User Guide for TASKE DisplayCentral

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Chapter 1 Welcome

TASKE DisplayCentral gives you a simple and convenient way to convey information in your contact center. This information helps people respond to changing conditions, such as an increase in the number of calls waiting.

Using a display screen in your contact center (plasma, LCD or projector technologies), you can show the real-time status of resources (such as agents and queues) and enhance this content with the date, time, text messages, web pages, and web feeds.

The content and format of the information shown on the display screen is provided by a DisplayCentral layout. The display screen is connected to a computer where DisplayCentral is running the layout.

Layouts are created using TASKE DisplayCentral Designer. Access to this application is managed by administrators in your organization.

Chapter 2 Managing Layouts

This chapter describes how to run a layout, position a layout on the computer screen, and close a layout.

Running a Layout on the Contact Center Display Screen

The display screen in your contact center shows the layout that is open in DisplayCentral on the computer. The layout also appears on the monitor of this computer. This local version is useful if the computer monitor is positioned in a way that you cannot view the display screen.

To run a layout:

1. Start TASKE DisplayCentral.

   For example, on Windows XP, from the Start menu, click **All Programs, TASKE, DisplayCentral**.

2. Double-click the layout file.

   DisplayCentral layouts use the filename extension ".xml".

The layout opens in the DisplayCentral window.

To change the layout that is running:

3. Right-click the current layout and click **Open Layout**.
4. Double-click the layout file.

Positioning a Layout on the Computer Monitor

A layout that is running on the display screen in your contact center also runs on the monitor of the computer on which DisplayCentral is located. You can dock the layout to a fixed position on your monitor so that it is always available from one the same location. If you want to move the layout while you are working with other windows, leave it undocked.

To ensure the layout is visible, even when you are working with other windows or applications, set up the window to remain on top of all other windows.

If you want to maximize the layout on the computer monitor, expand it to full size.

To dock a layout:

1. If more than one computer monitor is available, drag the layout to the monitor where you want to dock the layout.
2. Right-click the layout and click **Dock To, *position*.**

   For example, click **Dock To, Top** to dock the layout at the top of the monitor.

To undock a layout:

- Right-click the layout and click **Undock**.

To keep a layout as the top window:

- Right-click the layout and click **Always on Top**.

To maximize a layout:

- Right-click the layout and click **Fullscreen**.

  Click this option again to reduce the layout to its original size.

Closing a Layout

When you no longer want to display information on the contact center's display screen, close the layout.

To close a layout:

- Right-click the layout on the computer monitor and click **Close**.

Appendix A Queue and Queue Group Statistics Reference

Queue Agent Statistics

The following queue agent statistics are available for queue and queue groups.

Agents ACD

The number of agents who are logged in to the queue and connected to an ACD call.

Agents Available

The total number of agents who have the status of Idle, non-ACD, and ACD.

Agents Idle

The number of agents who are logged in to the queue and ready to take a call, and who are not already taking a call.

Agents Logged In

The number of agents who are logged in to the queue.

Agents Logged Out

The number of agents who are logged out of the queue.

Agents Make Busy

The number of agents who are logged in to the queue and in the make busy state. Agents in this state don't receive ACD calls.

Agents Non-ACD

The number of agents who are logged in to the queue and connected to an incoming non-ACD call.

Agents On Outbound

The number of agents who are logged in to the queue and connected to external calls they initiated.

Agents Unavailable

The number of agents who are logged in to the queue, but who are unable to take calls. For example, agents who are logged in and connected to calls are unavailable.

Agents Unknown

The number of agents who belong to the queue and are in a state that is not known.

Do Not Disturb

The definition of the Do Not Disturb state depends on your telephone system. For information about this state, contact your administrator.

Queue Call Statistics

The following queue call statistics are available for queue and queue groups.

Answered Service Factor

The percentage of calls that enter the queue that are answered.

Calls Abandoned

The number of calls in the queue that were terminated before being answered by an agent.

Calls Answered

The number of ACD calls answered.

Calls Interflowed

The number of calls that were moved to another answering point after waiting in a queue for the maximum length of time.

Calls Offered

The number of answered and abandoned calls that entered the queue.

Calls Requeued

The number of calls that were returned to the queue because they were not answered by an available agent.

Calls Waiting

The number of calls in the queue that are waiting to be answered.

Expected Wait Time

The average time (in hours, minutes, and seconds) that calls in the queue wait to be answered. This time is calculated by analyzing the length of time that previous ACD calls for the queue waited to be answered. The most recently answered calls are weighted in the calculation more heavily than older calls.

Longest Waiting Call

The time (in hours, minutes, and seconds) of the call in the queue that has been waiting the longest to be answered.

Telephone Service Factor

The percentage of calls that enter the queue that is answered or abandoned.