



SwyxPLUS VisualGroups 1.1

Documentation for Administrators and Users

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1 Installing SwyxPLUS VisualGroups

This chapter describes the serversided configuration of VisualGroups 1.1. The use of the client is described in 3 *Using SwyxIt! with SwyxPLUS VisualGroups*, page 14.

SwyxPLUS VisualGroups offers the possibility of visually managing call queues in SwyxIt!. Incoming calls are automatically queued and forwarded to available users. Missed calls can be traced back. Additionally, SwyxPLUS VisualGroups Enhanced offers a statistic function.

A queue is a SwyxWare user including a Call Routing Script and an assigned number. The users' SwyxIt! clients receive and display the queue calls using SwyxPLUS VisualGroups skins.

According to the "longest inactive" principle, the queue calls are automatically forwarded to the users' internal number. The user determined by the system then has a defined time to answer the call before the caller is being forwarded to the next available user. After a call the user has a wrap up time defined by the administrator in which no calls can be forwarded from the system to the user.



SwyxPLUS VisualGroups is currently unavailable for SwyxON.

1.1 System requirements

The same requirements as for SwyxWare are valid. See chapter "System Requirements" in the SwyxWare-documentation.

1.2 Installing

You must install SwyxPLUS VisualGroups on the same computer you use for SwyxWare. For operating SwyxPLUS VisualGroups Microsoft IIS is required. If Microsoft IIS is not installed, it will be installed via the VisualGroups installation wizard.

The queue users, included in your license, are installed automatically via installation wizard. You can create additional queues via web portal after

you have purchased additional licenses. After the configuration of queues you must assign a number to each user created for the queues. See chapter "Numbers and Number Mappings" in the SwyxWare documentation.

You must assign one of the SwyxPLUS VisualGroups skins to the users' SwyxIt! clients so they can receive and display queue calls.

For information on licensing see the SwyxWare documentation, chapter "Licensing".



Check if your license is valid before configuring VisualGroups. Hints of invalid licensing appear on the web portal start page.

How to install SwyxPLUS VisualGroups

- 1 Define the following firewall settings on your server:

| Log | Port | TCP/UDP | Direction |
|-------|------|---------|--------------------|
| HTTP | 80 | TCP | Inbound + Outbound |
| HTTPS | 443 | TCP | Inbound + Outbound |

- 2 Download the "SwyxPLUSVisualGroupsInstaller.exe" from the Swyx website and start the installation.
- 3 From the dropdown list select the required language. The SwyxPLUS VisualGroups installation wizard start page appears.
- 4 Click on "Next" to start the installation.
- 5 Activate the checkbox to accept the license agreement.
- 6 Click on "Next". Your system is being checked.
- 7 Click on "Next".
- 8 Click on "Browse" and select a memory location, if applicable.



If you remove the IIS website on which SwyxPLUS VisualGroups is active or the virtual directory for SwyxPLUS VisualGroups you cannot use SwyxPLUS VisualGroups anymore and have to reinstall the application.

Your system is being searched for a SwyxWare and a SQL database installation.

The name of your SQL server instance appears.

9 Depending on your configuration you can select "Windows authentication" or „SQL server authentication“.

10 Click on "Next".

An overview of your IIS installation settings appears.

11 Click on "Next".

SwyxPLUS VisualGroups is being installed.



Your system may be restarted automatically during the installation, depending on which Windows components are already installed. The restart can cause an interruption of the telephony functions on your server. The installation assistant will be restarted automatically after the interruption. The installation will continue with the step where the interruption occurred.

12 Click on the link to configure SwyxPLUS VisualGroups via Web Portal.

13 You are forwarded to the configuration wizard and can configure SwyxPLUS VisualGroups initially, 2.1 **Configuring initially**, page 8.

1.2.1 Refresh

You can update VisualGroups by executing the installation file. Your current version will be automatically identified and the update starts.



The update will also affect your VisualGroups database, therefore you need to create a backup in advance.

1.2.2 Backing up and restoring

You can backup and restore your VisualGroups environment with current data. The VisualGroups instance is stored on your SwyxWare database.

How to create a backup of the VisualGroups database

- 1** Stop the VisualGroups website in the Microsoft IIS-Manager.
 - 2** Create a backup of the VisualGroups database. By default the name of the database is "VisualGroups".
 - 3** Start the VisualGroups website in the Microsoft IIS-Manager.
- The current database of your VisualGroups directory is backed up.

How to restore a VisualGroups environment

- 1** Stop the VisualGroups website in the Microsoft IIS-Manager.
- 2** Stop the "SwyxPLUS VisualGroups Reporting and Maintenance" service in the Windows Task Manager.
- 3** Restore the VisualGroups database backup you have created before (e.g. using Microsoft SQL Server Management Studio).
- 4** Start the VisualGroups website in the Microsoft IIS-Manager.
- 5** Start the "SwyxPLUS VisualGroups Reporting and Maintenance" service in the Windows Task Manager.

Your VisualGroups environment is restored to the creation date of the backup.

1.2.3 Changing VisualGroups storage directories

By default VisualGroups files are stored in the following directories which you can change as follows, if applicable:

| File | Storage directory | Changing option |
|---|---|--|
| Installation files | For SwyxIt!: C:\Program Files (x86)\Swyx\SwyxPLUSVisualGroups Or for Netphone: C:\Program Files (x86)\T-Com\SwyxPLUSVisualGroups | During installation |
| Log file (trace files) | For SwyxIt!: C:\Program-Data\Swyx\Traces Or for Netphone: C:\ProgramData\T-Com\Traces | Via registry key, see <i>Storage directory</i> , page 6. |
| PDF files with reports (Reports are being sent via email) | For SwyxIt!: C:\Windows\ServiceProfiles\LocalService\AppData\Roaming\Swyx\VisualGroups\reporting\ Or for Netphone: C:\Windows\ServiceProfiles\LocalService\AppData\Roaming\T-Com\VisualGroups\reporting\ | Changing not possible |
| IIS log files | %System-Drive%\inetpub\logs\LogFiles | In IIS in the logging menu you can adjust the settings. |

1.2.4 Changing the trace level for VisualGroups files

You can define the storage directory and the trace level for each VisualGroups component separately via Windows registry key:

- 1: Set by default, only serious errors

- 4: Significantly more information, useful for support purposes, e.g. the entire installation process is logged



The Windows service account requires read and write rights for the selected storage directory. You may have to adjust the rights via the security tab in the Windows folder settings.

There are the following components available for the <component name> placeholder:

| Component name | Function |
|----------------|--|
| admin | Logging the web portal activity |
| ecr | Logging ECR activities |
| installer | Logging the installation activities |
| reporting | Reporting creation and sending of the logs |
| user | Logging the user related data on the server side |



If there is no registry key you can create it yourself. Otherwise, the trace files are stored in the default directory.

| Change | Registry key and value |
|-------------------|--|
| Storage directory | Report name: Log file For SwyxIt!: HKLM\Software\WOW6432Node\Swyx\VisualGroups\<Komponentenname>\CurrentVersion\Tracing Or for Netphone: HKLM\Software\WOW6432Node\T-Com\VisualGroups\<Name der Komponente>\CurrentVersion\Tracing Value: <Storage directory> and <File name> of the log file (must have the ending .log) Type: REG_SZ |

| Change | Registry key and value |
|-------------|---|
| Trace level | <p>For SwyxIt!: HKLM\Software\WOW6432Node\Swyx\VisualGroups\<Komponentenname>\CurrentVersion\Tracing</p> <p>Or for Netphone: HKLM\Software\WOW6432Node\T-Com\VisualGroups\<Name der Komponente>\CurrentVersion\Tracing</p> <p>Name: <component name> (s. table above)</p> <p>Value: „1“ or „4“</p> <p>Type: REG_DWORD</p> |

1.3 Uninstalling

You can completely uninstall VisualGroups.

How to uninstall VisualGroups

- 1 Uninstall “SwyxPLUS VisualGroups”.
- 2 Uninstall „SwyxPLUS VisualGroups Reporting and Maintenance”.

VisualGroups is uninstalled. All calls to a VisualGroups queue are forwarded to the defined number, if applicable.



To remove all VisualGroups files from your system, you have to manually delete the VisualGroups database from your SQL server, the VisualGroups queue user in the SwyxWare-Administration and the directory of the PDF reports. Additionally, you have to delete the IIS log files of the VisualGroups web instance, if applicable, see *Changing VisualGroups storage directories*, page 5.

2 **Configuring SwyxPLUS VisualGroups**

This chapter describes the serversided configuration of VisualGroups. The use of the client is described in 3 *Using SwyxIt! with SwyxPLUS VisualGroups*, page 14.

2.1 **Configuring initially**

When the installation is completed, you can use the configuration wizard to configure SwyxPLUS VisualGroups initially.



For the initial configuration SwyxWare system administrator rights are required.



After 10 minutes of inactivity you will be logged off automatically of the Web-Portal due to safety reasons.

How to configure SwyxPLUS VisualGroups initially

- 1 Open the Web Portal via the link in the installation wizard or in a web browser, *Further configuring*, page 9.



You can also open the Web-Portal via the desktop shortcut that has been created during the installation.

The SwyxPLUS VisualGroups configuration wizard login page appears.

- 2 Click on "Next" to start the initial configuration.



If you cancel the initial configuration and start the configuration wizard at a later stage in an existing installation, all settings will be reset.

Your SwyxPLUS VisualGroups lincenses are being checked.

An overview of your SwyxPLUS VisualGroups licenses appears:

- License: Your SwyxPLUS VisualGroups license
- Number of queues: Current number of your licensed queues

- 3 Click on "Next".
- 4 Enter names for the queues. The name appears in the users' SwyxIt! clients and in the SwyxPLUS VisualGroups usage reports.
- 5 Assign skins and users to your queues:
 - Queue: From the dropdown list select the required queue.
 - Skin: From the dropdown list select the VisualGroups skin you want to assign to the user.
 - Available users: From the dropdown list select the group from which you want to assign users to the queue.
 - User: Activate the checkbox in the line of the user you want to add or activate the checkbox in the "User" line to add all users in the list. Click on the "Arrow" symbol to assign the selected users to the queue.



You can enter a name into the search bar to search for a user.

- 6 Click on "Next".
- 7 Define the reporting settings:
 - Interval: Activate the checkbox of the time interval in which you want to receive your usage reports.
 - Day of Week: Activate the checkbox of the day of week on which you want to receive your usage reports.
 - Language: From the dropdown list select the language in which you want to receive your usage reports.
 - Reporting time: Enter the beginning and the end of the time span in which the usage reports shall be created (e.g. your office hours).
 - Recipient: Enter the email address to which your usage reports shall be sent.
- 8 Click on "Next".
- 9 Validate your SMTP settings and enter your password for the authentication of SwyxServer at the SMTP server.

- 10 Click on "Next".
The web portal start page appears.
- 11 Click on "Finish" to finish the initial configuration.
The initial configuration is completed. You can use the web portal for further configurations.



After you have completed the initial configuration every SwyxWare administrator with a corresponding administration profile can use the web portal to configure SwyxPLUS VisualGroups, *Further configuring*, page 9.

2.2 Further configuring

After the initial configuration of SwyxPLUS VisualGroups is completed, you can use the web portal for further configurations. To do so, enter the following address into your browser:

- IIS as a local service:
http://localhost/visualgroups/adminvg.aspx
- IIS as a separated service:
http://<computer name/IP address>/visualgroups/adminvg.aspx



Your licenses are being checked once a day and with every login to the web portal. If you do not have sufficient licenses for your queues, the queues which have been created last are being deactivated first (Last-In-First-Out-Principle).

Log in with your login data.

2.2.1 Creating, editing and deleting queues

When the initial configuration is completed, you can create additional queues via web portal and edit existing queues.




New licenses are being activated as soon as an administrator logs in to the web portal.



For creating queues Windows system administrator rights are required.

How to create and edit a queue

- 1 In the menu select "Administration | Queues".
The list of your queues appears with the following information:
 - Wrap Up Time: Time span after a call in which a user does not receive a new call.
 - Maximum waiting time of callers after which they are forwarded to another number.
 - Assigned users.
 - 2 Click on "Add" or activate the checkbox in the line of a queue and click on "Edit".
 - 3 Enter a name for the queue. The name appears in the users' SwyxIt! clients and in the SwyxPLUS VisualGroups usage reports.
- 

You can also rename queues in the web-portal.
- 4 Select a language for waiting calls and position announcements.
 - 5 Enter the rework time after a call in which a user does not receive a new call.
 - 6 Set the ringing time after which a call will be forwarded to another user when the call is not being accepted.
 - 7 Activate the checkmark if you want that users can also define their criteria for automatic forwarding on their own.
See also 3.7 **Defining criteria for automatic forwarding**, page 18.
 - 8 If applicable set the waiting time after which callers will be forwarded to another number than the queue number when no user has taken the call.
 - 9 If applicable enter the number to which callers shall be forwarded if there is no available user.
 - 10 From the dropdown list select the group from which you want to assign users to the queue.

- 11 Activate the checkbox in the line of the user you want to add or activate the checkbox in the "User name" line to add all users in the list.



You can enter a name into the search bar to search for a user.

- 12 Click on the "Arrow" symbol to assign the selected users to the queue.
- 13 Click on "Save".
A VisualGroups user for the queue has been created automatically in SwyxWare. You can now assign a number to the queue, *Assign queue to phone number*, page 11.

How to delete a queue

- 1 In the menu select "Administration | Queues".
The list of your queues appears.
- 2 Activate the checkbox in the line of a queue and click on "Delete".
The queue is no longer available and is no longer recorded in the usage report.

2.2.2 Add, edit and delete users

You can add SwyxWare users to SwyxPLUS VisualGroups and assign queues and VisualGroups skin.



The synchronization with the SwyxWare-Administration takes place with every login in the SwyxPLUS VisualGroups web-portal.



If a user is assigned to several queues and these queues have different skin configuration, the skin "VisualGroups enhanced" will be selected automatically.



You can define for all users on the same SwyxServer the skin as system-wide standard. For further information see the SwyxWare documentation.

How to add users

- 1 In the menu select "Administration | Users".
The list of all SwyxPLUS VisualGroups user appears with the following information:
 - Username
 - Status information for a user
 - Time at which the user was last active and accepted a call
 - Assigned Queues
- 2 Click on "Add".
 - Skin: From the dropdown list select the VisualGroups skin you want to assign to the user.
 - Available users: Select the entries from the user list and add them by clicking on the buttons.



You can enter a name into the search bar to search for a user.

- 3 Click on "Save".

How to edit users

- 1 In the menu select "Administration | Users".
The list of all SwyxPLUS VisualGroups user appears with the following information:
 - Username
 - Status information for a user
 - Time at which the user was last active and accepted a call
 - Assigned Queues
- 2 Activate the check mark in the line of the corresponding user and click on "Edit".
 - Skin: From the dropdown list select the VisualGroups skin you want

to assign to the user.

- Select the criteria from the dropdown list for the automatical forwarding of a user.
- Queue: Activate the checkbox in the line of the queue you want to assign the user or activate the checkbox "Queue" in the headline to assign the user to all queues.
- Click on the "Arrow" symbol to assign the user to the selected queue.



You can enter a name into the search bar to search for a user.

- 3 Click on "Save".

How to delete a user

- 1 In the menu select "Administration | Users".
The list of all SwyxPLUS VisualGroups users appears.
- 2 Activate the checkbox in the line of the corresponding user and click on "Delete".
The user can no longer use SwyxPLUS VisualGroups and is no longer recorded in the usage report.

2.2.3 Assign queue to phone number

You have to assign a number to each user that was created for your queue.

For further information see the SwyxWare documentation, chapter "Numbers and Number Mappings".

2.2.4 Use own audio file for queue

If you have installed the SwyxECR option pack you can use own announcements for your queues. To do this, you must put a Call Routing rule with the desired announcement before the VisualGroups script.

For further information see the SwyxWare documentation, chapter "configuration of SwyxServer" and see the „Swyx Extended Call Routing“ Documentation.

2.2.5 Creating and editing reports on a regular basis

SwyxPLUS VisualGroups Usage reports are created for a defined time period and sent to the given e-mail address. You can create different types of user reports (daily, weekly, monthly) and define individual settings for each of these usage reports.



In some cases the start and end time of the logging time may differ from the defined time. The logging time is automatically extended if calls are detected outside the defined time.



Reports are created and sent via email within 30 minutes after the defined logging time.

How to create and edit reports on a regular basis

- 1 In the menu select "Reporting | Reports".
The list of your SwyxPLUS VisualGroups usage reports appears with following information:
 - Name of the report
 - Interval
 - Time when the last usage report was created
- 2 Click on "Add" or activate the checkbox in the line of the corresponding usage report and click on "Edit".
- 3 Additionally to the settings in the configuration wizard (*Define the reporting settings*; page 8) you can edit following settings:
 - Report name: Enter a name for the usage report.
 - Language: Select the language for the reports from the dropdown list.
 - Interval (in minutes): Enter the interval in which calls are combined in the report.
 - CC/BCC: Enter the email address to which the usage reports should be sent as Carbon Copy or Blind Carbon Copy.
- 4 Click on "Save".

The usage report will be created according to your settings and sent to the given e-mail address, see *Enabling and disabling user-specific information in the reports*, page 12.

How to delete a report

- 1 In the menu select "Reporting | Reports".
The list of your SwyxPLUS VisualGroups usage reports appears.
- 2 Activate the checkbox in the line of the corresponding usage report and click on "Delete".



The directory of where the reports can be deleted is described in the column *PDF files with reports*, page 6.

2.2.6 Enabling and disabling user-specific information in the reports



When saving and processing personal data, observe the respective applicable legal data protection regulations.

By default in the VisualGroups reports a table is included containing SwyxIt!/Netphone login data of the users, their individual call statistics and evaluation.

If you don't want to display the userspecific information, follow further instructions:

- 1 Open the VisualGroups database.
- 2 Put the value "noagentinfoinreport" into the table "dbo.svg_ta_globalsettings" in the column "settingname". You do not have to fill in the columns "Settingvalue" and "settingbinvalue".
- 3 Save the changes on your database.
The change affects the next report.



You can reenble the report by deleting or renaming the value "noagentinfoinreport".

2.2.7 Edit SMTP server settings

You can edit your SMTP settings that are required for sending of SwyxPLUS VisualGroups reports.



If sending of E-Mails with reports have failed, a new transmission attempt occurs in one hour. There is a maximum of 5 transmission attempts for every report.

- 1 In the menu select "Reporting | SMTP Server".

See *Validate your SMTP settings and enter your password for the authentication of SwyxServer at the SMTP server.*, page 8.

2.2.8 Setting the language of the user interface

To edit a skin, see chapter „Edit Skin“, „The Use of Skins“ in the SwyxIt! documentation.

In the editor mode there are VisualGroups placeholders for the queues view (1, top right) and if available the statistics area (2, down right).

Page 4



- 1 Select the entry you want.
- 2 In the editor mode click on the tab "SwyxIt!" Web Extension".
For Netphone click on the tab "Netphone Web Extension".
- 3 Select "loading skin" in the dropdown list.
- 4 Click right behind the parameter 'language='.

Event Handling

Event: Load Skin

URL: ActiveServerName%./visualgroups/uservg.aspx?language=EN-gb&zox

☐ Related to line with same index

- 5 Replace the value following to the mark "=" with one of the following values.

| Parameter | Value |
|------------------|--|
| [language=XX-xx] | 'DE-de', 'EN-gb', 'FR-fr', 'IT-it', 'NL-nl'. |



For the first change replace
 %{HKEY_LOCAL_MACHINE\SOFTWARE\Swyx\ClientSetup\Culture}
 with one of the following language parameters:


- 6 Close the window.
- 7 If necessary repeat the steps (1) to (6) to edit the other area.
- 8 Click on "File | Skin | Edit" to leave the edit mode. Save the skin to save the changes.

3 Using Swyxt! with SwyxPLUS VisualGroups



This chapter describes the client sided usage of VisualGroups. This requires the server side installation as described in 1 *Installing SwyxPLUS VisualGroups*, page 4.

For requirements and instructions related to the custom installation of Swyxt!, please refer to the Swyxt! documentation, chapter „Installing and Uninstalling Swyxt!“.

You can define criteria for the automatic forwarding of queue calls to your internal number but you can also answer calls manually.

Via settings symbol  you can display further settings.

Via filter symbol you can display or hide queues. Therefore, the information on the tabs depends on the selected queues. The filter symbol indicates if there is an active filter.

| Filter symbol | Description |
|---|--|
|  | No active filter; information on all queues is displayed |
|  | Active filter; information on the selected queues is displayed |

Selecting a SwyxPLUS VisualGroups skin

To be able to use SwyxPLUS options you may have to select one of the following skins in Swyxt! under “Settings | User Profile | Skin”:



Probably your administrator has already assigned you the corresponding skin.

- “Swyxt! 11 [5x VisualGroups Standard].cab” (excl. statistics)
- “Swyxt! 11 [5x VisualGroups Enhanced].cab” (incl. statistics)



The selected skin is also available to you on other computers you log into with your Windows login data. The skin is loaded automatically there.

For further information please refer to the Swyxt! documentation, chapter “The Use of Skins”.

3.1 Defining the settings for Windows Server 2016

If you want to use SwyxPLUS VisualGroups on Windows Server 2016 you have to define the following settings:

- 1 Add the SwyxServer address you have configured in Swyxt! to the security zone whitelist in the Internet Explorer security settings.
- 2 Activate the “Initialize and script ActiveX controls not marked as safe for scripting” checkbox in the security zone’s extended settings.

3.2 User interface

SwyxPLUS VisualGroups is displayed on the right, next to the SwyxIt! speed dials.

The "Queues" tab

On this tab the following information on calls in the selected queues is displayed:



The bar under the tab is marked red when your SwyxIt! presence status is set to "Away" or "Do Not Disturb".

- Name of the queue to which the call has been forwarded



For a better overview the queues have different colors.

- waiting time the caller has already had so far
- Name and number of the caller



The caller name is only displayed if the caller is a contact in your local phonebook.

| Queues | Missed | Criteria | Users |
|---------------|--------------|--------------------|-------|
| Name | Waiting time | Caller information | |
| Presales Team | 0:02 | +492311234567 | |



An arrow between "Name" and "Waiting time" means that the call is forwarded to a user.

See also *Displaying or hiding queues*, page 17.

The "Criteria" tab

On this tab you can define if and, if applicable, how queue calls are automatically forwarded to your internal number.

| Queues | Missed | Criteria | Users |
|------------------------------|------------|-----------------------|-------|
| Queue criteria | All queues | | |
| No active quantity criterion | or | Immediately (Default) | |
| Call dispatch | | | |

See also *Defining the waiting time until the automatic forwarding (time criterion)*, page 18.

See also *Defining the number of callers for automatic forwarding (Quantity criterion)*, page 19.

The "Users" tab

On this tab the following information on other internal subscriber is displayed:

- Report name
- Status
- Line state
 - idle or busy
- Criteria
 - S> = Time criterion
 - #> = Quantity criterion
 - Not active = No "Available user" in statistics and reports, queue calls are not forwarded to the internal number
 - Passive = "Available user" in statistics and reports, queue calls are not forwarded to the internal number

See also *Defining criteria for automatic forwarding*, page 18.

| Queues | Missed | Criteria | Users |
|----------------------|-----------|------------------------------|-------|
| Name | Status | Line - Criteria | |
| IT Helpdesk | | | |
| QTL3066 | Available | Idle - Immediately (Default) | |
| QTL3068 | Available | Idle - S>=60 or #>=2 | |
| Presales Team | | | |
| QTL3066 | Available | Idle - Immediately (Default) | |
| QTL3068 | Available | Idle - S>=60 or #>=2 | |

The "Statistics" tab

On this tab the following information on the selected queues is displayed:



Statistics show information per day.

- Answered calls of all users assigned to the queues
- Your own/personal answered calls
- Missed calls of all users assigned to the queues
- Your own/personal missed calls

- Average talk time of all users assigned to the queues
- Your own average talk time
- Callers who are currently waiting
- Average waiting time of all callers





A call counts as missed queue call if it could not be forwarded to a user in the queue. If a user has not deactivated automatic forwarding and does not answer a call, the call counts as a "Missed by me" call for this user.



Missed calls are not part of the calculation of the average waiting time.

- Users with the "Available" status
- Service level (relation between answered and missed calls)

| | | | | | |
|---|-----------------|---|--------------|---------------------------|---------------------------|
|  | Statistics |  | Missed | 16 May 2018 12:53 | |
| All queues | | | | | |
| 1 | Answered | 6 | Missed | 0:03 Ø Talk time | 0 Callers waiting |
| 2 | Available users | | | | |
| 0 | Answered by me | 4 | Missed by me | 0:00 My Ø talk time | 0:08 Ø Waiting time |
| | | | | 14% | Service level |

The "Missed" tab



On this tab the following information on missed calls in the selected queues is displayed:

- Time when the call has been cancelled, e.g. when the callers dropped the call
- Waiting time
- Caller name



The name is only displayed if the caller is a contact in your local phonebook.

- Caller number, see also *Tracking missed calls*, page 21.

|  | Queues |  Missed | Criteria | Users |
|---|--------------|--|----------|-------|
| Time | Waiting time | Caller information | | |
| Presales Team | | | | |
| 12:42:08 | 00:00:05 | +492311234567 | | |
| IT Helpdesk | | | | |
| 12:42:22 | ✓ 00:00:03 | +492311234567 | | |
| 12:33:25 | 00:00:27 | +492311234567 | | |
| ▲ 3 ▼ | | | | |

3.3 Displaying or hiding queues

By default calls, settings and statistics of all queues your administrator has assigned you to are displayed. You can, however, also display and hide queues.



Depending on your criteria, calls from queues which your administrator has assigned you to, are still forwarded to your internal number.

How to display or hide queues

- 1 Click on the filter symbol . The list of your queues appears.

| Queues | Missed | Criteria | Users |
|---------------|--------|----------|-------------------------------------|
| All queues | | | <input checked="" type="checkbox"/> |
| Presales Team | | | <input checked="" type="checkbox"/> |
| IT Helpdesk | | | <input checked="" type="checkbox"/> |

- 2 Activate the checkbox in the line of the appropriate queues.
- 3 Click on the "Queues" tab to leave the selection view. The calls in the selected queues are displayed.

| Queues | Missed | Criteria | Users |
|---------------|--------------|--------------------|-------|
| Name | Waiting time | Caller information | |
| Presales Team | 0:08 | +492311234567 | |
| IT Helpdesk | 0:01 | +492311234567 | |

3.4 Answering calls manually

Depending on your criteria, calls are forwarded to your internal number and displayed on a SwyxIt! line button. You can, however, also answer calls manually.

How to answer a call manually

- 1 Click on the "Queues" tab. The currently incoming calls in the selected queues are displayed.

| Queues | Missed | Criteria | Users |
|---------------|--------------|--------------------|-------|
| Name | Waiting time | Caller information | |
| Presales Team | 0:08 | +492311234567 | |
| IT Helpdesk | 0:01 | +492311234567 | |

- 2 Click on the line of the appropriate call. The call is going to be displayed on one of your line buttons within a few seconds.
- 3 Click on the line button or pick up the handset. You are connected to the caller.

3.5 Forwarding calls to other users

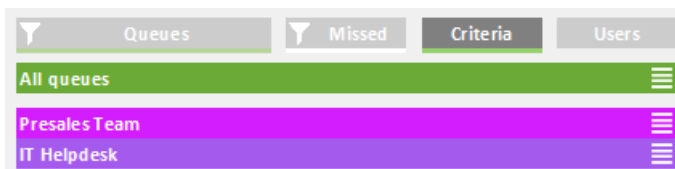
You can forward calls to other users, see SwyxIt! documentation, chapter „How do I transfer a call without Inquiry?“, and „How do I directly forward a call?“.


3.6 Deactivating automatic forwarding

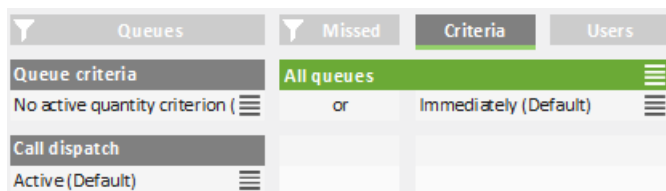
You can deactivate the automatic forwarding of calls to your internal number for single or all queues.


How to deactivate automatic forwarding

- 1 Click on the "Criteria" tab.
The list of your queues appears.



- 2 Click on the settings symbol  in the line of the appropriate queue.
Your criteria are displayed.



- 3 Click on the settings symbol  in the "Call dispatch" line.
- 4 Activate the checkbox in the "Not active" line.
- 5 Click on any tab to leave the selection view.
Calls are not forwarded to your internal number anymore.



You can still answer calls manually.



If you set both, the "No active time criterion" and the "No active quantity criterion" at the same time, automatic forwarding is also deactivated (passive mode).

3.7 Defining criteria for automatic forwarding

You can define if and, if applicable, how queue calls are automatically forwarded to your internal number.



Queue calls are only automatically forwarded to your internal number if you have set the "Available" status.



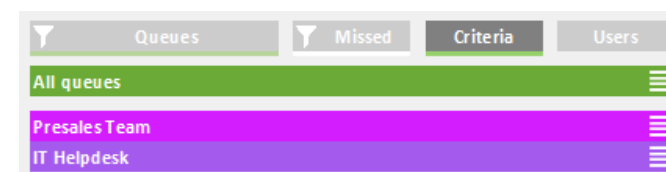
If all users of a queue have set both, the time criterion and the quantity criterion "Not active", calls are forwarded to a number the administrator may have defined. As long as there is at least one user in the queue who has set "No active time criterion" under call dispatch, calls are not forwarded to the number the administrator may have defined.


3.7.1 Defining the waiting time until the automatic forwarding (time criterion)

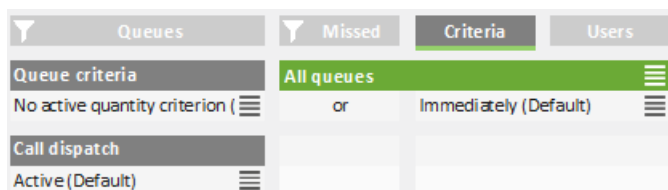
You can define a waiting time after which queue calls are automatically forwarded to your internal number.


How to define a waiting time until the automatic forwarding

- 1 Click on the "Criteria" tab.
The list of your queues appears.



- 2 Click on the settings symbol  in the line of the appropriate queue.
Your criteria are displayed.



- 3 Click on the settings symbol  in the line of your current time criterion.
- 4 Activate the checkbox in the line of the appropriate setting.
 - Immediately = The next queue call is forwarded to your number without delay (system default)
 - After n seconds = the next queue call is forwarded to your internal number after the selected time



If "No active time criterion" is set as queue criterion the user is in passive mode.

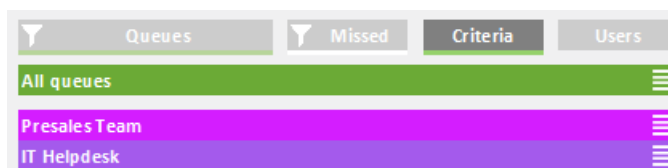
- 5 Click on any tab to leave the selection view.


3.7.2 Defining the number of callers for automatic forwarding (Quantity criterion)

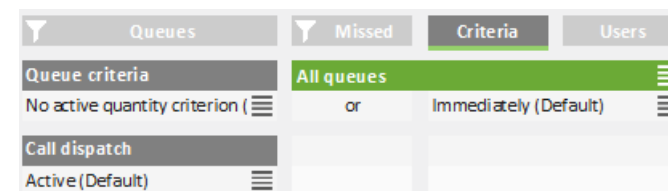
You can define the minimum number of callers that must be waiting in a queue until queue calls are forwarded to your internal number.


How to define the number of callers for automatic forwarding (quantity criterion)

- 1 Click on the "Criteria" tab.
The list of your queues appears.



- 2 Click on the settings symbol  in the line of the appropriate queue.
Your criteria are displayed.



- 3 Click on the settings symbol  in the line of your current quantity criterion.
- 4 Activate the checkbox in the line of the appropriate setting.
 - No active quantity criterion = Independent of the number of callers the next queue call is forwarded to your internal number
 - At least n waiting = The next queue call is forwarded to your internal number when the defined number of callers has been reached
- 5 Click on any tab to leave the selection view.

3.7.3 Defining the call dispatch

You can define if you want to be the first or last user in a queue to whom calls are forwarded or if you want to be displayed as an available user for the queue.

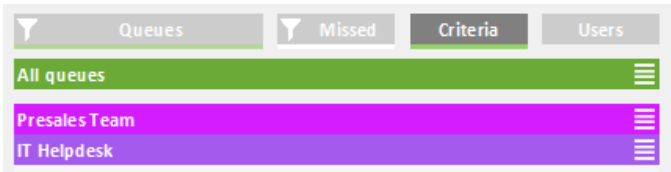
Example: As a team lead you only receive a call if no other user in the queue has answered it. As a receptionist you are the first user in the queue who receives a call before it is forwarded to other departments or supervisors.




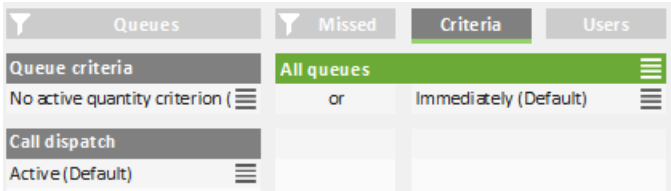
If you have set your call dispatch to "Not active" your other criteria are deactivated.


How to define the call dispatch

- 1 Click on the "Criteria" tab.
The list of your queues appears.



- 2 Click on the settings symbol  in the line of the appropriate queue. Your criteria are displayed.



- 3 Click on the settings symbol  in the “Call dispatch” line.
- 4 Activate the checkbox in the line of the appropriate setting.
- Active = The next queue call is forwarded to your internal number according to your other criteria
 - Receive calls first/last = You are the first or last user in the queue to whom calls are forwarded
 - Not active = Calls are not automatically forwarded to your internal number
- 5 Click on any tab to leave the selection view.

Examples for the combination of time and caller dependent criteria and call dispatch:



In general, queue calls are forwarded according to the “longest inactive” principle, i.e. a queue call is forwarded to the internal number of the user who has had no forwarded call for the longest time.

| Quantity criterion (Number of callers) | Time criterion Waiting time | Call distribution | Effect |
|---|--------------------------------|--------------------------|---|
| No active quantity criterion | Immediately | Active | <ul style="list-style-type: none">• Activated by default• The next queue call is forwarded to your internal number without delay• “Available user” in statistics and reports |
| No active quantity criterion | Immediately | Receive calls first/last | <ul style="list-style-type: none">• The next queue call is forwarded to your internal number without delay• You are the first or last user in the queue to whom calls are forwarded• “Available user” in statistics and reports |
| No active quantity criterion | 30 seconds | Active | <ul style="list-style-type: none">• The next queue call is forwarded to your internal number when the caller has already been waiting for 30 sec.• “Available user” in statistics and reports |
| At least 2 waiting | No active quantity criterion | Active | <ul style="list-style-type: none">• The next queue call is forwarded to your internal number• “Available user” in statistics and reports |
| At least 2 waiting | 30 seconds | Active | <ul style="list-style-type: none">• The next queue call is forwarded to your internal number when at least 2 callers are waiting or the caller has already been waiting for 30 sec.• “Available user” in statistics and reports |

| Quantity criterion (Number of callers) | Time criterion Waiting time | Call distribution | Effect |
|---|--------------------------------|--------------------------|--|
| At least 3 waiting | 60 seconds | Receive calls first/last | <ul style="list-style-type: none"> The next queue call is forwarded to your internal number when at least 3 callers are waiting or the caller has already been waiting for 60 sec. You are the first or last user in the queue to whom calls are forwarded "Available user" in statistics and reports |
| No active quantity criterion | No active time criterion | Active | <ul style="list-style-type: none"> Calls are not automatically forwarded to your internal number "Available user" in statistics and reports Users are displayed as "Passive" under the "Users" tab Calls are not forwarded to the number the administrator may have defined |
| Any | Any | Not active | <ul style="list-style-type: none"> Calls are not automatically forwarded to your internal number Not an "available user" in statistics and reports If there is no other active user in the queue, calls are forwarded to a number the administrator may have defined. |

3.8 Tracking missed calls

You can track missed calls and call callers back at any time.

How to call back a caller after a missed call

- Click on the "Missed" tab.
The list of all missed calls appears in the selected queues.

| Time | Waiting time | Caller information |
|----------------------|--------------|--------------------|
| Presales Team | | |
| 12:42:08 | 00:00:05 | +492311234567 |
| IT Helpdesk | | |
| 12:42:22 | 00:00:03 | +492311234567 |
| 12:33:25 | 00:00:27 | +492311234567 |

- Click on the filter icon.
- The list of your queues appears.

| Statistics | Missed | 16 May 2018 12:44 |
|---------------|-------------------------------------|-------------------|
| All queues | <input checked="" type="checkbox"/> | |
| Presales Team | <input checked="" type="checkbox"/> | |
| IT Helpdesk | <input checked="" type="checkbox"/> | |

- Activate the checkbox in the line of the appropriate queues.
- Click on the "Missed" tab to display missed calls for the selected queues.
- Click on a call to call the caller back.
You are connected to the caller.



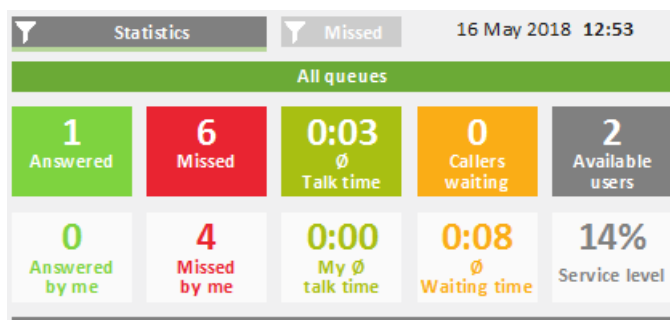
If you have called a caller back, a green checkmark appears between time and waiting time. You can remove the check mark with a click .


3.9 Filter Statistics

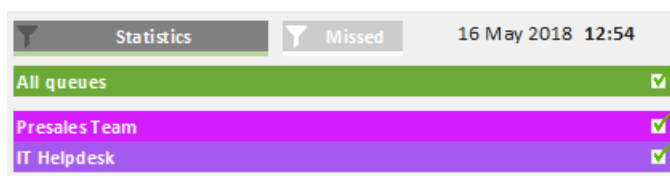
You can define for which queue you want to display statistics.

How to filter statistics

- 1 Click on the "Statistics" tab.
The statistics of the selected queues appear.



- 2 Click on the filter icon .
The list of your queues appears.



- 3 Activate the checkbox in the line of the appropriate queues.
- 4 Click on the "Statistics" tab to display the statistics for the selected queues.

3.10 Evaluate reports

SwyxPLUS VisualGroups Reports are created as PDF files per queue. If you have more than one queue you receive an additional report with a summary of all queues.



For queues where no calls have been detected in the logging time, there will be no reports. The queues will, however, appear in the summary.

SwyxPLUS VisualGroups reports include the following values:

Queues

- Total of all Calls
- Answered calls
- Missed calls
- Average talk time of all users
- Average waiting time of all callers
- Service level: Service level, relation between answered and missed calls (including missed calls due to forwarding).

Example:

A queue has a total of 10 calls and, 6 of them have been taken and 4 missed. 2 of the missed calls have been forwarded to a number defined by the Administrator ("Missed due to forwarding").

In this case the service level is 60%.



If in this period no calls have been received the service level is 100%.

- Redirection: Cause of the forwarding of calls to a number defined by the Administrator
- Accepted by forwarding: Amount of calls that have been forwarded to a number defined by the Administrator.



"Forwarding" and "Missed by forwarding" appear only if an appropriate number has been defined and calls have been forwarded in this specific time frame.
For further information see the SwyxWare administrator documentation.

- Impact of the forwarding on the service level in percent ("-" = negatively)



Calculation formula: $100\% * \text{Answered} / (\text{Answered} + \text{Missed})$

Users



The user information appear only if the user-specific information have not been deactivated in the report. See 2.2.6 **Enabling and disabling user-specific information in the reports**, page 12.

- Answered calls (answered personally by the user + forwarded by other users)



For a call which has been forwarded to a user by another user two calls will appear in the report.

- Percentage of total of answered calls in the queue
- Missed calls



The number of your own missed calls can be higher than the total number of missed calls. If a call is forwarded to a user more than once, e.g. one time automatically by system and one time by another user, each failed forwarding attempt is counted as a missed call of the respective user. For a queue a call is only counted as missed if the call is not answered by a user within the defined maximum waiting time for callers.

- Percentage of total missed calls in the queue
- Average talk time
- Relative percentage of total talk time in the queue

Example 1:

A queue has a total of 40 calls and an average talk time of 2:00 min.

User A with an average talk time of 3:00 min has a value of +50% since 3:00 min are 1 min more than the total average of 2:00 min and 1 min is 50% of 2:00 min.

User B with an average talk time of 1:30 min has a value of -25% since 1:30 min are 30 sec less than 2:00 min and 30 sec is 25% of 2:00 min.

Example 2:

A queue has a total of 8 calls.

User A has 7 answered calls with an average talk time of 2:00 min.

User B has 1 answered call with an average talk time of 10:00 min.

The total average talk time in the queue is $(7 \times 2) + (1 \times 10) = 24 / 8 = 3:00 \text{ min}$.

Answered calls, Missed calls and Average talk time

| | Queue | Users |
|-------------------|---|--|
| Answered calls | Total of calls which have been answered by all users of the queue | Both, automatically forwarded calls and calls forwarded by other users, which have been answered by the user |
| Missed calls | <ul style="list-style-type: none">• no user has answered the call within the defined maximum waiting time• the caller dropped the call before a user could answer the call | <ul style="list-style-type: none">• the user has not answered the call within the defined time• the caller dropped the call before the user could answer the call |
| Average talk time | Average talk time of all users, calculated from the total talk time of all calls | Average talk time, calculated from all calls the user has answered, including calls forwarded by other users |