ALTIGEN
COMMUNICATIONS

AltiSupervisor™

for AltiWare Open Edition (OE)/
AltiServ Contact Center (ACC) Release 5.0A
and AltiContact Manager (ACM) Release 5.0A

Manual

Revised 04/2006 Version #3 4504-0013-5.0A

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Warranty

What The Warranty Covers

AltiGen Communications warrants its hardware products to be free from defects in material and workmanship during the warranty period. If a product proves to be defective in material or workmanship during the warranty period, AltiGen Communications will, at its sole option, repair, refund or replace the product with a like product.

How Long the Warranty Is Effective

All AltiGen Communications products are warranted for one (1) year for all parts from the date of the first end user purchase.

Whom the Warranty Protects

This warranty is valid only for the first end user purchaser.

What the Warranty Does Not Cover

1. Any product on which the serial number has been defaced, modified or removed.
2. Damage, deterioration or malfunction resulting from:
    a) Accident, misuse, neglect, fire, water, lightning, or other acts of nature, unauthorized product modification, or failure to follow instructions supplied with the product.
    b) Repair or attempted repair by anyone not authorized by AltiGen Communications.
    c) Any damage of the product due to shipment.
    d) Removal or installation of the product.
    e) Causes external to the product, such as electric power fluctuations or failure.
    f) Use of supplies or parts not meeting AltiGen Communications’ specifications.
    g) Normal wear and tear.
    h) Any other cause which does not relate to a product defect.
3. Shipping, installation, set-up and removal service charges.

How to Obtain Service

End user customers should contact your Authorized AltiGen Dealer for service.

Authorized AltiGen Dealers must follow the steps below for service:

1. Take or ship the product (shipment prepaid) to your AltiGen distributor or to AltiGen Communications, Inc.

All materials being returned to AltiGen must have an associated RMA number. RMA numbers are issued by AltiGen Customer Service and can be obtained by calling 1-888-ALTIGEN (258-4436) or faxing an RMA form to 510-252-9738, attention to Customer Service. AltiGen reserves the right to refuse return of any material that does not have an RMA number. The RMA number should be clearly marked on the outside of the box in which the material is being returned. For example:

Attn.: RMA # 123
AltiGen Communications, Inc.
4555 Cushing Pkwy.
Fremont, CA 94538

Upon authorization of return, AltiGen will decide whether the malfunctioning product will be repaired or replaced.

2. To obtain warranty service, you will be required to provide:
   a) the date and proof of purchase
   b) serial number of the product
   c) your name and company name
   d) your shipping address
   e) a description of the problem.
3. For additional information contact your AltiGen Dealer or AltiGen Communications, Inc. via e-mail at support@altigen.com.

Effect of State Law

This warranty gives you specific legal rights, and you may also have other rights which vary from state to state. Some states do not allow limitations on implied warranties and/or do not allow the exclusion of incidental or consequential damages, so the above limitations and exclusions may not apply to you.

Sales Outside the U.S.A.

For AltiGen Communications products sold outside of the U.S.A., contact your AltiGen Communications dealer for warranty information and services.

CHAPTER 1

Overview

AltiSupervisor is an optional software package that runs with the AltiWare OE or AltiContact Manager system. AltiSupervisor Session licenses must be installed and registered to enable client sessions.

To install the AltiSupervisor client software, you can load AltiSupervisor on a network server and then using your company's distribution software to deliver the AltiSupervisor client software to each desktop PC.

Most frequently, this means loading the software onto a shared network file server and copying the software to each desktop PC. Alternatively, you can use the AltiSupervisor CD ROM to install the program on each desktop.

New in Version 5.0A

- Color coded priority in queue - A supervisor can assign different colors for different call priorities.
- Supervisor can choose to be alerted when queue reaches a specified number of calls and/or a specified number of minutes (added in Update 4).
- Force Agent phone to virtual - A supervisor can change an agent's extension from physical to virtual (the same as the agent pressing #26 from the phone).
- Change "Transfer" Button to "Redirect" Button - The Transfer button in the AltiSupervisor Queue Monitor page is changed to Redirect.
- Indicator for Recorded Agent Conversation - After a Supervisor clicks on the "Record" menu item (on the Agent Status tab) to record an agent's conversation, AltiSupervisor will display "Rec" in the Agent State field to indicate the call is being recorded.
- *Reconnect* button when connection is dropped - when a connection between AltiServ and AltiSupervisor is broken, AltiSupervisor will pop a message box to inform the user and will also provide a **Reconnect** button. The Reconnect button will connect to AltiServ again without having to log back onto AltiSupervisor to re-enter the extension number and password.

Installation

The following items are included in the AltiSupervisor 5.0A package:

- AltiSupervisor 5.0A Manual
- AltiSupervisor Session License

If any of these items are missing or damaged, please contact your Authorized AltiGen dealer.

Important: 4.6 client programs cannot be installed in the same PC running 5.0A client programs.

Client System Requirements

The client system must each meet the following minimum requirements. For server system requirements, see the *AltiWare OE/ACC System Installation and Administration Manual* or the *AltiContact Manager Administration Manual*.

- IBM/PC AT compatible system
- Intel 300 MHz (or faster) Pentium
- Windows 98 (or higher), or Windows 2000, or Windows NT 4.0 or higher, Server or Workstation.
- 30 MB Hard Drive Disk Space
- 128 MB DRAM
- SVGA monitor (800 x 600) with 256 color display, or better
- Keyboard and Mouse
- AltiWare OE/AltiContact Manager 5.0A running on a server accessible to this client.

Session Licensing and License Upgrade Procedures

AltiSupervisor requires an AltiSupervisor session license to be installed at the AltiWare/ACM system. Concurrent login session is governed by the AltiSupervisor session license.

You can verify the licenses when you run AltiAdmin/ACM Admin by selecting About **AltiWare…/About ACM Admin...** on the **Help** menu, then clicking the **License Information** button to view a window that displays licenses and session information.

Installation and Setup

Pre-Installation Checklist

Before installing AltiSupervisor, please review the following checklist:

- Make sure that AltiWare OE/ACC or AltiContact Manager 5.0A has been installed on the server system.
- Make sure that TCP/IP is enabled on both machines.
- Make sure the client is able to connect to the server on the network.
- Local administrator rights are required to install AltiView and AltiSupervisor.
- Make sure License has been installed and activated.

Installing AltiSupervisor on a Client System

After completing the pre-installation checklist, proceed as follows on the client machine:

1. Exit any/all Windows applications.
2. Insert the 5.0A Client CD into the CD ROM drive.
3. Run the **Setup** program under AltiSupervisor\ and follow the step-by-step installation instructions as they appear on the screen.

Uninstalling AltiSupervisor

1. From the Windows **Start** menu, select **Control Panel** ➔ **Add/Remove Programs** to uninstall AltiSupervisor.
2. Click **OK** when the dialog box asks if you want to uninstall the program, and respond to any additional prompts.

Auto Upgrade

During startup, AltiSupervisor will detect if its version matches with the version of the OE/ACC or ACM server to be connected. If an older version is found, the client will be prompted for upgrade permission. If the user decides to auto upgrade, the AltiSupervisor application is terminated and a software upgrade session is started. Restart AltiSupervisor to run the newer version.

Note: For remote AltiSupervisor users outside the firewall, TCP port 10050 is required to be open to allow auto upgrade. Also, auto upgrade over the Internet requires the sending of 15 MB files over the WAN, which may take some time to perform the automatic update.

Downgrade Procedure

1. Go to **Control Panel**>**Add/Remove Programs** and remove the AltiSupervisor 5.0A program and ALL OTHER 5.0A client applications (including AltiAgent, AltiView, AltiConsole and CDR Search 5.0A).
2. Reboot your system.
3. Go to “<local drive>:**Program Files\AltiGen\Shared Files**” and remove **AlpInterface.dll**.

   Note: The **AlpInterface** might be located under “\WinNT\System32\”, “\Windows\System32\” or some other location. Use the **Search for Files and Folders** feature to locate and remove all **AlpInterface.dll** files from the system.
4. Install the AltiSupervisor 5.0 software.

CDR Records Note

For CDR records, there are two **Service Level** displays for AltiSupervisor:

- **Service Level** = (# of calls in Q - # of calls in Q over SL threshold) / # of calls in Q
- **Service Level since midnight** = (# of answered calls - # of answered calls over SL threshold) / # of answered calls

CHAPTER 2

Getting Started

AltiSupervisor is designed for supervisors of workgroup agents. Through AltiSupervisor you can monitor the status and performance of a workgroup, including AltiAgent calls, real time workgroup statistics, and agent state. This information can be stored in an internal or external CDR database for future review and analysis.

Logging In

Important: For users running Windows XP SP2, a firewall protection Security Alert will pop up when opening the client login window.

Before you log in

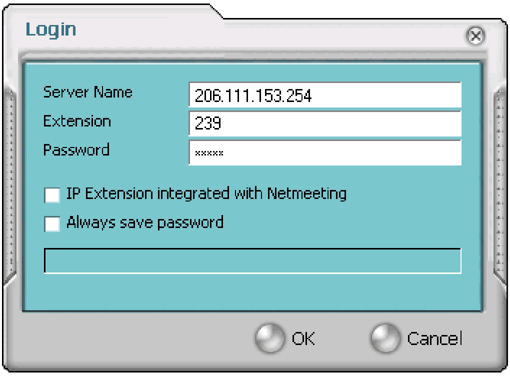
When you launch AltiSupervisor for the first time, you need to know either the server name or the IP address of the server you'll be linking to. If you use the server name and not the IP address, AltiWare/AltiContact Manager replaces the name with the IP address, eliminating the need of a DNS (Domain Naming System) search.

To obtain the AltiWare/AltiContact Manager IP address, ask your IT administrator.

If you are connecting to the Internet through a modem connection, before you log in, establish a session connection from your PC to your local Internet Service Provider. If you're using a low-speed connection, the login may take some time as a large amount of data is transferred to your desktop.

To log in:

1. Run the AltiSupervisor application and, if this is the first login to this AltiWare/AltiContact Manager system, enter the server's IP address or name of the system you will be using. If this is not your first login, go on to the next step.



Server Name 206.111.153.254
Extension 239
Password *****

☐ IP Extension integrated with Netmeeting
☐ Always save password

Figure 1. Logging in

2. Enter your **Extension** number and **Password** assigned to your phone.

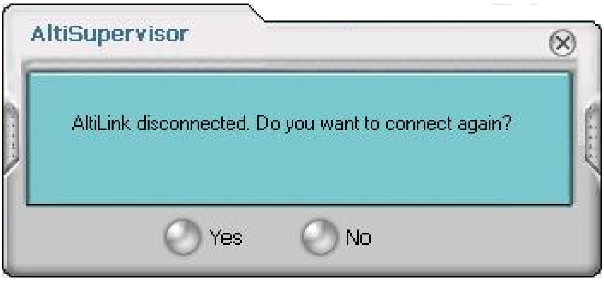
   Check the **Always save password** check box to store your login password the next time you access AltiSupervisor.

   Note: AltiServ maintains a counter for each extension to track login failures. Up to 8 login attempts are allowed, after which login will be disabled from 1 to 24 hours (depending on the Administrator's setting).

3. Select how you want to log in and click **OK**.

Reconnecting to AltiSupervisor

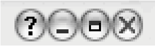
When a connection between AltiServ and AltiSupervisor is broken, AltiSupervisor will pop a message box to inform the user and reconnect the call. Clicking **Yes** will connect to AltiServ again without having to log back onto AltiSupervisor to re-enter the extension number and password.



AltiLink disconnected. Do you want to connect again?

Figure 2. Reconnect to AltiSupervisor

Hiding or Exiting AltiSupervisor

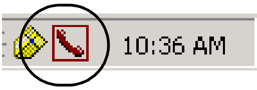


When you minimize the AltiSupervisor desktop by clicking the **Minimize** symbol (the dash), it is hidden—it doesn't appear anywhere in the Windows desktop except as a phone icon in the tray in the lower right corner, as discussed below.

To exit AltiSupervisor entirely, right click the phone icon and select **Exit**.

Using the Windows Tray Phone Icon

After you log in, the AltiSupervisor icon (a phone) is displayed on the Windows tray, normally at the bottom right of your screen.



If the AltiSupervisor interface is not on your Windows desktop, but this icon appears in the Windows tray, you double-click it to open the AltiSupervisor main window, or you can right-click it to pop up a menu, then select the AltiSupervisor window you want to open.

Resizing the Display

You can resize many AltiSupervisor windows using the standard Windows method: place the cursor at a window edge or corner, then drag the window to the size you want.

Also, the field size for any field can be increased or decreased by pointing the cursor to either side of the field's main column. The cursor changes to a movable double bar (||) that can be moved to resize the column.

Call States

AltiWare/AltiContact Manager applications report the status of calls. A list of the states includes the following:

- *AA* - the call is being transferred to an Auto Attendant/IVR
- *Busy* - callee is busy or not available
- *Call Pending* - the call is placed into a workgroup queue
- *Conference* - the call is in conference
- *Connect* - the call is connected
- *Dial Tone* - a dial tone is present, AltiAgent is ready to dial out
- *Error* - receipt of an error tone
- *Hold* - the call is on hold
- *Hold Pending* - the call is being transferred or conferenced
- *Idle* - the extension is not in use
- *Music on Hold* - an extension user placed the call on hold to take another call
- *Park* - the call is parked
- *Play* - playing voice mail
- *Proceeding* - the outgoing call is in progress
- *Record* - recording an introductory message
- *Ringback* - caller receives this state while callee is ringing
- *Ringing* - there is an incoming call
- *Voice mail* - the call is in voice mail

Error Messages

The following errors may be displayed as login or connectivity errors.

Error Message	Description	Solution
AltiWare connection limit has been exceeded.	No AltiSupervisor was found OR more than allowed number of AltiSupervisor users have attempted to log on.	Maintain the number of AltiSupervisor license keys or add additional session licensing.
Cannot connect to AltiLink. Please check server name or network connection.	You are not connected to AltiWare.	Check the server field (IP address or DNS name) by: 1. Pinging the network server address OR 2. Try using the IP address of AltiWare (if using the DNS name in the server field).
Please register AlpInterface.dll (regsver32 AlpInterface.dll).	AltiSupervisor uses this dll to communicate with AltiWare. It should be registered in user system.	Re-register this file. Type in DOS command window, **regsver32 AlpInterface.dll** Change directory to AltiSupervisor directory, type **regsver32 AlpInterface.dll**
You have entered an invalid password. Please try again.	The password and confirmation box entries do not match.	Make sure you are entering the password correctly in both boxes.
This version is not compatible with the version of AltiWare that is running. This can lead to inconsistent or no functionality. Please install the correct version before proceeding.	The installed version of AltiSupervisor is outdated from AltiWare release.	Upgrade AltiSupervisor to version 5.0A (install matching version of AltiSupervisor).

CHAPTER 3

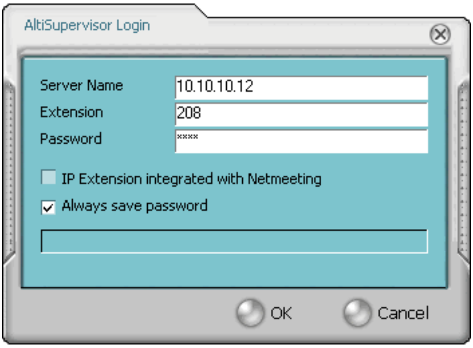
Using AltiSupervisor

Logging in to AltiSupervisor allows you to view workgroup and agent performance statistics and a history of calls. You can print this statistical data or export it to a CSV (Comma Separated Value) file.

Further, you can view call data for calls in queue. You can listen to and, if your system is set up for it, barge in to agent phone calls.

You can also use AltiSupervisor when logging in with the **IP Extension Integrated with...** option.

Logging In

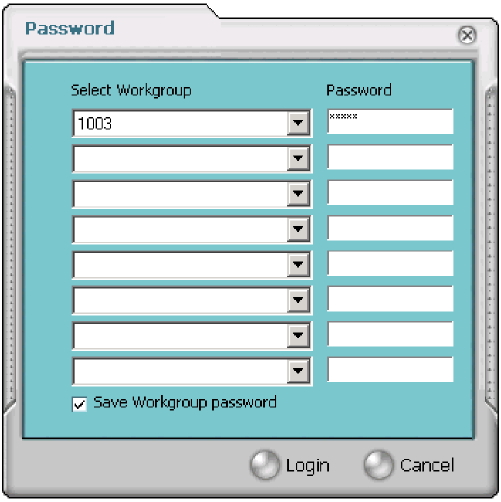


Server Name 10.10.10.12
Extension 208
Password ****

☐ IP Extension integrated with Netmeeting
☑ Always save password

Figure 1. Workgroup Supervisor login

After initial login as a Supervisor (described in “Logging In” on page 7), you are asked to specify which workgroups you want to monitor.



Select Workgroup: 1003

Password: *****

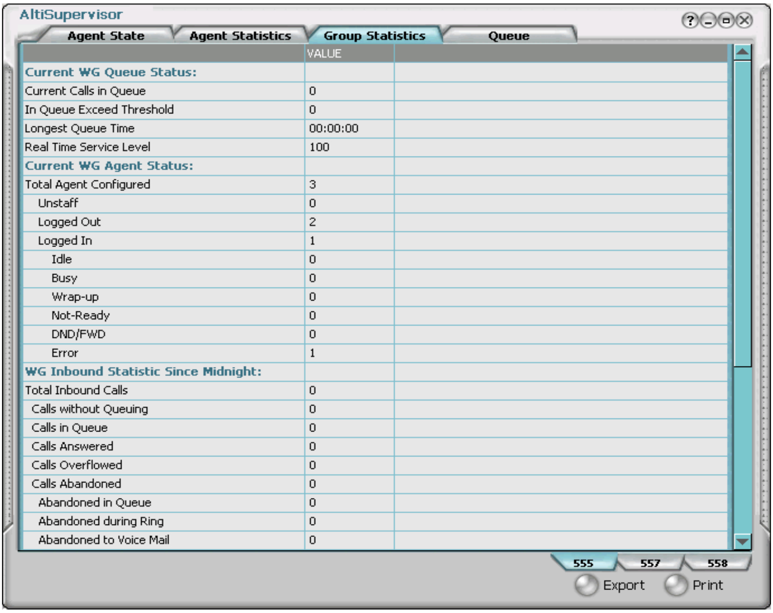
☑ Save Workgroup password

Figure 2. Password window for workgroup supervisor login

Select the workgroups using the drop-down lists, and type the password for each workgroup pilot extension. If you want the software to remember the passwords, select the **Save workgroup password** check box. When you’re ready, click **Login**.

AltiSupervisor supports logging in on up to eight workgroups simultaneously.

Viewing Group Statistics



	VALUE
Current WG Queue Status:	
Current Calls in Queue	0
In Queue Exceed Threshold	0
Longest Queue Time	00:00:00
Real Time Service Level	100
Current WG Agent Status:	
Total Agent Configured	3
Unstaff	0
Logged Out	2
Logged In	1
Idle	0
Busy	0
Wrap-up	0
Not-Ready	0
DND/FWD	0
Error	1
WG Inbound Statistic Since Midnight:	
Total Inbound Calls	0
Calls without Queuing	0
Calls in Queue	0
Calls Answered	0
Calls Overflowed	0
Calls Abandoned	0
Abandoned in Queue	0
Abandoned during Ring	0
Abandoned to Voice Mail	0

Figure 3. Group Statistics tab

The **Group Statistics** tab displays—for *each* workgroup—real time workgroup activity and performance, workgroup performance since midnight, and a summary of agent data. The statistics displayed are for workgroup calls only.

These statistics are reset every night at midnight.

Most of the statistics are self-explanatory, but you may wish to note the following:

- **Wrapup**—whether or not to allow wrapup time, and the duration that can be used to wrap up after hanging up a workgroup call, are determined in the AltiWare/AltiContact Manager Administrator. The statistic shows the number of agents that are currently in the wait state. The **Agent Statistics** tab displays the average wrapup time per agent.
- **Service level**—the percentage of queued calls within the service level threshold.
- **Average wait time for answered calls**—the average amount of time a caller is in queue before being answered.

- **Average wait time for abandoned calls**—the average amount of time calls were in queue before they were abandoned. *Abandoned* means that the caller has hung up before the call was answered.
- **Calls abandoned**—the number of calls abandoned since midnight. **Abandoned to App or others**—includes abandoned to AA, to operator, to extension, to outside, to line park, or dropped.
- **Average talk time**—the average amount of time workgroup agents are actually talking to callers. The average time *per agent* is shown in the **Agent Statistics** tab.
- **Busy**—the number of agents whose phones are off hook, or the extension is in the **Forward All Calls** or **Do Not Disturb** state.

Switching Workgroup Views

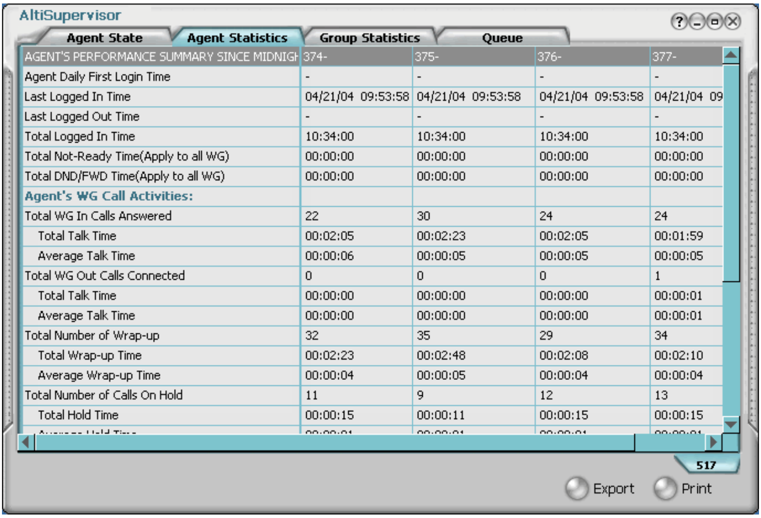
Click the workgroup extension tab at the bottom of the panel to view statistics for another workgroup.

Exporting or Printing Statistics

Use the **Export** button and then specify a directory and file name to save records to a CSV (comma separated values) file, or use the **Print** button to print the records.

Important: These statistics are reset every night at midnight. If you do not exports or print records before the reset, you cannot recover the data.

Viewing Agent Statistics



AGENT'S PERFORMANCE SUMMARY SINCE MIDNIGH	374-	375-	376-	377-
Agent Daily First Login Time	-	-	-	-
Last Logged In Time	04/21/04 09:53:58	04/21/04 09:53:58	04/21/04 09:53:58	04/21/04 09
Last Logged Out Time	-	-	-	-
Total Logged In Time	10:34:00	10:34:00	10:34:00	10:34:00
Total Not-Ready Time(Apply to all WG)	00:00:00	00:00:00	00:00:00	00:00:00
Total DND/FWD Time(Apply to all WG)	00:00:00	00:00:00	00:00:00	00:00:00
Agent's WG Call Activities:				
Total WG In Calls Answered	22	30	24	24
Total Talk Time	00:02:05	00:02:23	00:02:05	00:01:59
Average Talk Time	00:00:06	00:00:05	00:00:05	00:00:05
Total WG Out Calls Connected	0	0	0	1
Total Talk Time	00:00:00	00:00:00	00:00:00	00:00:01
Average Talk Time	00:00:00	00:00:00	00:00:00	00:00:01
Total Number of Wrap-up	32	35	29	34
Total Wrap-up Time	00:02:23	00:02:48	00:02:08	00:02:10
Average Wrap-up Time	00:00:04	00:00:05	00:00:04	00:00:04
Total Number of Calls On Hold	11	9	12	13
Total Hold Time	00:00:15	00:00:11	00:00:15	00:00:15

Figure 4. Agent Statistics tab

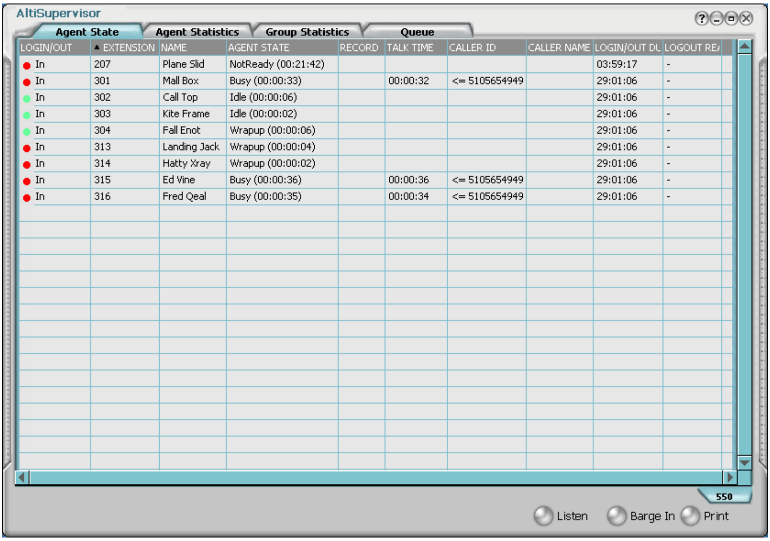
The **Agent Statistics** tab displays statistics for each agent, including the number of calls answered, the average talk time (average amount of time spent on the phone per call), and the average time spent in wrap up.

The table also displays the login and logout times.

Click the workgroup extension tab at the bottom of the panel to view statistics for agents in another workgroup.

Viewing Agent Current Status

Click the **Agent State** button to view the current status of the agents for the selected workgroup.



LOGIN/OUT	▲ EXTENSION	NAME	AGENT STATE	RECORD	TALK TIME	CALLER ID	CALLER NAME	LOGIN/OUT DU	LOGOUT RE
🟥 In	207	Plane Slid	NotReady (00:21:42)					03:59:17	-
🟥 In	301	Mall Box	Busy (00:00:33)		00:00:32	<= 5105654949		29:01:06	-
🟩 In	302	Call Top	Idle (00:00:06)					29:01:06	-
🟩 In	303	Kite Frame	Idle (00:00:02)					29:01:06	-
🟩 In	304	Fall Enot	Wrapup (00:00:06)					29:01:06	-
🟥 In	313	Landing Jack	Wrapup (00:00:04)					29:01:06	-
🟥 In	314	Hatty Xray	Wrapup (00:00:02)					29:01:06	-
🟥 In	315	Ed Vine	Busy (00:00:36)		00:00:36	<= 5105654949		29:01:06	-
🟥 In	316	Fred Qeal	Busy (00:00:35)		00:00:34	<= 5105654949		29:01:06	-

Figure 5. Agent State tab

This tab displays information about the agent's logon readiness state and the agent's status (either *idle* or *busy*). If the agent is connected to a caller, call data and Caller ID data are displayed, indicating whether the call is incoming or outgoing, Personal or Workgroup.

Notes

- A Logout Reason of "00" appears in one of two situations:

  — Agents in this workgroup are not required to provide a Logout Reason,

  or

  — "00" is used to indicate a Logout Reason of "other."

- The green light will turn red if the extension is:

  — off hook

  — in the **Forward All Calls (FWD)** state

  — in the **Do Not Disturb (DND)** state

— in **Wrap-up** after a call

- For an agent’s outbound workgroup call to another agent in the workgroup, the **Caller ID** field will show the direction of the call (=> means an outgoing call, <= means an incoming call)
  and the caller ID of the incoming caller/outgoing call.

To change views and print data:

Click the workgroup pilot extension tab at the bottom of the panel to view data for agents in another workgroup.

Click **Print** to print the current window data.

Monitoring—Listening in and Barging In

If your system and extension are configured to provide these functions, you can listen to (silent monitor) agent’s calls and, if necessary, intervene and enter the conversation in progress, sometimes called barging into the call. Essentially, barging in is to create a conference call with the agent, the caller, and yourself.

Note: These features not only require the appropriate extension permissions, but also a Triton Resource Board to be installed in the AltiWare/AltiContact Manager system. If you attempt to make use of these features when there is no board present, you’ll get a fast busy signal.

You can monitor an agent’s incoming/outgoing calls for the workgroup which belongs to you, regardless of the agent’s login/logout status.

You can monitor and barge-in on an agent's personal call through AltiSupervisor or from the phone interface (using **#59**).

You cannot use listen or barge in on parked calls, calls on hold, or calls in conference.

WARNING!

Listening in to or recording a conversation without the consent of one or both parties may be a violation of local, state and federal privacy laws. It is the responsibility of the users of this feature to assure they are in compliance with all applicable laws

Listening In

When you listen in to a call, you cannot be heard.

To listen in to a call:

1. On the Agent State tab, click to select an agent connected to an incoming workgroup call.
2. Click the **Listen** button to ring your extension, then listen in by phone or headset.

   Alternatively, using the handset, press **# 59** + **<agent extension>** + **<workgroup password>** + **1**.
3. When you are finished monitoring, click the **Hang Up** button.

   The **Hang Up** button appears on the tab after you click **Listen** or **Barge In**.

Barging In

You can barge into a workgroup agent call and enter the conversation in progress.

To barge in to a call:

1. On the Agent State tab, click to select an agent connected to an incoming workgroup call.
2. Click the **Barge In** button to ring your extension, then speak to the agent and caller through the handset.

   Alternatively, using the handset, press **# 59** + **<agent extension>** + **<workgroup password>** + **2.**
3. To exit the call, click the **Hang Up** button.

Recording Calls

The voice recording feature in AltiSupervisor allows the recording of conversations between a workgroup agent and a customer. Recorded conversations can then be played back through voice mail or accessed at a centralized location.

Note: The voice recording feature is only available for extensions on Triton Resource boards.

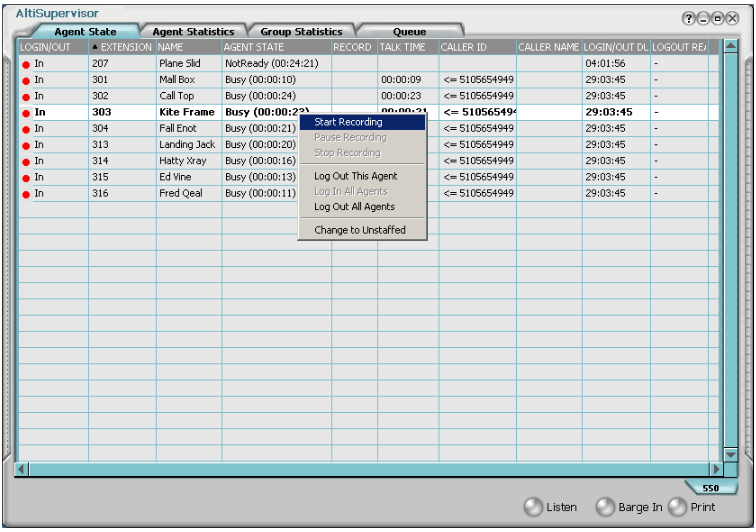
To record, the supervisor extension must have the **Personal Call Recording** option enabled in the General page of Agent Extension Configuration in ACM Admin.

WARNING!

Listening in to or recording a conversation without the consent of one or both parties may be a violation of local, state and federal privacy laws. It is the responsibility of the users of this feature to assure they are in compliance with all applicable laws.

To record a call:

1. On the **Agent State** tab, right-click on the agent call to open a drop-down list.


AltiSupervisor
Agent State
Agent Statistics
Group Statistics
Queue
Start Recording
Pause Recording
Stop Recording
Log Out This Agent
Log In All Agents
Log Out All Agents
Change to Unstaffed
550
Listen
Barge In
Print

LOGIN/OUT	▲ EXTENSION	NAME	AGENT STATE	RECORD	TALK TIME	CALLER ID	CALLER NAME	LOGIN/OUT DU	LOGOUT RE
● In	207	Plane Slid	NotReady (00:24:21)					04:01:56	-
● In	301	Mall Box	Busy (00:00:10)		00:00:09	<= 5105654949		29:03:45	-
● In	302	Call Top	Busy (00:00:24)		00:00:23	<= 5105654949		29:03:45	-
● **In**	**303**	**Kite Frame**	**Busy (00:00:2**			**<= 51056549**		**29:03:45**	-
● In	304	Fall Enot	Busy (00:00:21)			<= 5105654949		29:03:45	-
● In	313	Landing Jack	Busy (00:00:20)			<= 5105654949		29:03:45	-
● In	314	Hatty Xray	Busy (00:00:16)			<= 5105654949		29:03:45	-
● In	315	Ed Vine	Busy (00:00:13)			<= 5105654949		29:03:45	-
● In	316	Fred Qeal	Busy (00:00:11)			<= 5105654949		29:03:45	-

Figure 6. Call Recording from a right-click

2. Scroll to **Start Recording**. If the **Insert Recording Tone** option is set, both parties will hear a beep when the recording begins.

   Note: After a Supervisor clicks on the “Record” menu item to record an agent’s conversation, AltiSupervisor will display “**Check**” in the record field to indicate the call is being recorded. The display appears until the call is finished or when the Supervisor stops recording the call. The display also applies to Record All Calls.

3. To pause recording, right-click on the conversation and scroll to **Pause Recording**.

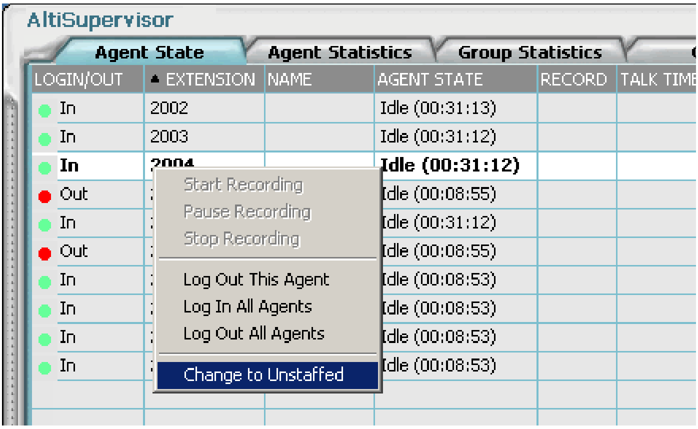
4. To end recording, right-click on the conversation and scroll to **Stop Recording**. If the administrator has set to record to a centralized location, contact your administrator for the location. If the system is set to save the recording as the AltiSupervisor's voice mail, the recording can be heard through the AltiGen Voice Mail System.

Notes:

- Depending on the size and number of recorded calls, this may affect the system's resources.
- Do not use an account code entry to stop recording on demand; doing so will disconnect the call.

Forced Agent Login/Logout/Unstaffed

The supervisor can force one or all agents to login or logout from a workgroup through AltiSupervisor.


AltiSupervisor
Agent State
Agent Statistics
Group Statistics
Start Recording
Pause Recording
Stop Recording
Log Out This Agent
Log In All Agents
Log Out All Agents
Change to Unstaffed

LOGIN/OUT	▲ EXTENSION	NAME	AGENT STATE	RECORD	TALK TIME
● In	2002		Idle (00:31:13)		
● In	2003		Idle (00:31:12)		
● **In**	2004		**Idle (00:31:12)**		
● Out			Idle (00:08:55)		
● In			Idle (00:31:12)		
● Out			Idle (00:08:55)		
● In			Idle (00:08:53)		
● In			Idle (00:08:53)		
● In			Idle (00:08:53)		
● In			Idle (00:08:53)		

Figure 7. Forced Agent Login/Logout/Unstaffed

To force an agent to logout of a workgroup, right-click on a workgroup call from the **Agent State** tab and scroll to **Log Out This Agent**.

To force all agents to login to a workgroup, right-click on a workgroup call from the **Agent State** tab and scroll to **Log In All Agents**.

To force all agents to logout, right-click on a workgroup call from the **Agent State** tab and scroll to **Log Out All Agents**.

To force this agent to Unstaffed (virtual), right-click on the workgroup call from the **Agent State** tab and scroll to **Change to Unstaffed**.

Note: AltiSupervisor can only set an agent to Unstaffed, but cannot change an unstaffed agent back to Staffed or Logon. “Change to Unstaffed” feature is not supported at the IP phone agent.

Viewing the Queues

Click the **Queue** tab to view the queue for the selected workgroup.

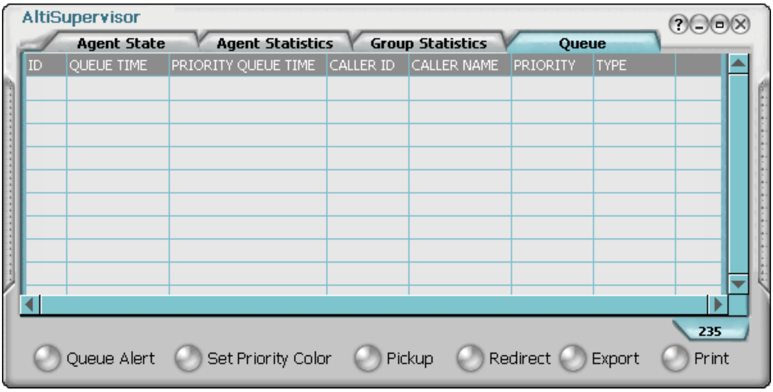

AltiSupervisor
Agent State
Agent Statistics
Group Statistics
Queue
ID
QUEUE TIME
PRIORITY QUEUE TIME
CALLER ID
CALLER NAME
PRIORITY
TYPE
235
Queue Alert
Set Priority Color
Pickup
Redirect
Export
Print

Figure 8. Queue tab

For each call in queue, the **Queue** tab displays the ID, the queue time, priority queue time, Caller ID, and Caller Name if available.

The maximum number of calls in queue, at any one time, is 34.

Pickup Call from Queue

To pick up a call from queue, click on a queued call from the list, then click the **Pickup** button. This will ring the supervisor extension when the phone is in idle state. If the supervisor is in idle state, the current call is put on hold and the queued call is connected.

Note: The “**Allow Agent Pickup Call from Workgroup Queue**” setting in the Agent Configuration page of ACM Admin must be enabled in order to allow AltiSupervisor to transfer calls from queue.

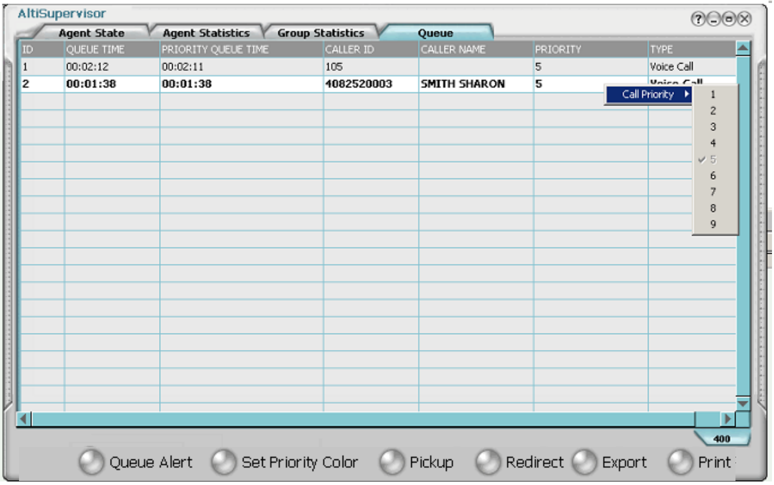
Redirect Call from Queue

To redirect a call from queue, click on a queued call from the list, then click the **Redirect** button. This follows the target extension’s RNA/busy call handling settings.

Note: The "**Allow Transfer/Priority Change**" setting in the Queue Management page of ACM Admin must be enabled in order to allow AltiSupervisor to transfer calls from queue.

Assign Call Priority

To assign call priority to a queued call, right-click on the call from the **Priority** field and select a priority level from **1 - 9**.



AltiSupervisor
Agent State
Agent Statistics
Group Statistics
Queue
Call Priority
1
2
3
4
✓ 5
6
7
8
9
400
Queue Alert
Set Priority Color
Pickup
Redirect
Export
Print

ID	QUEUE TIME	PRIORITY QUEUE TIME	CALLER ID	CALLER NAME	PRIORITY	TYPE
1	00:02:12	00:02:11	105		5	Voice Call
2	**00:01:38**	**00:01:38**	**4082520003**	**SMITH SHARON**	**5**	**Voice Call**

Figure 9. Assigning call priority

Note: The "Allow Transfer/Priority Change" setting in the Queue Management page of ACM Admin must be enabled in order to allow AltiSupervisor to assign call priority from queue.

Color Coded Queue Priority

A supervisor can assign different colors for different call priorities in the AltiSupervisor Queue tab. The **Set Priority Color** button allows the supervisor to choose from 11 colors to assign to each call priority. The configuration is stored locally.

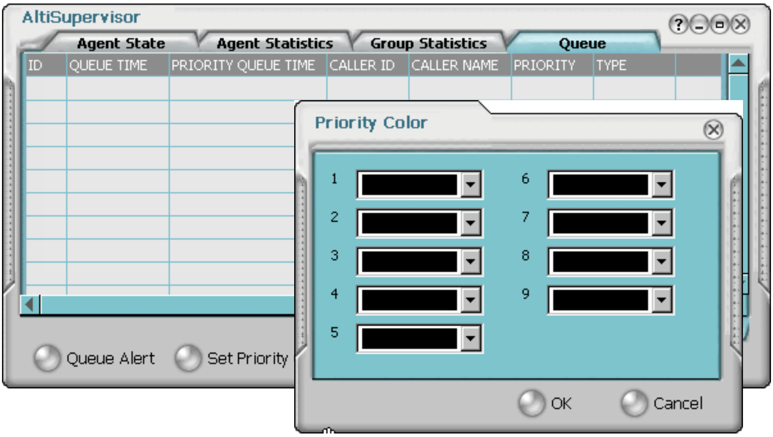
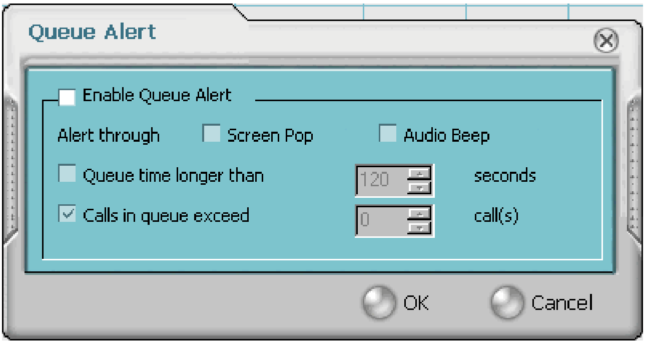

AltiSupervisor
Agent State
Agent Statistics
Group Statistics
Queue
ID
QUEUE TIME
PRIORITY QUEUE TIME
CALLER ID
CALLER NAME
PRIORITY
TYPE
Queue Alert
Set Priority
Priority Color
1
2
3
4
5
6
7
8
9
OK
Cancel

Figure 10. Set Priority Color, Queue Tab

Be Alerted when Queue Reaches Specified Limits

Click the **Queue Alert** button to specify when you want to be alerted to the length of the queue. The following dialog box appears:


Queue Alert
OK
Cancel

☐ Enable Queue Alert

Alert through ☐ Screen Pop ☐ Audio Beep

☐ Queue time longer than 120 seconds

☑ Calls in queue exceed 0 call(s)

1. Check **Enable Queue Alert** to enable the alert.
2. Choose to be alerted through a screen pop and/or an audio beep.
3. Choose to be alerted when the queue time exceeds the number of seconds you specify and/or the number of calls exceeds the number you specify.

When an above condition is met, a screen pop will display messages like the following:

- "*Date Time*: Number of queued call(s) in Workgroup *xxx* exceeds *y* call(s)"
- "*Date Time*: Waiting time in Workgroup *xxx* longer than *x* minute(s)."

Click OK to dismiss the pop up. If you leave the pop up displayed, it will be updated when the specified threshold is crossed again.

The supervisor does not have to be part of a workgroup to use the Queue Alert feature.

Exporting or Printing Statistics

Use the **Export** button and then specify a directory and file name to save the queue data to a CSV (comma separated value) file, or use the **Print** button to print the records.

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