



Altēva

COMMUNICATIONS.
UNIFIED. SIMPLIFIED. IN THE CLOUD.

R17 Call Center

*Presented by
Ritesh Gandhi*

CALL CENTER LICENSE OVERLAY

Base "User"
License Packs

User License (Gold , Platinum etc)

New Call Center
"User" License
Packs

CC Basic

CC Standard

CC Premium

Call Center "Client"
Application License
Packs

CC Agent
Client (overlay)

CC Supervisor
Client *

CALL CENTER ENHANCEMENTS

Announcement Features

- Entrance Message Enhancements
- Estimated Wait time Message Enhancement
- Call Hold/Retrieval Enhancements

Operational Enhancements

- Call Center Outgoing Calls
- Post-Call ACD setting at CC Level

CALL CENTER ENHANCEMENTS

Agent Features

- Uniform Call Distribution group policy enhancement
- Distinctive Ringing enhancements
- Call Center inbound call information
- Provide queued call threshold info to Agent device
- Hotelling Enhancements
- Enhanced Agent Escalation, including Supervisor line state
- Emergency Calls
- Customer Originated Trace from client application
- Last Agent Sign-out Warning

Agent/Queue Supervisor Management Features

- Unavailable Codes
- Silent Monitoring

CALL CENTER PROFILE

- Define preferred codec for internal and external calls.
- Queue length can be between 2-50 calls.
- Call center statistics can be reset, which is not recommended. Leave disabled to retain wait time as the call moves to a new queue.
- Can configure any key between 0-9 for escape out option.
- ACD wrap up timer option is available.
- Can set after call state for agents who are part of the queue.

Call Center Profile

Modify the selected call center.

OK Apply Delete Cancel

Call Center Type: Standard [Upgrade Call Center Type \(Also saves current screen data\)](#)
Call Center ID: CC_TWO@broadsoft.com [Change User ID \(Also saves current screen data\)](#)

* Name: CC_TWO

* Calling Line ID Last Name: Standard * Calling Line ID First Name: CC

Department: None Language: English

Time Zone: (GMT-05:00) (US) Eastern Time

Group Policy: Circular Regular Simultaneous Uniform Weighted Call Distribution

Bandwidth and QoS Settings

Preferred announcement / music codec for external calls: None
Preferred announcement / music codec for internal calls: None

Call Center Settings

Queue Length: 10 calls Enable video support

Play ringing when offering call Allow callers to dial 5 to escape out of queue
 Reset caller statistics upon entry to queue

Reporting Settings

Enable Call Center External Reporting
CCRS: IHS

Agent Settings

Allow agents to join Call Centers
 Allow Call Waiting on agents
 Enable calls to agents in wrap-up state
 Enable maximum ACD wrap-up timer: : (minutes:seconds)
 Automatically set agent state to Wrap-Up after call

OK Apply Delete Cancel

ADDING AGENTS TO THE QUEUE

Agents

Configure the list of agents that belong to this call center. Users are available if they have been assigned an appropriate Call Center feature. Users with Call Center - Basic may be assigned to Basic call centers. Users with Call Center - Standard may be assigned to Basic or Standard call centers. Users with Call Center - Premium may be assigned to any call center.

OK Apply Cancel

Enter search criteria below

Last Name Starts With + Search

Available Agents		Assigned Agents
<div style="border: 1px solid gray; height: 100px;"></div>	<p>Add ></p> <p>Remove <</p> <p>Add All >></p> <p>Remove All <<</p>	<div style="border: 1px solid gray; padding: 5px;"><p>CC_Agent_5 (CCAgent_5@broadsoft.com)</p><p>CC_Agent_6 (CCAgent_6@broadsoft.com)</p></div> <p>Move Up Move Down</p>

OK Apply Cancel

ADDING SUPERVISORS TO QUEUE

Supervisors

Configure the list of users who may supervise this Call Center.

Saved

OK Apply Cancel

Supervisors

Assign Agents

Enter search criteria below

Last Name

Starts With

+

Available Supervisors

Assigned Supervisors

Add >

Remove <

Add All >>

Remove All <

Supervisor_One (supervisor_1@broadsoft.com)

OK Apply Cancel

ASSIGNING AGENTS TO SUPERVISOR

Supervised Agents

Configure agents to be supervised. Available agents are any agent available currently not supervised and can include agents that are also supervisors.

Saved

OK Apply Cancel

Supervisors Assign Agents

Supervisors: Supervisor, One (supervisor_1@broadsoft.com)

Enter search criteria below

Last Name Starts With

Available Agents Assigned Agents

Add > Remove < Add All >> Remove All

CC,Agent_3 (CCAgent_3@broadsoft.com)
CC,Agent_4 (CCAgent_4@broadsoft.com)

OK Apply Cancel

CALL CENTER ROUTING POLICIES

NEW FEATURE	DESCRIPTION
Bounced Calls	A call that has been transferred back to queue because it was not answered by an agent in the specified time.
Stranded Calls	A call that is in the queue after all agents assigned to the queue have moved to the <i>Sign-Out ACD state</i> .
Overflowed Calls	Denotes an ACD call that was received, but immediately transferred to another destination due to exceeding the configured maximum queue length size or the configured maximum wait time.
Queued Calls	An ACD call that is not immediately diverted using the Night Service, Holiday Service, Forced Forwarding, or Overflow Size goes to the queue to be distributed to an agent or to wait for an available agent.
Transferred Calls	An ACD call that was transferred to another number. Transfers can be the result of manual transfers by agents, transfers to voice mail because the calls exceed the maximum wait time, and transfers by supervisors to alternate queues. NOTE: A <i>Timed Out call</i>, is a call that is transferred due to exceeding the maximum wait time in a queue.
Abandoned Calls	Denotes an ACD call that entered the queue, but the caller hung up before the call was answered or transferred.

ROUTING POLICIES: BOUNCED CALLS

Bounced Calls

Configure the call center routing policy for calls unanswered by agents.

OK Apply Cancel

Bounce Calls after Rings

Bounce calls if agent becomes unavailable while routing the call

Alert agent if call is on hold for longer than seconds

Bounce calls after being on hold by agent for longer than seconds

OK Apply Cancel

ROUTING POLICIES: OVERFLOW

Overflow

Configure the call center routing policy when a large number of calls have been received or calls have been waiting longer than a configured threshold.

OK Apply Cancel

Note: The urls/files for audio/video will be played in the order they are listed

Action:

Perform busy treatment

Transfer to phone number / SIP-URI:

Play ringing until caller hangs up

Enable overflow after calls wait seconds

Play announcement before overflow processing

Audio:

Default

URL

1:

2:

3:

4:

Custom

File1: No file chosen

File2: No file chosen

File3: No file chosen

File4: No file chosen

OK Apply Cancel

ROUTING POLICIES: STRANDED CALLS

Stranded Calls

Configure the call center routing policy for calls stranded in queue when all the agents are signed-out.

OK Apply Cancel

Action:

Leave in queue

Perform busy treatment

Transfer to phone number / SIP-URI:

OK Apply Cancel

CALL CENTER GREETINGS/ANNOUNCEMENTS

NEW FEATURE	DESCRIPTION
Entrance Message	Plays the entrance greeting to callers when they call the queue.
Comfort Message	Plays periodic comfort message to callers when they are in the queue.
Estimated Wait Time Message	Plays customized message to callers when they are in queue. Notifies the caller their position in the queue or their wait time in queue before their call is answered by an agent.
Music On Hold	Plays music of choice (external/internal source) to callers while they are in the queue.

ANNOUNCEMENTS: ENTRANCE MESSAGE

Announcements

Announcements allows you to customize the Call Center voice prompts that are played to callers while waiting in que

OK Apply Cancel

Note: The urls/files for audio/video will be played in the order they are listed

Entrance Message Estimated Wait Message Comfort Message Music On Hold Message

Play entrance message
 Entrance message is mandatory when played

Audio:
 Default
 URL

1:
2:
3:
4:

Custom

File1: No file chosen
File2: No file chosen
File3: No file chosen
File4: No file chosen

OK Apply Cancel

ANNOUNCEMENTS: ESTIMATED WAIT MESSAGE

OK Apply Cancel

Entrance Message **Estimated Wait Message** Comfort Message Music On Hold Message

Enable estimated wait message for queued calls

Announce queue position

* Play message for callers in queue position: or lower

Play high volume

Announce wait time

* Play message for callers with a wait time of: minutes

Play high volume

* Default handling time: minutes

OK Apply Cancel

ANNOUNCEMENTS: COMFORT MESSAGE

Entrance Message **Estimated Wait Message** **Comfort Message** **Music On Hold Message**

Play comfort message

Time Between Messages: seconds

Audio:

Default

URL

1:

2:

3:

4:

Custom

File1: No file chosen

File2: No file chosen

File3: No file chosen

File4: No file chosen

ANNOUNCEMENTS: MUSIC ON HOLD

Entrance Message | **Estimated Wait Message** | **Comfort Message** | **Music On Hold Message**

Enable music or video on hold for queued calls

Audio:

Default

URL

1:

2:

3:

4:

Custom

File1: No file chosen

File2: No file chosen

File3: No file chosen

File4: No file chosen

External Source


DISTINCTIVE RINGING

Distinctive Ringing

Configure the call center distinctive ringing policies for calls routed to the agent.

The screenshot shows a configuration dialog box with a dark blue header and footer. The header contains three buttons: 'OK', 'Apply', and 'Cancel'. The main area is light blue and contains a checkbox labeled 'Enable distinctive ringing for call center calls' which is currently unchecked. Below this is a 'Ring Pattern' dropdown menu. The dropdown is open, showing four options: 'Normal' (selected with a checkmark), 'Long-Long', 'Short-Short-Long', and 'Short-Long-Short'. The footer contains two buttons: 'OK' and 'Apply'.

CALL CENTER REASON CODES: UNAVAILABLE CODES

NEW FEATURE	BENEFITS
<p>Introduces new ACD State “sub-codes” that are selected when an Agent changes to the Unavailable state:</p> <ul style="list-style-type: none">• Codes commonly reflect values like Lunch, Break, Training.• Codes can be selected using the web portal, client, or phone.• Agent can be forced to select a code when they change to the Unavailable state.• Available only with Premium Call Center.	<p>Important feature for tracking how Agents are using their time.</p> 

AGENT UNAVAILABLE CODES

Agent Unavailable Codes

Add, modify, or remove Agent Unavailable Codes for Call Centers and Route Points.

OK Apply Add Cancel

Enable Agent Unavailable Codes

Default Code on Do Not Disturb activation: Break

Default Code on personal calls: Break

Default Code on consecutive bounces: None

Force use of Agent Unavailable Codes with Default Code: None

Active	Code ▲
<input checked="" type="checkbox"/>	Break
<input checked="" type="checkbox"/>	Lunch
<input checked="" type="checkbox"/>	Meeting

Code Starts With

OK Apply Add Cancel

Agent Unavailable Codes Add

Agent Unavailable Codes Add allows you to add a new Unavailable Code entry. Specify the code and description you would like for it.

OK Cancel

Active

* Code:

Description:

OK Cancel

AGENT UNAVAILABLE CODES: DEFAULT DND CONFIGURATION

Agent Unavailable Codes

Add, modify, or remove Agent Unavailable Codes for Call Centers and Route Points.

OK Apply Add Cancel

Enable Agent Unavailable Codes

Default Code on Do Not Disturb activation: Break

Default Code on personal calls: Lunch

Default Code on consecutive bounces: Meeting

Force use of Agent Unavailable Codes with Default Code:

AGENT UNAVAILABLE CODES: DEFAULT PERSONAL CALLS

Agent Unavailable Codes

Add, modify, or remove Agent Unavailable Codes for Call Centers and Route Points.

OK Apply Add Cancel

Enable Agent Unavailable Codes

Default Code on Do Not Disturb activation: Break

Default Code on personal calls: Meeting

Default Code on consecutive bounces: None

Force use of Agent Unavailable Codes with Default Code: None

AGENT UNAVAILABLE CODES

Agent Unavailable Codes

Add, modify, or remove Agent Unavailable Codes for Call Centers and Route Points.

OK Apply Add Cancel

Enable Agent Unavailable Codes

Default Code on Do Not Disturb activation: Break

Default Code on personal calls: Break

Default Code on consecutive bounces: None

Force use of Agent Unavailable Codes with Default Code

Active	Code
<input checked="" type="checkbox"/>	Break
<input checked="" type="checkbox"/>	Lunch

None
Break
Lunch
Meeting

CALL CENTER STATISTICS

Call Center Status & Statistics

Call Center Status and Statistics allows you to view the status and statistics of this Call Center's activity and, as required, configure e-mail statistics reporting.

OK Apply Cancel

Statistics Report Settings Queue Status Queue & Agent Statistics

Daily Report

Statistics Source: AS

Reporting Period: 15 Minutes

E-mail Address(es):

OK Apply Cancel

CALL CENTER STATISTICS: REPORTING PERIOD

Call Center Status & Statistics

Call Center Status and Statistics allows you to view the status and statistics of this Call Center's activity and, as required, configure e-mail statistics reporting.

OK Apply Cancel

Statistics Report Settings Queue Status Queue & Agent Statistics

Daily Report

Statistics Source: External

Reporting Period: 15 Minutes
 30 Minutes
 60 Minutes

E-mail Address(es):

OK Apply Cancel

CALL CENTER STATISTICS: QUEUE STATUS

Call Center Status & Statistics

Call Center Status and Statistics allows you to view the status and statistics of this Call Center's activity and, as required, configure e-mail statistics reporting.

OK

Statistics Report Settings Queue Status Queue & Agent Statistics

Number of calls in queue now:0

Agents currently staffed

OK

CALL CENTER STATISTICS: STATISTICS

Call Center Status & Statistics

Call Center Status and Statistics allows you to view the status and statistics of this Call Center's activity and, as required, configure e-mail statistics reporting.

OK Apply Cancel

Statistics Report Settings Queue Status Queue & Agent Statistics

Display current-time statistics

Start Date: 2/07/2011 (mm/dd/yyyy) Start Time: 12am : 00

End Date: 2/09/2011 (mm/dd/yyyy) End Time: 12am : 00

2/8/11 12:00 PM - 2/9/11 12:00 AM

Number of busy overflows:	0
Number of calls answered:	0
Number of calls abandoned:	0
Number of calls transferred:	0
Number of calls timed out:	0
Average number of agents talking:	0.0
Average number of agents staffed:	0.0
Average wait time:	00:00:00
Average abandonment time:	00:00:00

Number of calls handled

Number of calls unanswered

Average call time

Total talk time

Total staffed time

Agent Statistics

CC_Agent_3 (CCAgent_3@broadsoft.com)	0	0	00:00:00	00:00:00	00:00:00
CC_Agent_4 (CCAgent_4@broadsoft.com)	0	0	00:00:00	00:00:00	00:00:00

OK Apply Cancel

CALL CENTER AGENT SETTINGS

Agent Default Settings

Configure Call Center/Route Point agent default settings for the group.

OK Apply Cancel

Use Guard Timer Setting: Default Group

Enable guard timer for seconds

Use Agent Unavailable Settings: Default Group

Force Agent to unavailable on Do Not Disturb activation

Force Agent to unavailable on personal calls

Force agent to unavailable after consecutive bounces

OK Apply Cancel

CALL CENTER AGENT SETTINGS: USER LEVEL

Call Centers

Call Centers displays your current ACD state and all the ACDs you belong to and whether you are currently joined in their call centers. You can set your ACD state and join or remove yourself from that ACD's call center if permitted by your administrator.

OK Apply Cancel

Call Center Service Assigned: Premium

ACD State: **Sign-Out**

Make outgoing calls as **None**
CC_ONE@broadsoft.com:CC_ONE

Use Guard Timer Setting: Default User

Enable guard timer for **5** seconds

Use Agent Unavailable Settings: Default User

Force agent to unavailable on Do Not Disturb activation

Force agent to unavailable on personal calls

Force agent to unavailable after **3** consecutive bounced calls

Join Call Center	Call Center ID	Phone Number	Extension
<input checked="" type="checkbox"/>	CC_ONE@broadsoft.com	2404040909	0909

OK Apply Cancel

CALL CENTER AGENT SETTINGS: USER LEVEL

Call Centers

Call Centers displays your current ACD state and all the ACDs you belong to and whether you are currently joined in their call centers. You can set your ACD state and join or remove yourself from that ACD's call center if permitted by your administrator.

OK Apply Cancel

Call Center Service Assigned

ACD State Sign-In
 Sign-Out
 Available
 Unavailable
 Wrap-Up

calls as

Use Guard Timer Setting Enable guard timer for seconds

Use Agent Unavailable Settings: Default User

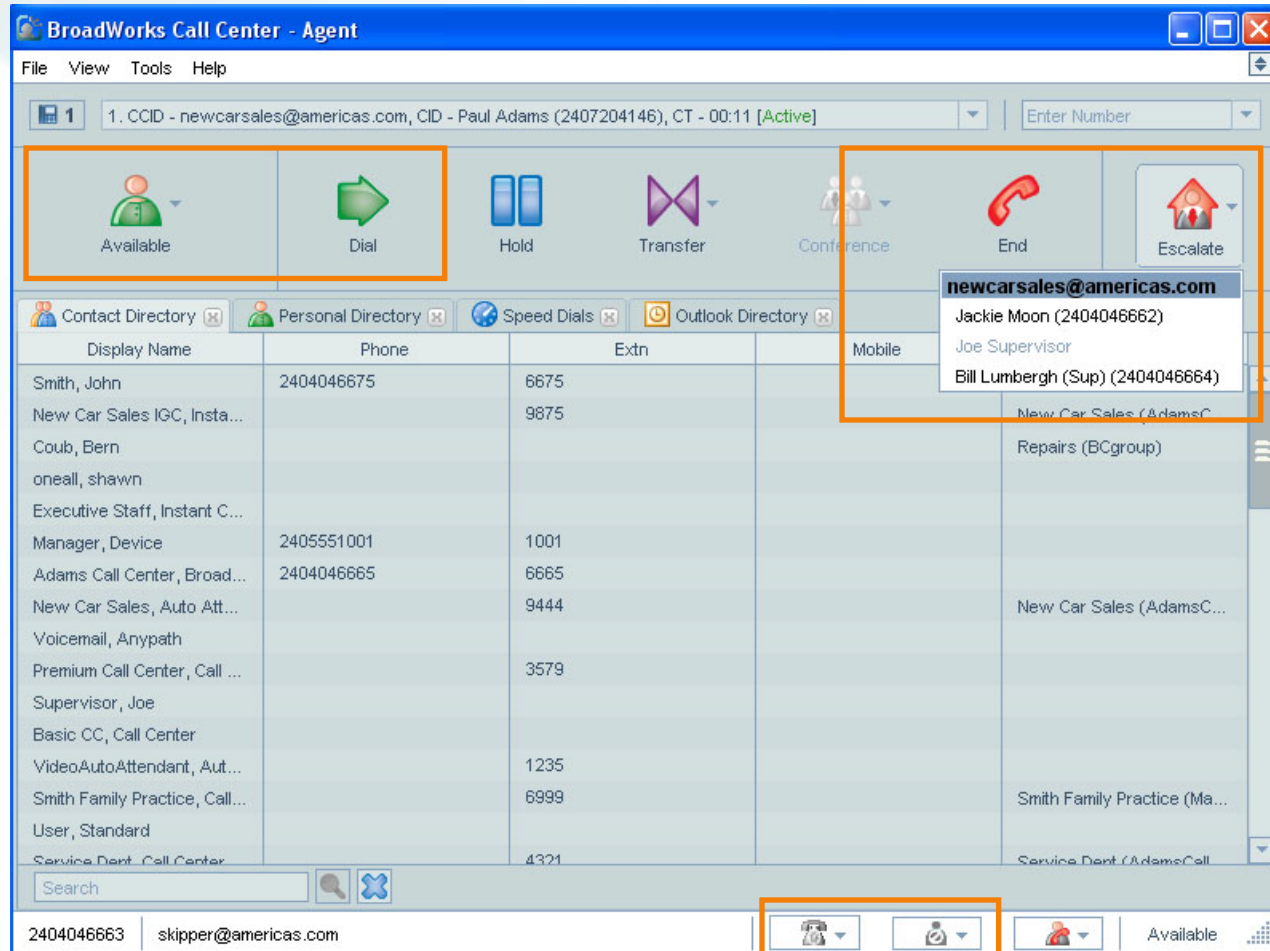
Force agent to unavailable on Do Not Disturb activation
 Force agent to unavailable on personal calls
 Force agent to unavailable after consecutive bounced calls

Join Call Center	Call Center ID	Phone Number	Extension
<input type="checkbox"/>	CC_ONE@broadsoft.com	2404040909	0909

OK Apply Cancel

ALTEVA CALL CENTER AGENT

- ACD State pull down option
 - » Set ACD state using pull down
- Dial button
 - » New Dial button with dropdown dial pad
- Client shortcut for common Call Settings
 - » DND, Call Waiting
- Escalate button to escalate calls to supervisors



BroadWorks Call Center - Agent

File View Tools Help

1. CCID - newcarsales@americas.com, CID - Paul Adams (2407204146), CT - 00:11 [Active] Enter Number

Available Dial Hold Transfer Conference End Escalate

Contact Directory Personal Directory Speed Dials Outlook Directory

Display Name	Phone	Extn	Mobile
Smith, John	2404046675	6675	
New Car Sales IGC, Insta...		9875	
Coub, Bern			
oneall, shawn			
Executive Staff, Instant C...			
Manager, Device	2405551001	1001	
Adams Call Center, Broad...	2404046665	6665	
New Car Sales, Auto Att...		9444	New Car Sales (AdamsC...
Voicemail, Anypath			
Premium Call Center, Call ...		3579	
Supervisor, Joe			
Basic CC, Call Center			
VideoAutoAttendant, Aut...		1235	
Smith Family Practice, Call...		6999	Smith Family Practice (Ma...
User, Standard			
Service Dept. Call Center		4321	Service Dept. (AdamsCall...

Search

2404046663 skipper@americas.com Available

ALTEVA CALL CENTER AGENT

- New Switchboard with Global Message Bar
- Assign Unavailable Codes
- Emergency Escalation
- Other features

File View Tools Help

ACME Sales - Wait Time: 00:23, Queued Calls: 10/12, Longest Wait: 00:45

Link	Line	Call To	Call From	Status	Time	Code
	1	4504615002 (45...			10:05	00002-Sales Offer
	2		sham5005 gro...	Active	09:43	00002-Sales Offer
	-		aa1651 group2vi...	Released	00:08	00002-Sales Offer

Available 09:43

Dial Trace Hold Transfer Conference End Escalate Emergency

Available Unavailable Wrap-Up

Personal Call Personal Directory Speed Dials

Phone	Phone	Phone	Mobile	Department
504615005	5005			
504615002	5002	98566334455		Client Apps
4504615007	5007			
4504615017	5017			
4504615008	5008			
4504615016	5016			
4504615000	5000			
4504615050	5050			
4504615013	5013			
4504615004	5004			IT
4504615022	5022			
4504615009	5009			

CC_Premium (4504615050)
Standard-CC (4504615022)
test12343

Monitoring Dashboard

Mobile Department

Standard-CC
sham5016 gr
sham5015 gr
test12343
sham5018 gr
sham5019 gr
CC_Premium
sham5015 gr
sham5018 gr

Search

4504615050 sham5001 Available

ALTEVA CALL CENTER SUPERVISOR

- Silent Monitoring
- Additional Force Agent Unavailable options
- Outbound call info (Call To)
- Other general enhancements

TEAM						
Name	Call State	Call Time	ACD State	ACD Time	Call To	Call From
sham5001 group17		00:19		3:47:38		5003, 5005
sham5002 group17				7:18:16		
sham5003 group17				385:41:51		

CALL CENTERS			
Call Center	Number	VM	Status
group17	4504615000		
Standard-CC	4504615022		

Silent Monitor Force Agent ACD State ▾

- Available
- Unavailable ▾
 - Personal Call
 - Coffee Break
 - Washroom
 - Lunch
 - Meeting
- Wrap-Up
- Sign-Out

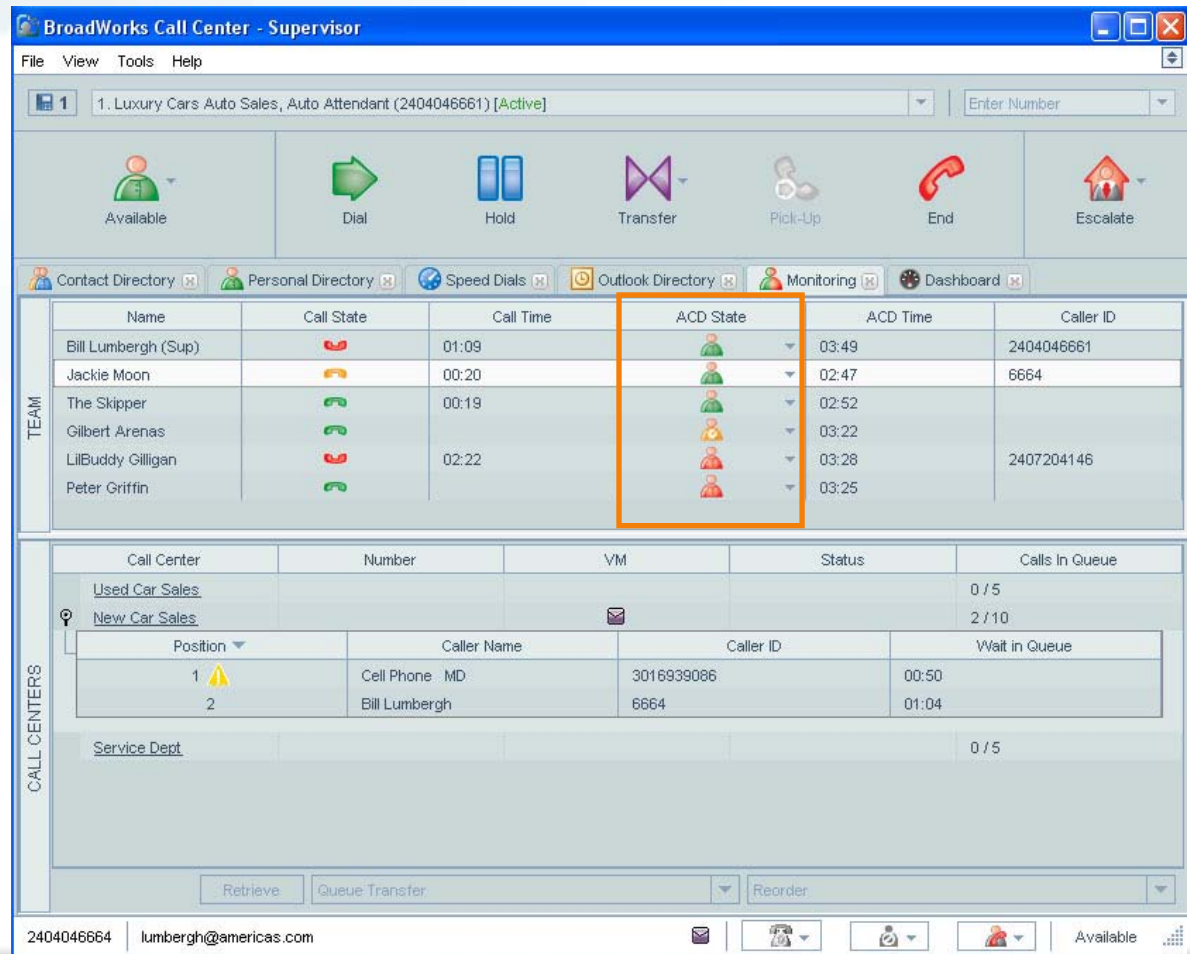
CALL CENTERS																	
Call Center	Number	VM	Status	Calls In Queue													
group17	4504615000			1 / 10													
<table border="1"> <thead> <tr> <th>Position ▾</th> <th>Call To</th> <th>Call From</th> <th>Priority</th> <th colspan="2">Wait in Queue</th> </tr> </thead> <tbody> <tr> <td>1</td> <td>SALES(4504615055)</td> <td>sham5010 group17(5010)</td> <td>1</td> <td colspan="2">02:12[02:00(2), 00:12(1)]</td> </tr> </tbody> </table>						Position ▾	Call To	Call From	Priority	Wait in Queue		1	SALES(4504615055)	sham5010 group17(5010)	1	02:12[02:00(2), 00:12(1)]	
Position ▾	Call To	Call From	Priority	Wait in Queue													
1	SALES(4504615055)	sham5010 group17(5010)	1	02:12[02:00(2), 00:12(1)]													
Standard-CC	4504615022			0 / 10													

Retrieve Promote ▾ Queue Transfer Reorder ▾

ALTEVA CALL CENTER SUPERVISOR

Forced Change Agent ACD state

- Additional Queued Call Information
- Icons for Bounced calls, Reordered calls
- Icon when caller is hearing Mandatory Entrance Announcement
- Call Retrieve option
- Queue Transfer option
- Call Reorder option



TEAM

Name	Call State	Call Time	ACD State	ACD Time	Caller ID
Bill Lumbergh (Sup)		01:09		03:49	2404046661
Jackie Moon		00:20		02:47	6664
The Skipper		00:19		02:52	2407204146
Gilbert Arenas				03:22	
LilBuddy Gilligan		02:22		03:28	
Peter Griffin				03:25	

CALL CENTERS

Call Center	Number	VM	Status	Calls In Queue
Used Car Sales				0 / 5
New Car Sales				2 / 10
				Wait in Queue
	1	Cell Phone MD	3016939086	00:50
	2	Bill Lumbergh	6664	01:04
Service Dept				0 / 5

Retrieve Queue Transfer Reorder

2404046664 lumbergh@americas.com Available

ALTEVA CALL CENTER SUPERVISOR

Forced Change Agent ACD state

- Additional Queued Call Information
- Icons for Bounced calls, Reordered calls
- Icon when caller is hearing Mandatory Entrance Announcement
- Call Retrieve option
- Queue Transfer option
- Call Reorder option

The screenshot displays the BroadWorks Call Center Supervisor interface. At the top, there is a menu bar (File, View, Tools, Help) and a search bar containing '1. Luxury Cars Auto Sales, Auto Attendant (2404046661) [Active]'. Below this is a toolbar with icons for Available, Dial, Hold, Transfer, Pick-Up, End, and Escalate. A secondary toolbar includes Contact Directory, Personal Directory, Speed Dials, Outlook Directory, Monitoring, and Dashboard.

The main area is divided into two sections:

- TEAM:** A table listing agents and their call details.

Name	Call State	Call Time	ACD State	ACD Time	Caller ID
Bill Lumbergh (Sup)		01:09		03:49	2404046661
Jackie Moon		00:20		02:47	6664
The Skipper		00:19		02:52	2407204146
Gilbert Arenas				03:22	
LilBuddy Gilligan		02:22		03:28	
Peter Griffin				03:25	
- CALL CENTERS:** A table showing call center statistics and a detailed view of a specific call.

Call Center	Number	VM	Status	Calls In Queue
Used Car Sales				0 / 5
New Car Sales				2 / 10

Position	Caller Name	Caller ID	Wait in Queue
1	Cell Phone MD	3016939086	00:50
2	Bill Lumbergh	6664	01:04

At the bottom, there are buttons for Retrieve, Queue Transfer, and Reorder. The status bar at the very bottom shows the user's ID (2404046664), email (lumbergh@americas.com), and an Available status.

ALTEVA CALL CENTER SUPERVISOR

Forced Change Agent ACD state

- Additional Queued Call Information
- Icons for Bounced calls, Reordered calls
- Icon when caller is hearing Mandatory Entrance Announcement
- Call Retrieve option
- Queue Transfer option
- Call Reorder option

The screenshot displays the BroadWorks Call Center Supervisor interface. At the top, there is a menu bar with 'File', 'View', 'Tools', and 'Help'. Below the menu is a search bar containing '1. Luxury Cars Auto Sales, Auto Attendant (2404046661) [Active]' and an 'Enter Number' field. A toolbar contains icons for 'Available', 'Dial', 'Hold', 'Transfer', 'Pick-Up', 'End', and 'Escalate'. Below the toolbar are several utility buttons: 'Contact Directory', 'Personal Directory', 'Speed Dials', 'Outlook Directory', 'Monitoring', and 'Dashboard'. The main area is divided into two sections: 'TEAM' and 'CALL CENTERS'. The 'TEAM' section shows a table of agents with columns for Name, Call State, Call Time, ACD State, ACD Time, and Caller ID. The 'CALL CENTERS' section shows a table of call centers with columns for Call Center, Number, VM, Status, and Calls In Queue. At the bottom, there is a 'Retrieve', 'Queue Transfer', and 'Reorder' section, which is highlighted with an orange box. The status bar at the bottom shows the user's name 'lumbergh@americas.com' and their current state 'Available'.

Name	Call State	Call Time	ACD State	ACD Time	Caller ID
Bill Lumbergh (Sup)	📞	01:09	👤	03:49	2404046661
Jackie Moon	📞	00:20	👤	02:47	6664
The Skipper	📞	00:19	👤	02:52	
Gilbert Arenas	📞		👤	03:22	
LilBuddy Gilligan	📞	02:22	👤	03:28	2407204146
Peter Griffin	📞		👤	03:25	

Call Center	Number	VM	Status	Calls In Queue
Used Car Sales				0 / 5
New Car Sales				2 / 10
Service Dept				0 / 5

Position	Caller Name	Caller ID	Wait in Queue
1 ⚠️	Cell Phone MD	3016939086	00:50
2	Bill Lumbergh	6664	01:04

Retrieve Queue Transfer Reorder