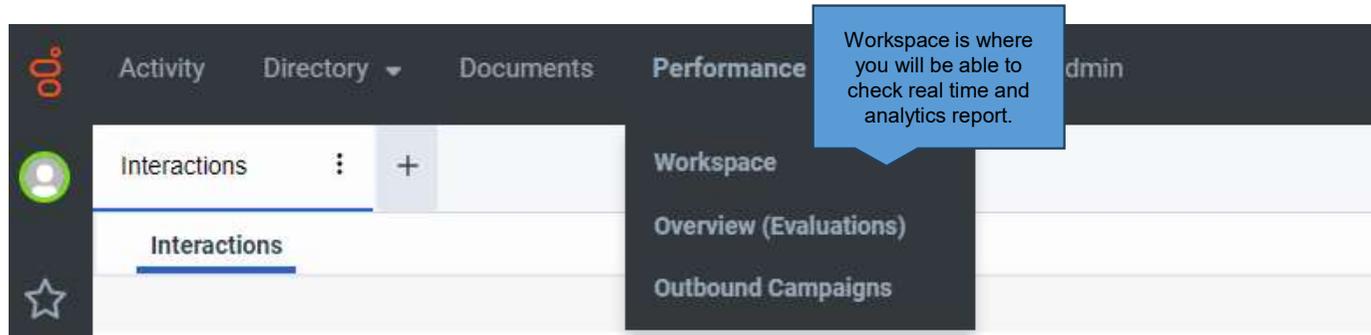
Performance

Show 10 entries

Search:

| Column | Description |
|-----------|---|
| Abandon % | The percentage of offered interactions in which the customer disconnected before connecting with an agent. The abandon rate can identify queues that require extra staff to handle interactions in a timely manner. Calculated by: $(\text{Abandoned Count} / \text{Offered Count}) * 100$ |

What is workspace and resources available



A screenshot of the 'Interactions' data table. The table has columns for Users, Remote, Date, Conversation Durat..., and Direction. The data is filtered for 'October 27, 2023'. The table contains four rows of interaction data.

| Users | Remote | Date | Conversation Durat... | Direction |
|--------------------|---------------|----------------------------|-----------------------|-----------|
| Ross-Alyebo, Renee | Petersburg VA | Fri, Oct 27, 2023 11:59 PM | 1m 51s | Outbound |
| Moreland, Lori | Unavailable | Fri, Oct 27, 2023 11:59 PM | 5m 44s | Inbound |
| Pandolfo, Cheryl | Allentown PA | Fri, Oct 27, 2023 11:59 PM | 1m 28s | Inbound |
| - | QUANN BEN | Fri, Oct 27, 2023 11:59 PM | 10s | Inbound |

How to view and manage agent status

To view real-time agent metrics, click **Performance** > Workspace > **Agents Performance**. See agent performance, including their metrics, time in statuses, and evaluations.

The screenshot shows the 'Agents' performance page for 'SandboxQueue1' on April 20, 2022. The page includes a search bar, a filter for 'Agent: sand', and a table of agent performance metrics. Callouts provide instructions on using the search field, viewing real-time status information, and clicking on specific agents for more details.

Use the search field to filter specific users.

Real-time information about agents' statuses

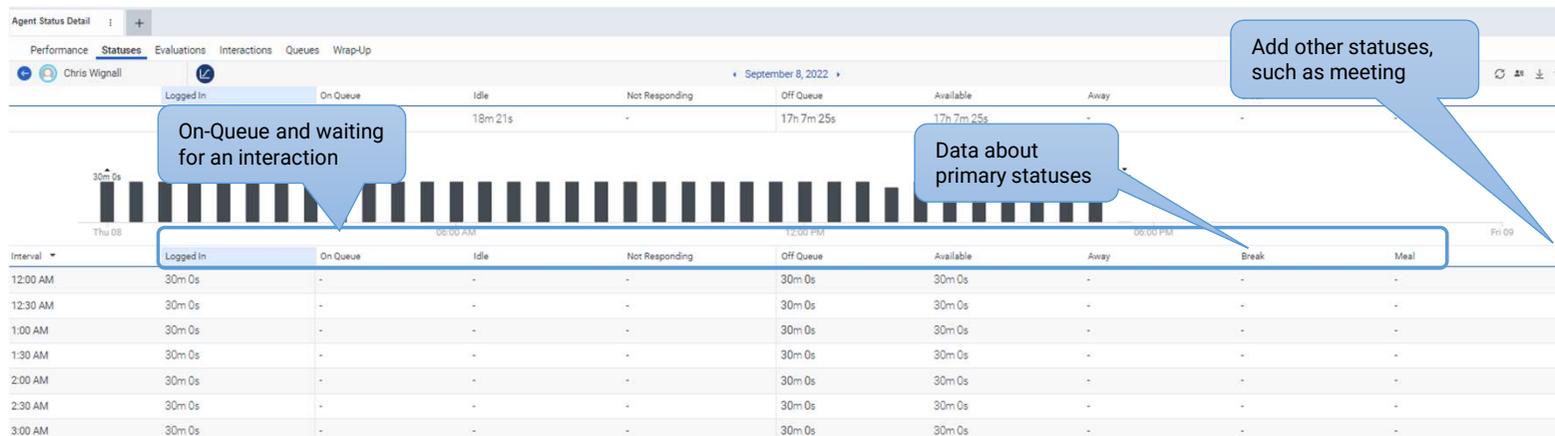
Click on specific agent to view the performance details of the Agent

Filtered agents are added here

| Agent | Time in Status | Status | Secondary Status | Skills | Answer | Handle | Avg Handle | Avg Talk | Avg Hold | Avg ACW | Hold | Transfer |
|--------------------|----------------|---------|------------------|-------------------------------------|--------|--------|------------|----------|----------|---------|------|----------|
| Sandbox Agent1 | 1h 42m 5s | Offline | Offline | SandboxSkill5 | - | - | - | - | - | - | - | - |
| Sandbox Agent3 | 3h 18m 2s | Offline | Offline | SandboxSkill5, SandboxSkill6 | 10 | 19 | 1m 8s | 59s | 1m 1s | 11s | 1 | 5 |
| Sandbox Agent5 | 7 days | Offline | Offline | English, SandboxSkill5, SandboxS... | - | - | - | - | - | - | - | - |
| Sandbox Supervisor | 7 days | Offline | Offline | - | - | - | - | - | - | - | - | - |

How to view and manage agent status

The statuses tab shows time-based statistics particular to the agent.



How to view and manage agent status

The Interactions tab displays a list of interactions specific to the agent – See *Interactions slide*

The screenshot displays the 'Interactions' tab for agent Chris Wignall on September 8, 2022. The interface includes a navigation bar with tabs for Performance, Statuses, Evaluations, Interactions, Queues, and Wrap-Up. A date filter is set to 'September 8, 2022'. A table lists interactions with columns for Users, Remote, Date, Conversation Duration, Direction, Queue, and Wrap-up. A callout points to the date filter with the text 'Filter by day, date, or Interval'. Another callout points to the search icon with the text 'To search for interactions, use the filter view.' A third callout points to a row in the table with the text 'Click on the interaction to open it'. Below the table, a detailed view of a selected interaction is shown, featuring an audio player for the conversation. The audio player includes a play button, a speed control set to 'x1', and a progress bar. The interaction details show an 'Internal Participant' (Aaron Robertson, +61 2 9856 0514) and an 'External Participant' (Mobile Number, Australia, +61 421 863 877). At the bottom, there are tabs for 'Details', 'Timeline', 'Quality Summary', and 'Audit Trail', along with sections for 'Interaction Metrics' and 'Recording Information'.

| Users | Remote | Date | Conversation Duration | Direction | Queue | Wrap-up |
|---------------|---------------|--------------------------|-----------------------|------------------|-------|---------|
| Chris Wignall | Bellevue WA | Thu, Sep 8, 2022 3:37 PM | 9s | Outbound | - | |
| Chris Wignall | Chris Wignall | Thu, Sep 8, 2022 2:52 PM | 53s | Inbound/Outbound | CT | |
| Chris Wignall | Chris Wignall | Thu, Sep 8, 2022 2:29 PM | 1m 7s | Inbound/Outbound | CT | |
| Chris Wignall | Chris Wignall | Thu, Sep 8, 2022 2:26 PM | 1m 6s | Inbound/Outbound | CT | |
| Chris Wignall | Chris Wignall | Thu, Sep 8, 2022 2:19 PM | | | | |
| Chris Wignall | Chris Wignall | Thu, Sep 8, 2022 2:19 PM | | | | |
| Chris Wignall | Chris Wignall | Thu, Sep 8, 2022 2:10 PM | | | | |
| Chris Wignall | Chris Wignall | Thu, Sep 8, 2022 2:08 PM | | | | |
| Chris Wignall | Chris Wignall | Thu, Sep 8, 2022 2:07 PM | | | | |
| Chris Wignall | Chris Wignall | Thu, Sep 8, 2022 2:07 PM | | | | |

How to view and manage agent status

The Queues tab displays a list of queue statistics specific to the agent.

Filter by day, date, or interval

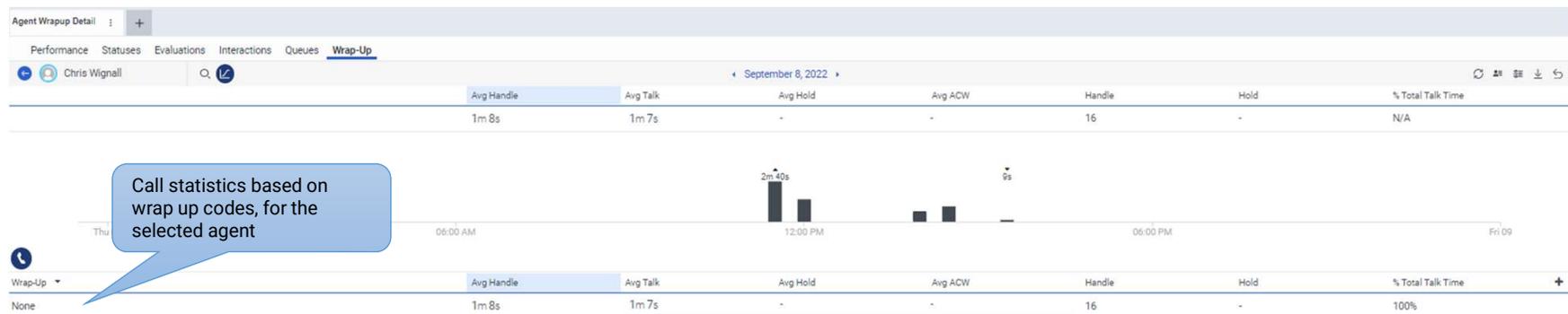
| Name | Offer | Answer % | Abandon % | ASA | Service Level % | Avg Wait | Avg Handle | Avg Talk | Avg Hold | Avg ACW | Hold | Transfer |
|---------------------|-------|----------|-----------|-----|-----------------|----------|------------|----------|----------|---------|------|----------|
| CT_CAN_BRA_CustSupt | 10 | -- | 7.7% | - | 0% 80% | 1m 6s | 1m 51s | 1m 50s | - | - | - | - |
| CT_CAN_BRA_TechSupt | - | -- | -- | - | -- | - | - | - | - | - | - | - |

For the queue statistics, select the queue from the list

Details of the statistics by queue

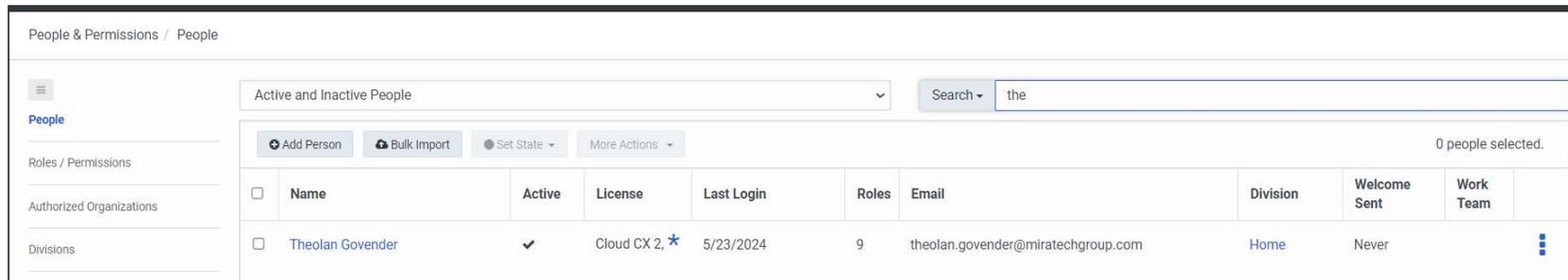
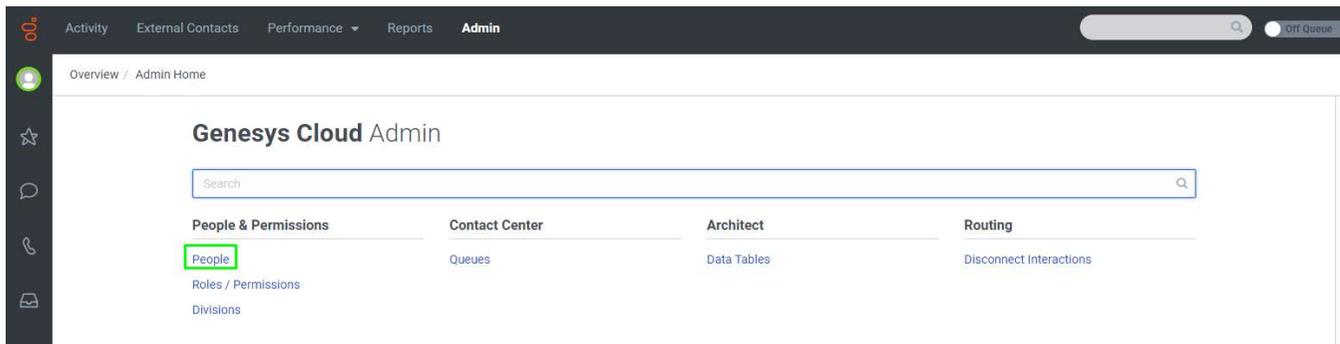
How to view and manage agent status

The Wrap-Up tab shows the wrap up details used by this agent.



Add Skill/Language to an agent

To add a skill to an agent, go to:



Add Skill/Language to an agent

People & Permissions / People / Theolan Govender

Roles Division & Licenses View Permissions Phone **ACD Skills** Queues Utilization Person Details

Skills

Select Skill

Training ★★★★★ Delete

Languages

Select Language

English ★★★★★ Delete

Search and add Skills

Skill level (0-5 stars) More stars equal higher priority

Search and add Languages

You can assign up to 50 skills to a single agent.

Languages are separate from ACD skills.

For example, when an agent speaks the language requested by the customer, Genesys Cloud selects that agent rather than an agent who is more skilled but cannot speak that language.

However, an agent that cannot speak the language of the customer does not receive that interaction, regardless of ACD skill.

Contact Center - ACD Queues: Queue settings

Queues are the “waiting lines” of interactions.

Agents select the **On Queue** status to enter their predefined queues.

Contact center queue settings include creating and managing queues for voice and chat channels for the entire organization.

Notes:

- An organization can add up to 5000 queues.
- Membership is limited to 5000 members per queue.
- Each queue name must be unique. You cannot duplicate a queue name.
- A queue name cannot contain asterisks.

<https://help.mypurecloud.com/articles/create-queues/>

Contact Center - ACD Queues: Queue settings

Training

General Routing Members Wrap-up Codes Voice Chat Message Email Callback Workitems

Name

Training

Description

Peer Id

Division

Training

After Call Work

Optional

After Call Work Timeout (Seconds)

Enable Manual Assignment

Auto-Answer for all digital channels ?

Off

- **Optional.** This option allows the agent to opt out of selecting a wrap-up code after a call. This feature might be used if your organization does not use wrap-up codes and your agents do not need after call work time.
- **Mandatory, Discretionary.** This option requires the agent to select a wrap-up code and allows the agent an open-ended amount of time to submit it.
- **Mandatory, Time-boxed.** This option requires the agent to select a wrap-up code and limits the amount of time to submit it before making the agent available to receive more interactions.
- **Mandatory, Time-boxed no early exit.** This option requires the agent to select a wrap-up code within a specified amount of time and ensures the agent will not receive a new interaction until the time period expires. This feature might be used to give the agent a "cool down" period between interactions.

There may be times when interactions are sitting in a queue because the skills that were assigned to the interaction in the call flow do not match the skills for any of the available agents in the queue or because agents are already fully utilized for the interaction's media type.

This can result in interactions waiting to be answered for an extended period of time. Using Manual Assignment, users with the appropriate permissions can manually assign these interactions to waiting agents in the queue, overriding the skill and utilization restrictions. Waiting interactions can be assigned to agents in the same queue or across queues, or agents can assign an interaction to themselves.

Contact Center - ACD Queues: Queue settings

Training

General **Routing** Members Wrap-up Codes Voice Chat Message Email Callback Workitems

Scoring Method ⓘ

Route interactions in the queue by evaluating a 'score' to determine which interaction should be pushed to an agent next:

Conversation Score Priority Score

Routing Method

Standard Routing (Default)

Evaluation Method

All skills matching
 Best available skills
 Disregard skills, next agent

- **Standard Routing** - Take in account of the availability of the agent and the skills set needed for the interactions. ACD algorithm will be run by the system to select the agent with the best score to take the interaction
- **Bullseye** – The interaction wait timeout in Ring 1, it will pass the call to the next consecutive ring and it will remove one or more skills from the selected agent or agents if the exact target is not available to receive the interaction. Maximum up to 6 rings.
- **Preferred Agent Routing** - Route customer interactions to a pool of preferred agents first. Configure preferred agents for each interaction in [Architect](#). Create up to 6 rules to expand the preferred agent pool if no match is found in a given rule.
- **Conditional group routing** - Routes interactions to dynamically expanded pool of target group of agents shared between different queues based on the rules set. The rules ensure that the KPI targets of the other queues are not compromised during the routing process.

- **All skills Matching** - ACD selects the agent who has all of the required skills with the longest time since last interaction.
- **Best available skills** - ACD considers the 100 agents with the longest time since last interaction. Of those agents, ACD finds those with all of the required skills and the highest average skill proficiency. From those, ACD selects the agent with the longest time since last interaction.
- **Disregard skills, next agent** - Disregard the skills, and utilize the first in first out method to route the calls.

<https://help.mypurecloud.com/articles/acd-evaluation-routing-methods/>

Contact Center - ACD Queues: Adding/Removing members

Training

General Routing **Members** Wrap-up Codes Voice Chat Message Email Callback Workitems

Users Groups

Manage individual users for this queue

Enter a name

Remove Selected Add User

| <input type="checkbox"/> | Name | Department | Title | Action |
|--------------------------|------------------|------------|-------|--------|
| <input type="checkbox"/> | Dillon Bray | | | X |
| <input type="checkbox"/> | Theolan Govender | | | X |

Remove user from queue membership

To search for users by a filter other than text, click the **Text** list and select from one of these filters:

- 1. Division
- 2. Group
- 3. Language
- 4. Location
- 5. Reports To
- 6. Skill

Add Users

Text Enter a value X + ↺

| < | ☰ | Name | Title | Department | En > |
|-------------------------------------|---|------------------------|---------------------------|---------------------------|-----------|
| <input type="checkbox"/> | | Keith Frasher | - | - | kfrashe |
| <input type="checkbox"/> | | Kevin Brown | - | - | kevin.b |
| <input checked="" type="checkbox"/> | | Leticia Pessa Feniman | - | - | leticia.p |
| <input type="checkbox"/> | | Lucas Arruda Fernandes | - | - | lucas.a |
| <input checked="" type="checkbox"/> | | Phillip Humphrey | Sr Tech Consult Dom Admin | DTC Domain Administration | phump |
| <input type="checkbox"/> | | TJ Adams | - | - | tjadam |
| <input checked="" type="checkbox"/> | | Theolan Govender | - | - | theolan |

1 - 16 of 16 25 per page << < Page 1 of 1 > >>

Add Selected Cancel

Contact Center - ACD Queues: Wrap-up Codes

Wrap-Up Codes are the reason codes for interactions that have been processed by the agents. To add a wrap-up code to the queue, type the name in the **Select new wrap-up codes** box then select from the autocomplete list then click the + symbol

The screenshot shows the 'Wrap-up Codes' configuration page. At the top, there are navigation tabs: Settings, Members, Wrap-up Codes (highlighted), Voice, Chat, Message, Email, Callback, and Social Expression. Below the tabs, there is a search bar labeled 'Select new wrap-up codes' with the text 'Approved-extension' and a search icon. To the right of the search bar is a blue button with a white plus sign. Below the search bar is a list of wrap-up codes: Application, Callback Required, Cancellation, Completed Booking, Follow Up, and Rescheduled.

Contact Center - ACD Queues: Interactions Configuration

Each media type has a separate tab but queues can be used with multiple media types, each media type has settings for service level, service level target and alerting timeout voice has additional settings which allow definition of a calling party name and number and to select an in-queue flow.

- Enter the percentage your organization uses for **Service Level** and **Service Level Target** in seconds
- **Calling Party Name** and **Calling Party Number** define the information displayed to the caller when an agent places a call out on behalf of the queue
- **Alerting Timeout** sets the amount of time an interaction will alert an agent before it moves to the next available agent (not applicable to Auto-Answer agents)
- **In-Queue Flow** sets the call flow from Architect to be used as a caller waits for an agent
- **Default Script** define the specific script that will display to agent when they received inbound call

The screenshot shows the 'Training' configuration page for a queue, with the 'Voice' tab selected. The page is divided into several sections:

- Service Level:** A slider set to 80%.
- Service Level Target (Seconds):** A numeric input field set to 20.
- Calling Party Name:** A text input field.
- Calling Party Number:** A text input field with a note: "remember to input the country code".
- Alerting Timeout (Seconds):** A numeric input field set to 8.
- In-queue Flow:** A dropdown menu with a search box "Search for flow by name".
- Whisper Audio:** Two radio buttons: "Only play whisper audio if agent is configured for auto-answer" (unselected) and "Play whisper audio for all agents" (selected).
- Whisper Prompt:** A dropdown menu with a search box "Search for whisper prompt".
- Default Script:** A dropdown menu with a search box "Search for script by name".
- Continue Voice Recording during Queue Wait:** A toggle switch set to "Off".
- Hold Audio:** A dropdown menu with a search box "Search for on hold audio".

How to monitor a live interaction

Monitoring and coaching features are available for interactions that are in progress.

- **Monitoring** allows you to listen to an interaction without disturbing the conversation between the agent and the customer. Neither the customer nor the agent are aware that you're monitoring the interaction.
- **Coaching** allows you to drive improvements by offering comments and advice to the agent during the interaction. Customers are not aware of the coaching session and cannot hear your conversation with the agent.

<https://help.mypurecloud.com/articles/monitor-in-progress-voice-interactions/>

How to monitor a live interaction

The screenshot shows the Miratech interface with a navigation bar at the top containing 'Activity', 'Directory', 'Documents', 'Performance', 'Reports', and 'Admin'. The main content area is titled 'Interactions / Interaction'. A green 'LIVE' indicator is present. Below it, the 'START TIME' is 'Wednesday, May 3, 2023 2:33:19 PM'. The interaction is categorized as 'INTERNAL' with a dropdown menu showing 'Trainin', 'SIP Device', 'Monitor', and 'Coach'. The 'Coach' option is highlighted with a green box. Below this, the interaction is categorized as 'EXTERNAL' with details for 'Warrenton MO' and phone number '+1 636-359-0056'. At the bottom, there are tabs for 'Details', 'Timeline', and 'Transcript', and a section for 'Interaction Metrics'.

The screenshot shows the Miratech interface with a navigation bar at the top containing 'Activity', 'External Contacts', 'Performance', 'Reports', and 'Admin'. The main content area is titled 'Interactions / Interaction'. The 'START TIME' is 'Wednesday, September 29, 2021 3:20:01 PM' and the 'DURATION' is '0m 30s'. The interaction is categorized as 'INTERNAL' with a dropdown menu showing 'Multiple'. Below this, the interaction is categorized as 'EXTERNAL' with details for 'Toll Free' and phone number '+1 844-925-4684'. A large text area in the center says 'This interaction is currently in progress.' At the bottom, there are tabs for 'Details', 'Timeline', 'Transcript', and 'Audit Trail', and a section for 'Interaction Metrics'.



Thank you

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