



Vision Call Centre v1.6

Installation & Configuration Notes

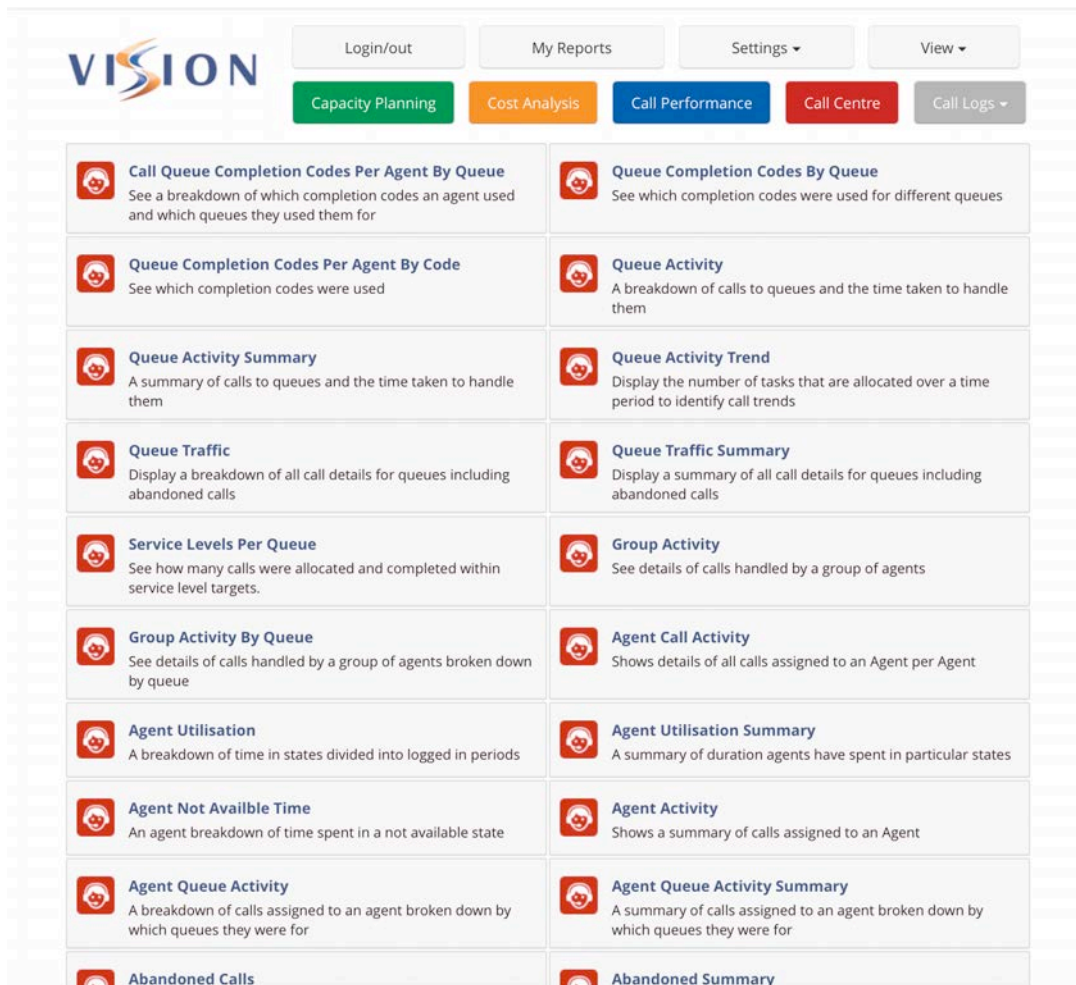
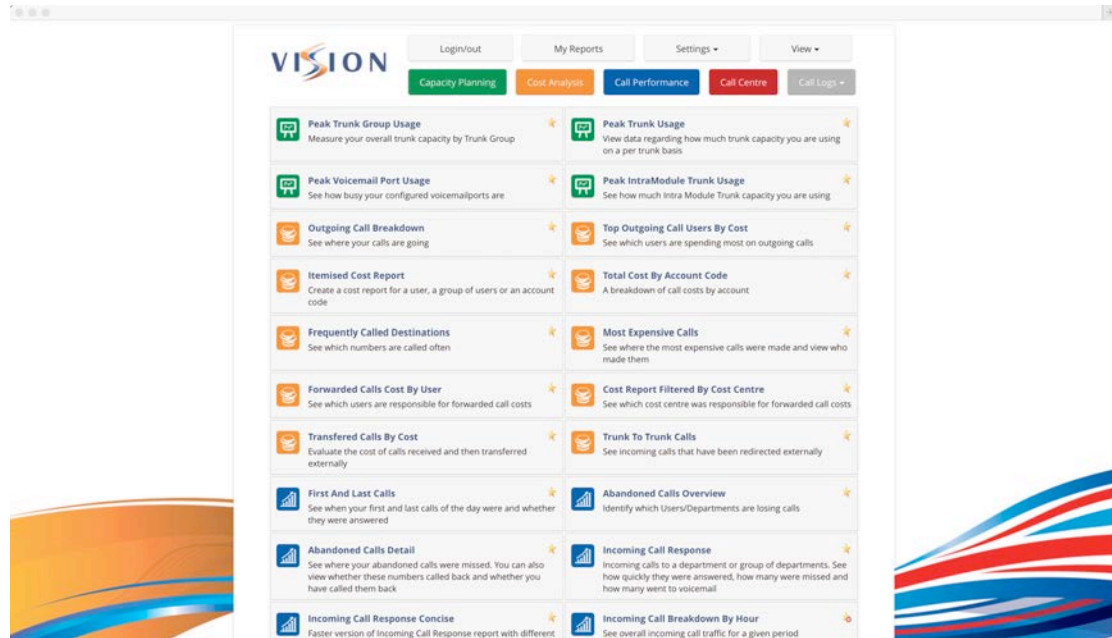
Introduction

Vision Call Centre v1.6 is a modular addition to the overall Vision Business Management application suite. The complete suite introduces many significant new features, including;

- New look and feel
- 6 x new Queue panels
- Restricted Manager access to Vision Call Centre configuration
- .wav based announcements for Vision Call Centre Queues
- Vision Portal Login/out button
- HTTPS support added
- Vision Reports
 - New Outgoing Call Breakdown by Hour report added
 - Restricted Manager access to Vision Reports
 - Email test button
- Vision Live
 - New BLF panel
 - New scrolling ticker panel
 - Gradient effect for tiles
 - Audio warnings & alarms
 - Scaling for Vision Report panel graphs

New Look & Feel

Vision v1.6 introduces a whole new look and feel, with a brand new theme for the Vision Portal and Vision Mobility portal as shown below:



The buttons for selecting Reports appear at the top of the main Vision web page; My Reports, Capacity Planning, Cost Analysis and Call Performance. The Settings button provides access to Vision Manager Configuration in addition to Reporting Groups, Scheduled Reports and SLAs. Settings also offers configuration for Vision Call Centre, provided the appropriate licences have been purchased and permissions for access granted.

Configuration for Live Wallboards can be found under the View menu, alongside access to the Vision Call Centre Supervisor Console, once again, if you have the appropriate permissions to do so.

The Call Logs menu provides access to Status & History, quick search faculties for Calls Out and Call In and also the main Search Calls function.

Should long-term Vision customers prefer the familiarity of the original interface, this can be re-activated by selecting Vision Manager and ticking the Legacy Appearance option.

Company Name:	<input type="text" value="-"/>
Email:	<input type="text" value="support@splicecom.com"/>
Username:	<input type="text" value="support@splicecom.com"/>
Password:	<input type="password"/>
Confirmation Password:	<input type="password"/>
TimeZone:	<input type="text" value="-"/>
Legacy Appearance:	<input checked="" type="checkbox"/>

This will then present web pages with the look and feel of the Vision v1.5 theme.

6 x New Queue Panels

The following new Panels have been added to Vision Call Centre v1.6

- Queue Panel - Percentage Answered Inside SLA
- Queue Panel - Percentage Answered Outside SLA
- Queue Panel - Percentage Handled Inside SLA
- Queue Panel - Percentage Handled Outside SLA
- Queue Panel - Current Connected Outbound
- Queue Panel - Current Longest Queue

Restricting Manager access to Call Centre Configuration

Vision Call Centre v1.6 adds a new Security option - Configure Call Centre - under Vision Manager. This option allows you to select whether that specific manager or administrator can have access to;

- Configure Queue
- Configure Agents
- Configure Completion Codes

- Configure Not Available Codes
- Configure SLA Levels.

This option is show below:

Assigned Security	Available Security
Configure Mobility	Read Only
Voice Recording Access	No Reports
Configure Managers	Configure Call Centre

Wav based announcements for Queues

Vision v1.6 Call Centre allows Vision Queues to be configured with an Announcement Mode of Estimated Time to Answer or Position In Queue in wav file format or text to Speech. When configuring a Queue select the Announcement Mode and an extra menu will appear to the right, here you can select Text to Speech or Pre-Recorded Announcements as shown below:

Announcement Mode: Estimated Time To Answer

Auto Feed Mode: Off

Manual Distribution Mode: Longest Idle

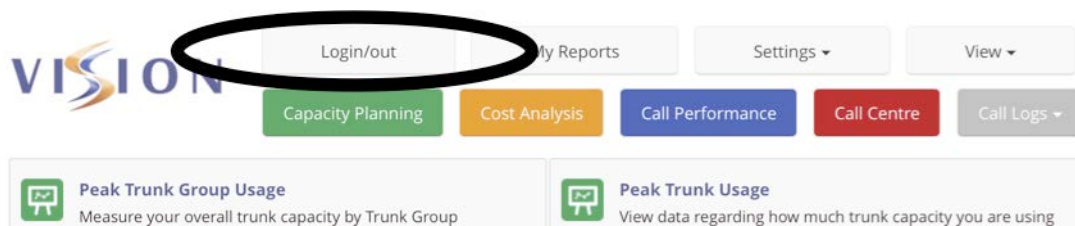
Dropdown menu options:

- ✓ Text-To-Speech
- Pre-recorded Announcement

Pre-Recorded Announcements are built into Vision v1.6 meaning that you do not need to record your own.

Login/out button on Vision Portal

A Vision portal Login/out button has been added in Vision v1.6. This appears in the top left hand corner of the Vision selection buttons at the top of the web page.



HTTPS Support

Vision v1.6 now supports HTTPS. From the Vision Admin Portal select Utilities

The "Generate SSL Certificate" page in the Admin portal first tests whether there is a listener on TCP port 443. If there is, then it attempts to obtain the SSL certificate and displays the details of this.

If no listener was detected on 443, the certificate generation form is displayed. The administrator fills in the details and clicks the Generate button. This triggers the generation of the key and

c. Email Test Button

In the Vision v1.6 Admin Portal a facility has been added to check if email services for the delivery of Scheduled Reports has been setup correctly. Click on Report Settings and enter the Email Server and Email Address Settings, then click Update. You will then see a Test Email button as show below;

Email Server	<input type="text" value="splicecom.email.server"/>	<input type="button" value="Test"/>
Email Address	<input type="text" value="support@splicecom.com"/>	

By clicking Test it will send an email to the Default Administrator of the Vision System - Please ensure that they have a valid email address configured. If the test email is received correctly you can be assured that this facility has been set up correctly.

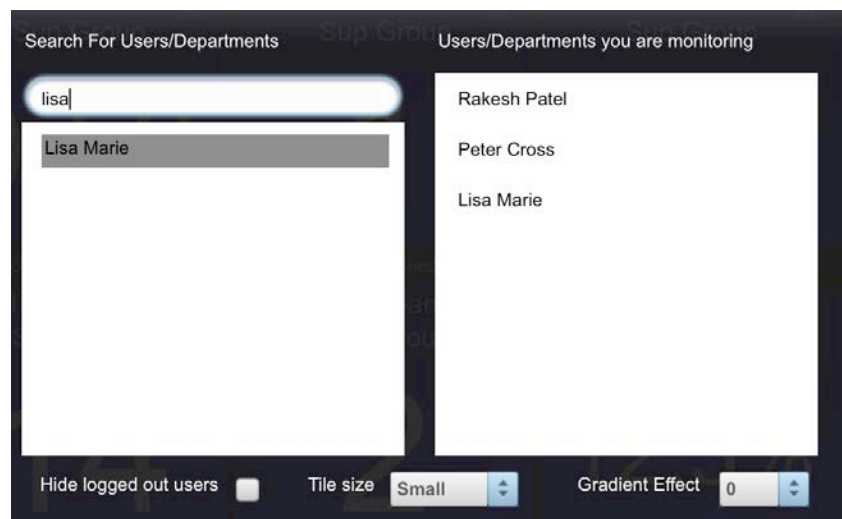
Vision Live Wallboards

a. New BLF Panel

Vision v1.6 provides a completely new BLF Panel, replacing the original version available in Vision v1.5 and earlier. In addition to a new look and feel, three more options have been added to this Panel;

- Choice of small, medium or large tiles
- Option to hide Logged Out users to conserve wallboard space
- Configurable gradient effect for tiles

These new configuration options are shown below.



Once configured the new BLF Panel looks like this;



In use, the BLF Panels reflect the following:

Green – Available

Yellow - Ringing

Red – Busy (also shows who that User/Agent is on a call to – name and number [if known])

Blue - DND

If a User/Agent has a voicemail message(s) this will also be show as below;



b. New Scrolling Ticker Panel

A new scrolling Ticker-Tape style panel has been added to the Live Wallboards in Vision v1.6. This scrolls text that you enter at the configuration stage across the full width of the panel you create. Please note that the smooth scrolling of this function requires sufficient CPU availability due to the high refresh rate required for this tile.



c. Gradient Effect

In addition to the BLF panel, each Vision Live tile can now be individually configured to have a solid or graduated shading look. When configuring a tile you will see a Gradient Effect figure as shown below:



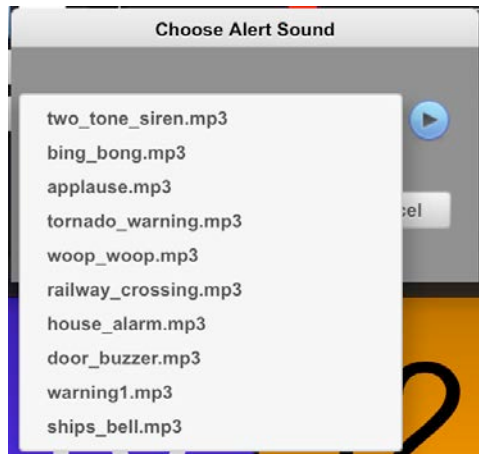
This scales from 0 to 10 with 0 reflecting no gradient effect.

d. Alert and Warning Sounds

Vision v1.6 adds the ability to play a sound when an Alert or threshold is reached. A speaker button has been added alongside the field where the figure for Warn or Alert in input, as shown below:



Clicking on the speaker icon presents you with the following menu;



Selecting one of the mp3 files allows you to add sound to a tile. Please note: the sound will be played **ONCE** when the Warn or Alert threshold has been reached. Vision v1.6 comes pre-loaded with 10 sounds, but if you wish to upload new sounds then you can load custom mp3 or wav files in:

</SpliceCom/Sites/Vision/VisionLive/Resources/sounds>

e. Scaling of Vision Graphs

Vision v1.6 allows a Report Panel consisting of a Graph to be scaled in size. Increasing the size of the Panel will now increase the size of the Graph. Please note that a refresh of the wallboard is required when re-sizing of the Panel has been completed.

Other Changes In Vision v1.6

- Apostrophes are now supported when they appear in the names of Users, Agents, Departments and Queues
- Total Calls Tile enhanced filtering options. Tile now counts user calls, department/queue calls, transferred call (blind and announced) and pickup of ringing or parked calls. The configuration window for this Tile also offers extra settings for;
 - Direction of call
 - outgoing
 - incoming
 - all
 - Filtering
 - Internal
 - external
- Modification of Incoming Call Response Concise Report. Column heading and call classification changed to;
 - Calls within 10s
 - Calls between 10s and 20s (does not include calls answered under 10s)
 - Calls between 20s and 30s (does not include calls answered under 20s)
 - Calls between 30s and 45s (does not include call answered under 30s)
 - Calls between 45s and 60s (does not include calls answered under 45s)
 - Calls above 60s
- Vision Live. Today's Outgoing Calls tile drills down into the Outgoing Call Breakdown by Hour Report when double clicked

- Call Logs. Status & History page now shows “Local” to signify the local recording module has been utilised

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