computertalk ice

iceMonitor

User Manual

Server Version 15.x

Part Number: iceM_15.x_E_20250911

iceMonitor for ice Server Version 15.x

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Welcome to iceMonitor

As email and web-based communications become more common in today's business world, many call centers are evolving into **contact centers.** While call centers handle calls, contact centers allow users to interact with clients over the telephone, through email messages, and chat.

ice is a powerful contact center solution that allows for the integrated handling of **contacts** (calls, email messages, chat requests, etc.) that are directed to your contact center. **iceMonitor** is the tool that helps you monitor daily activity in your contact center.

The iceMonitor User Manual will help supervisors and administrators to understand how to locate and interpret the statistics and real-time information available in iceMonitor.

This manual will cover the following topics:

Chapter 1: Getting Started

- How to log on
- Overview of the major components of iceMonitor
- How data is updated
- User types

Chapter 2: The Queues Gallery

- Overview of statistics that can be found on this table
- How to configure the gallery view
- How to use the table to conduct simple contact center administration

Chapter 3: The Users Gallery

- Overview of statistics that can be found on this table
- How to configure the gallery view
- How to use the table to conduct simple contact center administration

Chapter 4: The Teams Gallery

- Overview of statistics that can be found on this table
- How to configure the gallery view
- How to use the table to conduct simple contact center administration

Chapter 5: Home Gallery

- Overview of statistics that can be found in this gallery
- How to configure the gallery view

Chapter 6: Settings

- How to configure custom alerts for your contact center
- How to change thresholds for your statistics
- How to change display settings

In discussing how this application works, this manual assumes that you:

- Are familiar with the contents of the iceAdministrator User Manual;
- Are familiar with the contents of the iceBar for ice User Manual;
- Understand basic telephony terms and concepts, such as queues and contacts;
- Have basic navigating skills for standard Windows-based graphical user interfaces. This includes the ability to right-click and left-click, select *options* from a right-click menu, resize and minimize windows, and navigate and scroll with a mouse pointer.

The following conventions are used in this manual:

- **Notes** highlight important information.
- **Cautions** bring attention to functions and features that can impact the information that is displayed
- Words displayed in **bold** are defined in the paragraph.
- Italics are used to indicate buttons found on the software interface.
- The term 'right-click' indicates that the secondary mouse button, which is by default the button on the right, should be clicked. Mouse configurations can be changed so that the left mouse button is the secondary button (for personal preference, for example, the user is left-handed).

Chapter 1: Getting Started

The iceMonitor equips users with the ability to keep track of contact center performance. Users can also conduct simple contact center administration through this tool.

To fully utilize iceMonitor and the real-time and daily statistics it provides, you must have the following:

- Access to iceMonitor through an internet browser
- Knowledge of how to interpret real-time statistics (which are provided in this manual)

This chapter includes information about login procedures, components of iceMonitor, data updates in iceMonitor, and permissions for each user type.

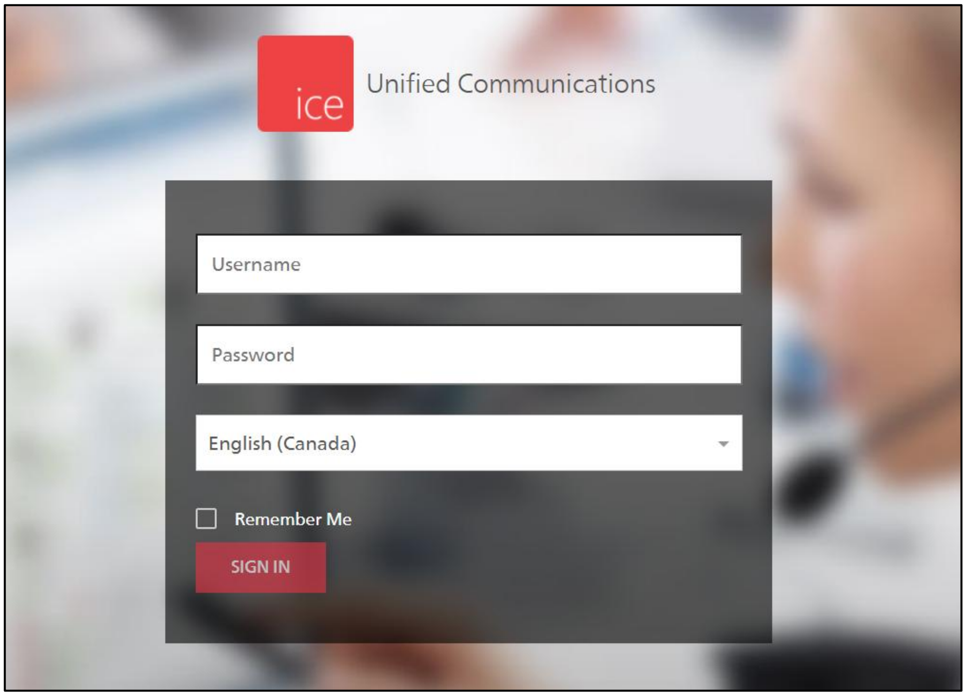
Once familiar with the iceMonitor interface, you may proceed to subsequent chapters for detailed information on the graphs and details that correspond to each level.

To access iceMonitor, you must first log onto iceManager.

iceManager is a web-based application and can be used on any computer that is running a web browser. To sign in, you must provide a user ID and password. Contact the ice administrator if you do not have this information.

To sign into iceManager:

1. Open your web browser and go to your iceManager site.

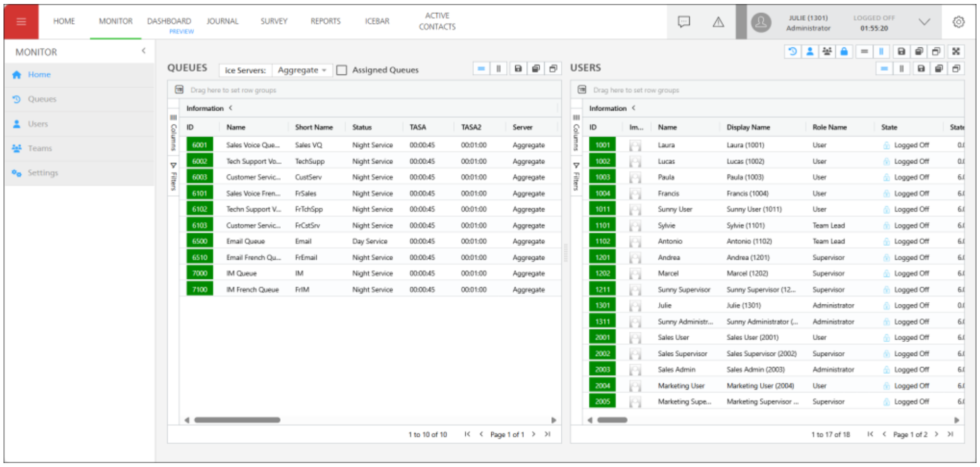


2. In the ‘Username’ field, enter your four-digit user ID.
3. In the ‘Password’ field, enter your password.
4. If you wish to view iceManager in a language other than English, click the drop-down and select the language of choice.
5. Select the ‘Remember Me’ check box if you want your Username to be pre-populated the next time you go to the Sign In page.

   Note: this option is not recommended for shared computers.

6. Click *Sign In*.

7. Once you have signed in, you will see the journal page.
8. Click the *Monitor* button in the Navigation Panel.



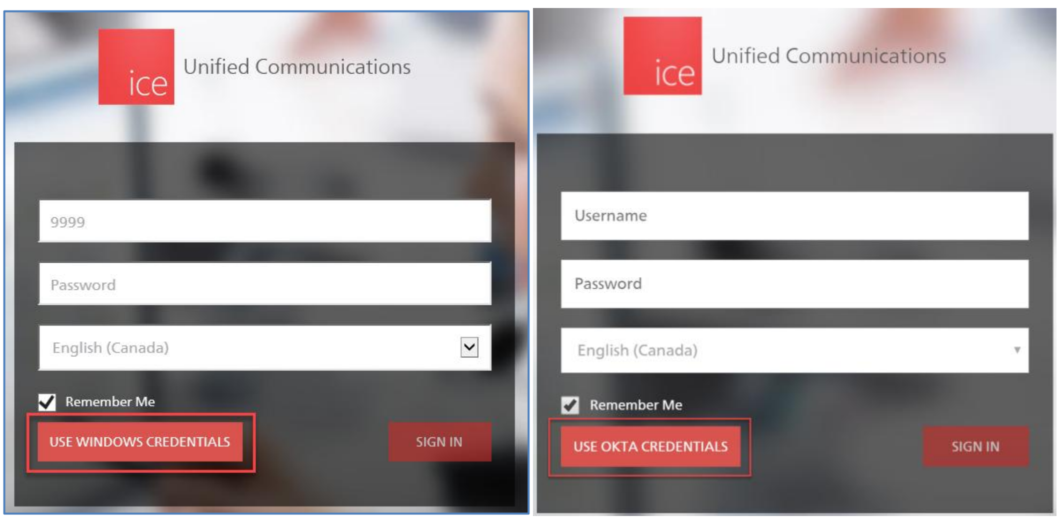
Single Sign-On

If your organization has enabled Single Sign-On for iceManager, you will be able to sign on using one of the identity management platforms, including ADFS (Active Directory Federation Services) or Okta.

Note: To enable Single Sign-On, it will need to be configured using Active Directory in iceAdministrator. For further information on how to enable Single Sign-On, please review the *iceAdministrator User Manual*.

Signing On with Single Sign-On

Once Single Sign-On is properly configured, when launching the iceManager website, click the *Use Windows Credentials* or the *Use Okta* Credentials button rather than entering the username and password.



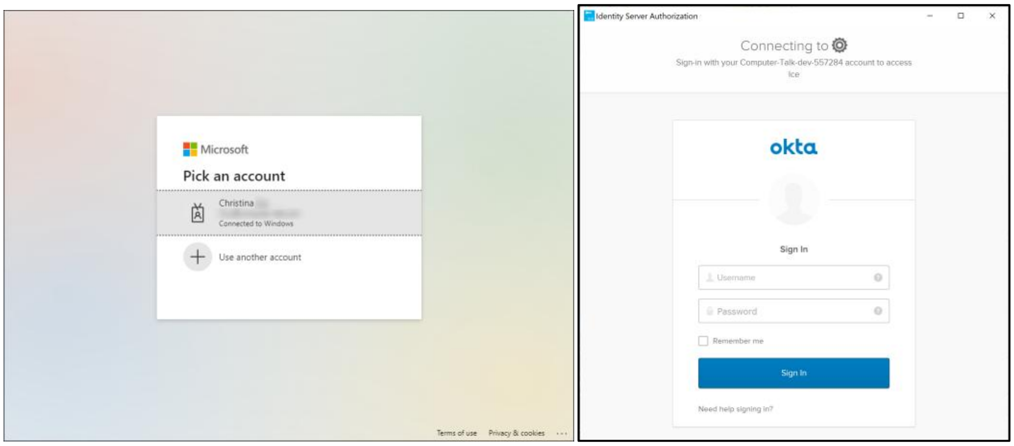
1. Click the *Use Windows Credentials* or the *Use Okta Credentials* button.

Note: If you wish to skip this step for future logins, check the box for *Remember Me*. This way, you will not have to enter your user ID each time you sign in.

2. You will be prompted to log in or redirected to a page where you can log in using your ADFS or Okta credentials.

3. Enter your ADFS or Okta username and password and log in.

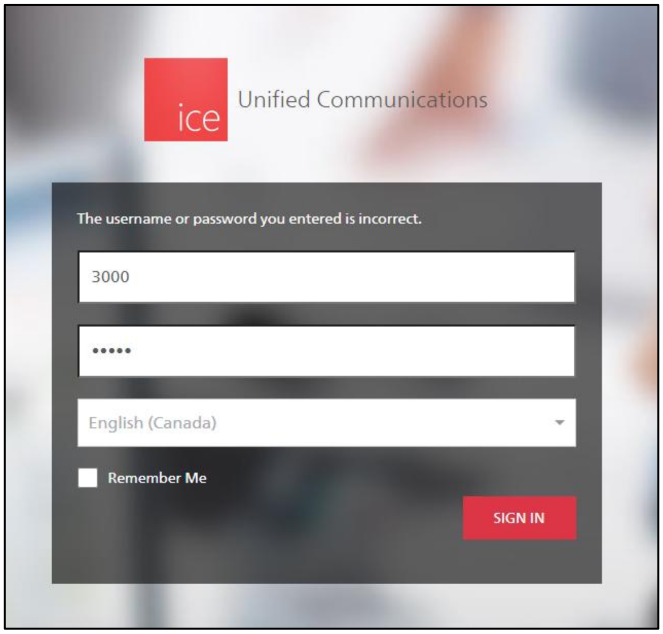
Note: This dialog box may look different, depending on the way your administrator has configured the system.



Common Error and Warning Messages

Authentication error

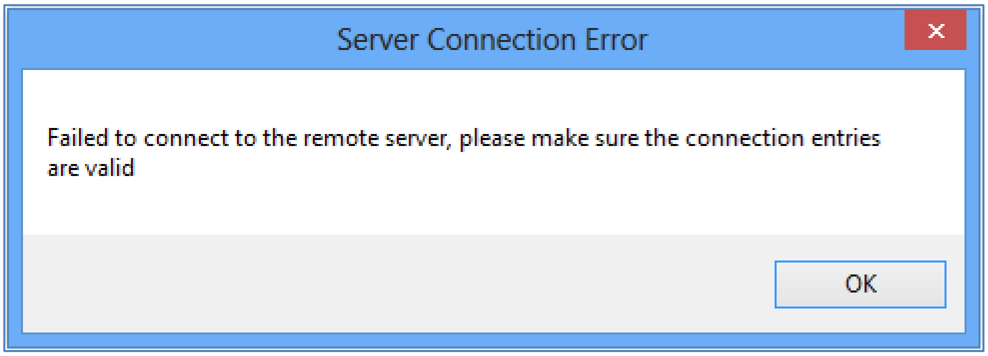
If a user types the wrong User ID or the wrong password, the following message appears.



If you cannot remember your password or User ID, an ice administrator can reset it in iceAdministrator. For more information refer to the iceAdministrator User Manual.

Server Connection Error

iceManager must have network connectivity to the ice server through the IMRService to function properly. If your contact center experiences network problems, you may see this error message.

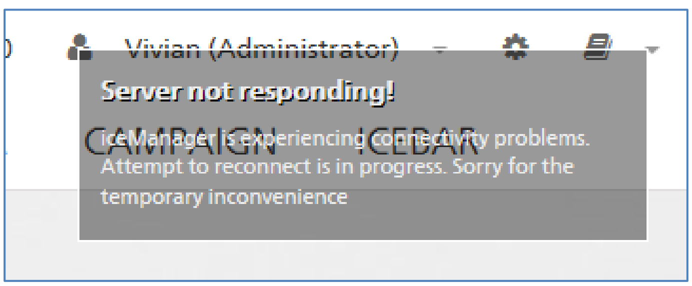


This error message indicates that the server needs to be restarted. Please contact your ice administrator.

Loss of connection

A few seconds after connection is lost, an error message appears in the top right corner of the screen:

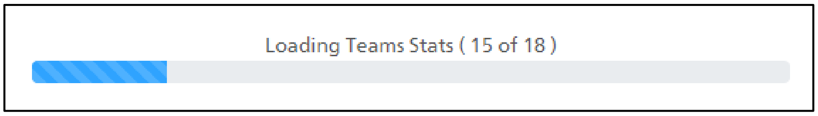
"Server not responding! iceManager is experiencing connectivity problems. Attempt to reconnect is in progress. Sorry for the temporary inconvenience."



The message fades away after a few minutes. iceManager will keep attempting to reconnect until it is successful.

Verify that you are connected to the internet. If you are connected, but still receive the Server not responding message, contact your ice administrator.

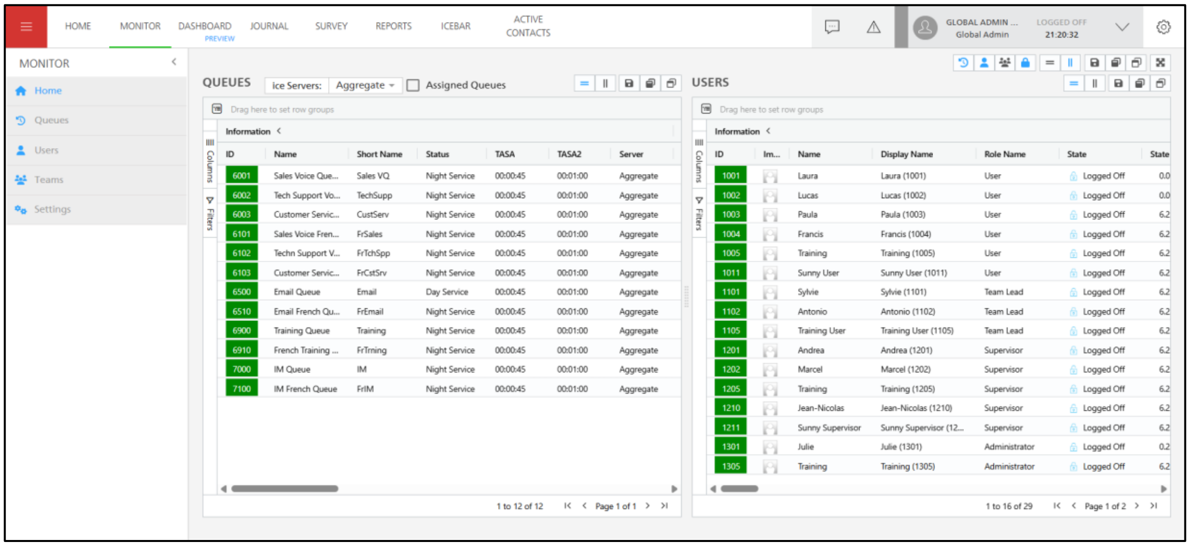
Once you have successfully logged in, contact center statistics will load.



Once data has loaded, you will be directed to the Home screen.

Components of iceMonitor

iceMonitor is composed the menu bar, the display options, and the gallery.



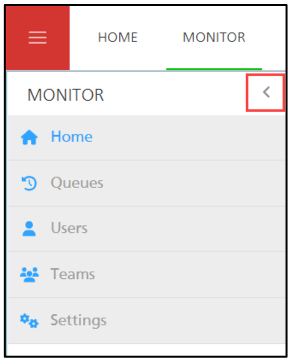
- Menu bar
  - Allows you to navigate to different pages in iceMonitor.
- Display options
  - Provides tools to configure the organization of Queues, Users, and Teams information on the page.
- Gallery
  - Information about your contact center is displayed here.
  - By right clicking on rows in the tables, you can perform simple administrative operations of the contact center.

In the sections below, each page will be explained in detail.

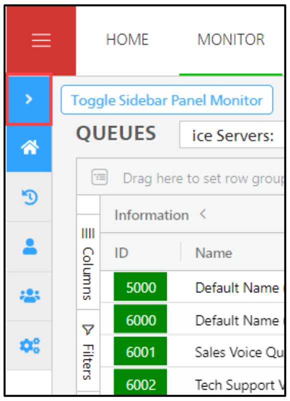
The Menu bar

The menu options in the menu bar provide access to different views of the gallery. You can navigate to the Home screen, the Queues screen, the Users screen, the Teams screen, and the Settings screen.

To maximize the space available for the gallery, you can hide menu options. To hide menu options, click the arrow (indicated by the red box in the screenshot below).



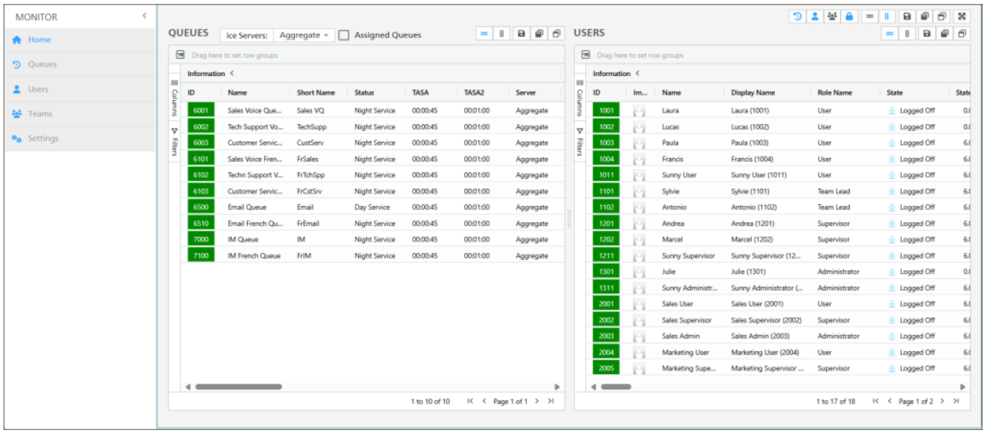
The menu will shrink so you will have more space for information.



Home

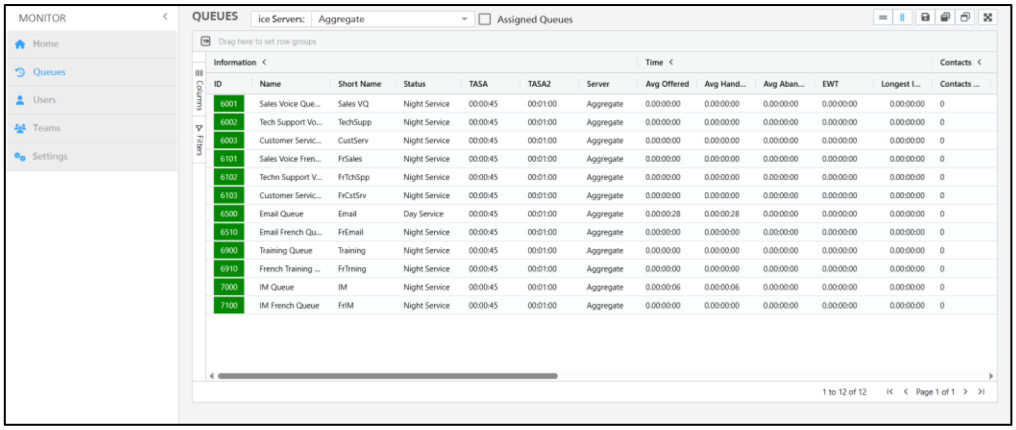
Once you have successfully logged onto iceMonitor, you will see the Home screen. You can also access this gallery by clicking *Home* in the Menu bar.

The Home screen is configurable to show information that you want easy access to. For information on the Home screen, refer to Chapter 5: The Home Screen.



Queues

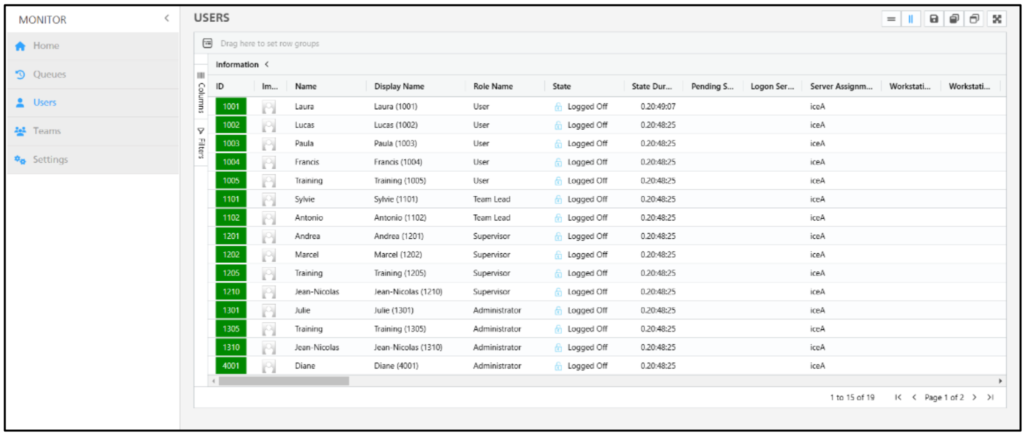
When you click Queues on the Menu bar, the gallery updates to display information about the queues in your contact center.



Click on the row to find statistics about that queue. For more information about the Queue gallery view, refer to Chapter 2: The Queues on page 27.

Users

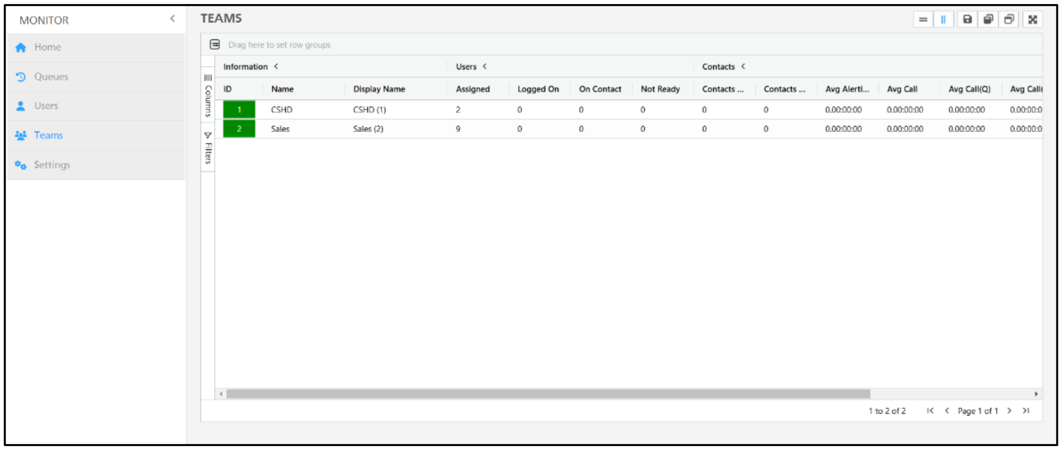
When you click Users on the Menu bar, the gallery updates to display user information for the users in your switch.



Click on a row to find statistics about that user. For more information about the User gallery view, refer to Chapter 3: The Users on page 57.

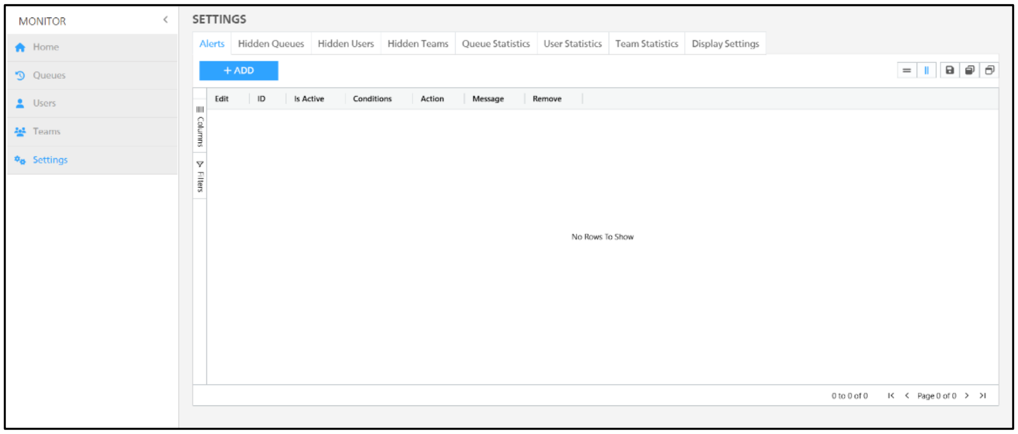
Teams

When you click Teams on the Menu bar, the detail panel updates to display team information for the teams in your switch.



Click on a row to find statistics about that team. For more information about the Teams gallery view, refer to Chapter 4: The Teams .

Settings Screen

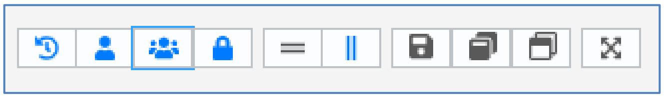


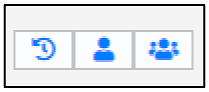
When you click Settings on the Menu bar, the gallery updates to display configurable options. For more information about the Settings gallery view and Settings options, refer to Chapter 6: Settings.

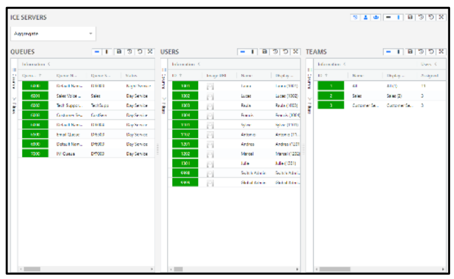
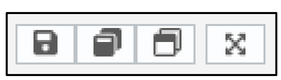
Display Options

The display options allow a user to modify the way that information is displayed in the gallery. The toolbar appears in the Home, Queues, Users, and Teams pages of iceMonitor.

The table below provides information on the toolbar options.



iceMonitor Display Options	
Toolbar Item	**Function**
Show Queues, Users, and Teams	These options allow you to show and hide the information for Queues, Users, and Teams.  Note: These options are only available on the home page.  Use this button to show and hide queue information on the home page.  Use this button to show and hide user information on the home page.  Use this button to show and hide team information on the home page.
Layout Options	These options will modify the arrangement of the queue, user, and teams tables.   Use this button to display the tables horizontally.

iceMonitor Display Options	
Toolbar Item	**Function**
	  Use this button to display the tables vertically. 
Layout Saving Options	These options will allow you to save your layout changes or revert your changes.   Use this button to save the layout changes. Use this button to restore your layout to a previously saved layout.  Use this button to reset your layout to the default settings.  Use the button to enter Full Screen Mode. To exit full screen, use the ESC button on your keyboard.

Note:

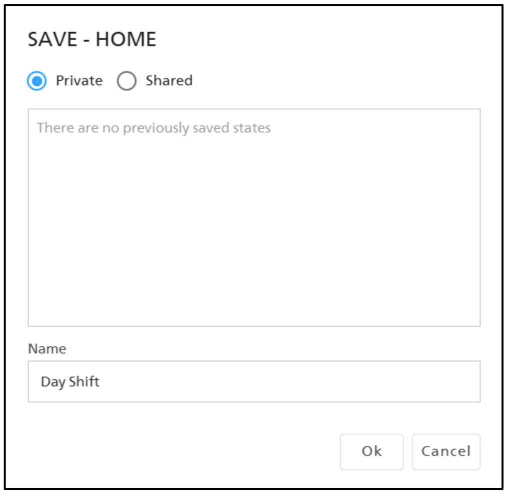
- Any changes you make to the way information is displayed will be saved to your account and will only affect your instance of iceMonitor. Your changes will not affect other users' galleries.
- The next time you log on, any changes you had made the last time you logged on will be displayed.

Saving a Layout

To save a layout that you have just created, use the following steps:

1. Select the Save icon  to open the Save Layouts window.

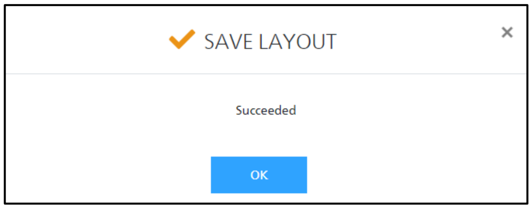
2. Enter a name for your new layout.



3. Choose between saving your layout as Private or Shared.

4. Click Ok to save your changes.

5. Click Ok on the Save Layout confirmation window.

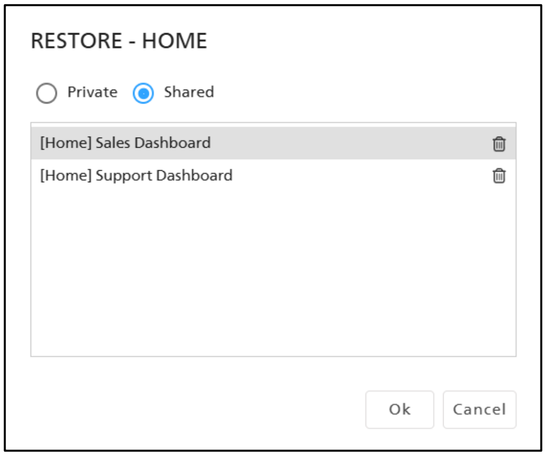


Restoring a Layout

To restore a layout that is already saved, use the following steps:

1. Select the Restore icon  to open the Restore Layouts window.

2. Choose between restoring a Private or Shared layout.



3. Select a layout from the list.

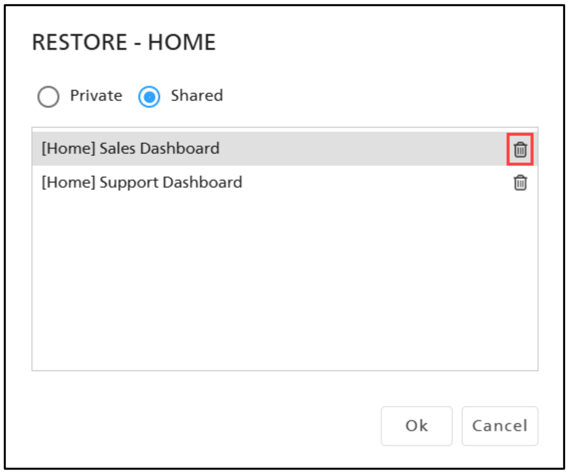
4. Click Ok to restore the selected layout.

Deleting a Layout

To delete a layout that is already saved, use the following steps:

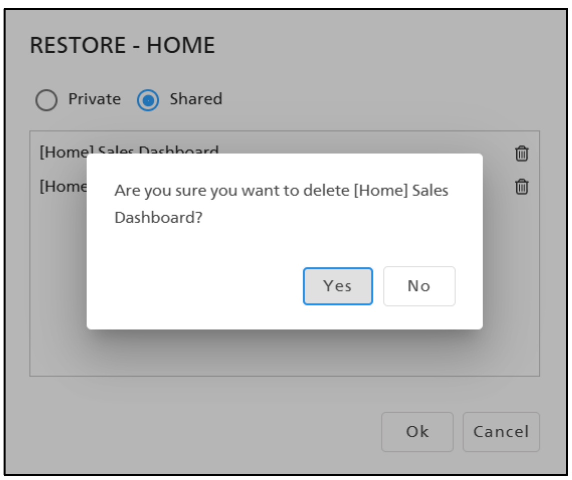
1. Select the Save icon  to open the Save Layouts window.

2. Select the trash icon  beside the layout you want to delete.



3. Click Yes in the confirmation window to successfully delete the selected layout.

   If you do not want to delete the layout, click No in the confirmation window.

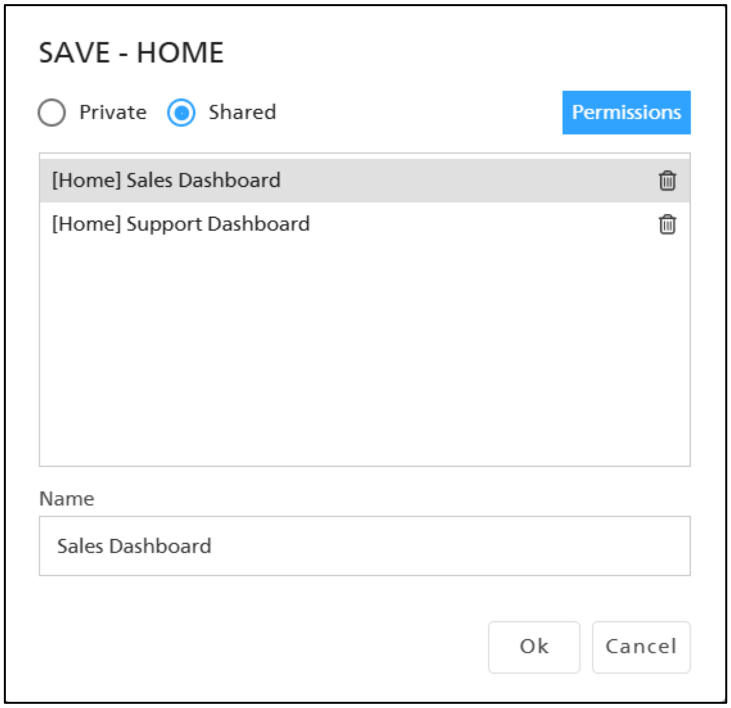


Layout Permissions

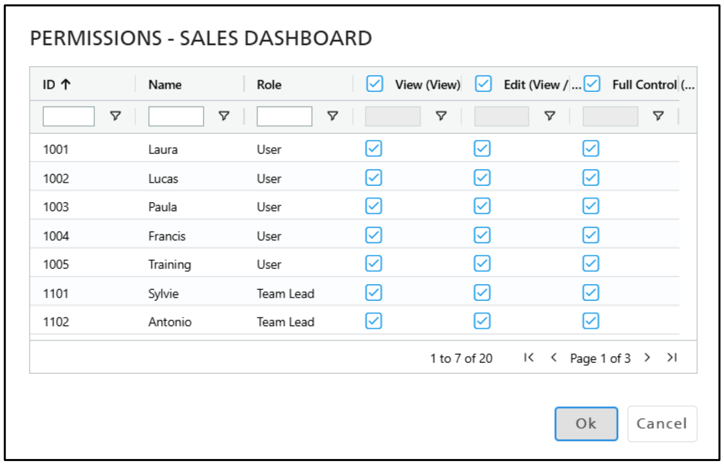
To manage the permissions for your shared layouts, use the following steps:

1. Select the Save icon to open the Save Layouts window.

2. Select a layout in the list and click the Permissions button to open the Layout Permissions window.



3. Modify the permissions in the window. You can manage which users have access to View, Edit, or have Full Control of the layout.



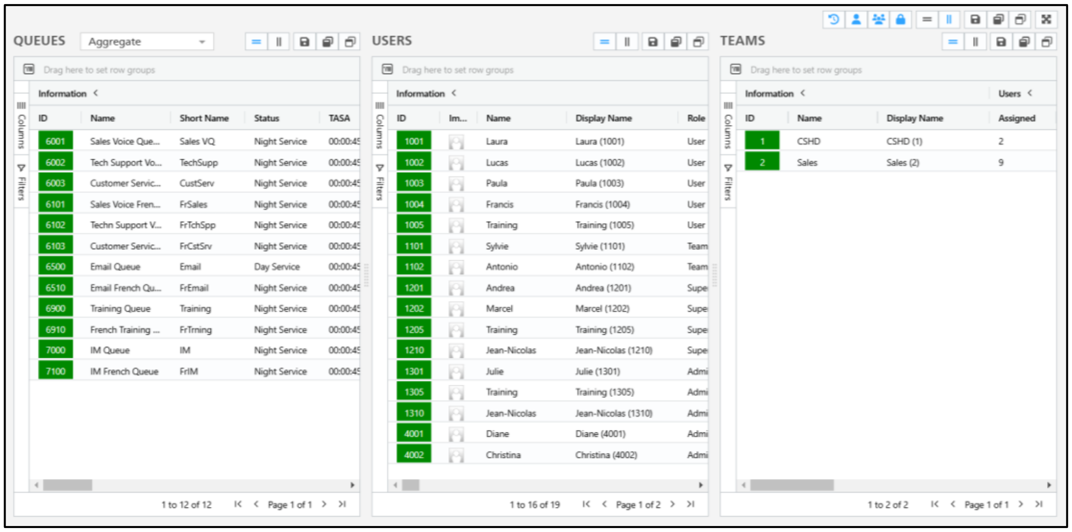
4. Click Ok to save the changes.

Note:

- All users can manage permissions.
- By default, all users will have Full Control access to new layouts.

Gallery

The Gallery displays statistics and detailed information about your contact center.



Right-click Menu Options

When you right-click on a table row on a main page or a details panel, a menu appears. This menu allows you to perform additional operations. Your ability to use menu items is based on your iceBar status and the iceBar status of users you are interacting with. For more information, refer to the subsequent chapters.

The right-click options also differ based on the gallery view you selected – Home, Queues, Users, or Teams. For more information on these menu functionalities, refer to the subsequent chapters.

This section discussed the components of iceMonitor. The next section provides information on user roles and permissions.

User Roles and the iceMonitor Tool

Your ability to view information in each row is determined by your user type. The table below explains what you can expect to see and do when you are logged onto iceMonitor, based on your user type. For more information on users and user types, refer to the iceAdministrator User Manual.

What Different User Types Can Do						
User Type	**See Gallery**	**Right-click control**	**See user Stats**	**See Queue stats**	**See Team Stats**	**State Control**
User	Yes	Yes	Only for self	Yes	Only for assigned team	Only for self
Team Leader	Yes	Yes	See stats of team members	Yes	Only for assigned team	For self and team members
Supervisor	Yes	Yes	See stats of those in the same queues	Yes	Yes	For self, team leads, and users that are assigned to a shared queue
Administrator	Yes	Yes	Yes	Yes	Yes	For self, supervisors, team leads, and users

Note: All user types can see every user, queue, and team in the contact center.

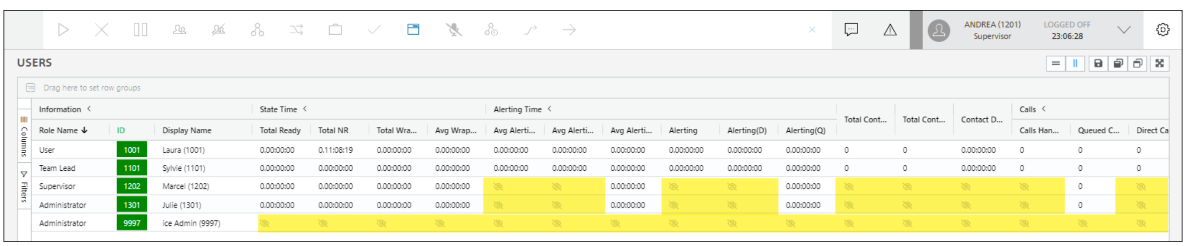
There are additional restrictions on the statistics that Team Leaders and Supervisors can see for users of the same role type or higher.

The following list of statistics are not viewable for Team Leaders if the team member in question is a Team Leader or above, and for Supervisors if the user with whom they share queues is a Supervisor or above.

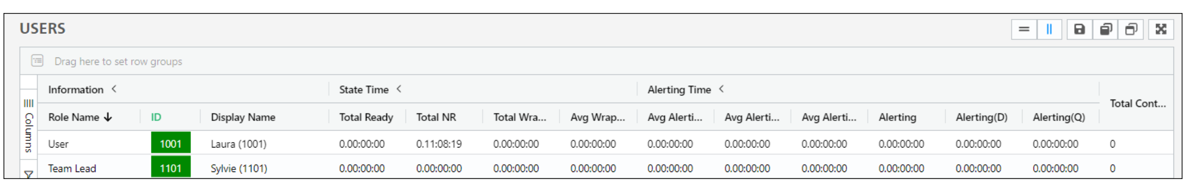
- TotalContactDuration
- TotalContactsReceived
- TotalContacts
- TotalCallDurationDirect
- AverageEmailDuration
- AverageIMDuration
- AverageAlerting
- AverageAlertingDirect

- TotalEmailDuration
- TotalIMDuration
- TotalAlerting
- TotalAlertingDirect
- CallsHandled
- CallTransfersMade
- DirectCallsReceived
- ExternalCallsPlaced
- InternalCallsPlaced
- DirectTransfersReceived
- EmailsReceived
- IMsReceived
- TransferredEmailsDirect
- TransferredEmailsFromQueue
- EmailTransfersMade
- AverageCallDuration
- AverageDirectCallDuration
- ExternalIMsPlaced
- InternalIMsPlaced
- ExternalEmailsPlaced
- InternalEmailsPlaced
- TransferredIMsDirect
- TransferredIMsFromQueue
- IMTransfersMade
- IMsFromQueue
- EmailsFromQueue
- AnsweredQueuedIMsReceived
- DirectIMsReceived
- AnsweredQueuedEmailsReceived
- DirectEmailsReceived

In the example below, the differences in statistic visibility are displayed. The screenshots are taken from the perspective of Supervisor 1201 who shares a common queue with users 1001, 1101, 1202, and 1301. User 1201 does not share any queues in common with user 9997.



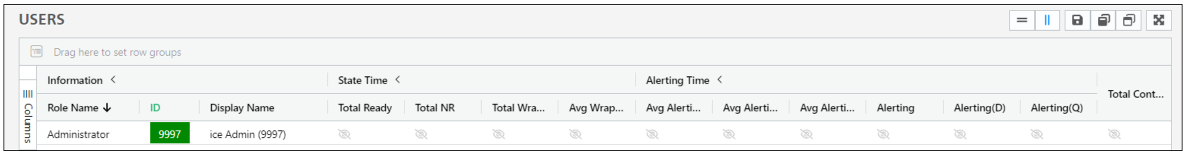
As such, for users 1001 and 1101 who share a common queue with the supervisor and who are not supervisors or above, all statistics are visible.



However, for user 1202 who the supervisor shares both a common queue and a role type, the statistics in the list above are hidden.

Similarly for user 1301, although they share a common queue, because user 1301 is an administrator, the same statistics from the list above are not visible.

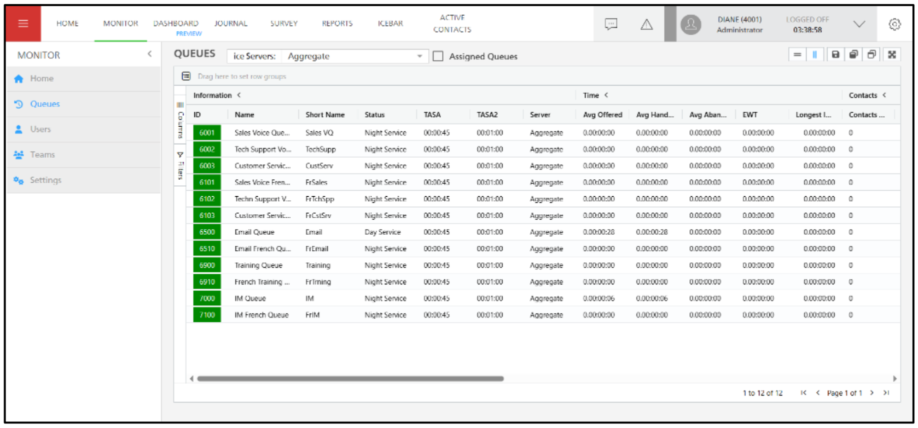
Lastly, from the screenshot below, administrator 9997 does not share any queues in common with user 1201 and has a higher user type. All statistics on the Users page are hidden.



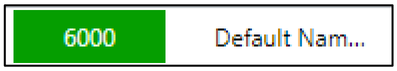
This chapter has provided you with the basic information you need to start using iceMonitor. The next chapter provides information on the Queues screen and tips on how to use it effectively.

Chapter 2: The Queues Gallery

For information about the queues in your contact center, click *Queues* in the left side menu.



Each row represents a queue. Each row presents all information about the queue – Queue Name, Queue ID, the state of the queue, and much more. The background color of the Queue ID indicates whether the queue is meeting threshold requirements. For information on how to configure thresholds, refer to Thresholds on page 138. To modify threshold colors, refer to Display Settings on page 142.

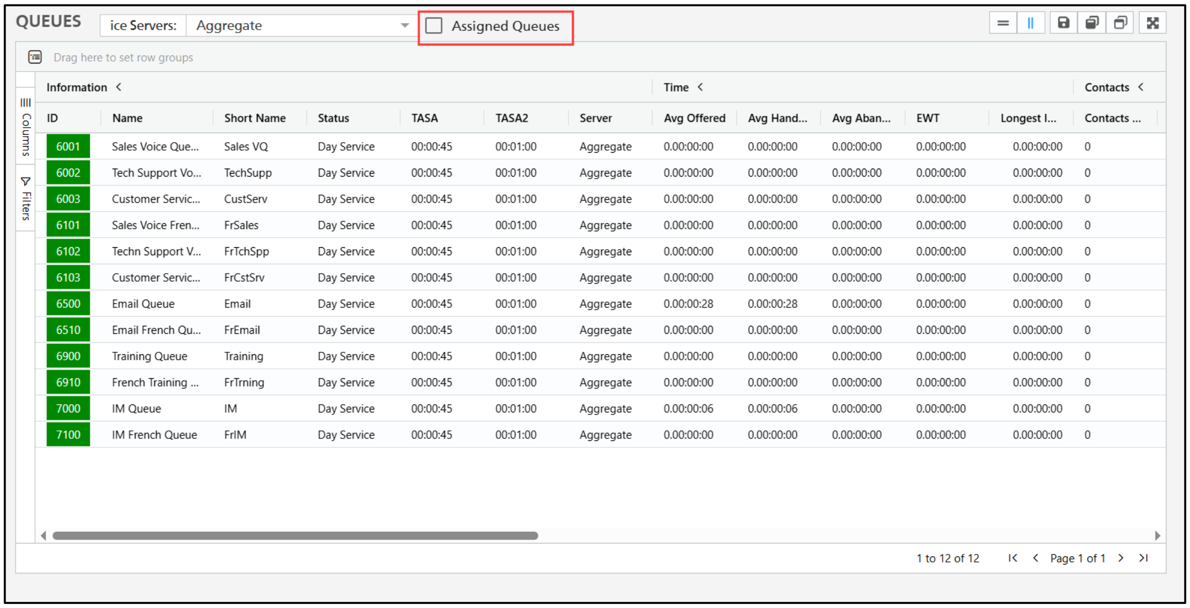


Note:

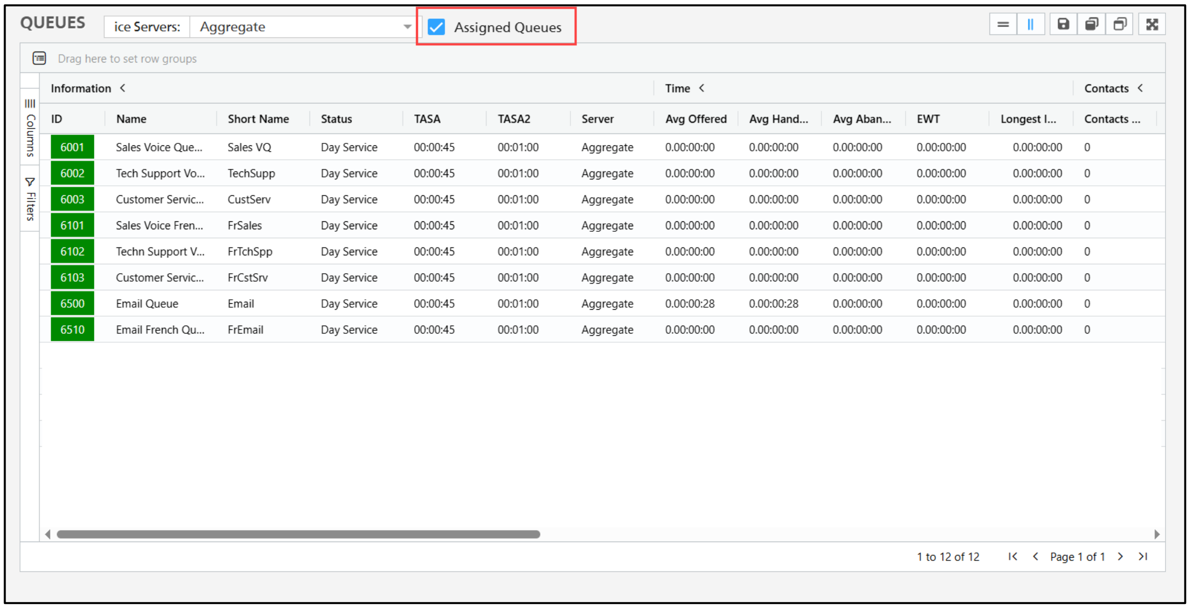
- All user types have access to Queues. For more information, refer to 'User Roles and the iceMonitor Tool.'
- The supervisor can only issue queue commands to the queues to which he or she is assigned. For more information refer to 'What Different User Types Can Do' on page 24.

Show Assigned Queues in your Queues Gallery

You can configure the Queues Gallery to only display your assigned queues by enabling the Assigned Queues checkbox. Remember to save your layout if you would like to retain this setting the next time you access this page.



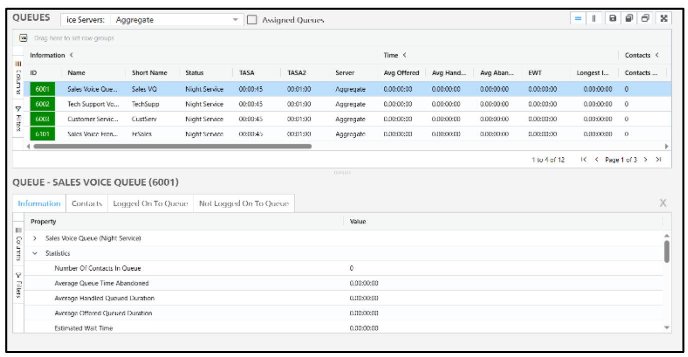
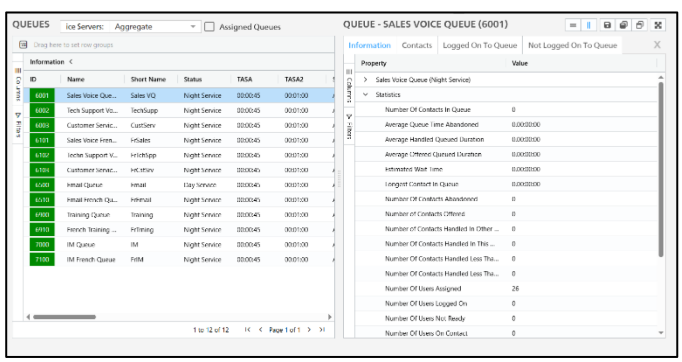
ID	Name	Short Name	Status	TASA	TASA2	Server	Avg Offered	Avg Hand...	Avg Aban...	EWT	Longest I...	Contacts ...
6001	Sales Voice Que...	Sales VQ	Day Service	00:00:45	00:01:00	Aggregate	0.00:00:00	0.00:00:00	0.00:00:00	0.00:00:00	0.00:00:00	0
6002	Tech Support Vo...	TechSupp	Day Service	00:00:45	00:01:00	Aggregate	0.00:00:00	0.00:00:00	0.00:00:00	0.00:00:00	0.00:00:00	0
6003	Customer Servic...	CustServ	Day Service	00:00:45	00:01:00	Aggregate	0.00:00:00	0.00:00:00	0.00:00:00	0.00:00:00	0.00:00:00	0
6101	Sales Voice Fren...	FrSales	Day Service	00:00:45	00:01:00	Aggregate	0.00:00:00	0.00:00:00	0.00:00:00	0.00:00:00	0.00:00:00	0
6102	Techn Support V...	FrTchSpp	Day Service	00:00:45	00:01:00	Aggregate	0.00:00:00	0.00:00:00	0.00:00:00	0.00:00:00	0.00:00:00	0
6103	Customer Servic...	FrCstSrv	Day Service	00:00:45	00:01:00	Aggregate	0.00:00:00	0.00:00:00	0.00:00:00	0.00:00:00	0.00:00:00	0
6500	Email Queue	Email	Day Service	00:00:45	00:01:00	Aggregate	0.00:00:28	0.00:00:28	0.00:00:00	0.00:00:00	0.00:00:00	0
6510	Email French Qu...	FrEmail	Day Service	00:00:45	00:01:00	Aggregate	0.00:00:00	0.00:00:00	0.00:00:00	0.00:00:00	0.00:00:00	0
6900	Training Queue	Training	Day Service	00:00:45	00:01:00	Aggregate	0.00:00:00	0.00:00:00	0.00:00:00	0.00:00:00	0.00:00:00	0
6910	French Training ...	FrTrning	Day Service	00:00:45	00:01:00	Aggregate	0.00:00:00	0.00:00:00	0.00:00:00	0.00:00:00	0.00:00:00	0
7000	IM Queue	IM	Day Service	00:00:45	00:01:00	Aggregate	0.00:00:06	0.00:00:06	0.00:00:00	0.00:00:00	0.00:00:00	0
7100	IM French Queue	FrIM	Day Service	00:00:45	00:01:00	Aggregate	0.00:00:00	0.00:00:00	0.00:00:00	0.00:00:00	0.00:00:00	0

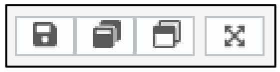
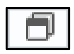


ID	Name	Short Name	Status	TASA	TASA2	Server	Avg Offered	Avg Hand...	Avg Aban...	EWT	Longest I...	Contacts ...
6001	Sales Voice Que...	Sales VQ	Day Service	00:00:45	00:01:00	Aggregate	0.00:00:00	0.00:00:00	0.00:00:00	0.00:00:00	0.00:00:00	0
6002	Tech Support Vo...	TechSupp	Day Service	00:00:45	00:01:00	Aggregate	0.00:00:00	0.00:00:00	0.00:00:00	0.00:00:00	0.00:00:00	0
6003	Customer Servic...	CustServ	Day Service	00:00:45	00:01:00	Aggregate	0.00:00:00	0.00:00:00	0.00:00:00	0.00:00:00	0.00:00:00	0
6101	Sales Voice Fren...	FrSales	Day Service	00:00:45	00:01:00	Aggregate	0.00:00:00	0.00:00:00	0.00:00:00	0.00:00:00	0.00:00:00	0
6102	Techn Support V...	FrTchSpp	Day Service	00:00:45	00:01:00	Aggregate	0.00:00:00	0.00:00:00	0.00:00:00	0.00:00:00	0.00:00:00	0
6103	Customer Servic...	FrCstSrv	Day Service	00:00:45	00:01:00	Aggregate	0.00:00:00	0.00:00:00	0.00:00:00	0.00:00:00	0.00:00:00	0
6500	Email Queue	Email	Day Service	00:00:45	00:01:00	Aggregate	0.00:00:28	0.00:00:28	0.00:00:00	0.00:00:00	0.00:00:00	0
6510	Email French Qu...	FrEmail	Day Service	00:00:45	00:01:00	Aggregate	0.00:00:00	0.00:00:00	0.00:00:00	0.00:00:00	0.00:00:00	0

The Queues Gallery Toolbar

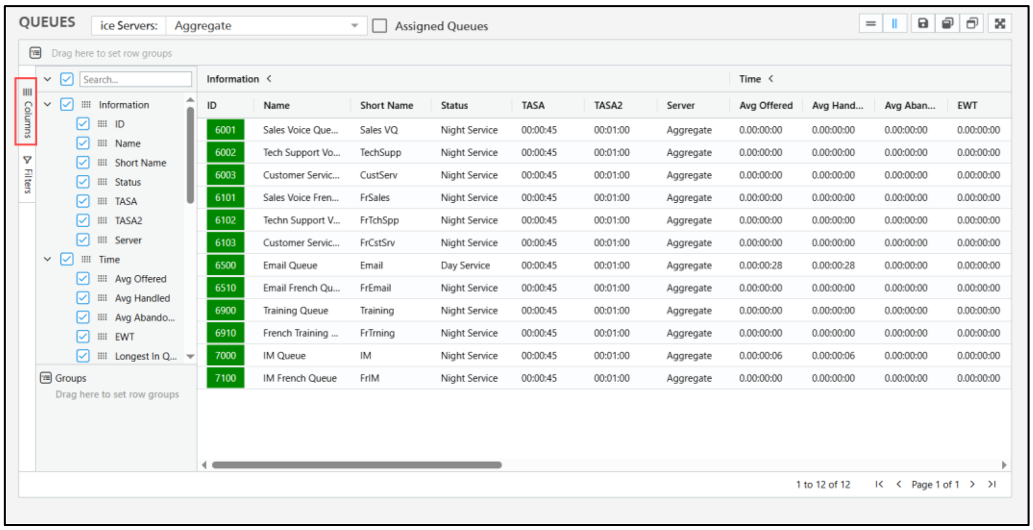
You can configure the gallery view by using the following options:

iceMonitor Display Options	
Toolbar Item	**Function**
Layout Options	These options will modify the arrangement of the queue table and the queue detail table.   Use this button to display the tables horizontally.   Use this button to display the tables vertically. 
Layout Saving Options	These options will allow you to save your layout changes or revert your changes.

iceMonitor Display Options	
Toolbar Item	**Function**
	  Use this button to save the layout changes.  Use this button to restore your layout to a previously saved layout.  Use this button to reset your layout to the default settings.  Use the button to enter Full Screen Mode. To exit full screen, use the ESC button on your keyboard. For more information on how to manage your layouts, please refer to page 17.

Columns Options

The Queue Table provides all information and data points for each queue. Click the Columns heading on the left of the table and use the checkboxes to show and hide the information.



The gallery will refresh with the selected columns.

The table below explains the columns you can display.

Queues Table Columns	
Column Name	**Explanation**
Information	
Queue ID	The four-digit ID number assigned to the queue, as selected in iceAdministrator
Queue Name	The name of the queue as entered using iceAdministrator
Queue Short Name	The short name of the queue as entered using iceAdministrator.
Status	The status of the queue can be one of three states: Day Service, Night Service, or Busy. **Day Service:** at least one user is logged onto the queue. (**Note:** queues can also be forced to day mode in which case no users are logged in, however, the queue is still open. Examples of this would be voicemail, callback, or email queues). **Night Service:** no users are logged onto the queue.

Queues Table Columns	
Column Name	**Explanation**
	Busy Mode: the number of contacts in the queue has reached the Busy Queue Threshold that was configured in iceAdministrator. The statistics update in real time. For example, when the last user has logged off a queue, the queue status will change to show Night Service. For more information on queue configuration and queue status, refer to the iceAdministrator User Manual.
Target Average Speed Of Answer	The time threshold configured in iceAdministrator for each queue – the goal is to have contacts answered in less than this amount of time.
Target Average Speed Of Answer 2	A second time threshold configured in iceAdministrator for each queue – the goal is to have contacts answered in less than this amount of time if the Target Average Speed of Answer has not been met.
Server ID	The ID of the ice server corresponding to the queue statistics. If the information displayed is aggregate statistics, the ID displayed is 'Aggregate'.
Time	
Average Offered	The average amount of time a contact stays in the queue, either before the contact is offered to a user or the contact abandons the queue.
Average Handled	The average amount of time a contact waits in the queue before reaching a user.
Average Abandoned Time	The average time a contact waits in the queue before the call is abandoned.
EWT (Estimated Wait Time)	This is based on the wait time in queue of the last handled contact, provided that the number of users logged on to the queue has not changed since the contact was handled. If the number of users logged onto the queue has changed since the last contact was handled, then an equation is used to determine the estimated wait time.
Longest In Queue	The number of seconds the oldest contact has been waiting in the queue.
Contacts	
Contacts Queue	The number of contacts currently waiting in the queue.

Queues Table Columns	
Column Name	**Explanation**
Abandoned	The number of callers that hung up before reaching a user. **Note:** Abandoned contacts refer to calls, instant messages and SMS.
Offered	The number of contacts placed into the queue for the current day
Handled	The number of contacts that have been handled in the queue for the current day.
Handled Elsewhere	The number of contacts offered to the queue but handled in another queue.
Handled < TASA	The number of handled contacts that were handled in less than the Target ASA. For example, if your TASA is 45, the numbers here would show the number of contacts that were answered within 44 seconds.
Handled < TASA2	The number of handled contacts that were handled in less than the TASA2. For example, if your TASA2 is 90, the numbers here would show the number of contacts that were answered within 89 seconds.
% Abandoned	The percentage of contacts that abandoned, calculated based on offered contacts.
% Handled In Queue	The percentage of offered contacts handled in the queue, calculated based on offered calls
% Handled Elsewhere	The percentage of contacts offered to this queue but handled in another queue, calculated based on offered calls.
Short Abandons	Displays the number of calls that were abandoned in less than the number of seconds specified as the GOS Short Abandoned threshold in iceAdministrator.
Users	
Number of Users Assigned	The number of users that have been assigned to the queue. Users are assigned to queues using iceAdministrator. For information on user assignments, refer to the iceAdministrator User Manual.
Number Of Users Logged On	The number of users that are logged onto the queue.
Number Of Users Ready	The number of users in the Ready state, meaning they are waiting to handle a contact.
Number Of Users Not Ready	The number of users currently logged on minus the number of users on contact and number of users ready.

Queues Table Columns	
Column Name	**Explanation**
Number Of Users On Contact	The number of users currently handling a contact.
Grade of Service	
Grade Of Service	The percentage of offered contacts that have been handled in less than the Target ASA. This statistic includes transferred contacts. To arrive at the GOS for a call, ice looks at handled callers wait time in the queue. A caller's queue time starts once they have successfully passed through the Queue Object action in workflow and the caller's queue time ends when they are connected to a user. $$\mathrm{GOS} = \frac{\text{Number of Calls handled in less than the TASA}}{\text{Number of calls offered to the queue}} \times 100$$ GOS is calculated on a per queue basis, not a per medium basis. To have GOS calculated for emails and IMs, you must configure email queues and IM queues. For more information, refer to the iceAdministrator User Manual and the iceWorkflow Designer User Manual.
Grade Of Service 2	The percentage of offered contacts that have been handled in less than the Target ASA2. This statistic includes contacts handled in queues other than the originating queue. To arrive at the GOS2 for a call, ice looks at handled callers wait time in the queue. A caller's queue time starts once he or she has successfully passed through the Queue Object action in workflow and the caller's queue time ends when they are connected to a user. $$\mathrm{GOS2} = \frac{\text{Number of Calls handled in less than the TASA2}}{\text{Number of calls offered to the queue}} \times 100$$ GOS2 is calculated on a per queue basis, not a per medium basis. To have GOS2 calculated for emails and IMs, you must configure email queues and IM queues. For more information, refer to the iceAdministrator User Manual and the iceWorkflow Designer User Manual.

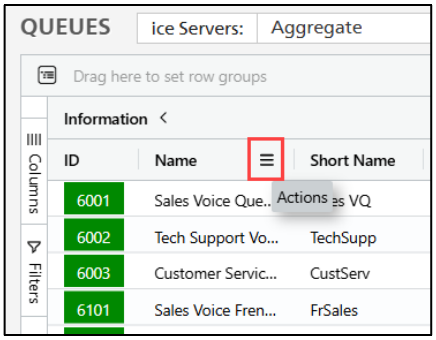
By default, all columns are displayed on the table.

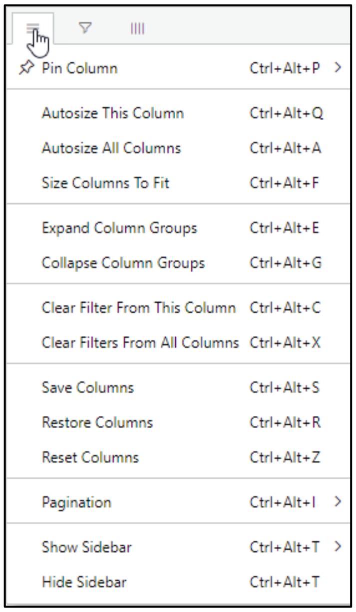
Note: Use the search field to find a column name in the list.

Column Headers

Column Header Actions

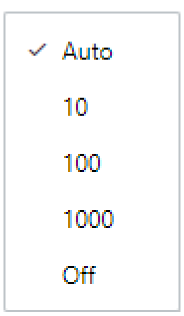
Click the *Actions* button on the right side of the column name as shown below to open the menu of options.





Select an option from the menu to configure the columns and rows in the table.

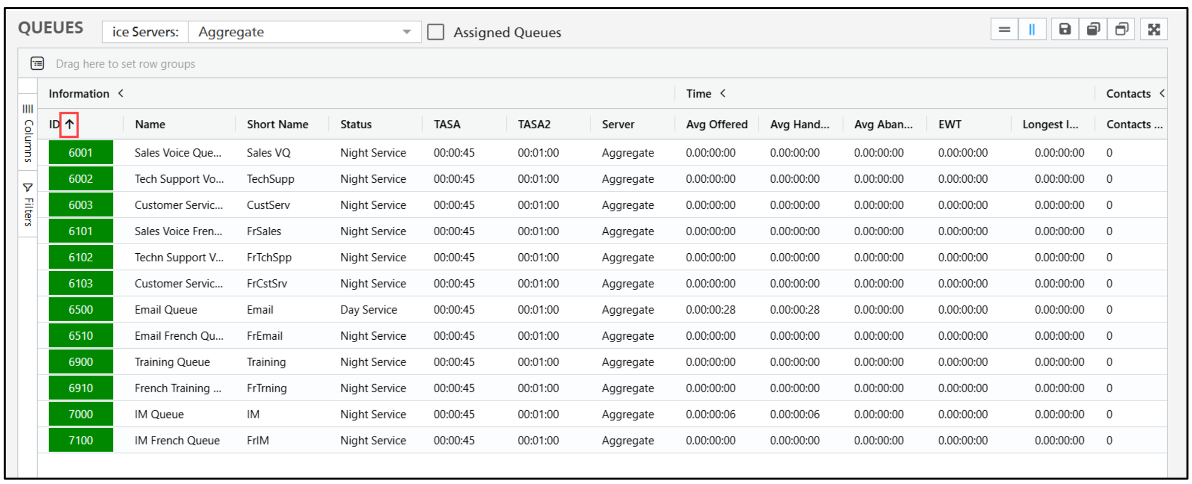
The table below explains the menu options provided.

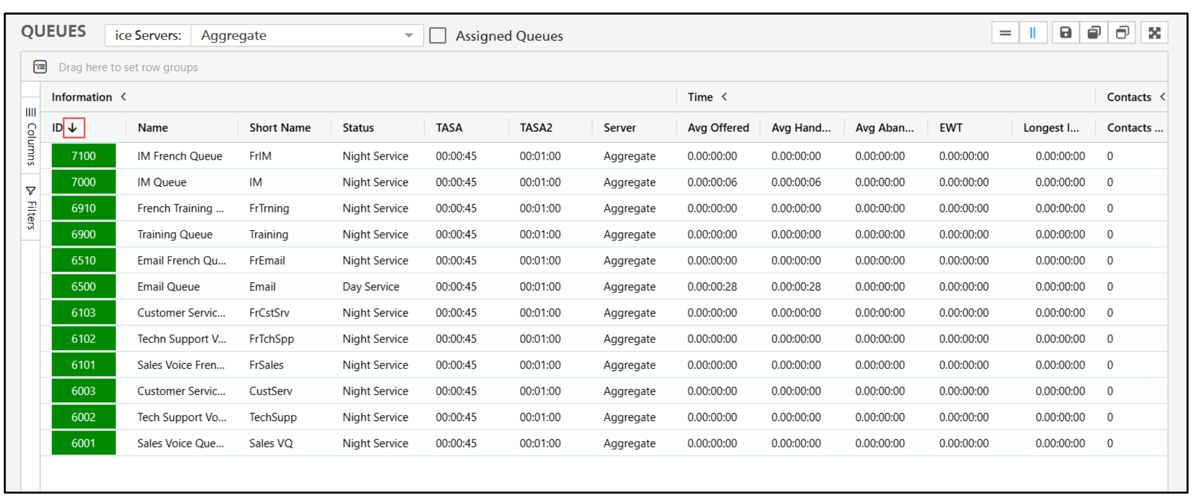
Column Heading Menu Options	
Menu Option	**Function**
Pin Column	Select this option to lock the column on to one side of the table. Options include: ▪ Pin Left ▪ Pin Right ▪ No Pin
Autosize This Column	Resize the selected column to only the necessary width.
Autosize All Columns	Resize all columns to only the necessary width.
Size Columns To Fit	Resize all columns to only the minimum width.
Expand Column Groups	Display all columns within each group.
Collapse Column Groups	Hide columns to display Group Names.
Clear Filter From This Column	Remove all filters added to the selected column.
Clear Filters From All Columns	Remove all filters from all columns in the table.
Save Columns	Save the current column settings.
Restore Columns	Revert column settings to the previous version.
Reset Columns	Reset column settings to the default settings.
Pagination	Sets the number of rows displayed in the table. 

Column Heading Menu Options	
Menu Option	**Function**
	Auto will fit as many rows as possible without using a scrollbar. Off to turn off pagination and display all rows on the same page.
Show Sidebar	Display sidebar options including Filter and Column settings.
Hide Sidebar	Hide sidebar options including Filter and Column settings.

Column Header Sorting

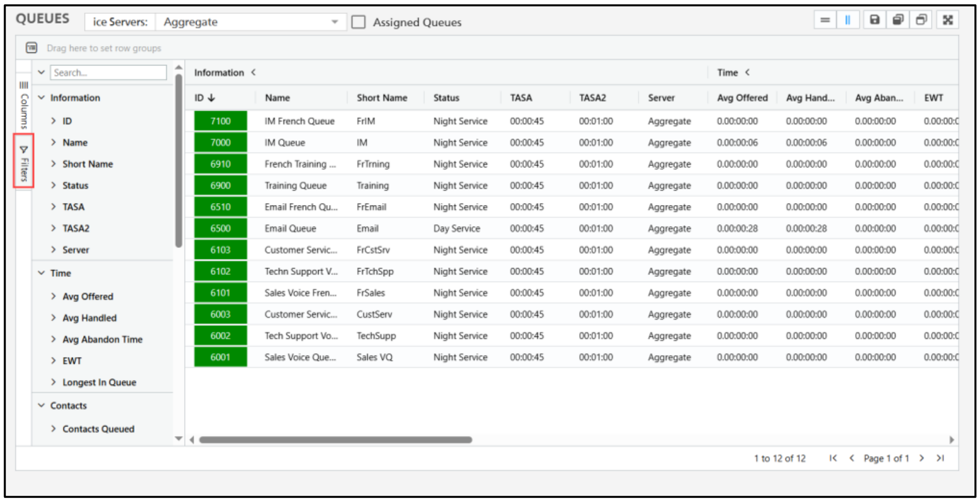
Select the column name to sort the rows in the table by the selected column.

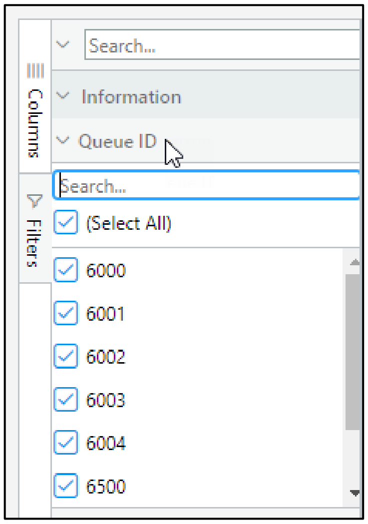




Filter Options

Click the Filters heading on the left of the table and use the data points available to filter your list of queues.





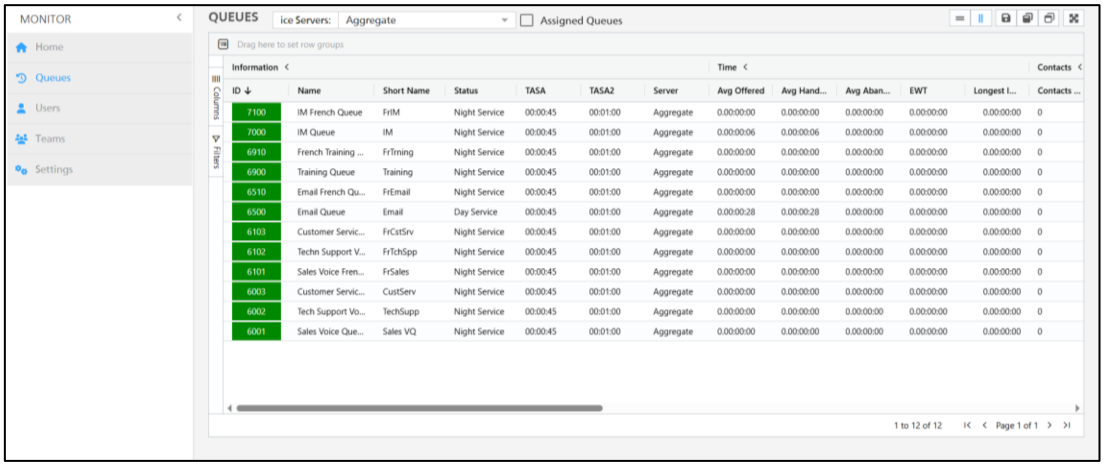
The gallery will refresh according to the filter conditions selected.

Note: Use the search field to find a column name in the list.

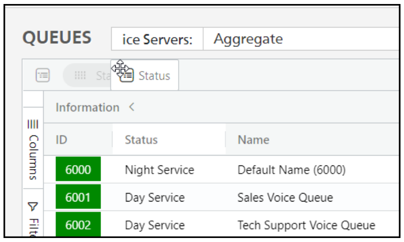
Row Groups

Click and drag columns to the top of the grid to categorize or group the rows in the grid.

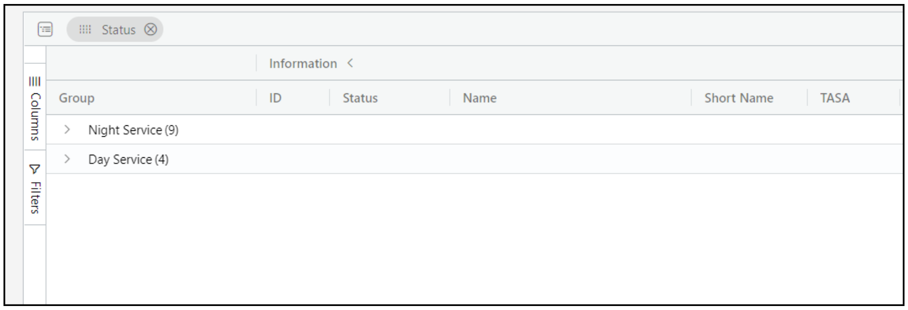
An example of using Row Groups:



1. Click and drag the Status column to the top of the grid.



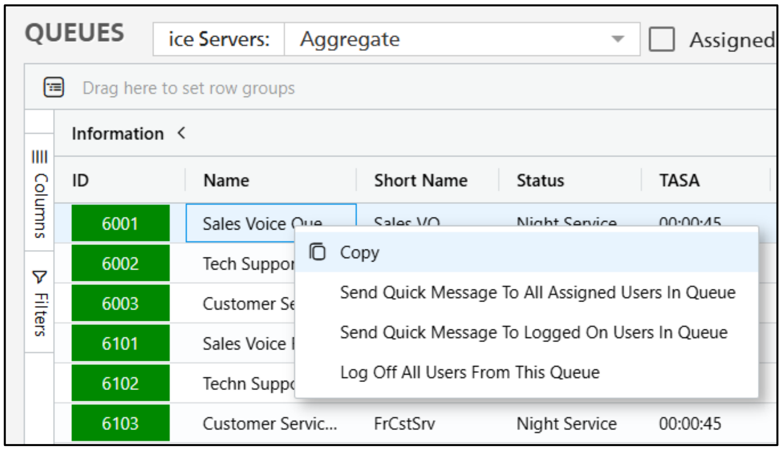
2. The rows are now grouped by Status:



Note: You can add multiple columns to the top of the grid to created nested groups.

Right-click menu options

Right-click on a row in the table to perform additional tasks, such as log off all users from the queue.



The table below provides information on right click menu options in the Queue gallery.

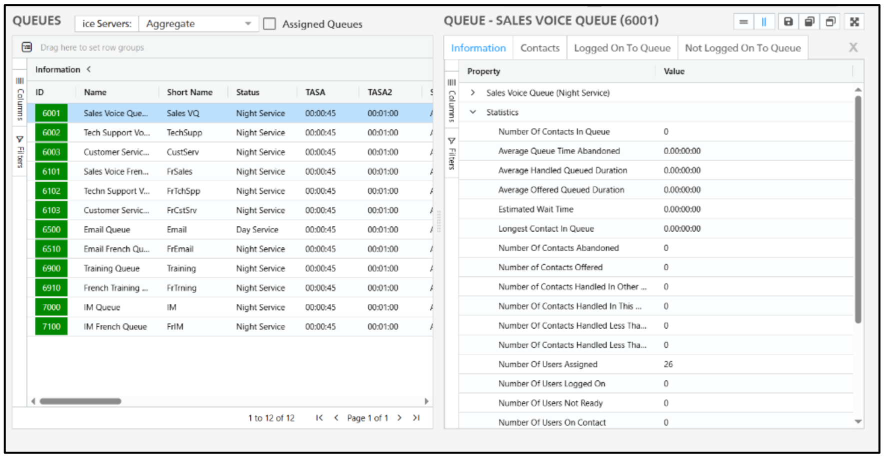
Queues Table Right-Click Menu	
Menu Option	**Function**
Copy	Copy the selected value onto your clipboard.
Send Quick Message to All Assigned Users In Queue	Select this option to use the Quick Text feature and send a message to all users assigned to the selected Queue.
Send Quick message to Logged On Users In Queue	Select this option to use the Quick Text feature and send a message to all logged on users assigned to the selected Queue.
Log Off All Users From This Queue	Logs users off from this queue. Users are still logged onto ice. Note: This option is only available for supervisors and administrators. Supervisors selecting this option will be able to log any users, and team leads off of this queue, but will not be able to log any other supervisors or administrators off of the queue.

This section has discussed the Queue gallery, Queue statistics, and the right click options. The next section describes how to drill down into statistics for individual queues.

Details Table for the Queues Gallery

To find more information about a queue:

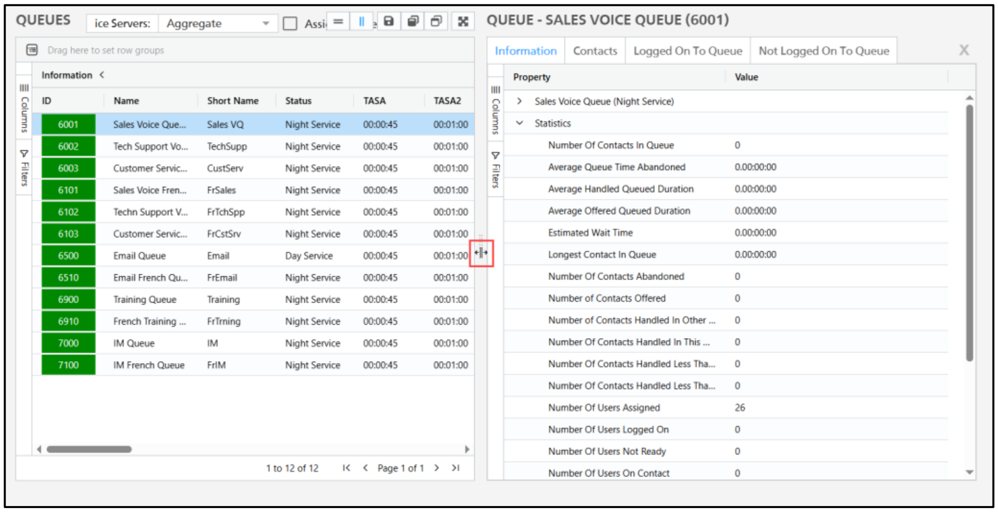
1. Click on the row in the queue table.
2. The Details Table for that queue will display.



The Details Table consists of the following sections:

- Information
    - Summary statistics for the queue
- Contacts
    - A list of all contacts currently queued
- Logged On To Queue
    - Which assigned users have logged onto the queue
- Not Logged On To Queue
    - Which assigned users are logged off from the queue

Each section can be resized so that you can fit the information you want to see. The information inside each section of the Details Panel will readjust as necessary. Each section of the details panel can also be maximized to fill the entire panel space. Scrollbars appear where information does not fit into a section of the panel (i.e., when there is too much information and not enough room on the display).



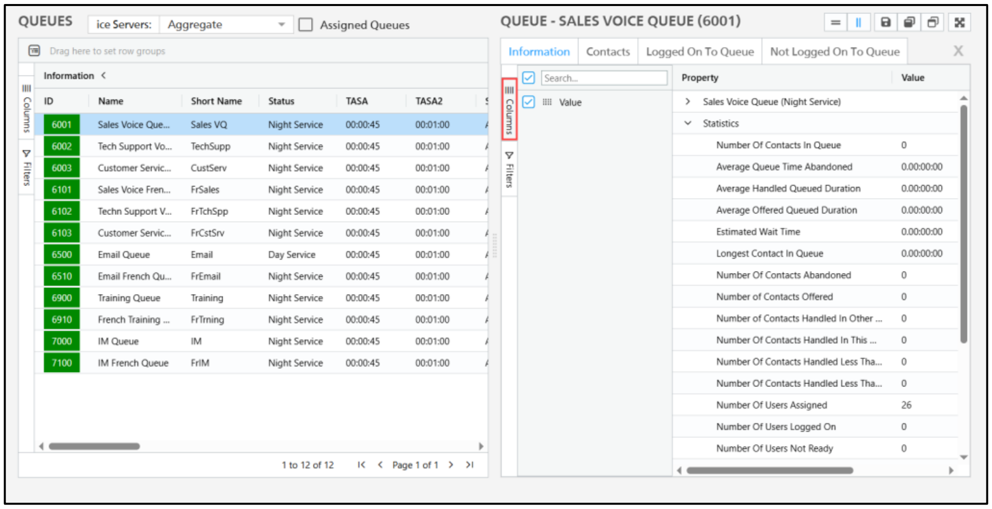
The list of all queues are displayed on the left, allowing for easy comparison among queues. You can view the Details Table for other queues by clicking on the rows housed in the table on the left.

Information Tab

This is the largest portion of the Queue Details Table.

Columns Options

The Detail Table for Queues provides all information and data points for the selected queue. Click the Columns heading on the left of the table and use the checkboxes to show and hide the information.



The gallery will refresh with the selected columns.

The table below explains the columns you can display.

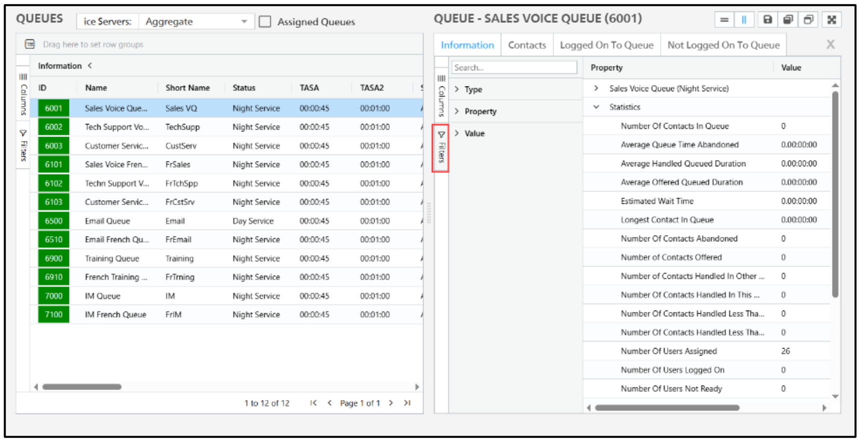
Queue Information Tab Columns	
Statistics	**Explanation**
Type	Type of queue data. Options include Information and Statistics.
Property	All informational and statistic properties for queues.
Value	The value of the information and statistic properties for the selected queue.

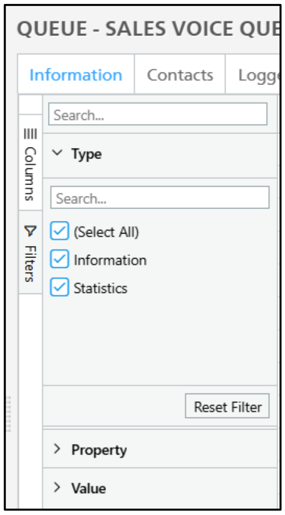
By default, all columns are displayed on the table.

Note: Use the search field to find a column name in the list.

Filter Options

Click the Filters heading on the left of the table and use the options available to filter your list of data points.





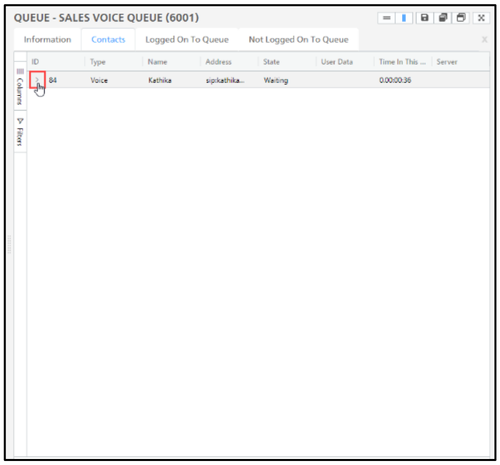
The gallery will refresh according to the filter conditions selected.

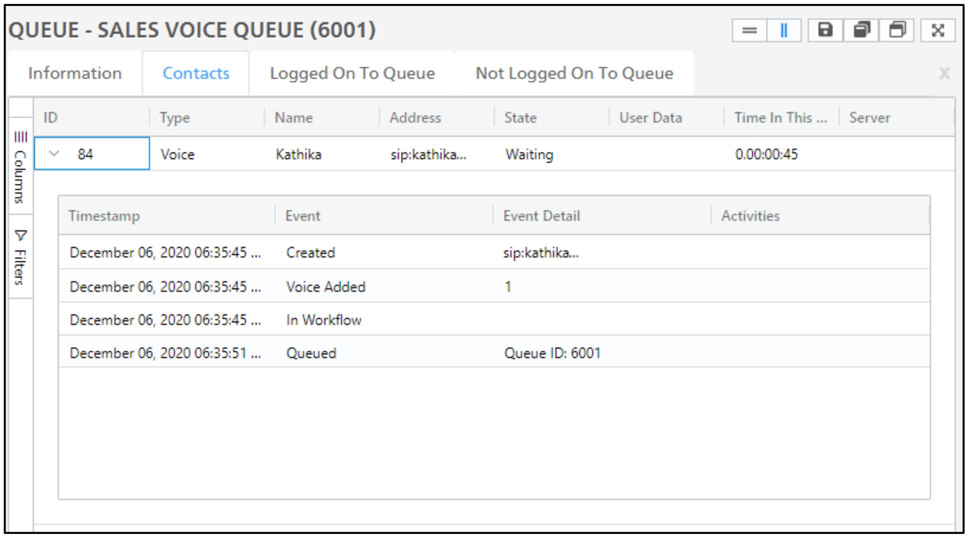
Note: Use the search field to find a property name in the list.

Contacts Tab

The Contacts Tab will provide information on the contacts currently waiting in the selected queue.

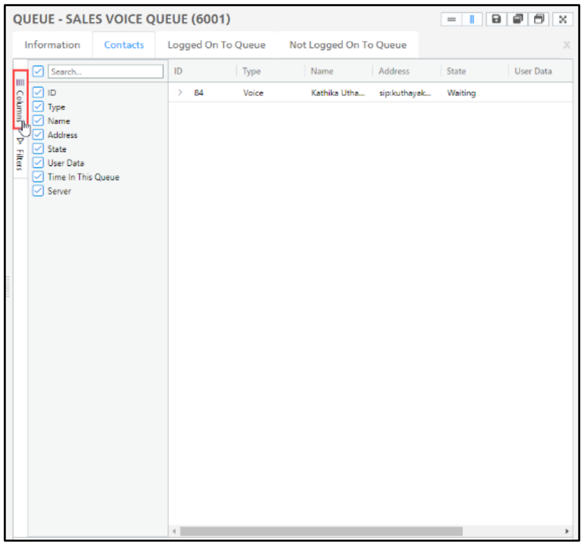
To view details for the contacts waiting in the queue, click the arrow under the ID column:





Columns Options

The Contacts tab provides information regarding the contacts waiting in the selected queue. Click the Columns heading on the left of the table and use the checkboxes to show and hide the information.



The gallery will refresh with the selected columns.

The table below explains the columns you can display.

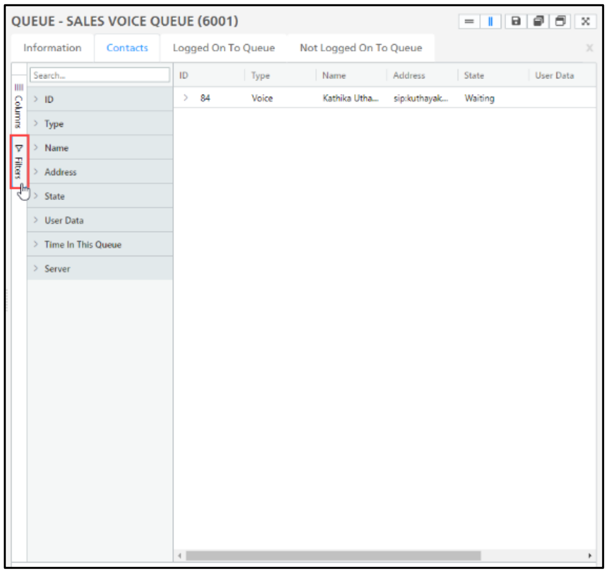
Queue Contacts Tab Columns	
Statistics	**Explanation**
Contact ID	The unique ID for the contact waiting in the queue.
Contact Name	The name of the contact waiting in the queue.
Contact Address	The address of the contact waiting in the queue – e.g., phone number, email, or SIP address.
State	The state of the contact waiting in the queue.
User Data	Contents of the User Data field for the contact waiting in the queue.
Time in This Queue	The amount of time the contact has been waiting in the queue.
Server	The server that the contact is waiting on.

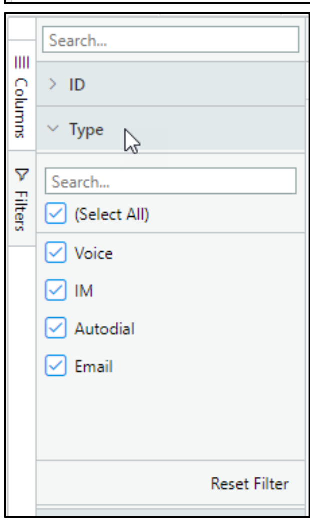
By default, all columns are displayed on the table.

Note: Use the search field to find a column name in the list.

Filter Options

Click the Filters heading on the left of the table and use the data points available to filter your list of queues.



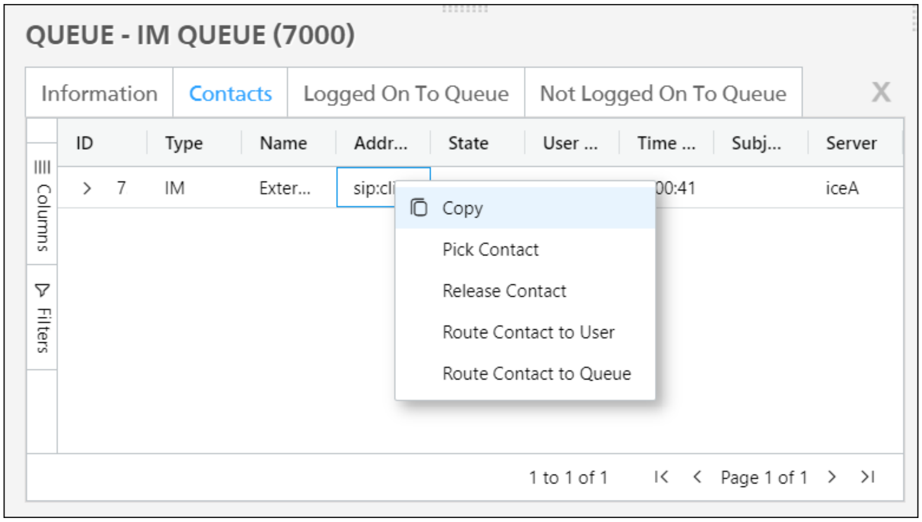


The gallery will refresh according to the filter conditions selected.

Note: Use the search field to find a property name in the list.

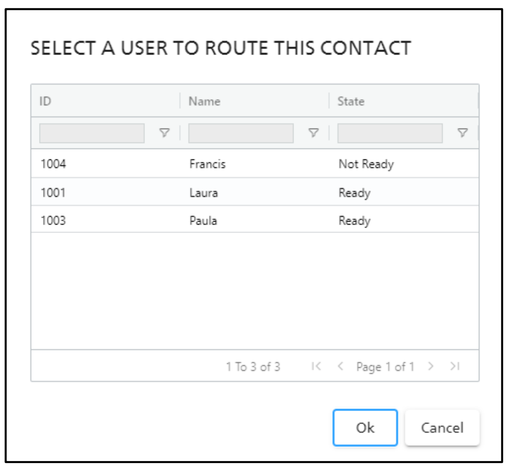
Right-click menu Options

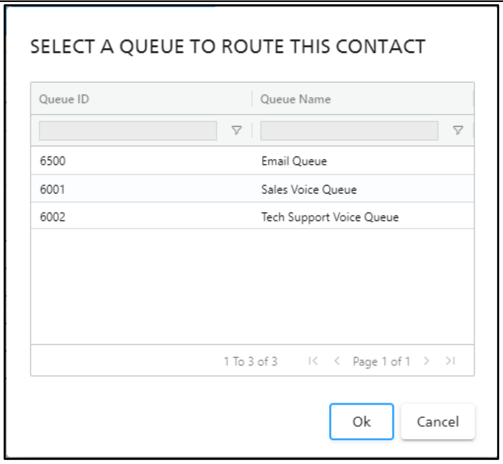
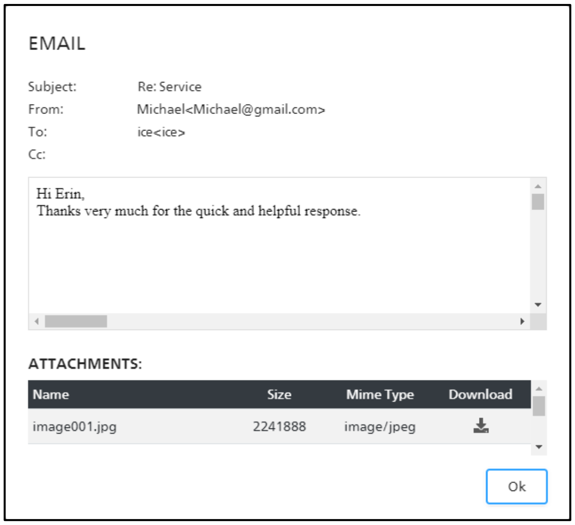
Right-click on a row in the table to perform additional tasks, such as route contacts to users from queue.



The table below provides information on right click menu options in the Queue gallery Contacts Tab.

Queue Gallery Contacts Tab Right-Click Menu	
Menu Option	**Function**
Copy	Copy the value selected onto your clipboard.
Pick Contact	Use this option to pick the selected contact from queue and handle it. **Note:** When this option is selected, the contact will be routed to your connection address.
Pick Queued Call	Use this option to pick the selected call from queue and handle it. **Note:** When this option is selected, the call will be routed to your connection address.
Release Contact	Select this option to release (end) the contact.

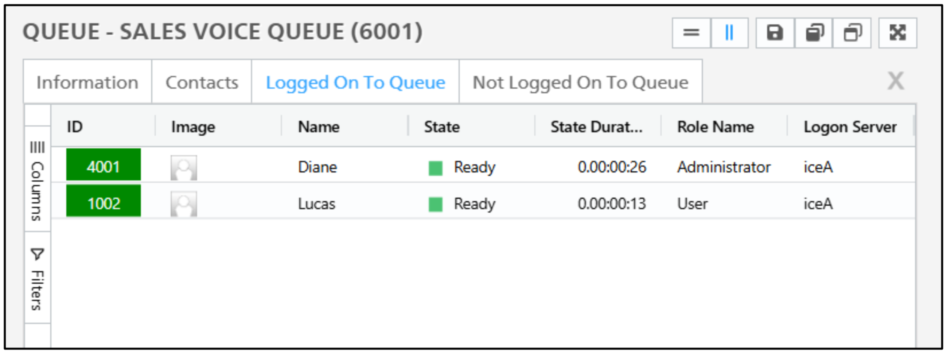
Queue Gallery Contacts Tab Right-Click Menu	
Menu Option	**Function**
	When this option is selected, the following window appears:  Click *Yes* to release the contact or click *No* or x to close the window.
Route Contact to User	Route the contact to a specific user. When this option is selected, the following window appears to select a user from: 
Route Contact to Queue	Route the contact to a specific queue. When this option is selected, the following window appears to select a queue from:

Queue Gallery Contacts Tab Right-Click Menu	
Menu Option	**Function**
	
View Email	Select this option to view the email interaction history.  **Note:** This option is only available for email contacts.

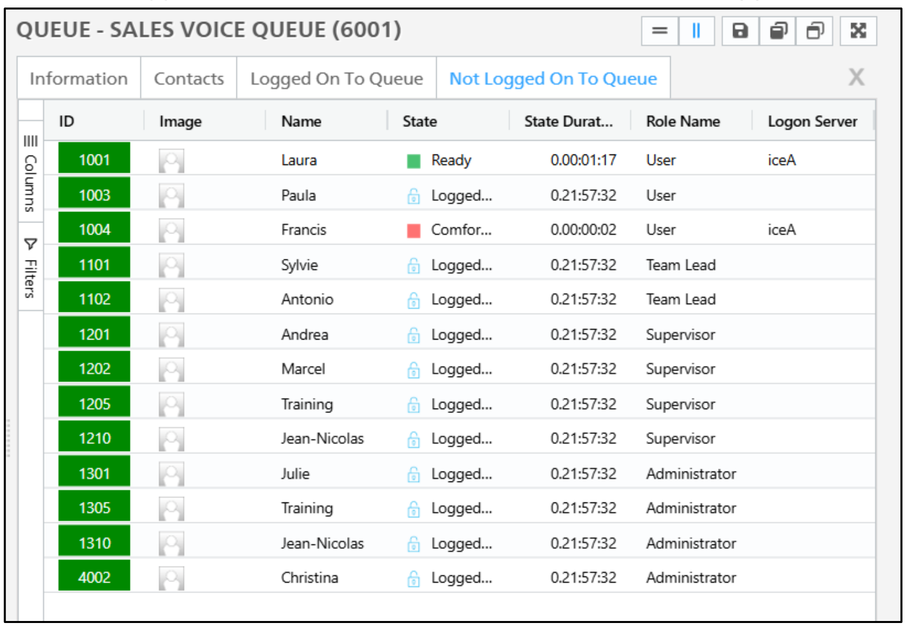
Assignments

In the Assignments section, you can see which assigned users are logged on and which assigned users are logged off.

1. Click *Logged On To Queue* to see the users that are logged on to the queue.

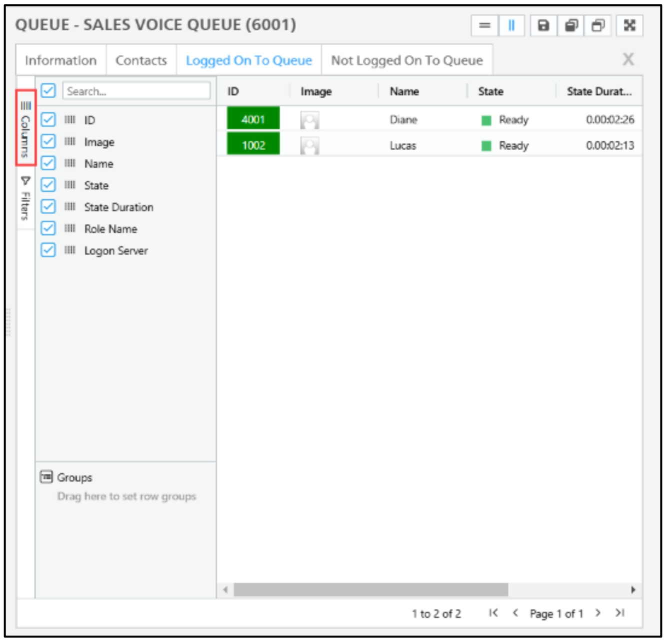


2. Click *Not Logged On To Queue* to see the users who are not logged on to the queue.



Columns Options

Click the Columns heading on the left of the table and use the checkboxes to show and hide the information.



The gallery will refresh with the selected columns.

The table below explains the columns you can display.

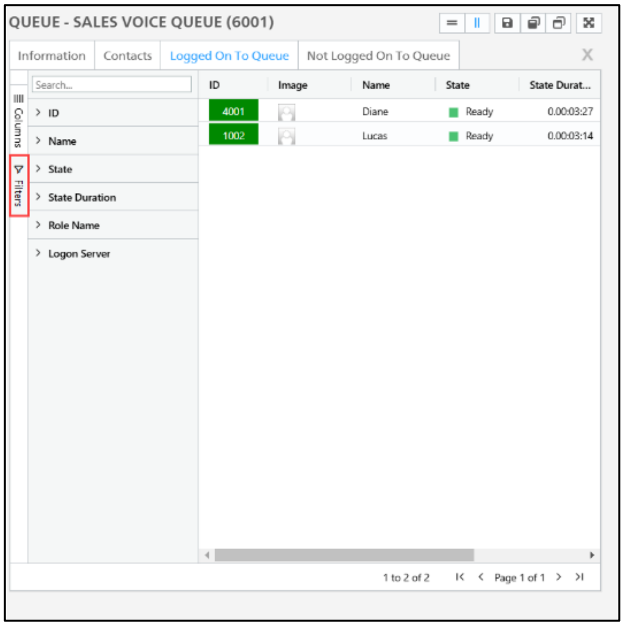
Queue Logged On/Off Users Tab Columns	
Statistics	**Explanation**
ID	User ID as per the user's profile in iceAdministrator.
Image URL	URL of the image as per the user's profile in iceAdministrator.
Name	Name of the user as per the user's profile in iceAdministrator.
State	The current state of the user.
State Time	The current state time of the user.
Role Name	The user's role name as per the user's profile in iceAdministrator.
User_LogonServer	The server the user is logged into.

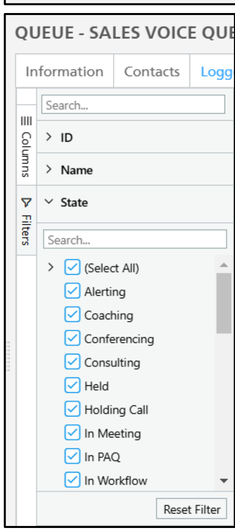
By default, all columns are displayed on the table.

Note: Use the search field to find a column name in the list.

Filter Options

Click the Filters heading on the left of the table and use the data points available to filter your list of queues.





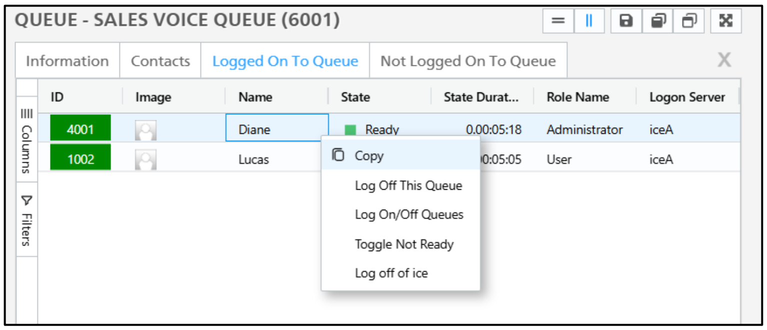
The gallery will refresh according to the filter conditions selected.

Note: Use the search field to find a property name in the list.

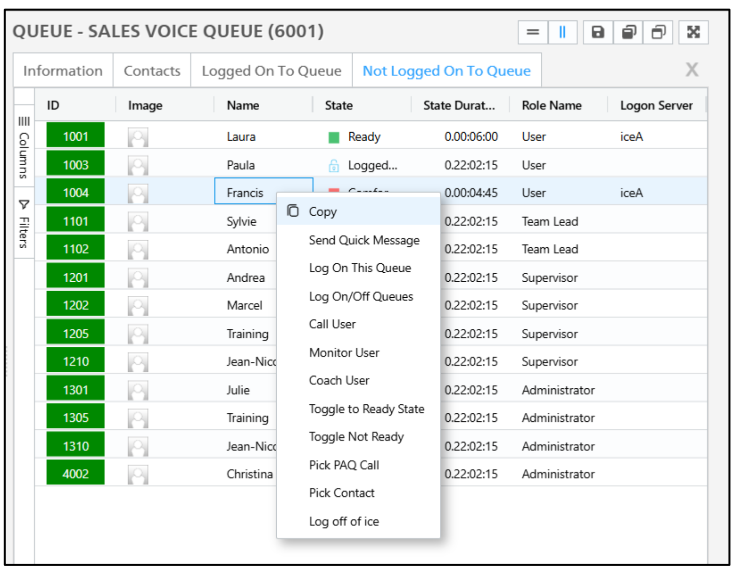
Right-click menu options

Right-click on a row in the table to perform additional tasks, such as logging a user in and changing their state.

The following shows a list of right-click options that are available under the Logged On To Queue tab.



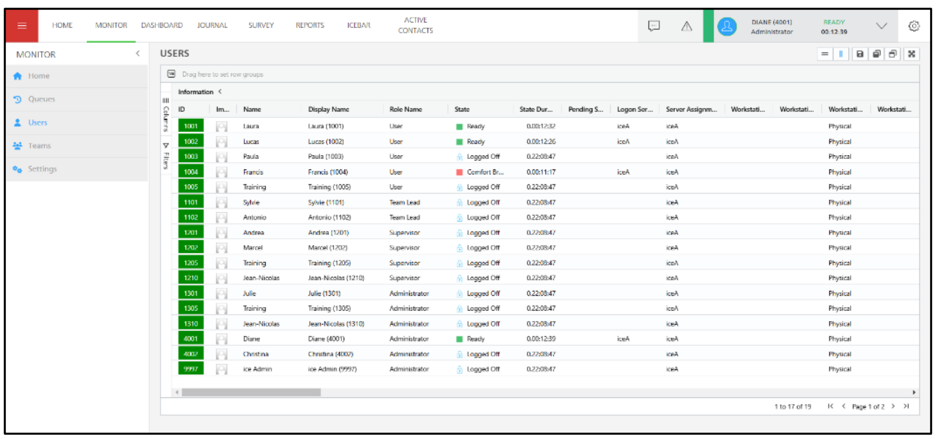
The following shows a list of right-click options that are available under the Not Logged On To Queue tab.



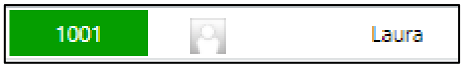
The menu options that are available to you depends on your access level, whether or not you are logged on, and whether or not the user you wish to interact with is logged on. For more information, refer to Chapter 3: The Users Screen Right-click menu options on page 71.

Chapter 3: The Users Gallery

The next available gallery view is the Users gallery. It displays information for all users in your contact center.



Each row represents a user, and all the information associated with the user – User Name, User ID, the state of the user, and much more. The background colour of the User ID indicates whether the user is meeting threshold requirements. For information on how to configure thresholds, refer to Thresholds on page 138. To modify threshold colors, refer to Display Settings on page 142.



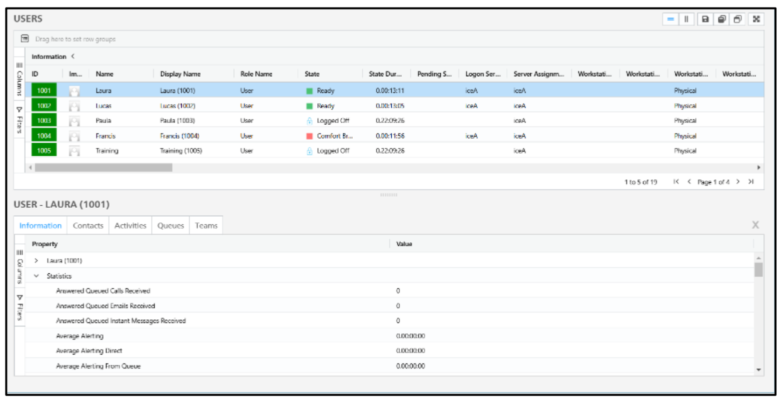
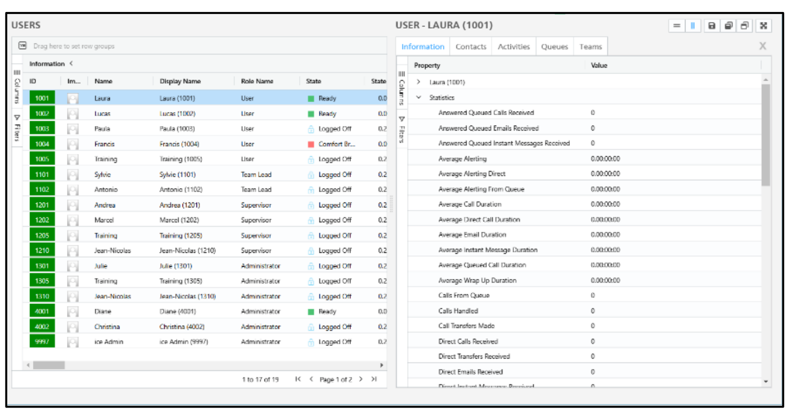
Note:

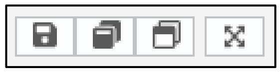
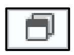
- All user types have access to the Users screen.
- Your user type controls your ability to view information about the different users.
  For example, Administrators can view all the information for all the users, team leaders, and supervisors in the switch. In contrast, Team Leaders can only view the full information for users belonging to their assigned teams. For more information on user types and levels of access, refer to What Different User Types Can Do on page 24.

The User Gallery Toolbar

You can configure the gallery view by using the following options:

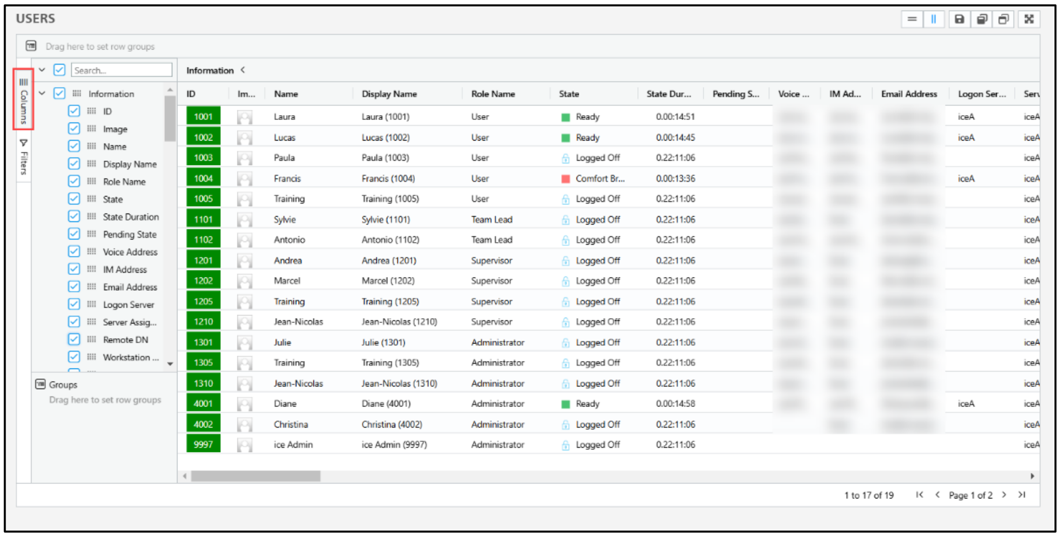
<table>
<tr><th colspan="2">iceMonitor Display Options</th></tr>
<tr><th>Toolbar Item</th><th>Function</th></tr>
<tr><td>Layout Options</td><td>These options will modify the arrangement of the user table and the user detail table.

 Use this button to display the tables horizontally.

 Use this button to display the tables vertically.
</td></tr>
</table>

iceMonitor Display Options	
Toolbar Item	**Function**
Layout Saving Options	These options will allow you to save your layout changes or revert your changes.   Use this button to save the layout changes.  Use this button to restore your layout to a previously saved layout.  Use this button to reset your layout to the default settings.  Use the button to enter Full Screen Mode. To exit full screen, use the ESC button on your keyboard. For more information on how to manage your layouts, please refer to page 17.

Columns Options

The User Table provides all information and data points for each user. Click the Columns heading on the left of the table and use the checkboxes to show and hide the information.



The gallery will refresh with the selected columns.

The table below explains the columns you can display.

Users Table Columns	
Column Name	**Explanation**
Information	
ID	Refers to the User ID.
Image	Displays the Image as per the user's profile in iceAdministrator.
Name	Refers to the Username.
Display Name	Refers to the Username and User ID.
Role Name	User role: user, team lead, supervisor, and administrator.
State	Refers to the iceBar state that a user is in.
State Duration	Refers to the iceBar state time.
Pending State	Refers to the iceBar pending state that a user selects while on a contact or in Wrapup state.
Voice Address	Refers to user's phone number or SIP address used for voice contacts.

Users Table Columns	
Column Name	**Explanation**
IM Address	Refers to user's SIP address used for IM contacts.
Email Address	Refers to user's email address used for email contacts.
Logon Server ID	Server name that the user is logged into.
Server Assignment	User's server assignment as per the associated configuration group.
Remote DN	Refers to user's phone number or SIP address used for voice contacts.
Workstation FQDN	Refers to the FQDN configured for the workstation.
Workstation IP	Refers to the IP address configured on the workstation.
Workstation Type	Refers to the type as configured on the workstation.
Workstation User	Refers to the Username as configured on the workstation.
State Time	
Total Ready	The total amount of time the user spent in the Ready state, based on the total amount of time the user was logged on to ice. For more information on the Ready state, refer to the iceBar User Manual.
Total NR	The total amount of time the user spent in the Not Ready state, based on the total amount of time the user was logged on to ice. For more information on the Not Ready state, refer to the iceBar User Manual.
Total Wrap	The total amount of time the user spent in the Wrapup state.
Avg Wrap	The average time the user spent in the Wrapup state.
Alerting Time	
Avg Alerting	The average amount of time contacts alerted at the user's workstation, based on the total number of contacts that were presented to the user. This can be summarized by the following equation: $\frac{\text{Total time calls alerted}}{\text{Total number of calls received since user logged on}}$

Users Table Columns	
Column Name	**Explanation**
Avg Alerting (D)	The average amount of time direct contacts alerted at the user's workstation, based on the total number of direct contacts that were presented to the user. This can be summarized by the following equation: $\frac{\text{Total time direct calls alerted}}{\text{Total number of direct calls received since user logged on}}$
Avg Alerting (Q)	The average amount of time queued contacts alerted at the user's workstation, based on the total number of queued contacts that were presented to the user. This can be summarized by the following equation: $\frac{\text{Total time queued calls alerted}}{\text{Total number of queued calls received since user logged on}}$
Alerting	The total amount of time the calls have alerted at the user's workstation since the user first logged on for the current day. Note: does not include alerting time for calls that were rejected or not answered. This number includes both Total Alerting From Queue and Total Alerting Direct.
Alerting (D)	The total amount of time direct voice contacts have alerted at the user's workstation.
Alerting (Q)	The total amount of time queued voice contacts have alerted at the user's workstation.
Total Contacts	Refers to the total number of contacts the user handled. **Note:** this statistic includes contacts placed and contacts received.
Total Contacts Received	Refers to the total number of received.
Contact Duration	Refers to the total amount of time that a user spent on direct and queued contacts. **Direct** calls are those that do not arrive from the queue. They could be user-to-user calls or calls that are directed to a specific user through a dial-by-extension workflow.
Total NRRs	Refers to the total not ready reason count.
Calls	
Calls Handled	The total number of calls received or placed since the user first logged on for the day.
Queued Calls	The number of queued calls (presented directly from the queue or through a transfer) that the user received for the current day.

Users Table Columns	
Column Name	**Explanation**
Direct Calls	The number of direct calls presented directly to the user on the current day.
Answered Calls (Q)	The number of queued calls that the user answered.
Queued Transfers	The number of transferred queued calls that the user answered.
Direct Transfers	The number of direct calls the user answered.
External Calls Placed	The number of outbound calls (including calls that users began to dial but did not complete due to invalid or busy destination) the user placed.
Internal Calls Placed	The number of calls the user placed to other users in the contact center.
Call Transfers	The number of direct or outbound calls that were transferred to and answered by the user. For example, if User X has received a direct call or placed an outbound call, and then transferred the call to User Y, it will show in User Y statistics as a Direct Transfer Received.
Avg Call	The average amount of time a user spent handling direct and queued calls, based on the total number of calls the user received since the user first logged on for the current day. This can be summarized by the following equation: $\frac{\text{Total time spent handling calls}}{\text{Total number of calls received since user logged on}}$
Avg Call (Q)	The average amount of time a user spent handling calls from the queue, based on the total number of queued calls the user received since the user first logged on for the current day. This can be summarized by the following equation: $\frac{\text{Total time spent handling queued calls}}{\text{Total number of queued calls received since user logged on}}$
Avg Call (D)	The average amount of time a user spent handling direct calls, based on the total number of direct calls the user received since the user first logged on for the current day. This can be summarized by the following equation: $\frac{\text{Total time spent handling direct calls}}{\text{Total number of direct calls received since user logged on}}$

Users Table Columns	
Column Name	**Explanation**
Call Duration (Q)	The total amount of time a user spent on handling voice contacts from the queue.
Call Duration (D)	The total amount of time a user spent on handling direct voice contacts.
IMs	
IMs Handled	The total number of instant messages the user handled, including direct IMs, IMs from the queue, and/or inbound and outbound IMs placed by the user.
Ext IMs	The number of outbound instant messages placed.
Int IMs	The number of instant messages the user placed to other users in the contact center.
Avg IM	The average time a user spent on handling instant message contacts.
Queued IMs	The number of instant messages the user received from the queue.
Answered IMs(Q)	The total number of instant messages the user handled from the queue.
Direct IMs	The total number of instant messages the user received directly from other ice users.
Xfered IMs(D)	The total number of direct instant messages the user transferred.
Xfered IMs(Q)	The total number of queued instant messages the user transferred.
Xfered IMs	The total number of instant messages the user transferred, including direct and queued.
IM Duration	The total amount of time a user spent on handling instant message contacts. **Note:** This statistic includes Transferred IMs From Queue, Transferred IMs Direct, and IM Transfers Made.
Emails	
Emails (R)	The number of direct and queued email messages the user received.
Ext Emails	The number of outbound email messages placed.
Int Emails	The number of email messages the user placed to other users in the contact center.
Xfered Emails (D)	The number of transferred emails that the user received directly.

Users Table Columns	
Column Name	**Explanation**
Xfered Emails (Q)	The number of transferred emails that the user received from the queue.
Xfered Emails	The number of emails the user transferred to another user.
Avg Email	The average time a user spent on handling email contacts.
Queued Email	The number of email messages the user received from the queue.
Answered Emails(Q)	The total number of email messages the user handled from the queue.
Direct Emails	The total number of email messages the user received directly from other ice users.
Email Duration	The total amount of time a user spent on handling email contacts.
Active Contacts	
Active Contacts	The total number of contacts the user is actively handling.
Active Voice	The total number of voice contacts the user is actively handling.
Active IMs	The total number of IM contacts the user is actively handling.
Active Emails	The total number of Email contacts the user is actively handling.
Active Autodial	The total number of Autodial contacts the user is actively handling.
Not Ready Reasons	
Total Time	The total time spent in the specified not ready reason.
Count	The total number of time the specified not ready reason was selected.

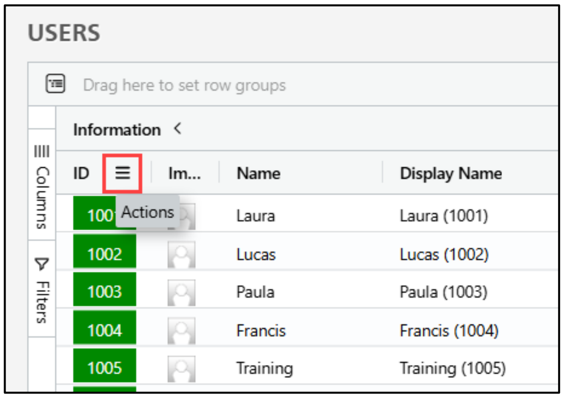
By default, all columns are displayed on the table.

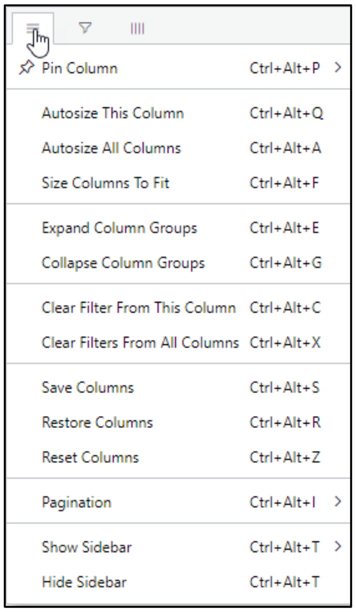
Note: Use the search field to find a column name in the list.

Column Headers

Column Header Actions

Click the *Actions* button on the right side of the column name as shown below to open the menu of options.

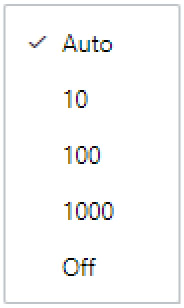




Select an option from the menu to configure the columns and rows in the table.

The table below explains the menu options provided.

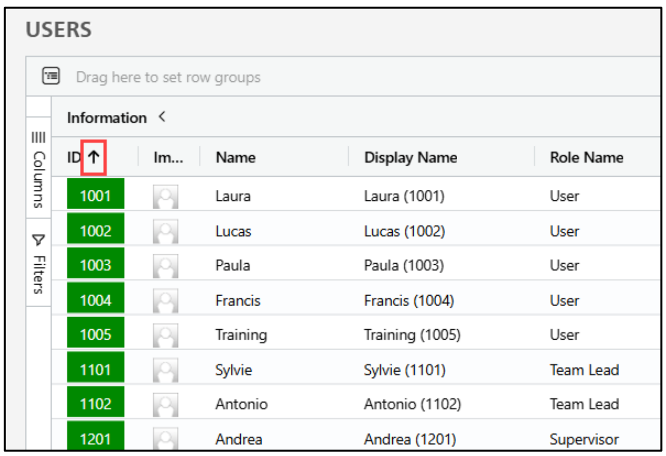
Column Heading Menu Options	
Menu Option	**Function**
Pin Column	Select this option to lock the column on to one side of the table. Options include:

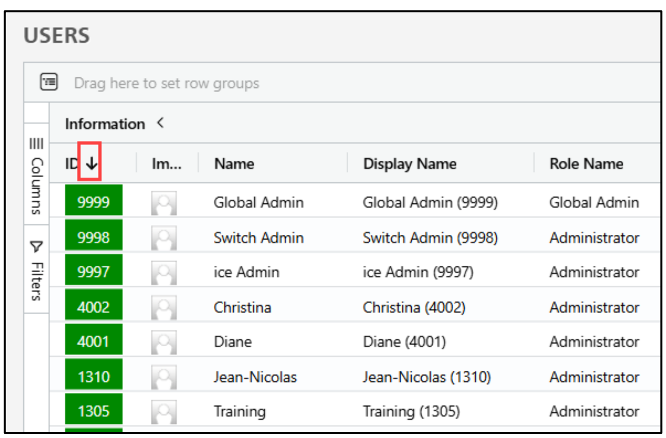
Column Heading Menu Options	
Menu Option	**Function**
	▪ Pin Left ▪ Pin Right ▪ No Pin
Autosize This Column	Resize the selected column to only the necessary width.
Autosize All Columns	Resize all columns to only the necessary width.
Size Columns To Fit	Resize all columns to only the minimum width.
Expand Column Groups	Display all columns within each group.
Collapse Column Groups	Hide columns to display Group Names.
Clear Filter From This Column	Remove all filters added to the selected column.
Clear Filters From All Columns	Remove all filters from all columns in the table.
Save Columns	Save the current column settings.
Restore Columns	Revert column settings to the previous version.
Reset Columns	Reset column settings to the default settings.
Pagination	Sets the number of rows displayed in the table.  Auto will fit as many rows as possible without using a scrollbar. Off to turn off pagination and display all rows on the same page.
Show Sidebar	Display sidebar options including Filter and Column settings.

Column Heading Menu Options	
Menu Option	**Function**
Hide Sidebar	Hide sidebar options including Filter and Column settings.

Column Header Sorting

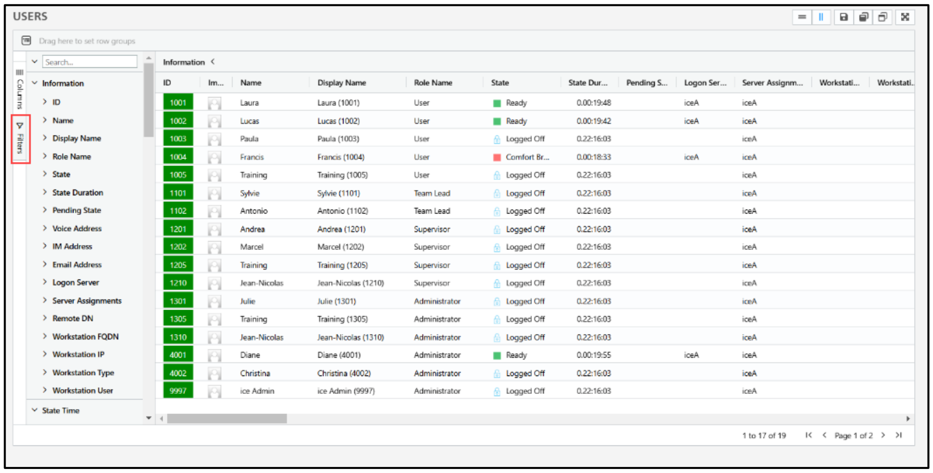
Select the column name to sort the rows in the table by the selected column.

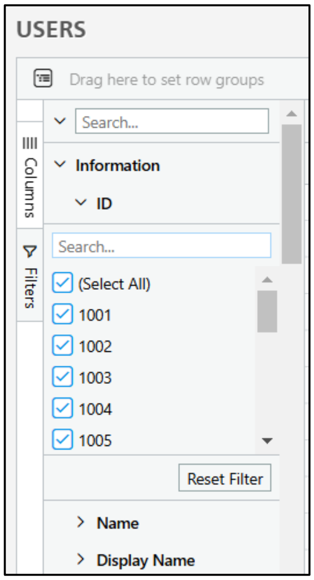




Filter Options

Click the Filters heading on the left of the table and use the data points available to filter your list of users.





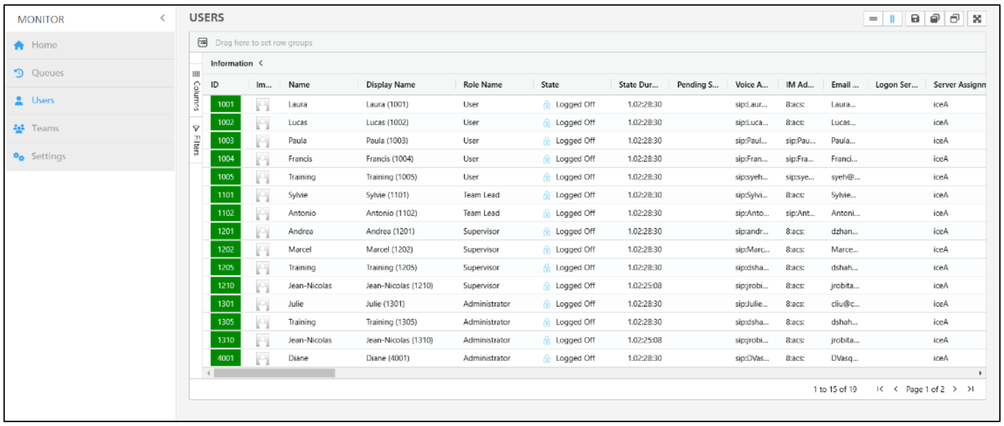
The gallery will refresh according to the filter conditions selected.

Note: Use the search field to find a column name in the list.

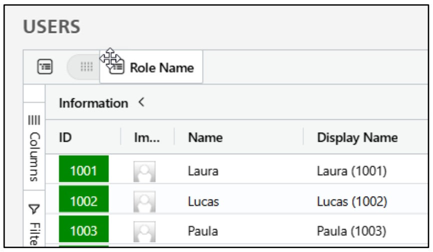
Row Groups

Click and drag columns to the top of the grid to categorize or group the rows in the grid.

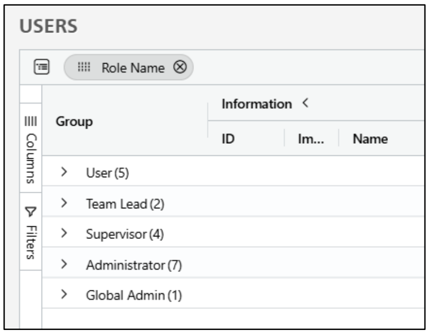
An example of using Row Groups:



1. Click and drag the Role Name column to the top of the grid.



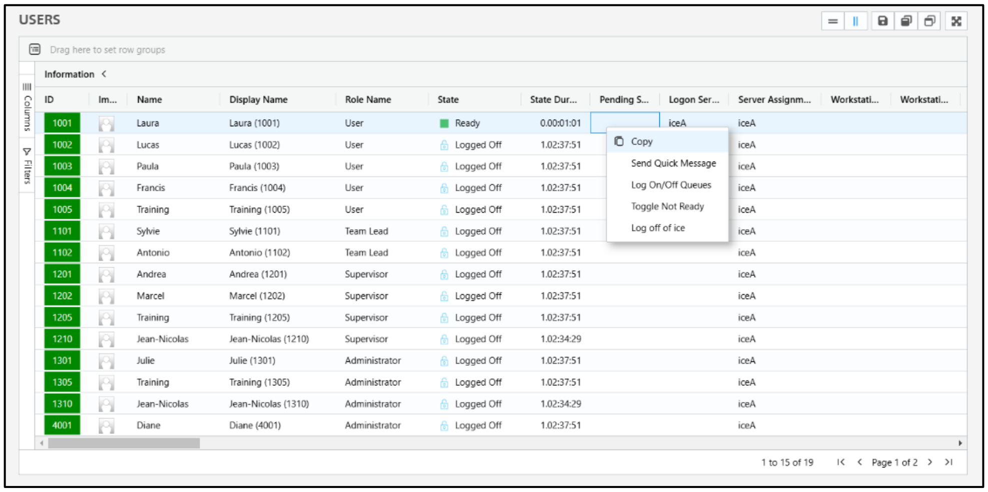
2. The rows are now grouped by Role Name:



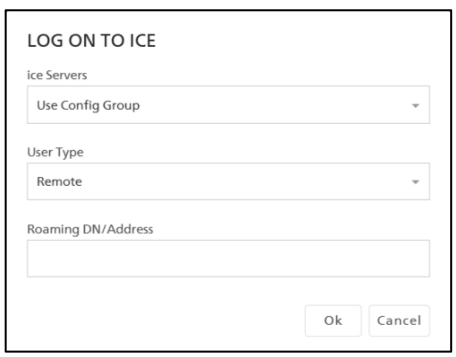
Note: You can add multiple columns to the top of the grid to created nested groups.

Right-click menu options

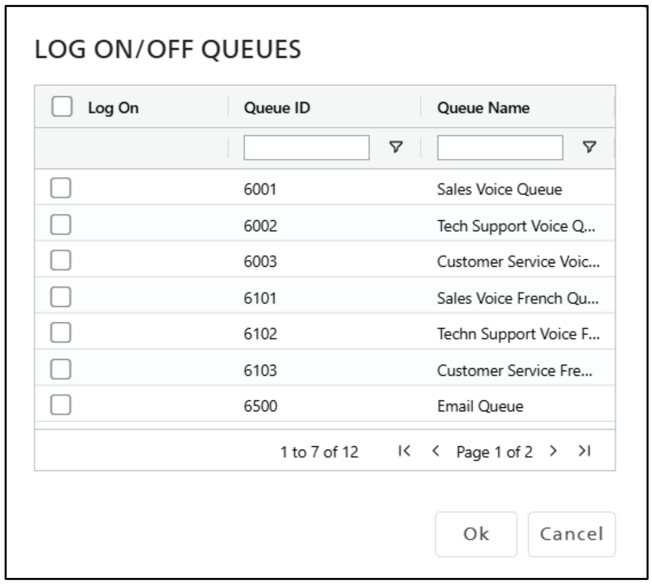
Right-click on a row in the table to perform additional tasks, such as log in the user or toggle their state from Ready to Not Ready.



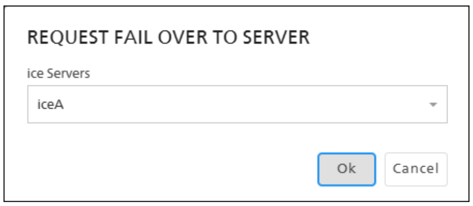
The table below provides information on right-click menu options in the Users gallery.

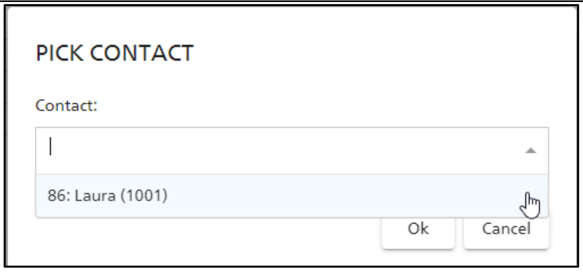
<table>
<tr><th colspan="2">User Table Right-Click Menu</th></tr>
<tr><th>Menu Option</th><th>Function</th></tr>
<tr><td>Copy</td><td>Copy the selected value onto your clipboard.</td></tr>
<tr><td>Log on to ice</td><td>Log the user onto ice.


Select the ‘Use icePhone’ box to set the user’s connectivity to the icePhone for the user.
Note:
This option is only available when the user is logged off.
The ‘ACS Settings’ COS must be enabled in iceAdministrator in order for the user to use the icePhone feature.</td></tr>
<tr><td>Send Quick Message</td><td>Select this option to use the Quick Text feature and send a message to the selected user.</td></tr>
</table>

<table>
<tr><th colspan="2">User Table Right-Click Menu</th></tr>
<tr><th>Menu Option</th><th>Function</th></tr>
<tr><td>Log On/Off Queues</td><td>Logs the user on or off select queues.
1. Select this right-click option.
2. A pop up will appear, prompting you to select queue(s) to log the user on or off. Select the checkbox next to Log On to log the user on to all queues.


Note: This option is only available when the user is logged on and if Force Logon All Queues is disabled.</td></tr>
<tr><td>Call User</td><td>Select this option to call the selected user.
Note: If you are on-hook, you will receive a call to your Connection Address/Remote DN.</td></tr>
<tr><td>Monitor User</td><td>Select this option to perform silent monitoring on the selected user.
Note: You may only monitor one user at a time. The monitor, coach and call user buttons will not be available for any other users while you are in the monitoring state.</td></tr>
<tr><td>Coach User</td><td>Select this option to perform coaching on the selected user.</td></tr>
<tr><td>Toggle to Monitor</td><td>Select this option to toggle from coaching to monitoring the selected user.
Note: This option is only available when you are in the coaching state.</td></tr>
</table>

User Table Right-Click Menu	
Menu Option	**Function**
Stop Monitoring User	Select this option to stop monitoring the selected user. **Note:** This option is only available when you are in the monitoring state.
Stop Coaching	Select this option to stop coaching. **Note:** This option is only available when you are in the coaching state.
Request Fail Over to Server	Select this option to fail the selected user over to a different server. In the window that appears, select the ice server you wish to move the server to.  **Note:** This option is only available to supervisors and administrators.
Toggle to Ready State	Change the user's state to Ready. **Note:** This option is only available when the user is logged on.
Toggle Not Ready	Change the user's state to Not Ready. **Note:** This option is only available when the user is logged on.
Pick PAQ Call	Select this option to pick a call from the user's PAQ. In the window that appears, enter the position number to pick from: 
Pick Contact	Select this option to pick the contact that the user is currently handling.

User Table Right-Click Menu	
Menu Option	**Function**
	 **Note:** This option is only available when the user is handling a contact.
Pick Held Call	Select this option to pick the call that the user has placed on hold. **Note:** This option is only available when the user has a caller on hold.
Log off of ice	Log the user off ice. **Note**: This option is only available when the user is logged on.

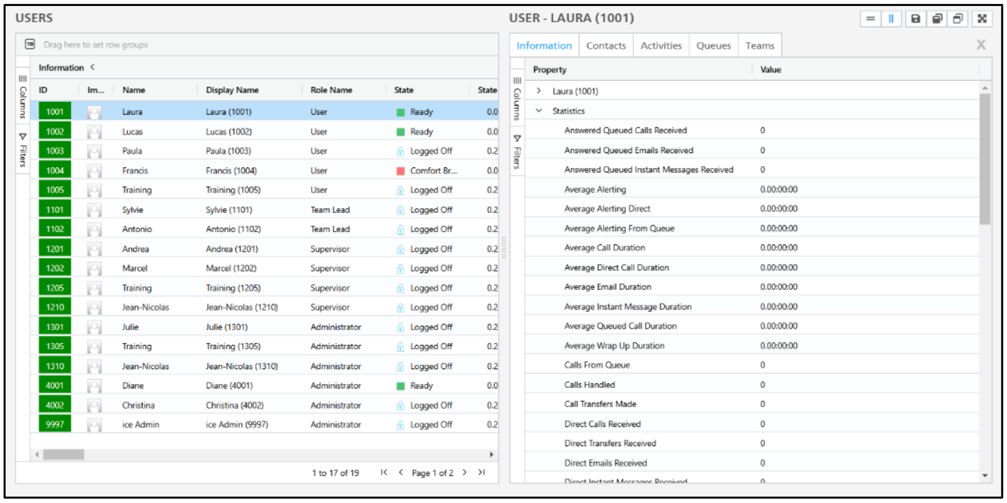
This section has discussed the User gallery, User statistics, and the right-click options. The next section describes how to drill down into statistics for individual users.

Note: The statistics are updated in real time. For example, when a call is picked up from the queue, the total call duration statistic will increase accordingly.

Details Table for the Users Gallery

To find more information about a user:

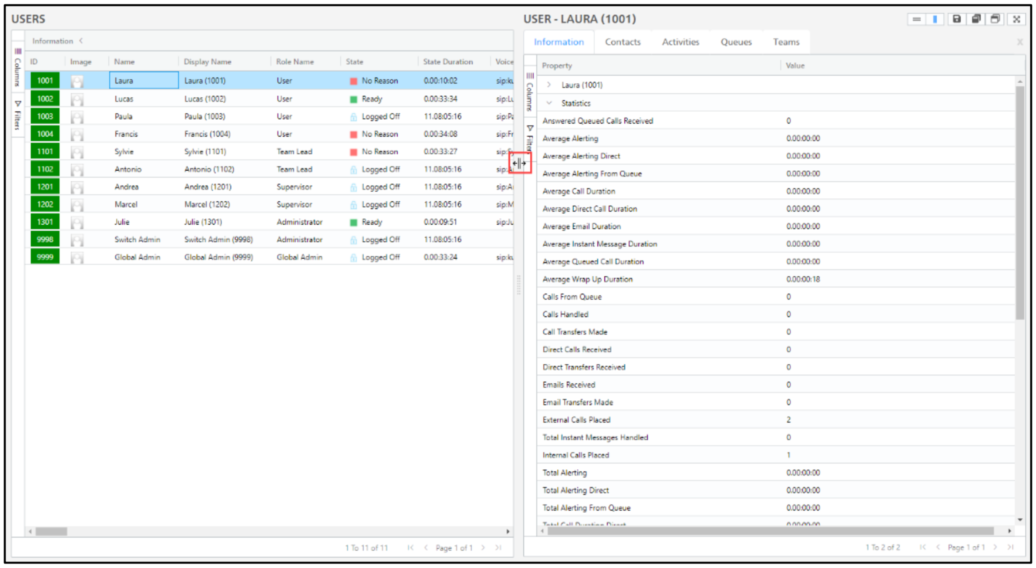
1. Click on the row in the user table.
2. The Details Table for that user will display.



The Details Table consists of the following sections:

- Information
    - Summary statistics for the user.
- Contacts
    - A list of all contacts handled by the user today.
- Activities
    - A list of all activities and state changes by the user today.
- Queues
    - Which queues the user is assigned to.
- Teams
    - Which teams the user is assigned to.

Each section can be resized, so you can fit the information you want to see. Scrollbars are available when information does not fit into a section of the panel (i.e., there is too much information).



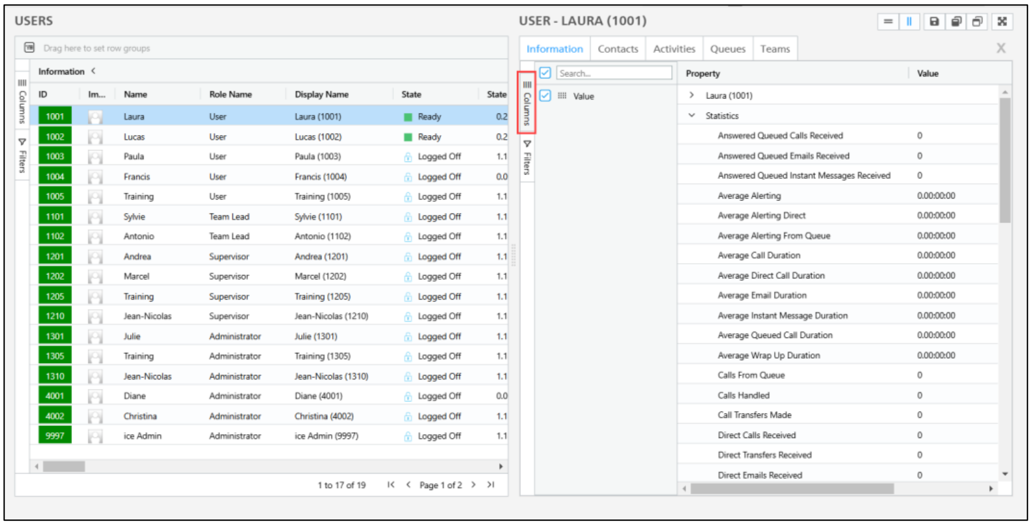
The list of all users are displayed on the left, allowing for easy comparison among users. You can view the Details Table for other users by clicking on the rows housed in the table on the left.

Information Tab

This is the largest portion of the Users Details Table.

Columns Options

The Detail Table for Users provides all information and data points for the selected user. Click the Columns heading on the left of the table and use the checkboxes to display and hide the information.



The gallery will refresh with the selected columns.

The table below explains the columns you can display.

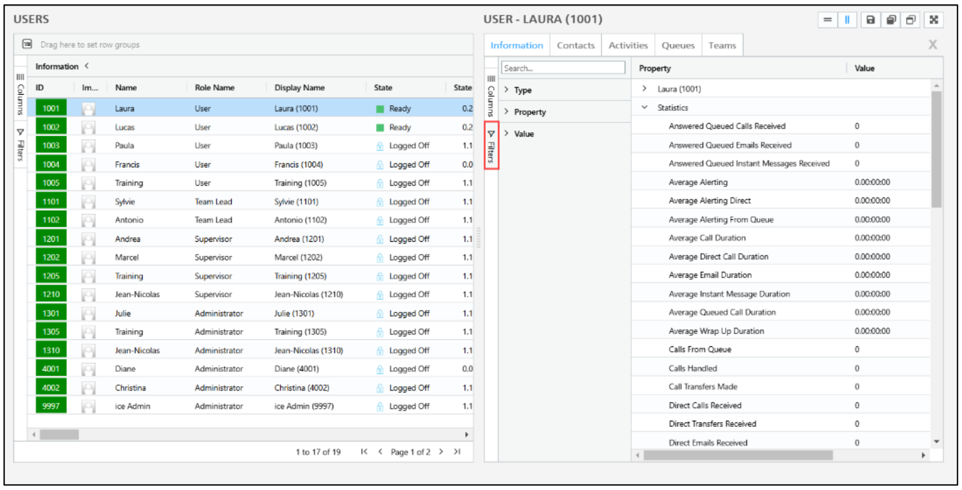
User Information Tab Columns	
Column Name	**Explanation**
Value	The value of the information and statistic properties for the selected user.

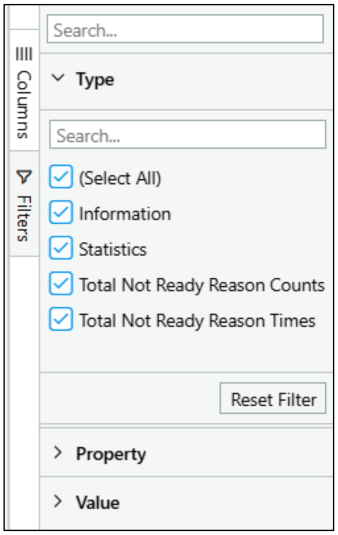
By default, all columns are displayed on the table.

Note: Use the search field to find a column name in the list.

Filter Options

Click the Filters heading on the left of the table and use the options available to filter your list of data points.





The table below explains the filters you can apply.

User Information Tab Filters	
Filter Name	**Explanation**
Type	Type of user data. Options include Information and Statistics.
Property	All informational and statistic properties for users.
Value	The value of the information and statistic properties for the selected user.

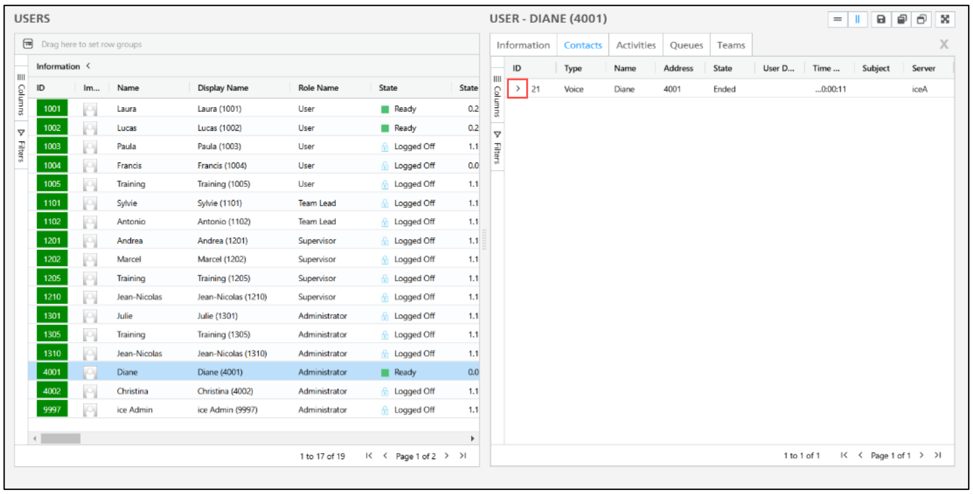
The gallery will refresh according to the filter conditions selected.

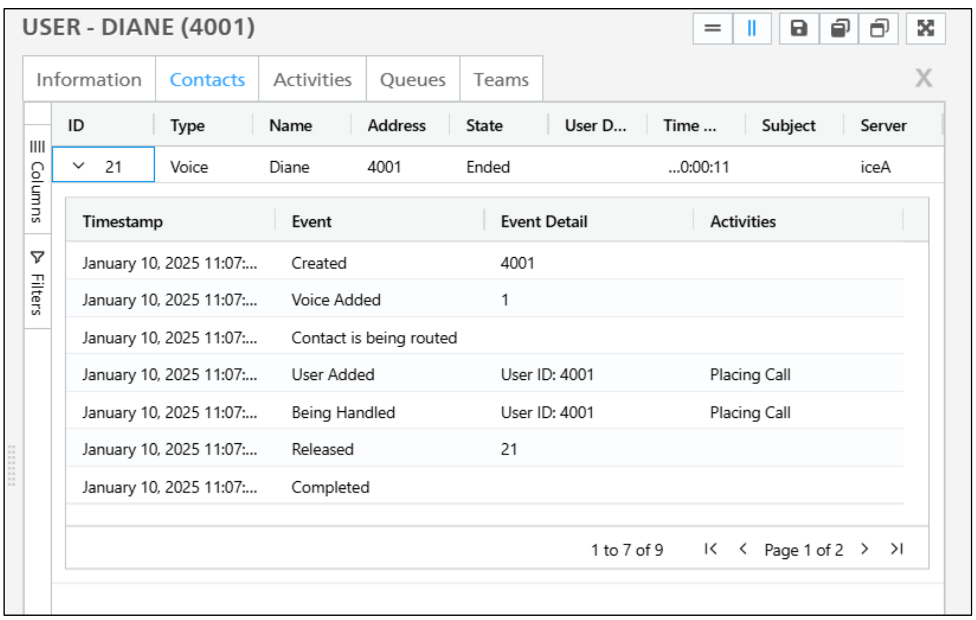
Note: Use the search field to find a property name in the list.

Contacts Tab

The Contacts Tab will provide information on the contacts handled by the selected user today.

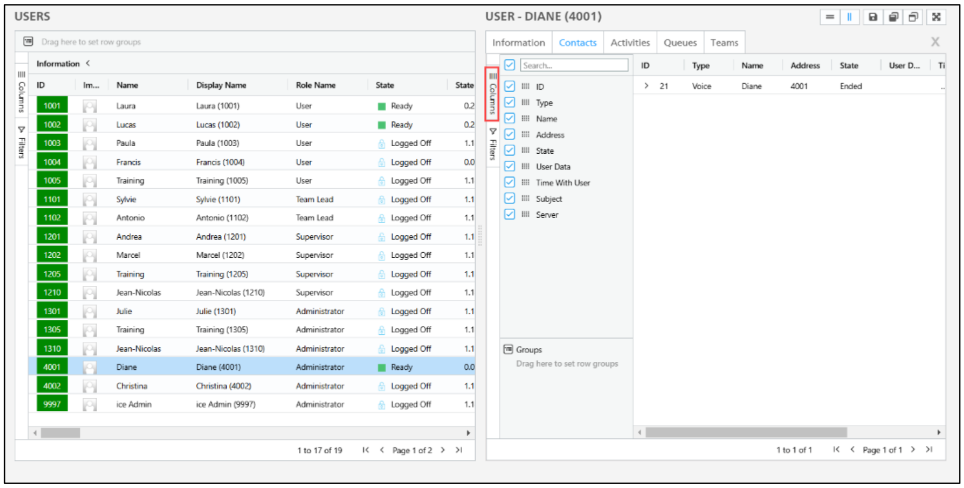
To view details for the contacts handled by the selected user, click the arrow under the ID column:





Columns Options

The Contacts tab provides information regarding the contacts handled by the selected user today. Click the Columns heading on the left of the table and use the checkboxes to show and hide the information.



The gallery will refresh with the selected columns.

The table below explains the columns you can display.

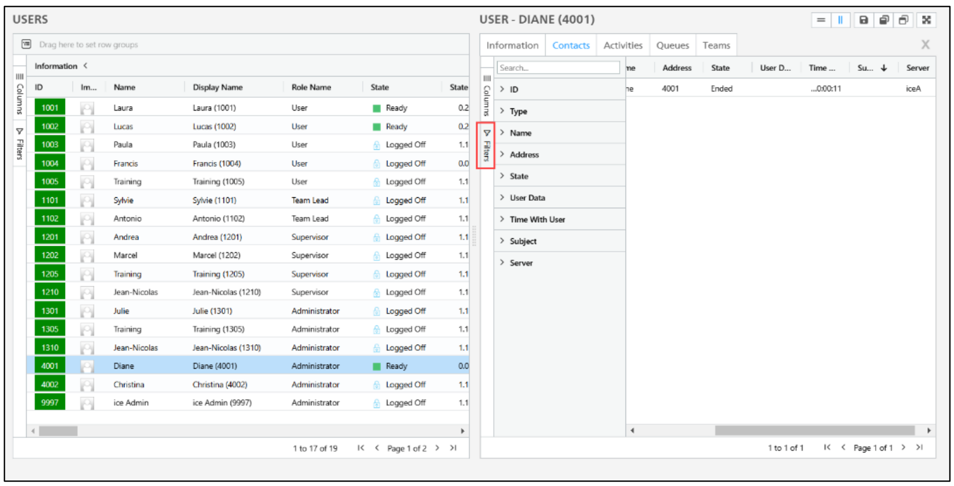
User Contacts Tab Columns	
Column Name	**Explanation**
ID	The unique ID for the contact handled by the user.
Type	The type of contact. Options include Voice, IM, Autodial, and Email.
Name	The name of the contact handled by the user.
Address	The address of the contact handled by the user – e.g., phone number, email, or SIP address.
State	The state of the contact handled by the user.
User Data	Contents of the User Data field for the contact handled by the user.
Time With User	The amount of time the user spent handling the contact.
Subject	The subject of an email. **Note**: This field only applies to email contacts.
Server	The server that the contact was handled on.

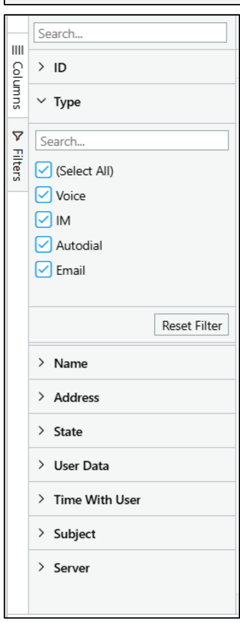
By default, all columns are displayed on the table.

Note: Use the search field to find a column name in the list.

Filter Options

Click the Filters heading on the left of the table and use the data points available to filter your list.





The gallery will refresh according to the filter conditions selected.

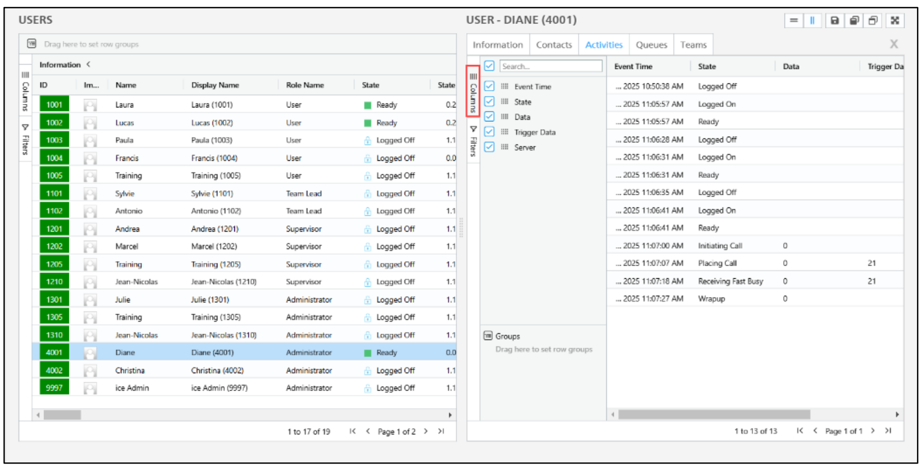
Note: Use the search field to find a property name in the list.

Activities

In this section, you can see the user’s activities and various state changes for the current date.

Columns Options

Click the Columns heading on the left of the table and use the checkboxes to show and hide the information.



The gallery will refresh with the selected columns.

The table below explains the columns you can display.

User Activities Tab Columns	
Column Name	**Explanation**
Event Time	Date and time of the event.
State	The state associated with the event.
Data	The data represents additional information depending on the user state. Examples include, the not ready reason ID, the agent that a user is monitoring/coaching, and the queue that the contact was handled in. The default value is 0.

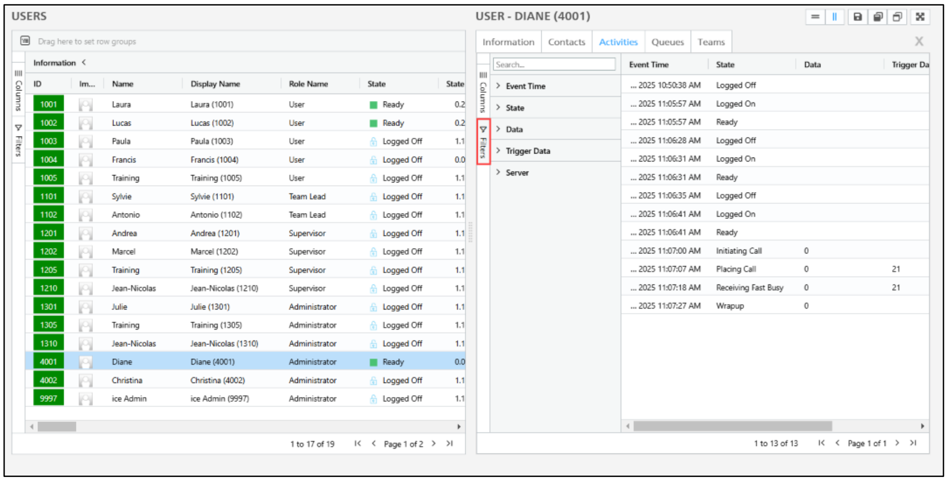
User Activities Tab Columns	
Column Name	**Explanation**
Trigger Data	If the user is in a contact related state, the trigger data will represent the contact ID.
Server	The server that the user is logged into for the associated event.

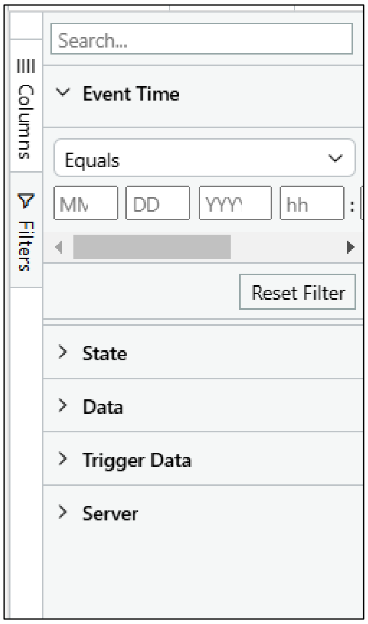
By default, all columns are displayed on the table.

Note: Use the search field to find a column name in the list.

Filter Options

Click the Filters heading on the left of the table and use the data points available to filter your list.



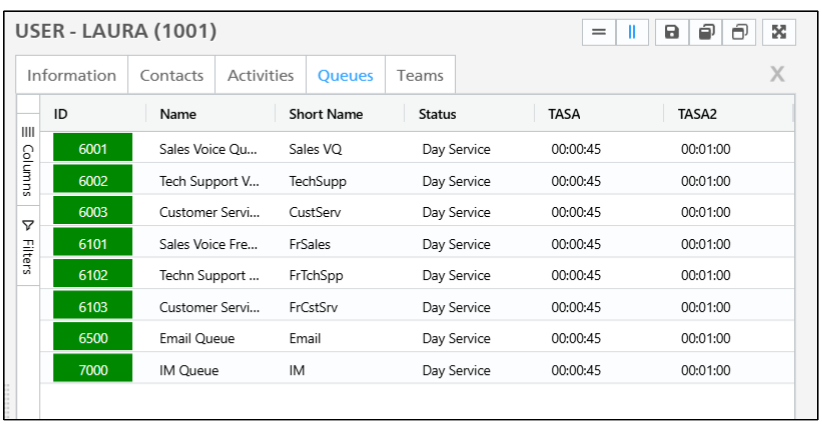


The gallery will refresh according to the filter conditions selected.

Note: Use the search field to find a property name in the list.

Queues Tab

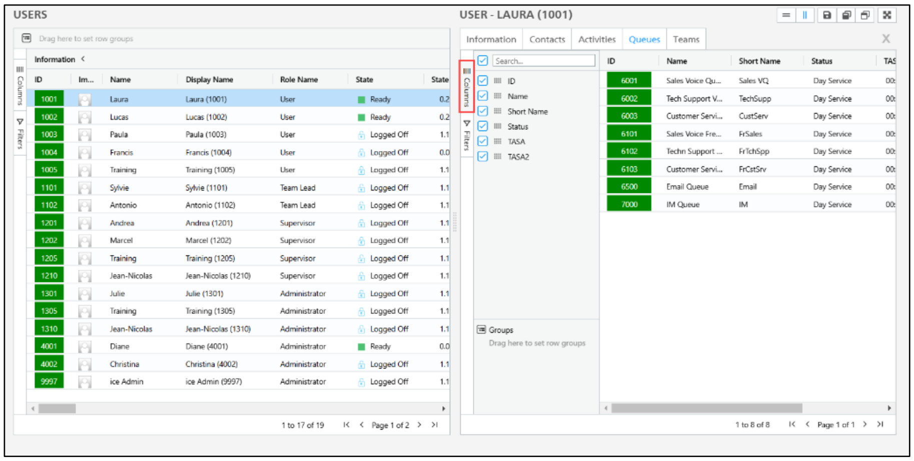
In this section, you can see the queues the user is assigned to by clicking the *Queues* tab.



ID	Name	Short Name	Status	TASA	TASA2
6001	Sales Voice Qu...	Sales VQ	Day Service	00:00:45	00:01:00
6002	Tech Support V...	TechSupp	Day Service	00:00:45	00:01:00
6003	Customer Servi...	CustServ	Day Service	00:00:45	00:01:00
6101	Sales Voice Fre...	FrSales	Day Service	00:00:45	00:01:00
6102	Techn Support ...	FrTchSpp	Day Service	00:00:45	00:01:00
6103	Customer Servi...	FrCstSrv	Day Service	00:00:45	00:01:00
6500	Email Queue	Email	Day Service	00:00:45	00:01:00
7000	IM Queue	IM	Day Service	00:00:45	00:01:00

Columns Options

Click the Columns heading on the left of the table and use the checkboxes to show and hide the information.



The gallery will refresh with the selected columns.

The table below explains the columns you can display.

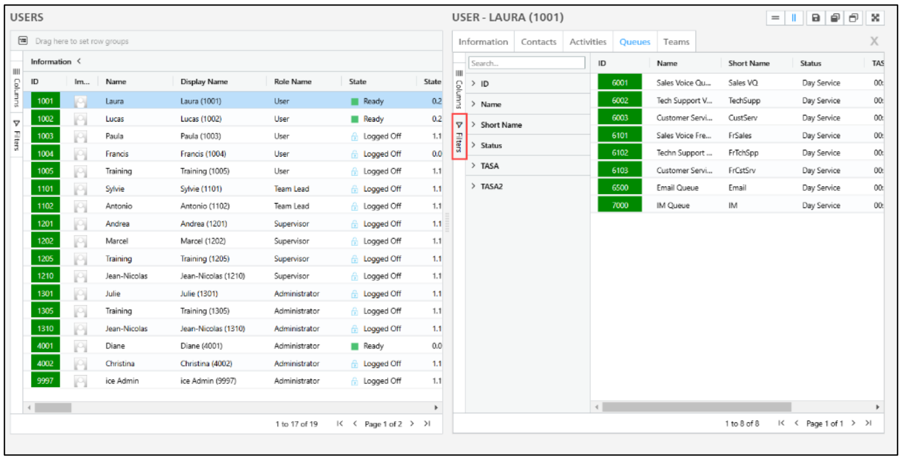
User Queue Assignment Columns	
Column Name	**Explanation**
ID	Queue ID as per the queue's profile in iceAdministrator.
Name	Queue Name as per the queue's profile in iceAdministrator.
Short Name	Queue Short Name as per the queue's profile in iceAdministrator.
Status	The current status of the queue.
TASA	The queue's Target Average Speed of Answer as per the queue's profile in iceAdministrator.
TASA2	The queue's Target Average Speed of Answer 2 as per the queue's profile in iceAdministrator.

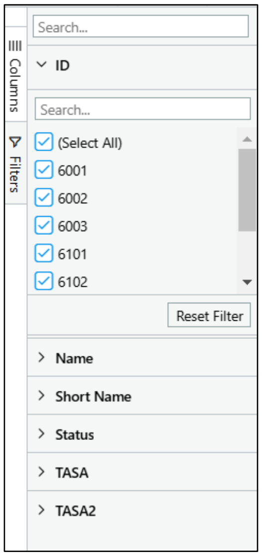
By default, all columns are displayed on the table.

Note: Use the search field to find a column name in the list.

Filter Options

Click the Filters heading on the left of the table and use the data points available to filter your list.



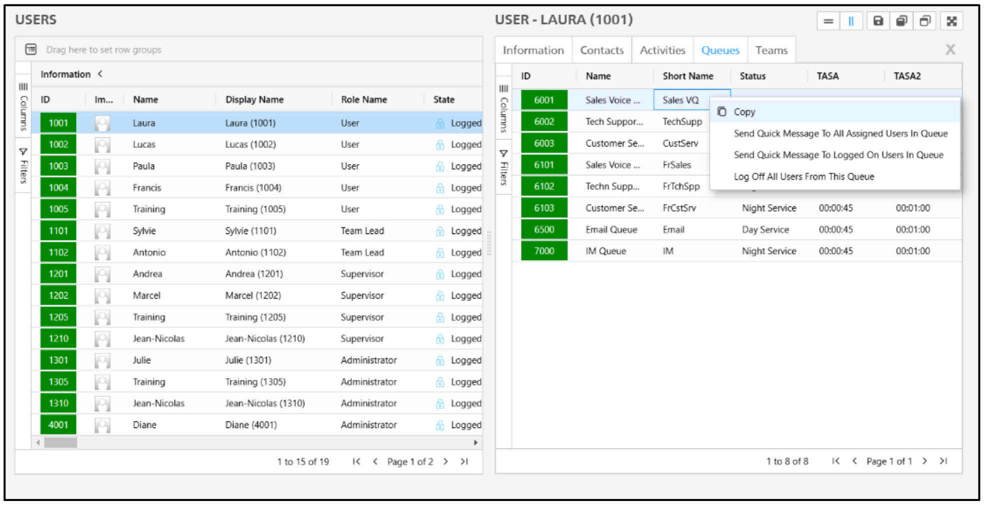


The gallery will refresh according to the filter conditions selected.

Note: Use the search field to find a property name in the list.

Right-click menu options

Right-click on a row in the table to perform additional tasks, such as log off all users from the queue.

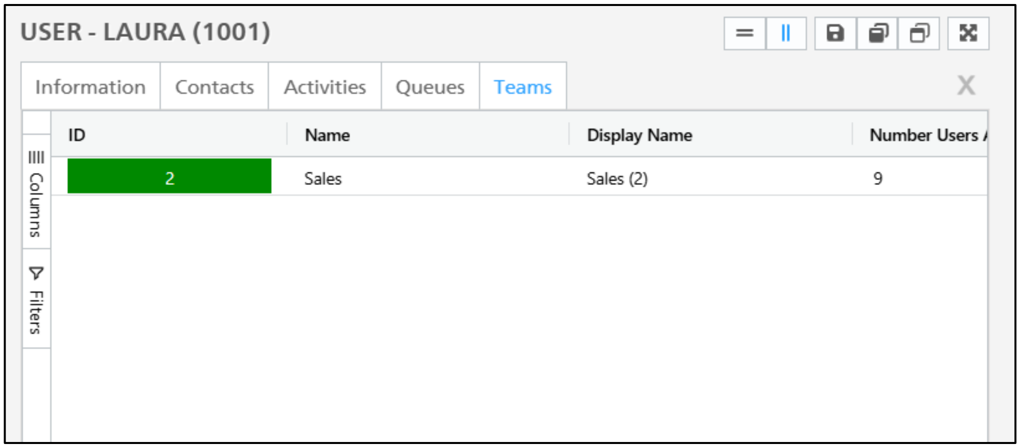


The menu options that are available to you depends on whether or not you are logged on and whether or not the user you wish to interact with is logged on. For more information, refer to Chapter 2: The Queues Screen Right-click menu options on page 41.

Teams Tab

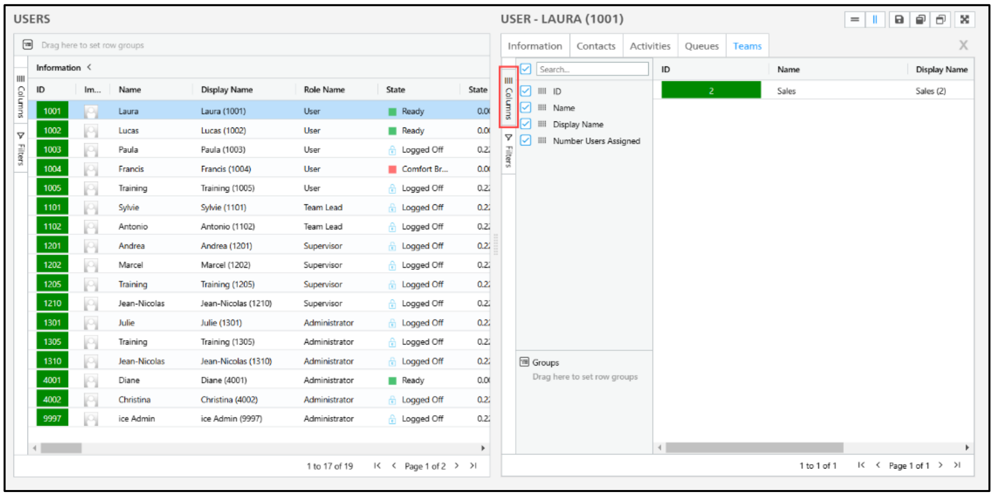
In this section, you can see the teams the user is assigned to by clicking the *Teams* tab.

Click *Teams* to see the teams that this user has been assigned to.



Columns Options

Click the Columns heading on the left of the table and use the checkboxes to show and hide the information.



The gallery will refresh with the selected columns.

The table below explains the columns you can display.

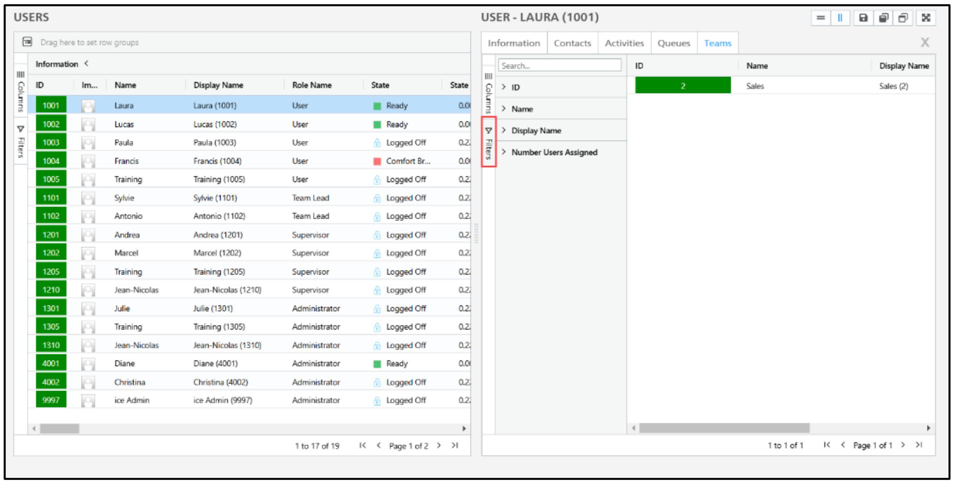
User Team Assignment Columns	
Column Name	**Explanation**
ID	Team ID as per the team's profile in iceAdministrator.
Name	Team Name as per the team's profile in iceAdministrator.
Display Name	Refers to the Team Name and Team ID.
Number Users Assigned	The number of users assigned to the team.

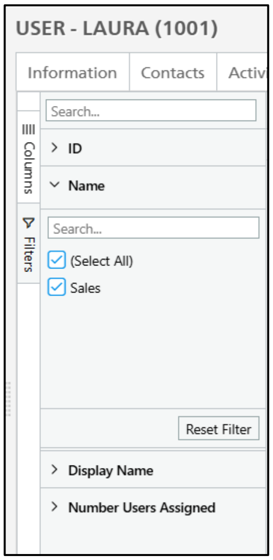
By default, all columns are displayed on the table.

Note: Use the search field to find a column name in the list.

Filter Options

Click the Filters heading on the left of the table and use the data points available to filter your list of teams.



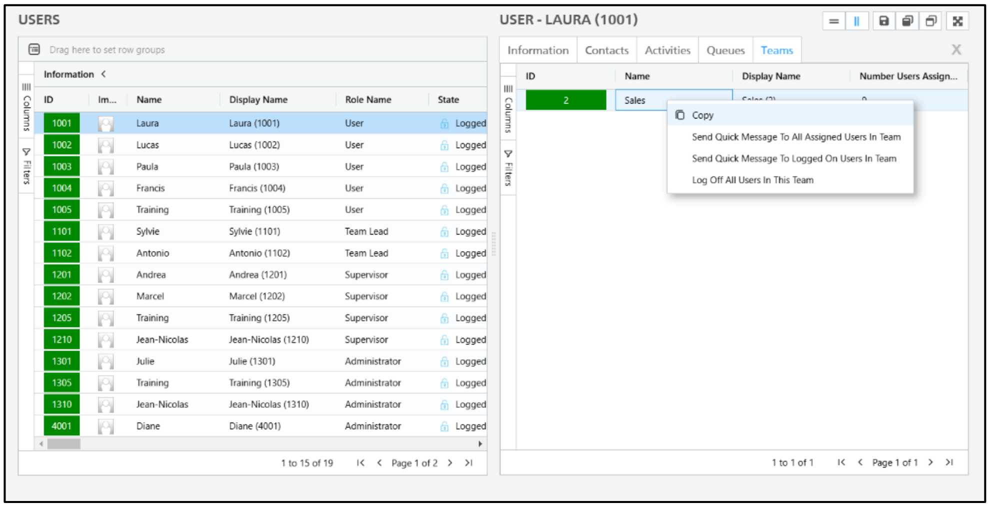


The gallery will refresh according to the filter conditions selected.

Note: Use the search field to find a property name in the list.

Right-click menu options

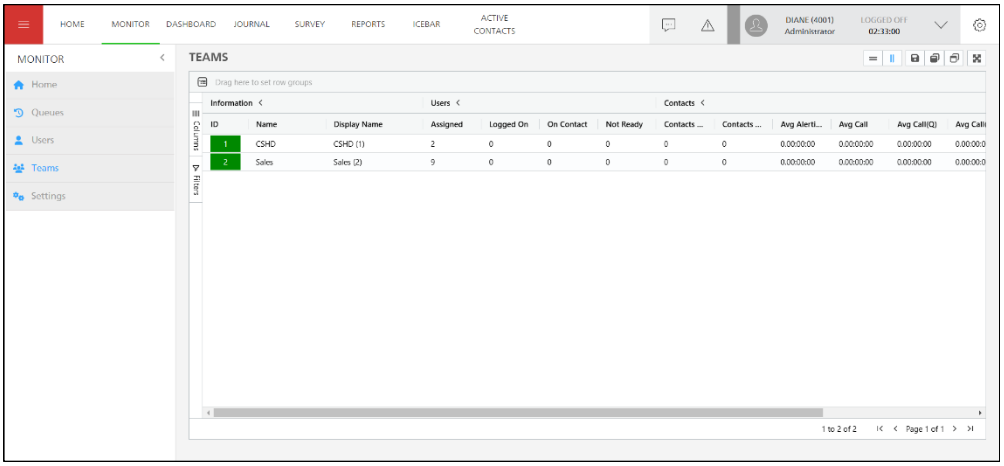
Right-click on a row in the table to perform additional tasks, such as logging off all users in the team.



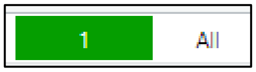
The menu options that are available to you depends on whether or not the user you wish to interact with is logged on and whether or not you have permission to manage the user. For more information, refer to Chapter 4: The Teams Screen Right-click menu options on page 101.

Chapter 4: The Teams Gallery

The next available gallery view is the Teams gallery, accessible through the Teams icon. It displays statistics for all teams in your contact center.



Each row represents a Team. Each row presents high level information about the team – Team name, Team ID, and the number of team members. The background colour of the Team ID indicates whether the user is meeting threshold requirements. For information on how to configure thresholds, refer to Thresholds on page 138. To modify threshold colors, refer to Display Settings on page 142.

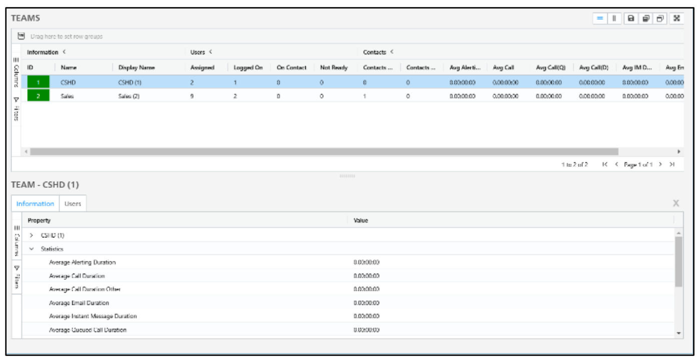
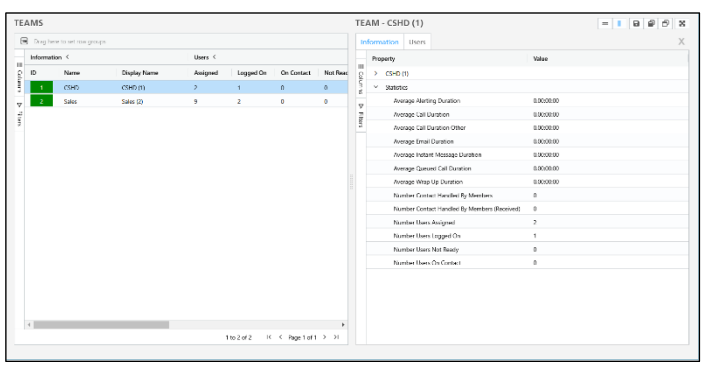


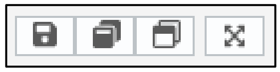
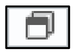
Note:

- All user types have access to the Teams gallery.
- Your user type controls your ability to view information about the different users.
  For example, Administrators can view all the information for all the Users, Team Leaders, and Supervisors in the switch. In contrast, Team Leaders can only view the statistics and information on team members. For more information on user types and levels of access, refer to What Different User Types Can Do on page 24.

The Team Gallery Toolbar

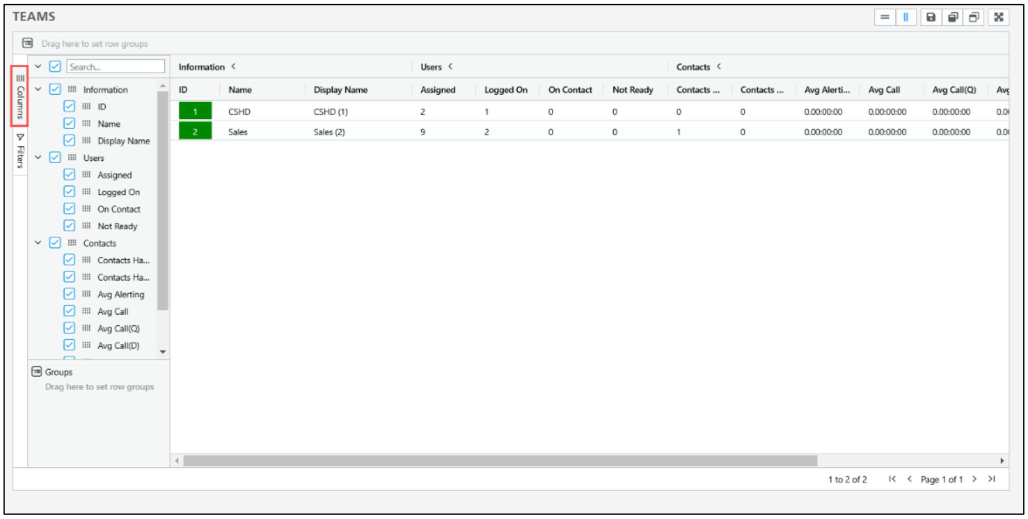
You can configure the gallery view by using the following options:

iceMonitor Tool Bar	
Toolbar Item	**Function**
Layout Options	These options will modify the arrangement of the team table and the team detail table.   Use this button to display the tables horizontally.   Use this button to display the tables vertically. 
Layout Saving Options	These options will allow you to save your layout changes or revert your changes.

iceMonitor Tool Bar	
Toolbar Item	**Function**
	  Use this button to save the layout changes.  Use this button to restore your layout to a previously saved layout.  Use this button to reset your layout to the default settings.  Use the button to enter Full Screen Mode. To exit full screen, use the ESC button on your keyboard. For more information on how to manage your layouts, please refer to page 17.

Columns Options

The Teams grid provides all information and data points for each Team. Click the Columns heading on the left of the table and use the checkboxes to show and hide the information.



The gallery will refresh with the selected columns.

The table below explains the columns you can display.

Teams Table Columns	
Column Name	**Explanation**
Information	
ID	Refers to the Team ID.
Name	Refers to the Team Name.
Display Name	Refers to the Team Name and Team ID.
Users	
Assigned	The total number of users assigned to the Team.
Logged on	The total number of users logged on from the Team.
On Contact	The total number of users handling a contact from the Team.
Not Ready	The total number of users in Not Ready state from the Team.
Contacts	
Contacts Handled	The total contacts handled by members of the Team, includes placed and received contacts.
Contacts Handled (R)	The total contacts handled by members of the Team, includes only received contacts.
Avg Alerting	The average time spent in alerting state by members of the Team.
Avg Call	The average time spent on a call by members of the Team.
Avg Call (Q)	The average time spent on a queued call by members of the Team.
Avg Call (D)	The average time spent on a direct call by members of the Team.
Avg IM Duration	The average time spent on handling an IM by members of the Team.
Avg Email	The average time spent on handling an email by members of the Team.
Avg Wrap	The average time spent in Wrap Up state by members of the Team.

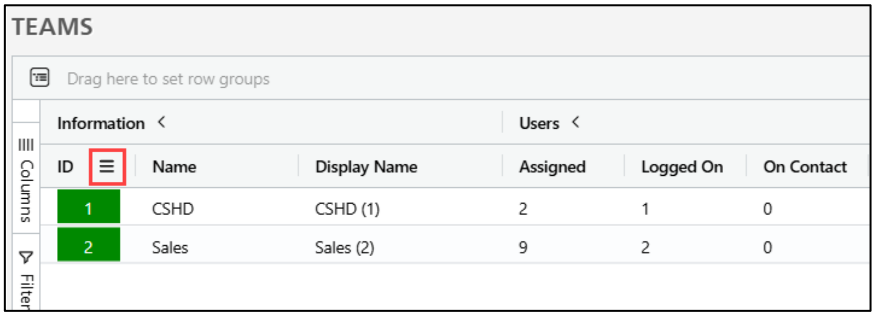
By default, all columns are displayed on the table.

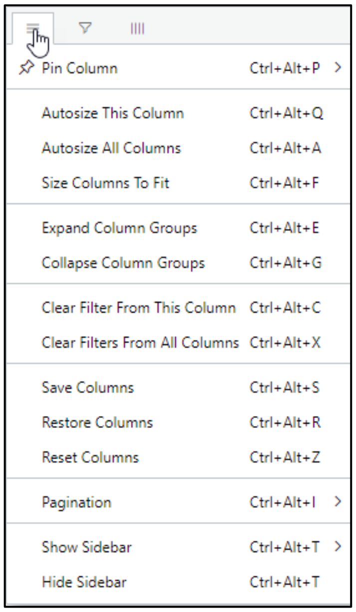
Note: Use the search field to find a column name in the list.

Column Headers

Column Header Actions

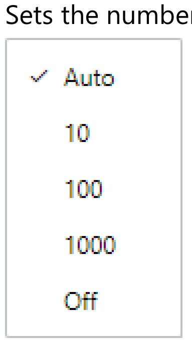
Click the *Actions* button on the right side of the column name as shown below to open the menu of options.





Select an option from the menu to configure the columns and rows in the table.

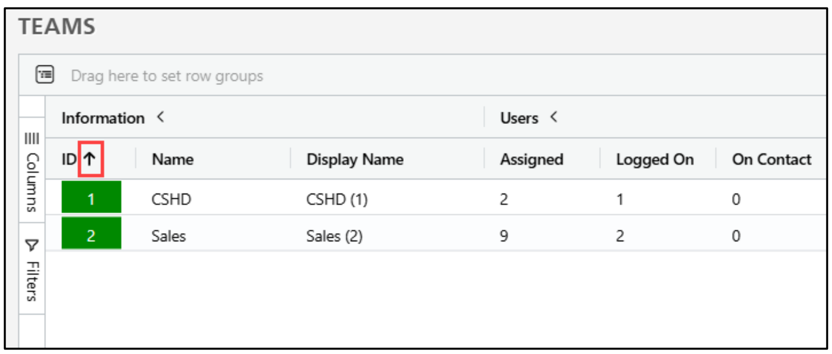
The table below explains the menu options provided.

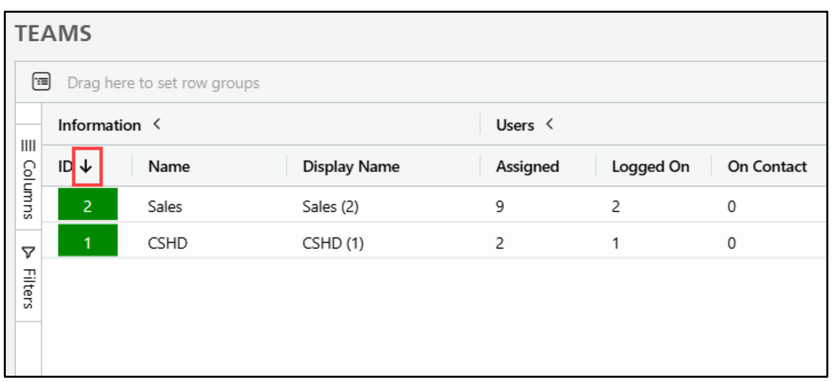
Column Heading Menu Options	
Menu Option	**Function**
Pin Column	Select this option to lock the column on to one side of the table. Options include: ▪ Pin Left ▪ Pin Right ▪ No Pin
Autosize This Column	Resize the selected column to only the necessary width.
Autosize All Columns	Resize all columns to only the necessary width.
Size Columns To Fit	Resize all columns to only the minimum width.
Expand Column Groups	Display all columns within each group.
Collapse Column Groups	Hide columns to display Group Names.
Clear Filter From This Column	Remove all filters added to the selected column.
Clear Filters From All Columns	Remove all filters from all columns in the table.
Save Columns	Save the current column settings.
Restore Columns	Revert column settings to the previous version.
Reset Columns	Reset column settings to the default settings.
Pagination	Sets the number of rows displayed in the table. 

Column Heading Menu Options	
Menu Option	**Function**
	Auto will fit as many rows as possible without using a scrollbar. Off to turn off pagination and display all rows on the same page.
Show Sidebar	Display sidebar options including Filter and Column settings.
Hide Sidebar	Hide sidebar options including Filter and Column settings.

Column Header Sorting

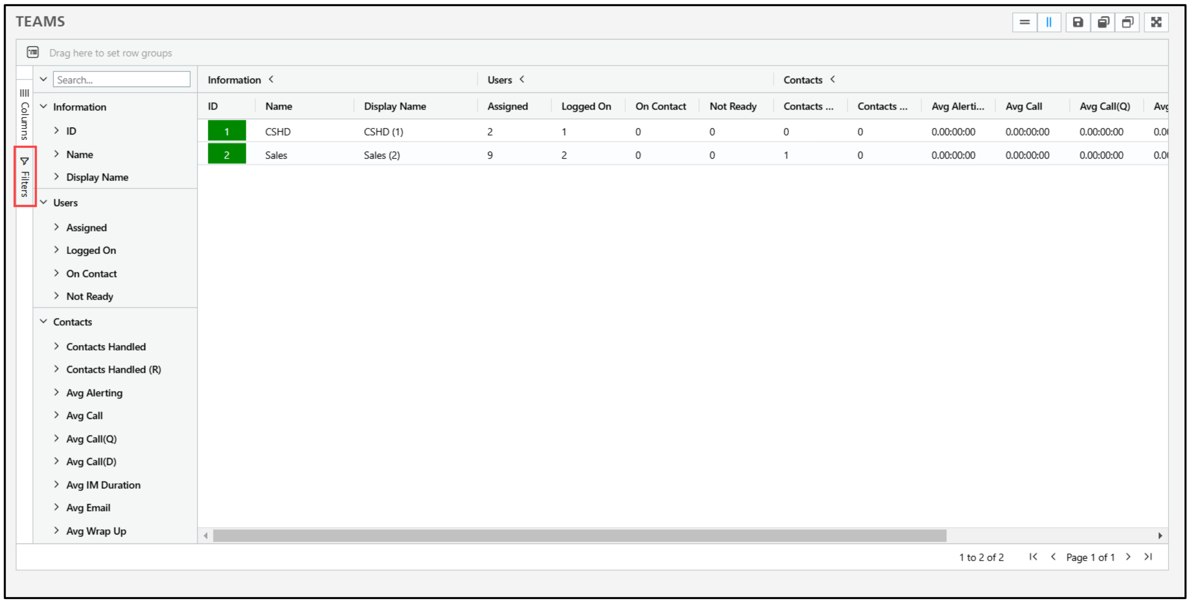
Select the column name to sort the rows in the table by the selected column.

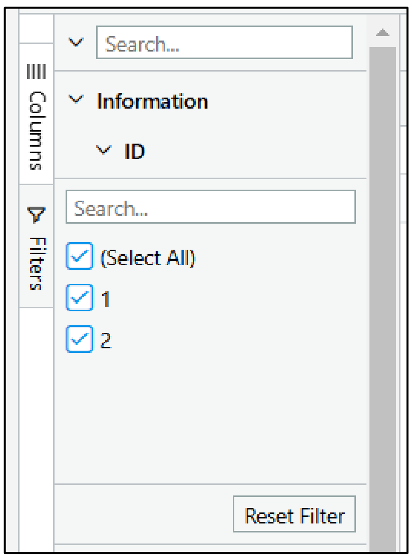




Filter Options

Click the Filters heading on the left of the table and use the data points available to filter your list of Teams.





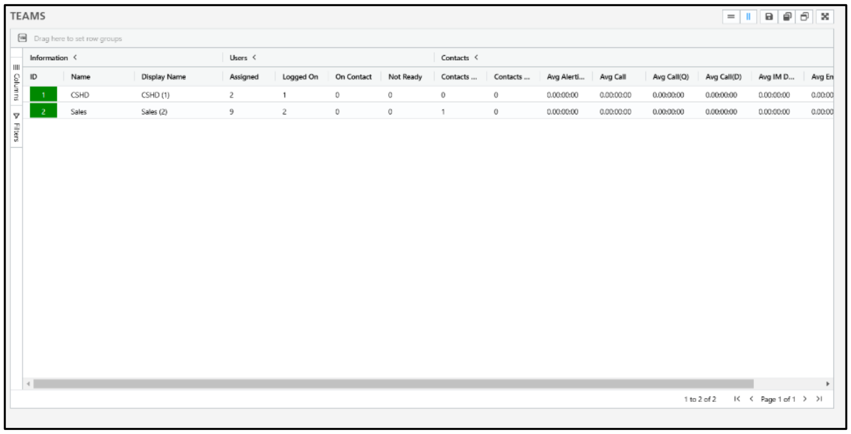
The gallery will refresh according to the filter conditions selected.

Note: Use the search field to find a column name in the list.

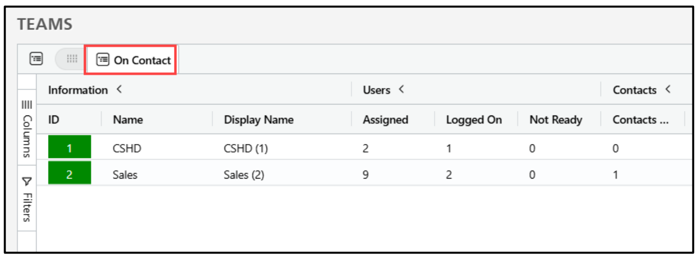
Row Groups

Click and drag columns to the top of the grid to categorize or group the rows in the grid.

An example of using Row Groups:



2. Click and drag the On Contact column to the top of the grid.

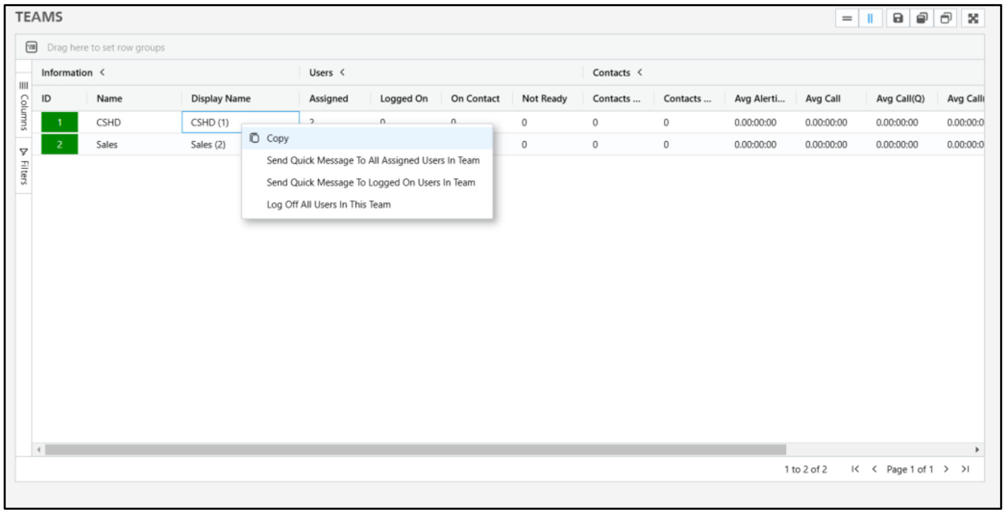


3. The rows are now grouped by On Contact:

Note: You can add multiple columns to the top of the grid to created nested groups.

Right-click menu options

Right-click on a row in the table to perform additional tasks, such as send quick messages or log off all users in a team.



The table below provides information on right-click menu options in the Team gallery.

Teams Table Right-Click Menu	
Menu Option	**Function**
Copy	Copy the value selected onto your clipboard.
Send Quick Message to All Assigned Users In Team	Select this option to use the Quick Text feature and send a message to all users assigned to the selected Team.
Send Quick message to Logged On Users In Team	Select this option to use the Quick Text feature and send a message to all logged on users assigned to the selected Team.
Log Off All Users In This Team	Select this option to log off all users assigned to this team.

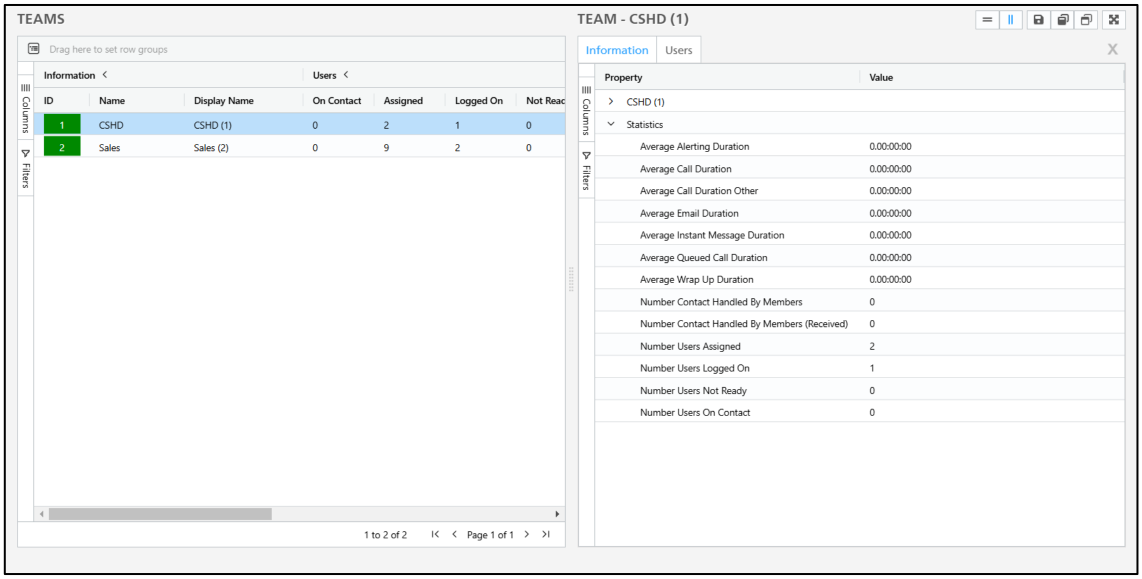
This section has discussed the Team gallery, Team statistics, and the right click options. The next section describes how to drill down into statistics for individual teams.

Note: The statistics are updated in real time.

Details Table for the Teams Gallery

To find more information about a team:

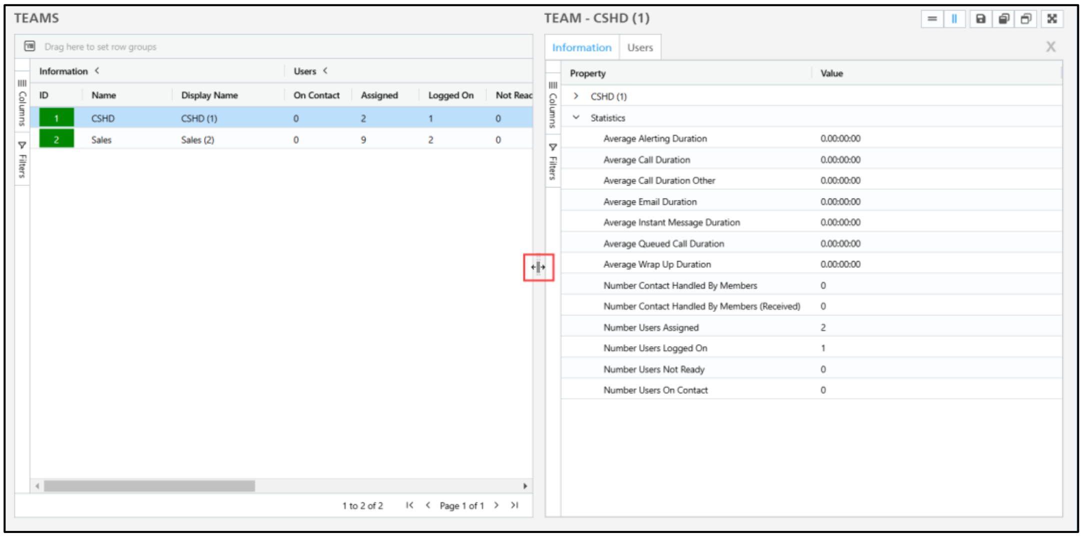
1. Click on the row in the team table.
2. The Details Table for that team will display.



The Details Table consists of the following sections:

- Information
  - Summary statistics for the team.
- Users
  - Which users are assigned to the team.

Each section can be resized, so you can fit the information you want to see. Scrollbars are available when information does not fit into a section of the panel (i.e., there is too much information).



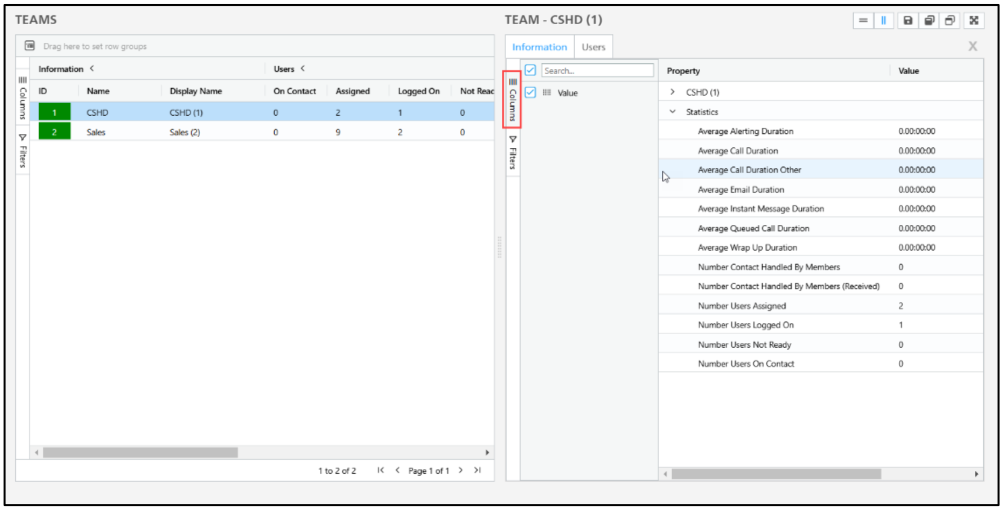
The list of all teams are displayed on the left, allowing for easy comparison among teams. You can view the Details Table for other teams by clicking on the rows housed in the table on the left.

Information Tab

This is the largest portion of the Teams Details Table.

Columns Options

The Detail Table for teams provides all information and data points for the selected team. Click the *Columns* heading on the left of the table and use the checkboxes to show and hide the information.



The gallery will refresh with the selected columns.

The table below explains the columns you can display.

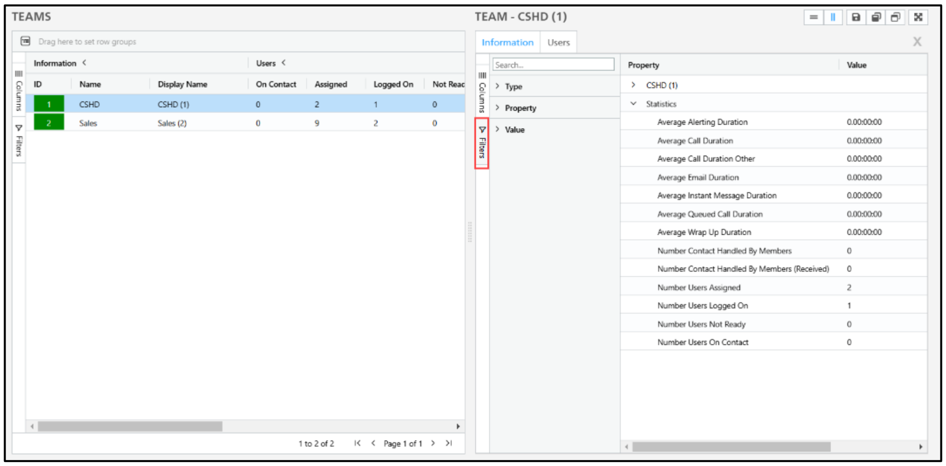
Teams Information Tab Columns	
Column Name	**Explanation**
Type	Type of team data. Options include Information and Statistics.
Property	All informational and statistic properties for teams.
Value	The value of the information and statistic properties for the selected team.

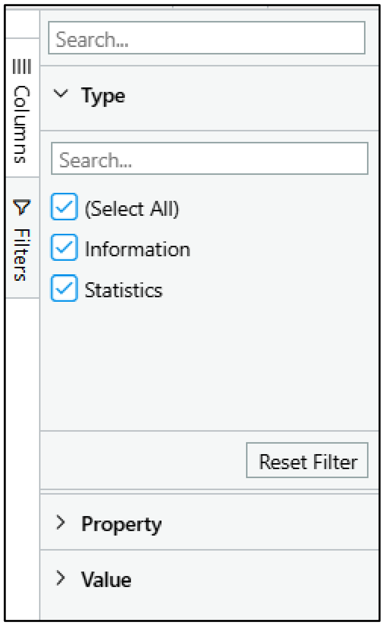
By default, all columns are displayed on the table.

Note: Use the search field to find a column name in the list.

Filter Options

Click the Filters heading on the left of the table and use the options available to filter your list of data points.



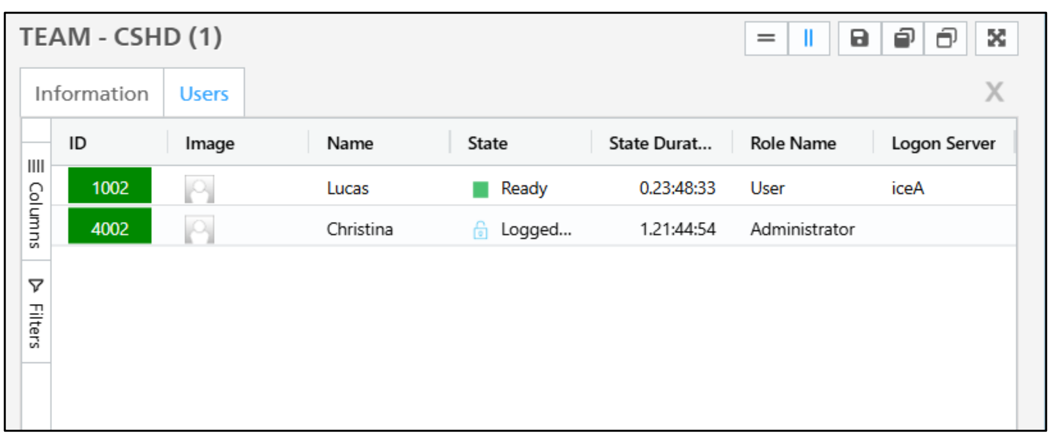


The gallery will refresh according to the filter conditions selected.

Note: Use the search field to find a property name in the list.

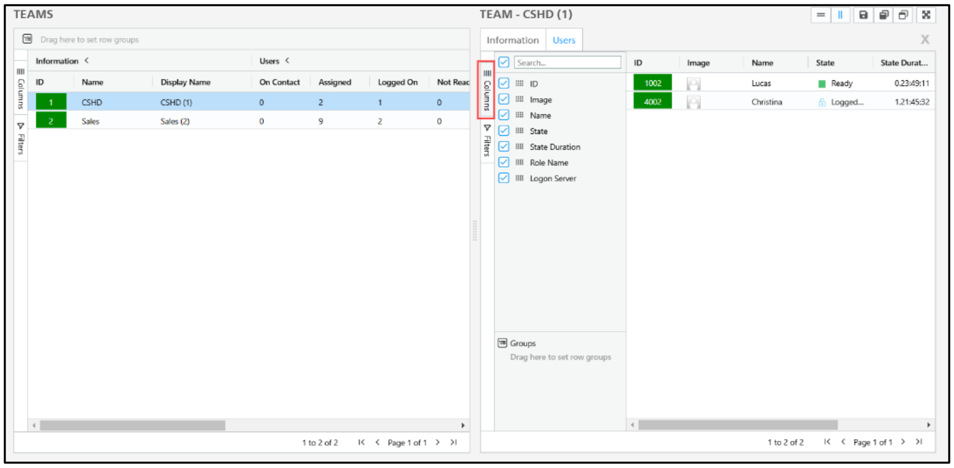
Users Tab

In this section, you can see all the users that are assigned to the team by clicking the *Users* tab.



Columns Options

Click the Columns heading on the left of the table and use the checkboxes to show and hide the information.



The gallery will refresh with the selected columns.

The table below explains the columns you can display.

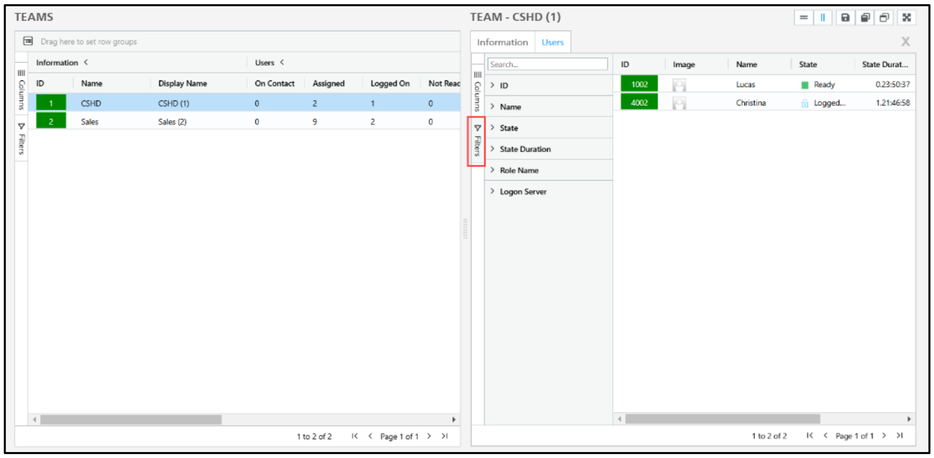
Team User Assignments Tab Columns	
Column Name	**Explanation**
ID	User ID as per the user's profile in iceAdministrator.
Image	URL of the image as per the user's profile in iceAdministrator.
Name	Name of the user as per the user's profile in iceAdministrator.
State	The current state of the user.
State Duration	The current state time of the user.
Role Name	The user's role name as per the user's profile in iceAdministrator.
Logon Server	The server that the user is logged onto.

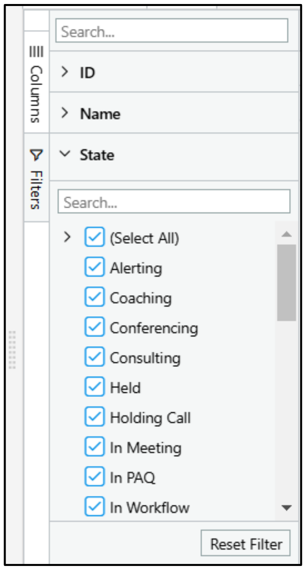
By default, all columns are displayed on the table.

Note: Use the search field to find a column name in the list.

Filter Options

Click the Filters heading on the left of the table and use the data points available to filter your list of users.



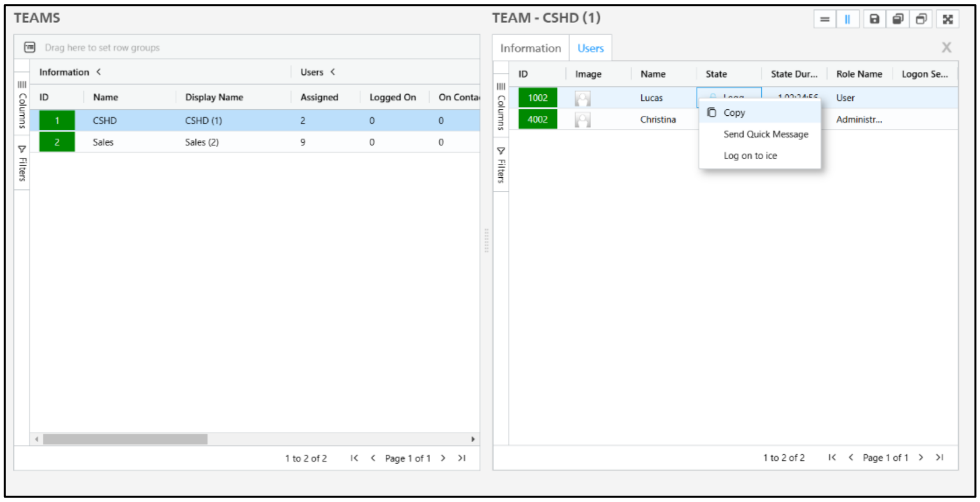


The gallery will refresh according to the filter conditions selected.

Note: Use the search field to find a property name in the list.

Right-click menu options

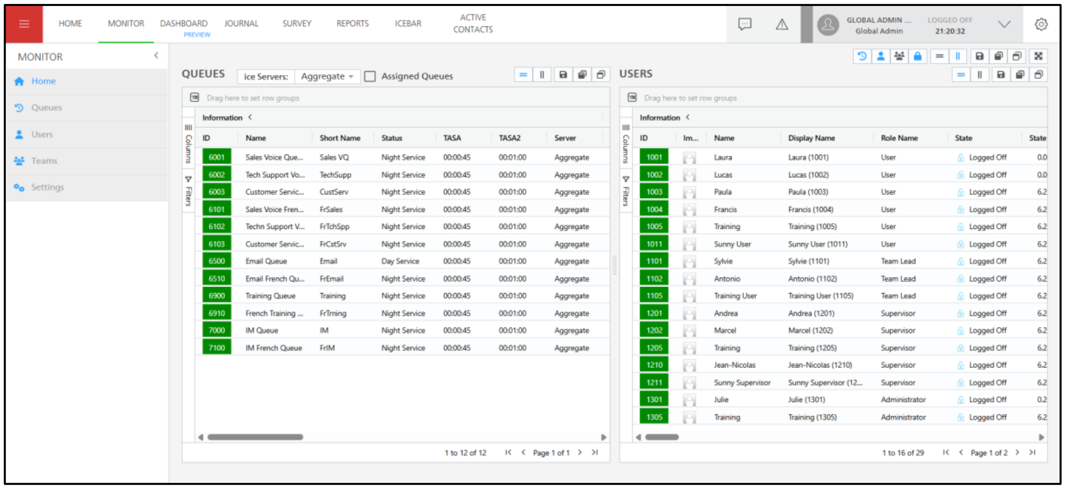
Right-click on a row in the table to perform additional tasks, such as logging in a user and changing their state.



The menu options that are available to you depends on whether or not you are logged on and whether or not the user you wish to interact with is logged on. For more information, refer to Chapter 3: The Users Screen Right-click menu options on page 71.

Chapter 5: The Home Screen

The Home Screen represents the highest level at which you can view information about your contact center. It can be used to provide a summary of the contact center or a table of contents for quick access to the information that you need frequently.



All user types have access to the Home Screen. For more information on user types, refer to page What Different User Types Can Do on page 24.

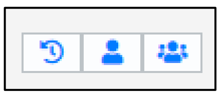
How to configure your Home Screen

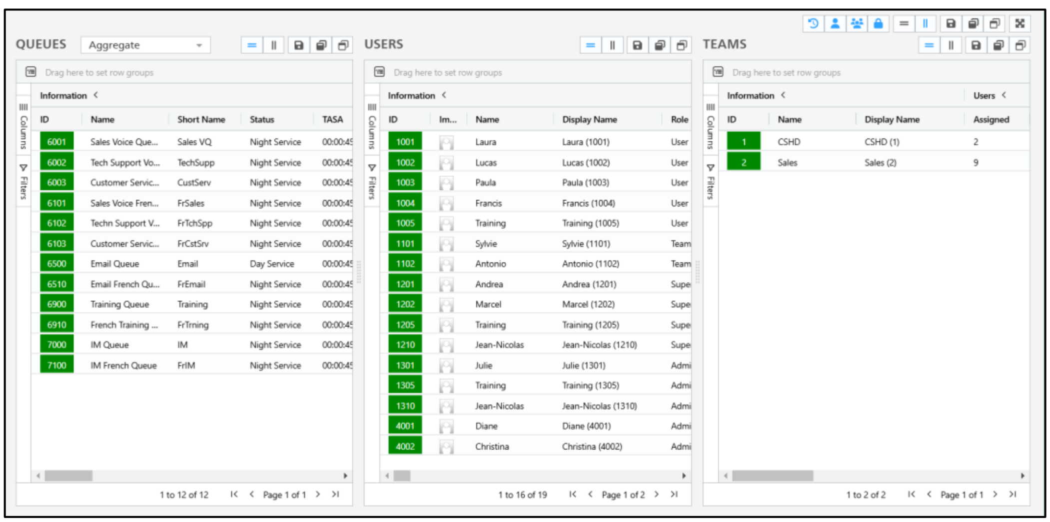
This section provides information on how to do the following:

- How to add or remove the tables
- How to lock the tables
- How to configure the columns on the tables
- How to organize the home screen
- How to save and restore your home screen layout

How to Add or Remove the Tables

There are separate tables for users, queues, and team information. Use the following buttons to add or remove the tables from the home screen:





You can change the layout of the table and it will not affect the information displayed on the home screen.

The screen is populated horizontally from the upper left corner. New items are placed after existing items.

You can also toggle to the full-screen mode from the home screen. The full-screen mode is recommended for wallboard displays.

How to lock the tables

Use the lock icon to lock the order of the tables on the Home page to the default order.

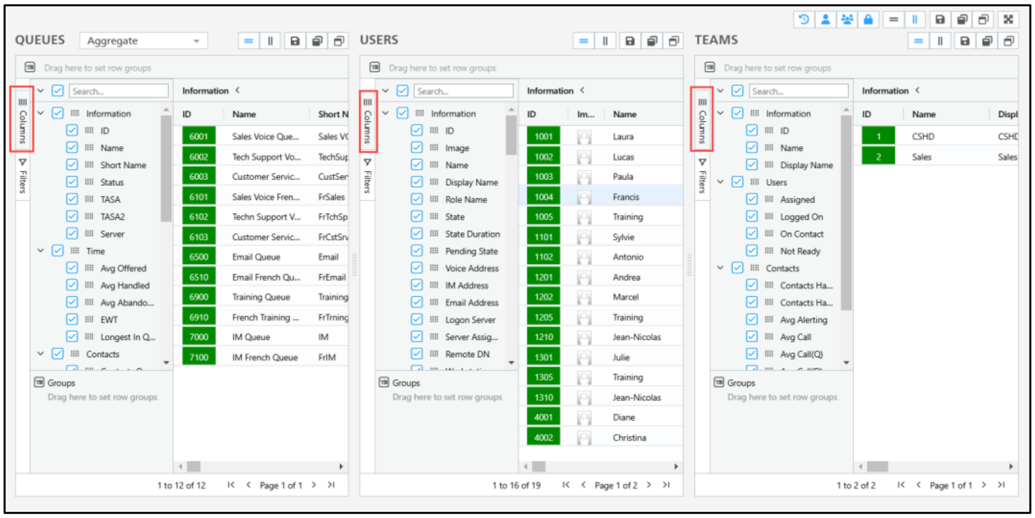
If locked, the views will remain in the order Queues (left), Users (center), and Teams (right).

If unlocked, the views will be displayed in the order that the tables are added in.

How to configure the columns on the tables

<u>Add columns</u>

1. Select *Columns* on the left side of the table.
2. Review the list of data points and select the checkbox to add the column to the table.

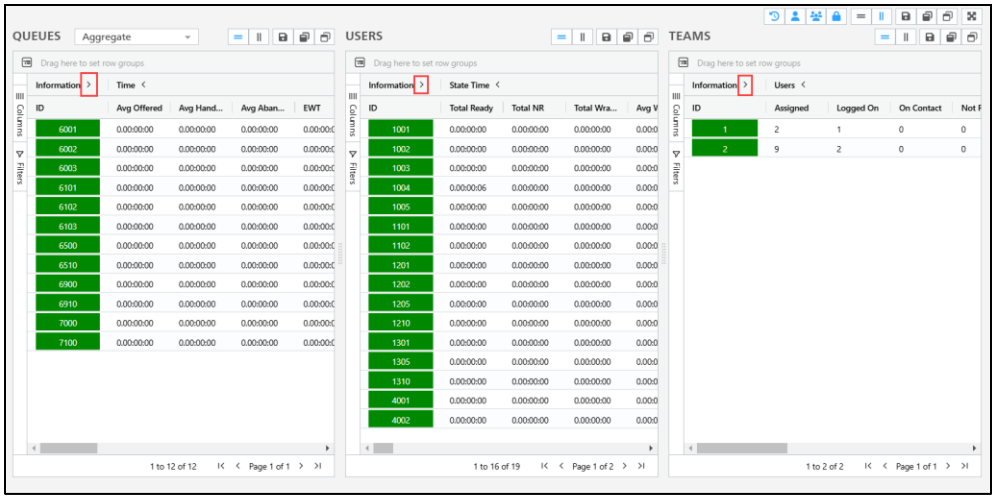


<u>Remove columns</u>

1. Select *Columns* on the left side of the table.
2. Review the list of data points and unselect the checkbox to remove the column from the table.

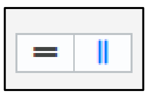
<u>Collapse and expand columns</u>

Use the arrows on the right side of the category names to hide or display all columns within a category.

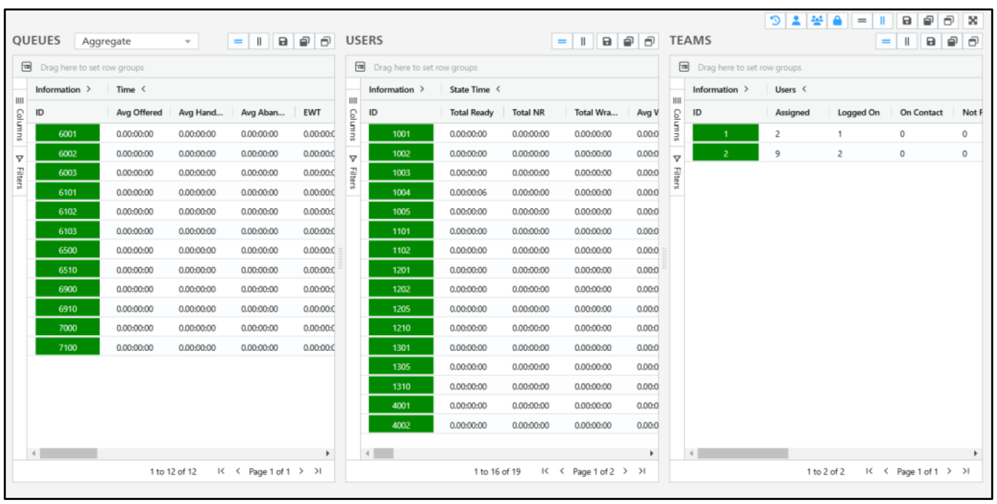


How to organize your Home Screen

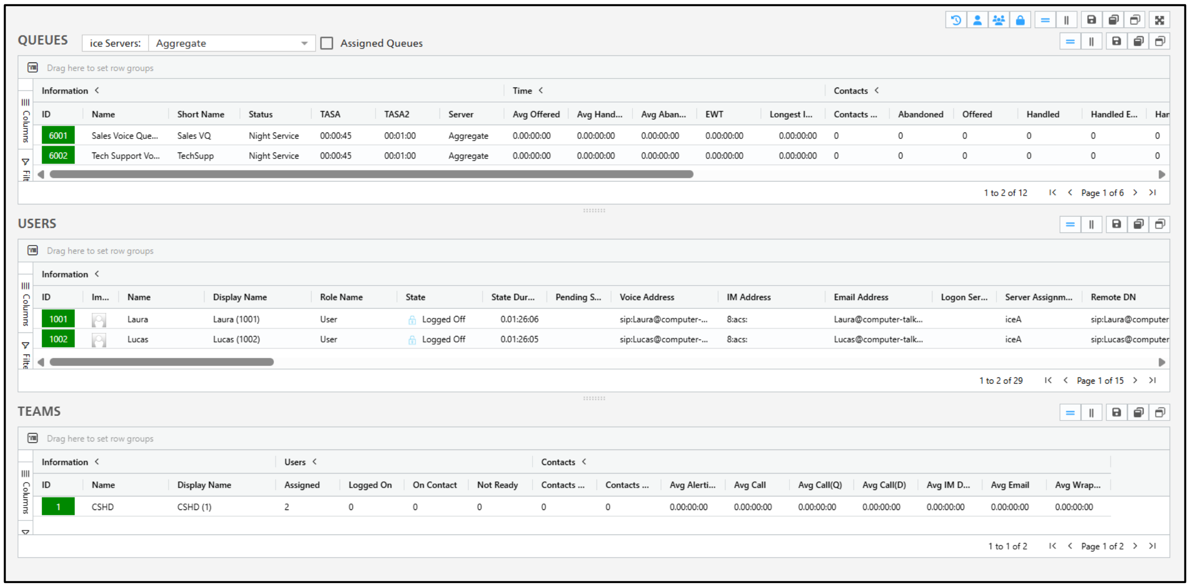
Use the following buttons to organize the tables on the home screen:



Use the Horizontal View to display all tables side by side:

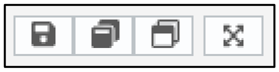


Use the Vertical View to display all tables one over the other:



How to save and restore your Home Screen layout

Use the following buttons to save and restore your Home Screen configurations.



Save layout configurations

After configuring your Home Screen, use the disk icon  to save your layout. This layout will remain on your home page the next time you open iceMonitor.

Restore layout configurations

Use the restore button  if you wish to restore your Home Screen to a previously saved layout.

Reset layout configurations

Use the reset button  if you wish to reset your Home Screen to the default iceMonitor layout.

Toggle to full-screen

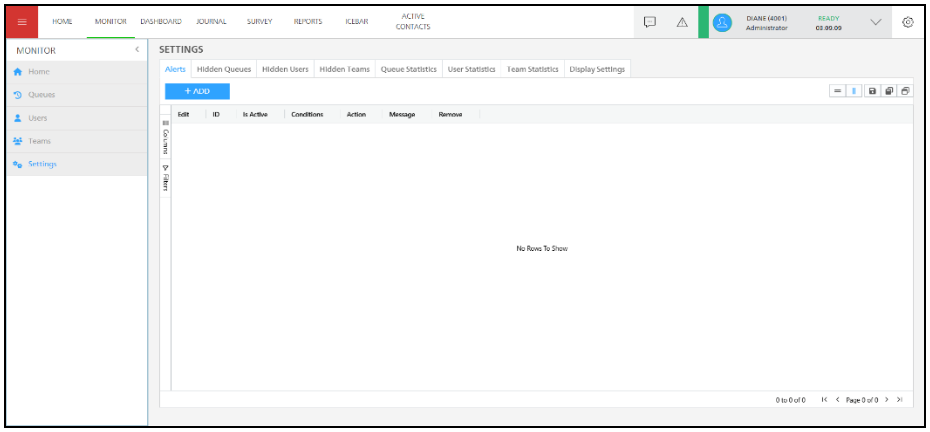
This iceMonitor can be projected onto a display and monitored regularly throughout the day.

Use the expand button  toggle to full-screen mode.
To exit full-screen mode, select ESC on your keyboard.

For more information on how to manage your layouts, please refer to page 17.

Chapter 6: Settings

The last available gallery view is Settings, accessible through the Settings icon. It displays the configurable settings for your iceMonitor tool.



The Settings screen provides options to configure the iceMonitor display.

Note: iceMonitor refreshes after you have made changes to settings. The next time you log on, iceMonitor will still display the new configuration.

By default, the Alerts tab is open. To configure a different part of iceMonitor, click on the appropriate tab.

The tabs and the items you can configure under them are described in the table below:

iceMonitor Settings	
Tab Name	**Function**
Alerts	Configure alerts that can be sent out through email, appear on the iceMonitor as a pop up, or displayed on a Microsoft Teams channel.
Hidden Queues	Hide queues that you do not need to view or show hidden queues.
Hidden Users	Hide users that you do not need to view or show hidden users.
Hidden Teams	Hide teams that you do not need to view or show hidden teams.
Queue Statistics	Configure the names of the statistic columns and the threshold settings for queue statistics.
User Statistics	Configure the names of the statistic columns and the threshold settings for user statistics.
Team Statistics	Configure the names of the statistic columns and the threshold settings for team statistics.
Display Settings	Configure other display settings such as labels used and threshold colors.

Alerts

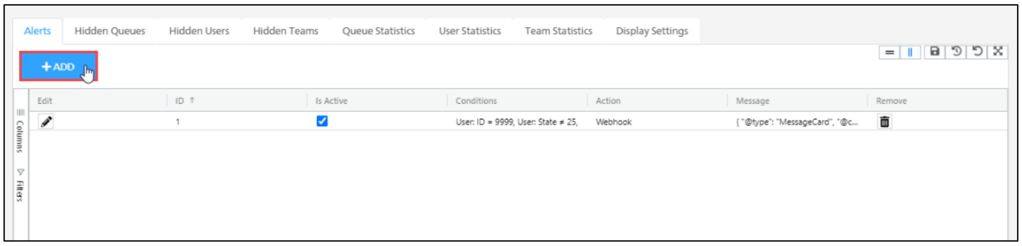
iceMonitor can send alerts to the iceMonitor browser, to email addresses, or to a Microsoft Teams channel when a certain threshold is reached.

Note: These alerts apply to your iceMonitor account – other users will not receive the same alerts unless you configure and send it to them through email or Microsoft Teams channel.

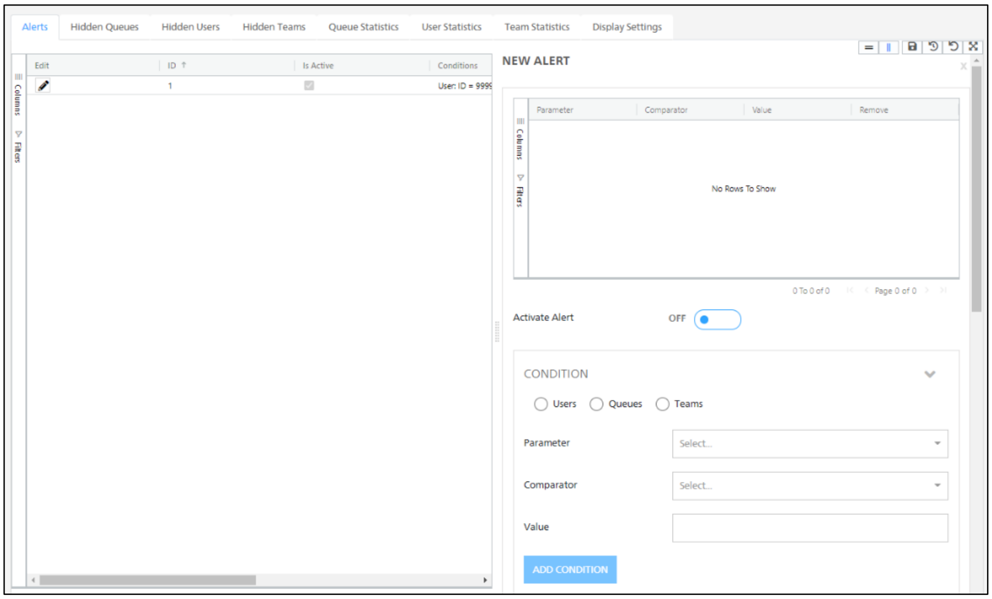
Click the *Alerts* tab to add a new alert or edit an existing alert. This panel is composed of an *Add* button and a table of all existing alerts.

To build a new alert expression, complete the following steps:

1. Click *Add*.



2. The New Alert form expands on the right to include several text boxes, drop-down menus, radio button, and button options. Fields and buttons are greyed out until you have added a condition.



3. A notification alert is composed of 4 configurable components: Condition, Server, Notification, and Time.

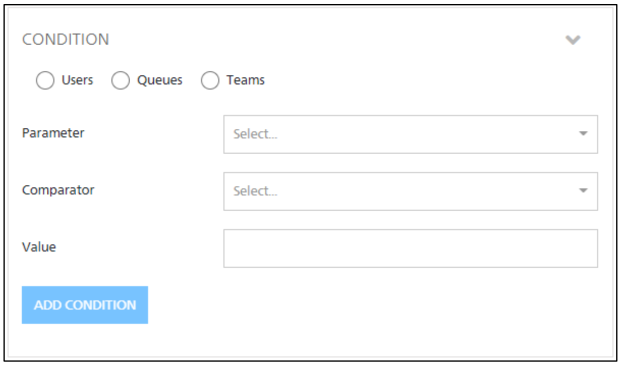
   All 4 components must be completed before you can save the alert.

Note:

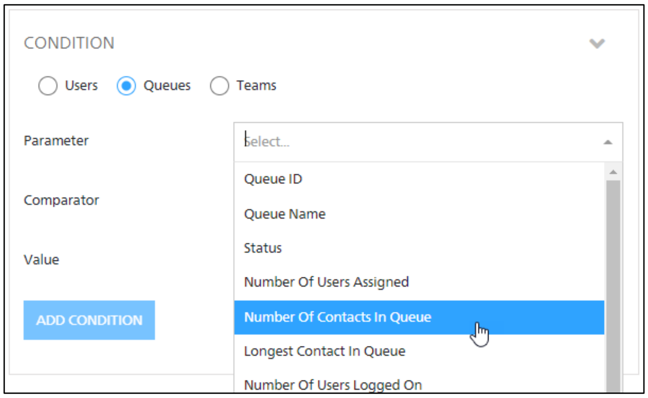
- By default, Activate Alert is disabled.

- Remember to save the alert before leaving this tab. If you leave this tab without saving the alert, when you return to the New Alert form, the information will no longer be available.

4. Select the type of condition that you wish to create: User, Queue, or Team. Click the corresponding radio button.

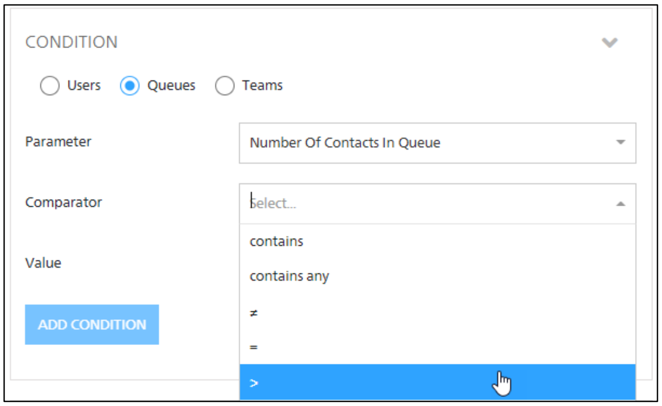


5. Select a parameter from the Parameter drop-down. This contains the same options as the Sort By options available for that type of condition.

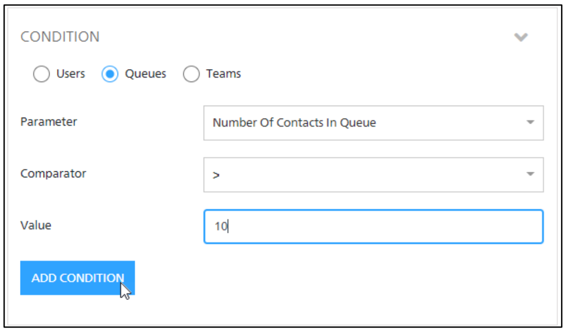


For information on user parameters, refer to Column Options on page 61.

6. After you have selected a parameter, the Comparator dropdown list becomes available. Depending on the parameter you have selected, the options available in the Comparator drop-down changes. For the available options for each Parameter, refer to Appendix B: Conditions for Alerts.



7. Enter a value for the condition.



You can enter alphanumeric text or select from a drop-down menu where available. For information on what you can put into the Value field for different Parameters, refer to Appendix B: Conditions for Alerts on page 149. iceMonitor will validate statistics against the condition you have set here.

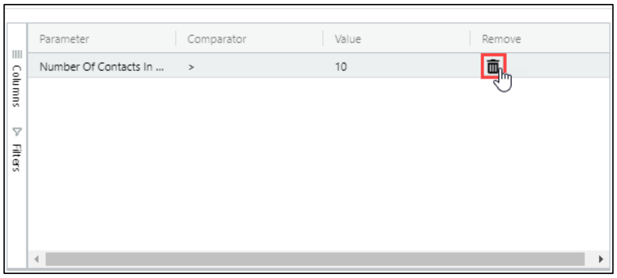
Click *Add Condition* to add the condition to the conditions table.

8. Continue until you have all the conditions you need for your alert. After you have finished creating conditions, proceed to the next step.

Note:

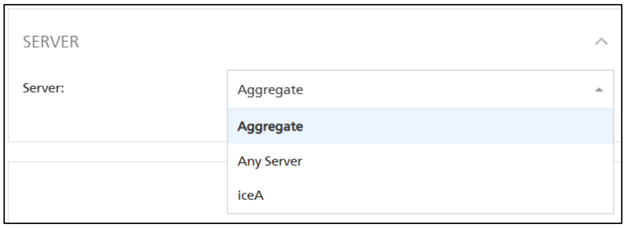
- All conditions in the list must be true for the alert to trigger.
- Once you create one condition, the Notification section is no longer greyed out.

9. To remove an existing condition, highlight the condition and click the trash can icon.



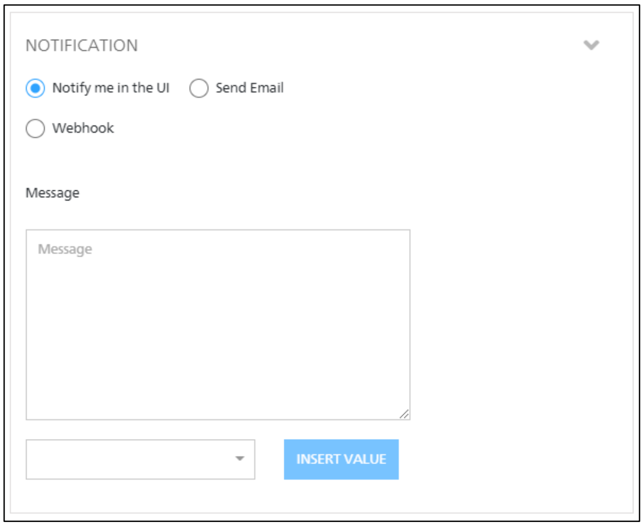
That condition is removed from the Conditions table.

10. Select a Server Name from the drop down that is associated with this alert.
Note: The server dropdown is only available for Queue conditions. This section will not be displayed for User or Teams conditions.



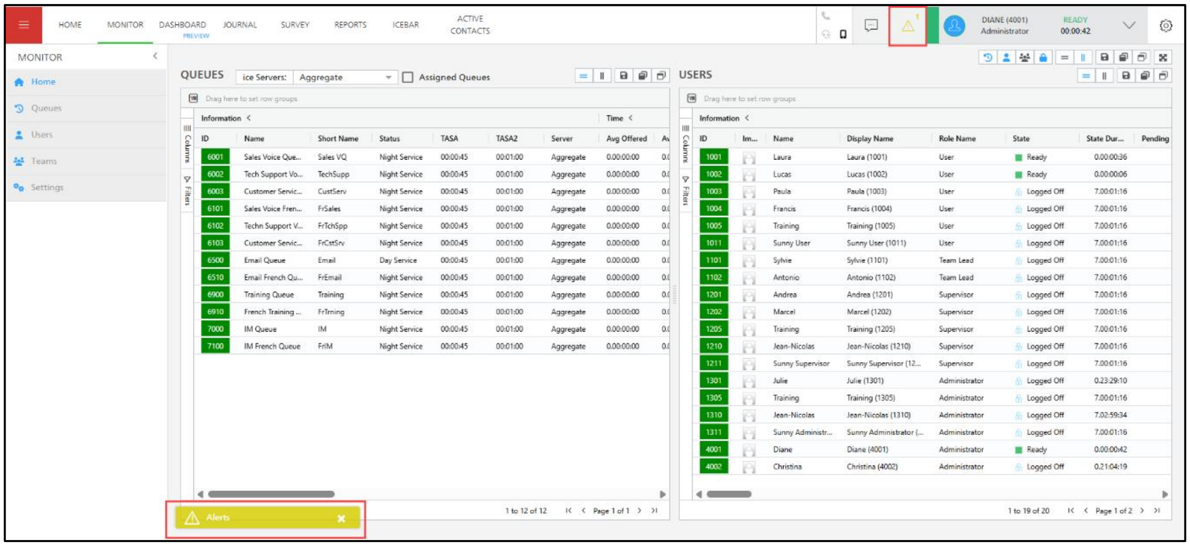
11. Configure the notification of the alert.

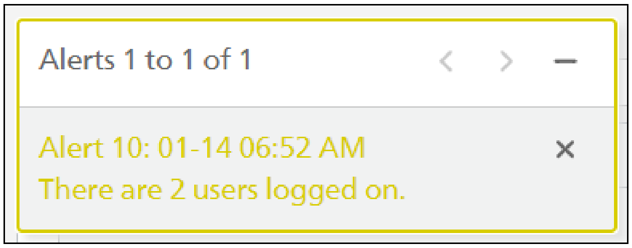
Select either Notify me in the UI, Send Email, or Webhook. By default, Notify me in the UI is selected.



Notify me in UI:

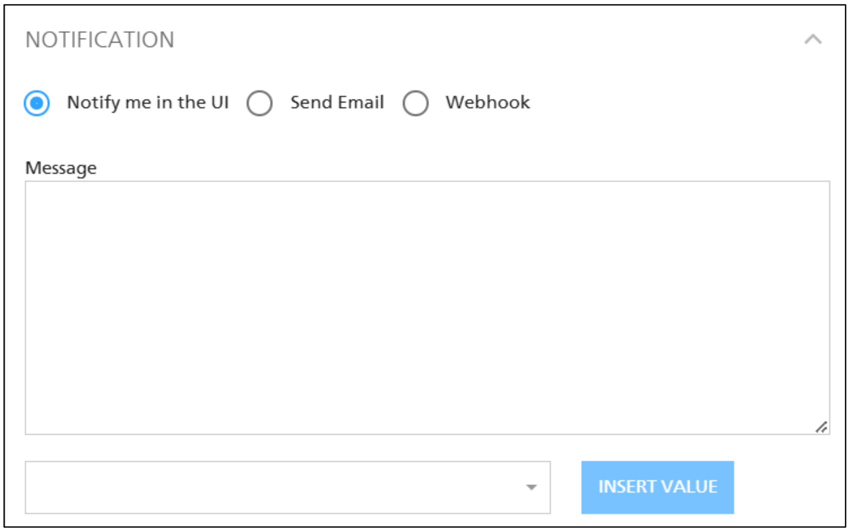
When this option is selected, the alert will appear in the iceMonitor and iceManager interface.



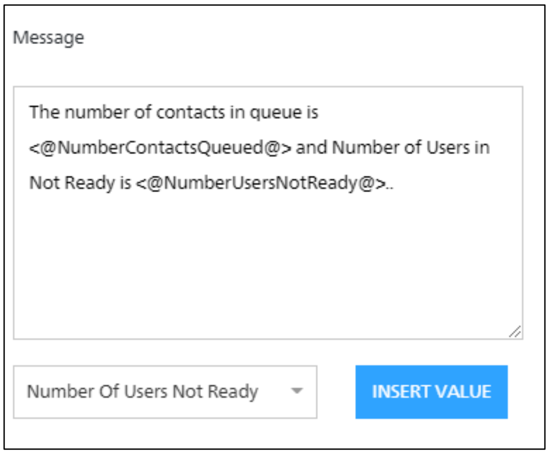


1. Type the message you want to send in the Message textbox.

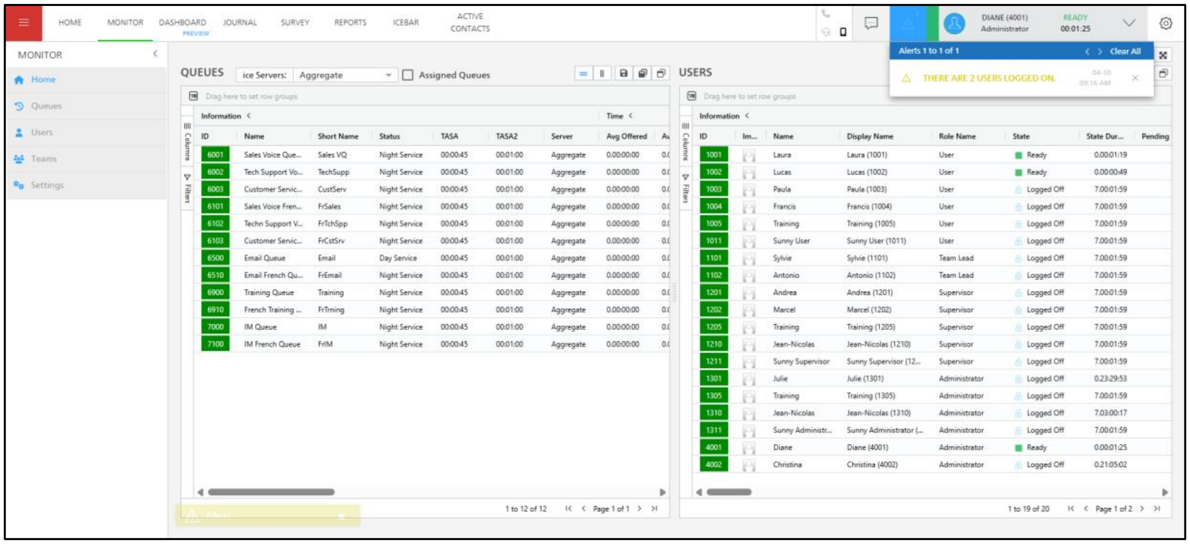
2. Select the appropriate variable that represents the value you would like to display when the alert appears. The *Insert Value* button will remain greyed out until the drop-down is opened and a variable is selected.



An example of the message that appears with the alert that we have set up so far could be as follows:

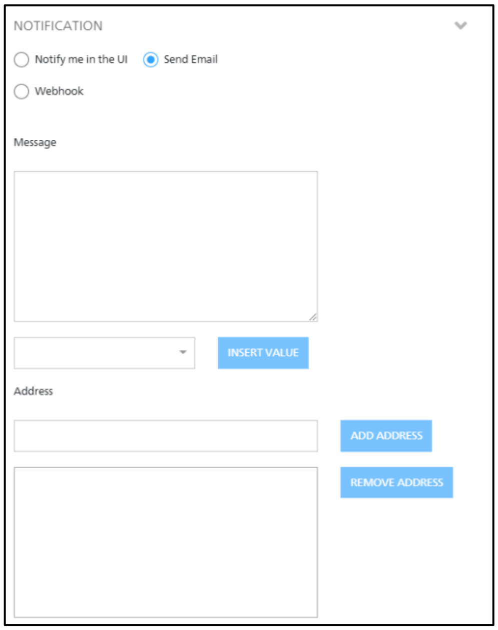


You will be notified when the threshold has been met.

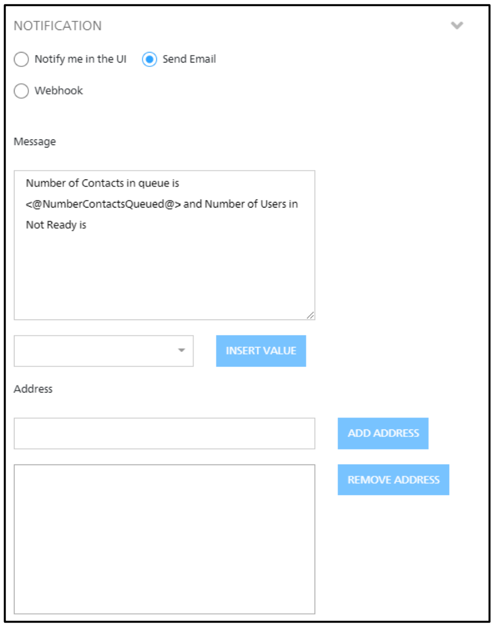


Send Email

1. Once you select Send Email, the Message textbox and Address textboxes become available.

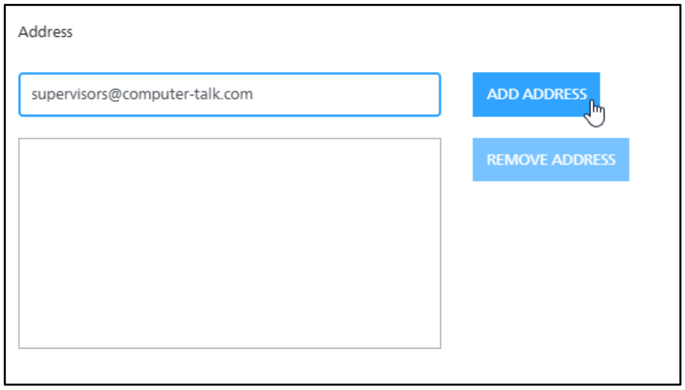


2. Type the message you want to send in the Message textbox.



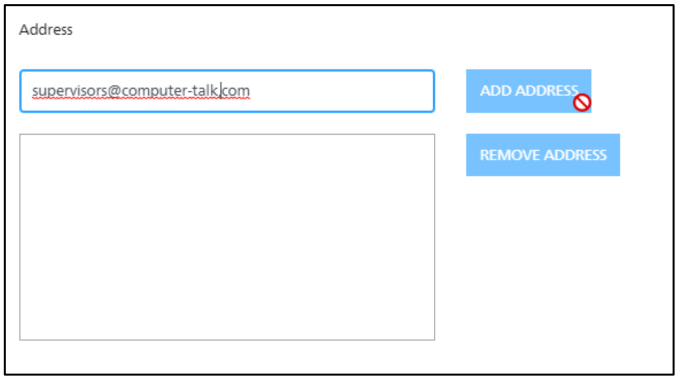
Use the drop-down below the text box to select the value you want to be referred to.

3. Enter the email address you wish to send the alert to and click *Add Address*.

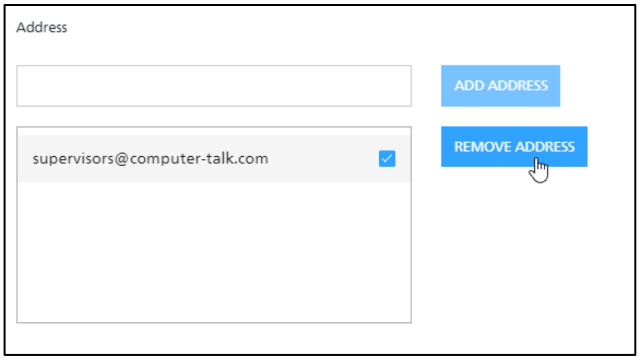


Repeat until you have inputted all the email addresses you need to.

Note: If you type in an invalid email, iceMonitor will not allow you to add the address. Correct the mistake and continue adding addresses.



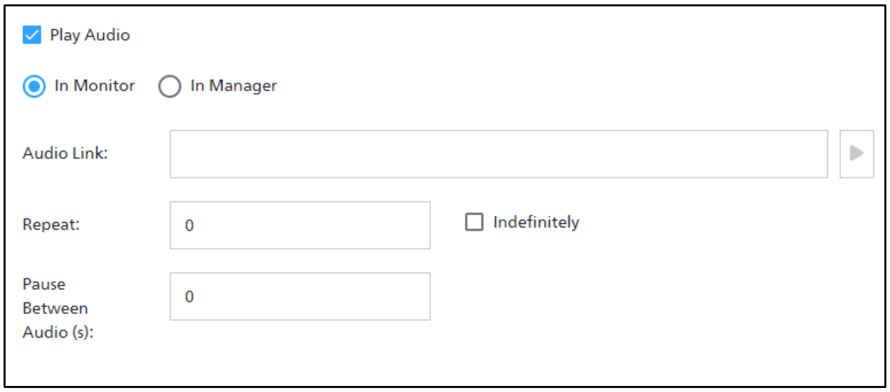
4. To remove existing email addresses in the list, highlight the address and click the checkbox and select *Remove Address*.



<u>Play Audio</u>

Select this option to configure audio for the alert.

Note: Audio alerts are only available for the “Notify me in the UI” option.



The table below explains the fields available to configure audio for an alert.

Audio Alert Options	
Field	**Explanation**
In Monitor	Select this option to play the audio alert only when iceMonitor is open.
In Manager	Select this option to play the audio when iceManager is open to any page, including but not limited to iceMonitor.

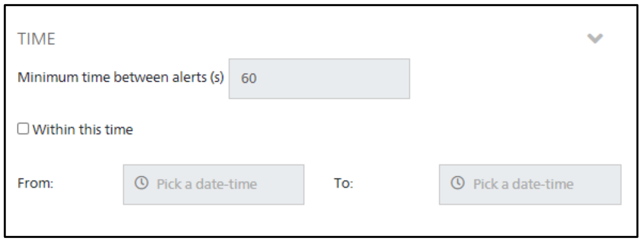
Audio Link	Enter the URL or the audio file name.
	Use the Play button to play the audio file.
	
	Note:
	• Audio files must be placed onto the server in order to have access through iceMonitor. Format includes:
	  • url: [https://server:port]/assets/Audio/Alerts/
	
	• Supported formats include:
	  • .ogg
	  • .wav
	  • .mp3
	
	• 3 audio files are accessible by default. To use one of the default audios, enter one of the following into the Audio Link field:
	
	  1. alert1.mp3
	  2. alert2.mp3
	  3. alert3.mp3

Repeat	Enter the number of times to repeat the audio file. Select the Indefinitely checkbox to continuously play the audio file. **Note:** Valid input includes 0 to 2147483647
Pause Between Audio (s)	Enter the number of seconds in between repeating the audio file. **Note:** Valid input includes 0 to 2147483647

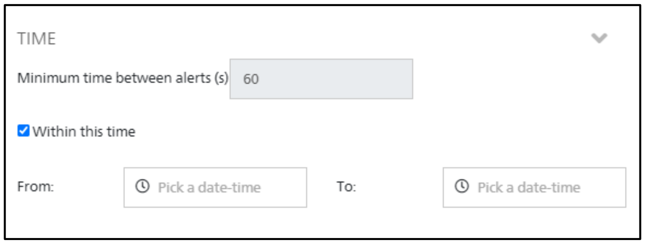
12. In the Time section, you can specify the alert interval and when you wish to receive these alerts.

By default, the minimum time between each alert is 1 minute (or 60 seconds). By default, “Within this time” is disabled.

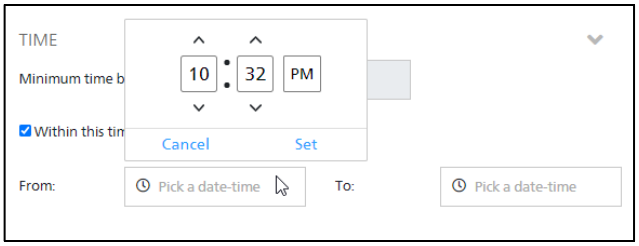
Note: 60 seconds is the lowest interval time allowed.



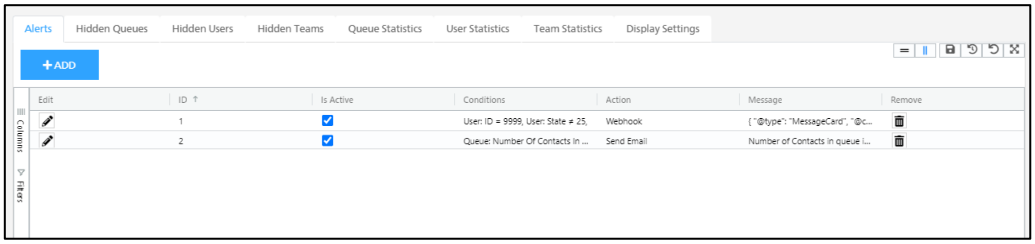
To specify a time frame in which you wish to receive these alerts, enable Within this time and click the clock icon.



When you click the clock icon, a drop-down containing hours appears. Select the appropriate From and To times before proceeding.



13. Click *Save* to add it to the alert list.



You can adjust the size of the columns by dragging the borders.

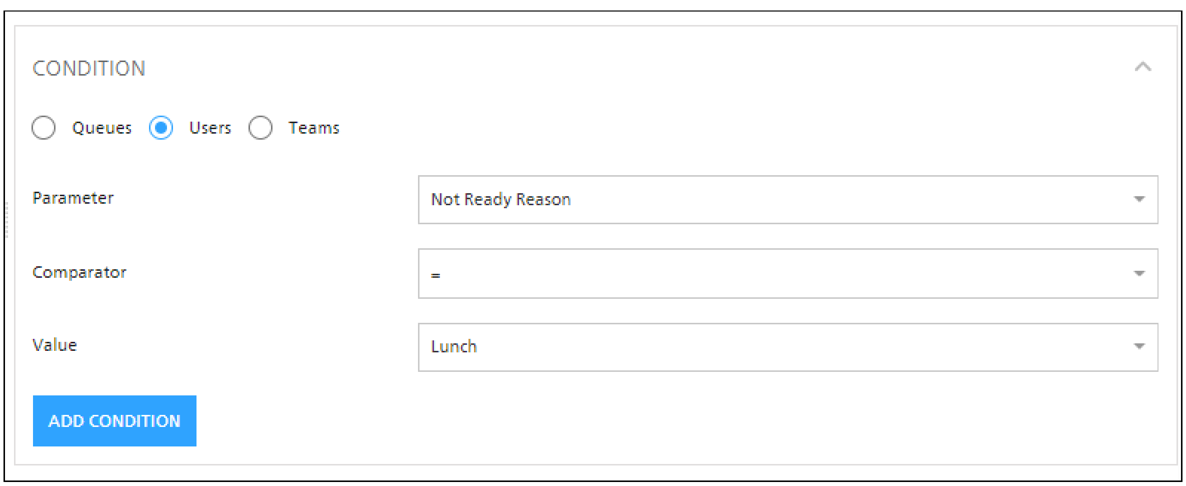
14. To remove an alert, highlight the alert on the list and click the trash can icon.

Note:

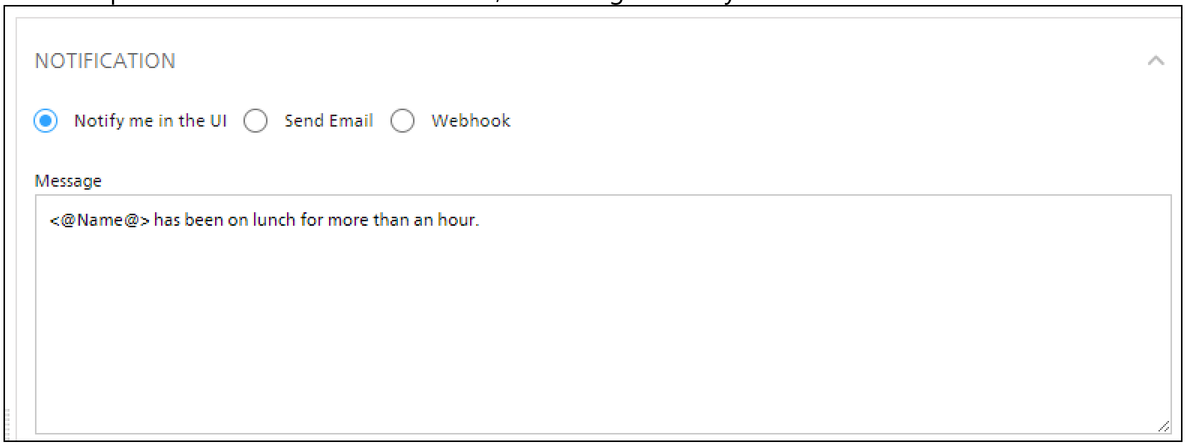
- iceMonitor will validate conditions from the top of the list to the bottom, so add conditions in a logical order. All conditions must be true for an alert to be sent.
- It is recommended that you do not put too many conditions onto one alert – you can always create a new alert to address different thresholds.

<u>Consider the following example:</u>
You have been asked to set an alert to notify you when users have been on lunch for longer than 1 hour.

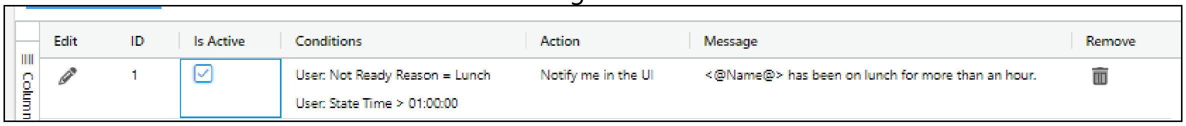
First, set the following User conditions where Not Ready Reason is equal to Lunch, and State Time is greater than 1 hour.
Note: Your Not Ready Reasons may be configured with different names.



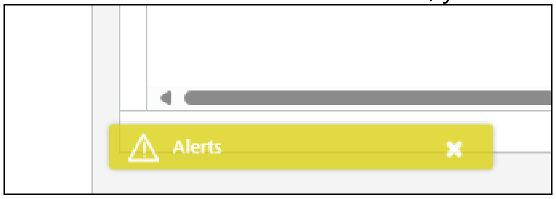
Next, set your preferred notification style. This example shows a message where the name variable will be replaced with the name of the user, indicating that they have exceeded their lunch break.

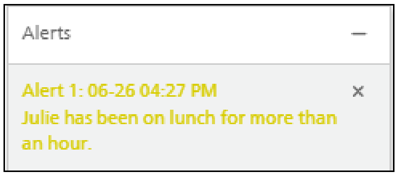


The final alert should look similar to the following screenshot.



When the conditions have been met, you will see the following alert in iceMonitor:

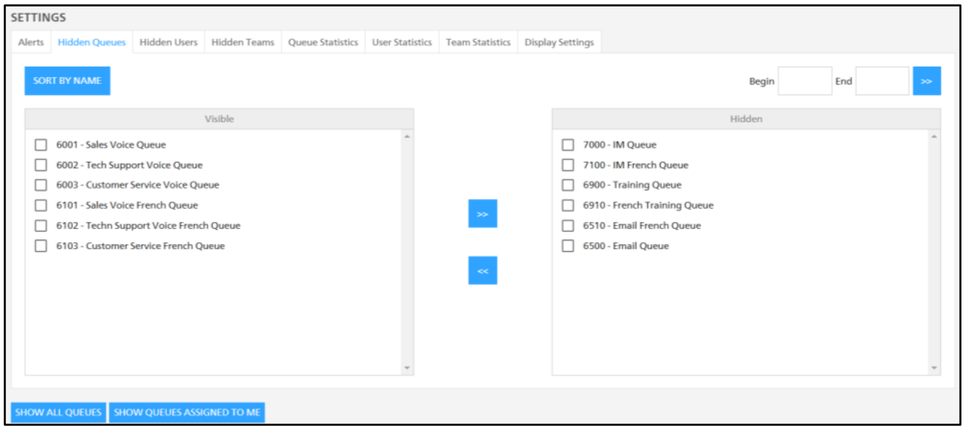



Alerts
Alert 1: 06-26 04:27 PM
Julie has been on lunch for more than an hour.

Hidden Users/Queues/Teams

The Hidden Users, Hidden Queues, and Hidden Teams tabs allow you to hide the rows you do not need to see or show the rows that you wish to see in the respective tables. You can also modify the display so that only the Users, Teams, and/or Queues that are assigned to you are shown.

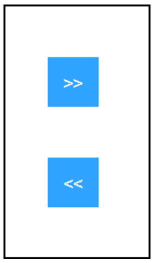
The details panel consists of a Sort By Name button, arrow buttons, range selection, and two columns. This panel is the same for the three tabs, so this topic is covered in one section.



To hide a user, queue, or team:

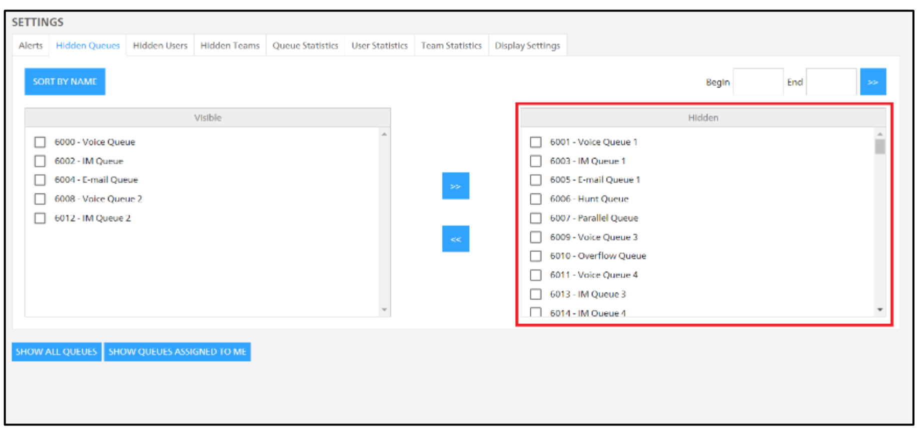
1. Find the user/queue/team you wish to hide in the left column, using the scroll bar or the search bar.

2. Highlight the row and click the >> button.



To move more than one row, select multiple checkboxes before clicking the >> button.

3. The row will appear on the right column.

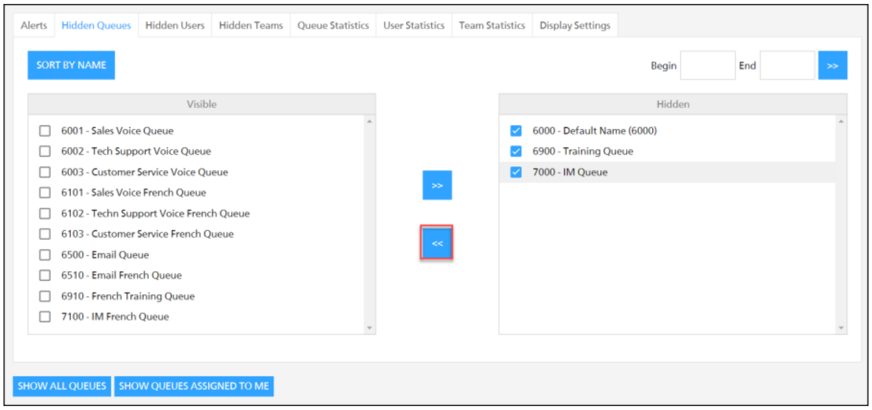


As you add more rows to the hidden list, a scroll bar will appear so you can navigate through the list.

To show a user/queue/team:

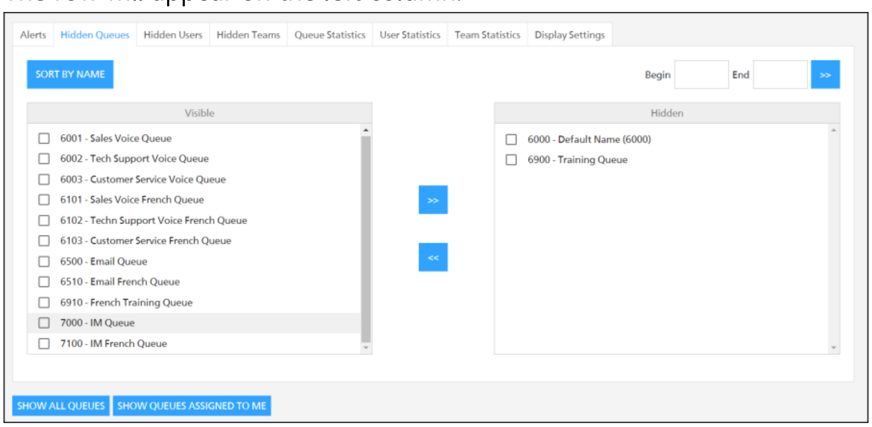
1. Find the user/queue/team you wish to show in the right column, using the scroll bar.

2. Select the checkbox next to the row and click the << button.



To move more than one row, select multiple checkboxes before clicking the << button.

3. The row will appear on the left column.



As you add more rows to the visible list, a scroll bar will appear so you can navigate through the list.

Filter Buttons

The filter buttons at the bottom of the Hidden Queues, Hidden Users, and Hidden Teams pages allow you to filter your queues, users and teams list.

The table below outlines the different filter options available on each page.

Filter	Description
Hidden Queues	
Show all queues	Select this option to show all queues.
Show queues assigned to me	Select this option to only show the queues assigned to you.
Hidden Users	
Show All Users	Select this option to show all users.
Show users in queues assigned to me	Select this option to show only the users who share at least one queue assignment in common with you.
Show users in teams assigned to me	Select this option to show users who share at least one team assignment in common with you.
Show users in queues/teams assigned to me	Select this option to show users who share either a queue assignment or a team assignment with you.
Hidden Teams	
Show all teams	Select this option to show all teams.
Show teams assigned to me	Select this option to show only show teams assigned to you.

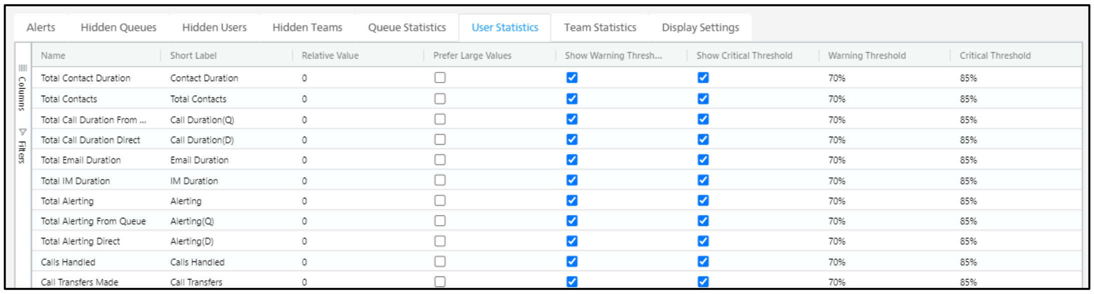
User Statistics/Queue Statistics/Team Statistics

The User Statistics, Queue Statistics, and Team Statistics tabs allow you change the column names and threshold for each statistic.

The details panel consists of a table. This panel is the same for the three tabs, so this topic is covered in one section.

<u>The User Statistics tab is comprised of a table with eight columns:</u>

- Name
- Short Label
- Relative Value
- Prefer Large Values
- Show Warning Threshold
- Show Critical Threshold
- Warning Level Threshold
- Critical Level Threshold



Alerts | Hidden Queues | Hidden Users | Hidden Teams | Queue Statistics | User Statistics | Team Statistics | Display Settings

Columns Filters

Name	Short Label	Relative Value	Prefer Large Values	Show Warning Thresh...	Show Critical Threshold	Warning Threshold	Critical Threshold
Total Contact Duration	Contact Duration	0	☐	☑	☑	70%	85%
Total Contacts	Total Contacts	0	☐	☑	☑	70%	85%
Total Call Duration From ...	Call Duration(Q)	0	☐	☑	☑	70%	85%
Total Call Duration Direct	Call Duration(D)	0	☐	☑	☑	70%	85%
Total Email Duration	Email Duration	0	☐	☑	☑	70%	85%
Total IM Duration	IM Duration	0	☐	☑	☑	70%	85%
Total Alerting	Alerting	0	☐	☑	☑	70%	85%
Total Alerting From Queue	Alerting(Q)	0	☐	☑	☑	70%	85%
Total Alerting Direct	Alerting(D)	0	☐	☑	☑	70%	85%
Calls Handled	Calls Handled	0	☐	☑	☑	70%	85%
Call Transfers Made	Call Transfers	0	☐	☑	☑	70%	85%

To sort the table by a column header, click on the column header. A triangle will appear next to the header name. Upward pointing triangle indicates ascending order and a downwards pointing triangle indicates descending order.

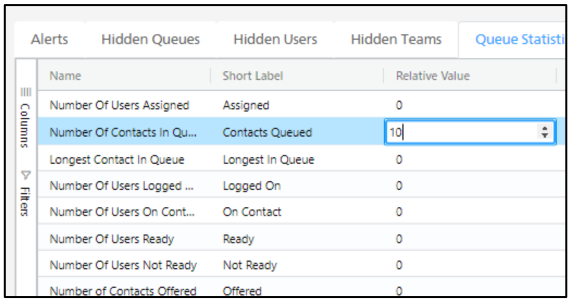
Name

All parameters for the Queue, User, or Team gallery view are listed in this column.

Relative Value

This is used to configure the thresholds:

To modify the Relative Value field, double-click on it.



Note: iceMonitor collects data before it resets at the conclusion of each day. The reset time can be configured in iceAdministrator. Once the data has been reset, it is no longer part of the statistic calculations displayed in the tables.

Prefer Large Values

Select the checkbox in the Prefer Large Values column to indicate that large values are better than small values for that statistic. By default, Prefer Large Values is disabled (i.e., the checkboxes are unchecked). When Prefer Large Values is enabled, the Color Threshold will adjust accordingly.

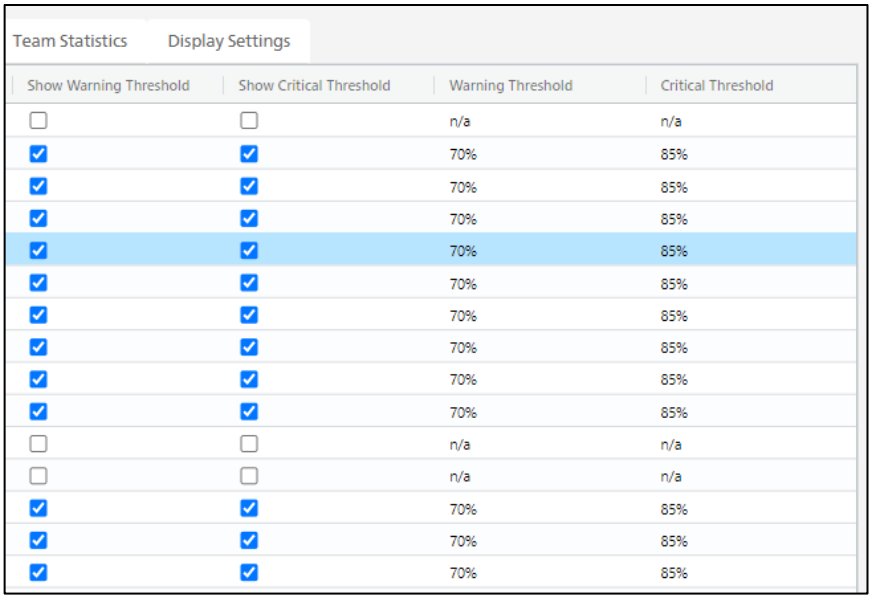
Example: For a help desk supervisor, a large number of users on contact indicates that things are operating as expected but a large number of abandoned calls indicates that something requires attention. In this case, large values for one statistic is great but large values for another shows that something is wrong.

To ensure iceMonitor accurately reflects this, enable Prefer Large Values checkbox for the Number of Users On Contact statistic. Verify the Prefer Large Values checkbox for Number of Contacts Abandoned row remains disabled. This will ensure the Color Threshold adjusts accordingly.

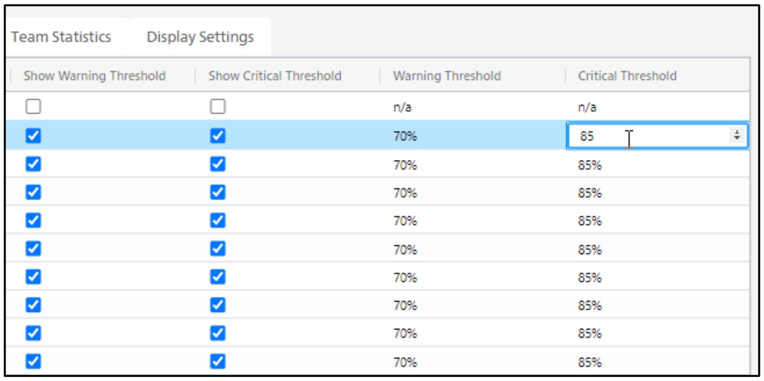
For more information on the Colour Threshold setting, refer to page 138.

Thresholds: Warning Level Threshold, Critical Level Threshold, and Color Threshold

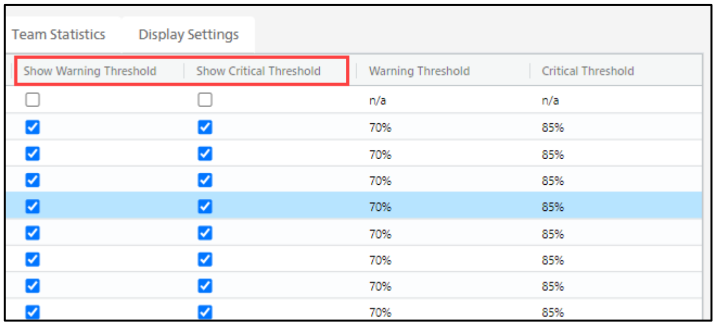
To add thresholds for a statistic, select the checkbox under Show Warning Threshold and Show Critical Threshold. To configure Thresholds for each statistic, modify the Warning Threshold and Critical Threshold columns.



To modify thresholds, double click the field under Warning Threshold and Critical Threshold.

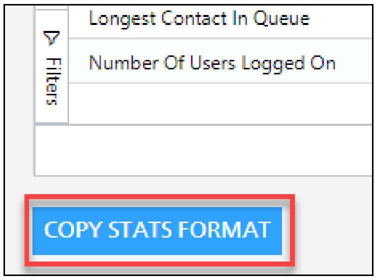


To disable the threshold, unselect the checkboxes under the Show Warning Threshold and Show Critical Threshold columns.



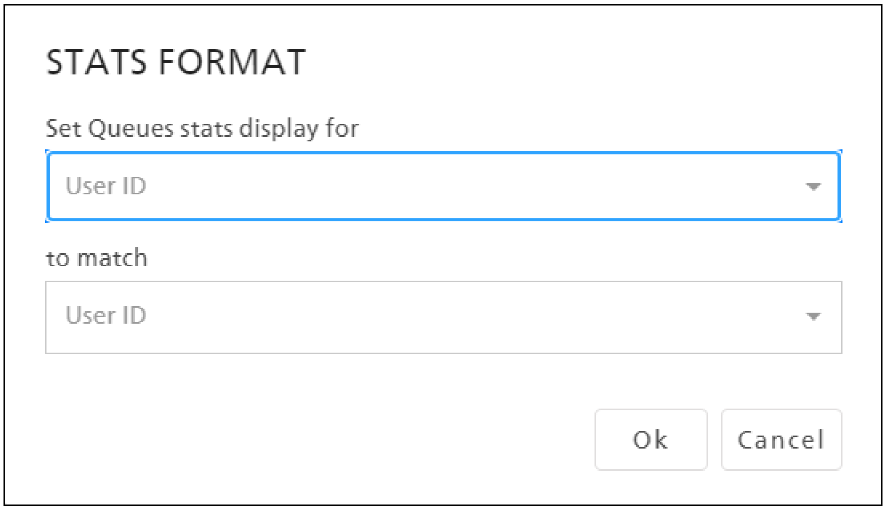
Note: The Queue Threshold settings will also be reflected in the iceBar Queue Stats window.

The *Copy Stats Format* button allows administrators to apply an existing user's statistics as a template to one or all other users.

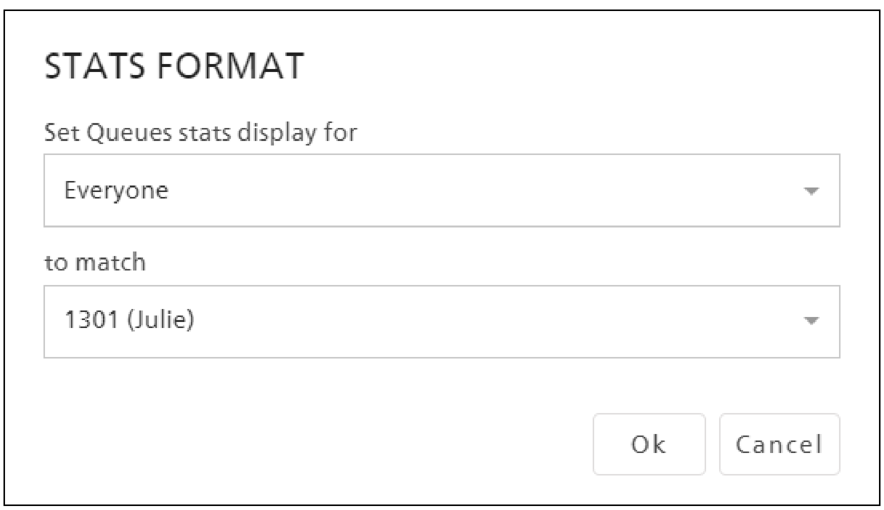


In the “Set Queues stats display for” dropdown list, select the user whose statistics you would like to change.

In the “to match” dropdown list, select the user whose statistics you would like to copy.

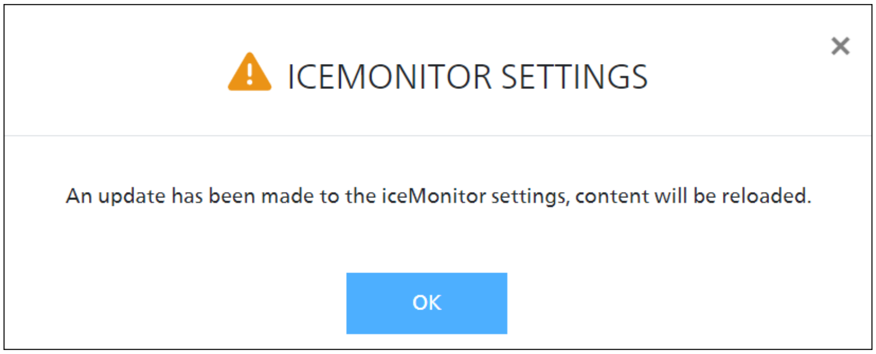


In the following example, we are configuring everyone’s queue statistics to match Julie’s settings.



Once the administrator clicks “OK”, the change will be applied to the selected users automatically.

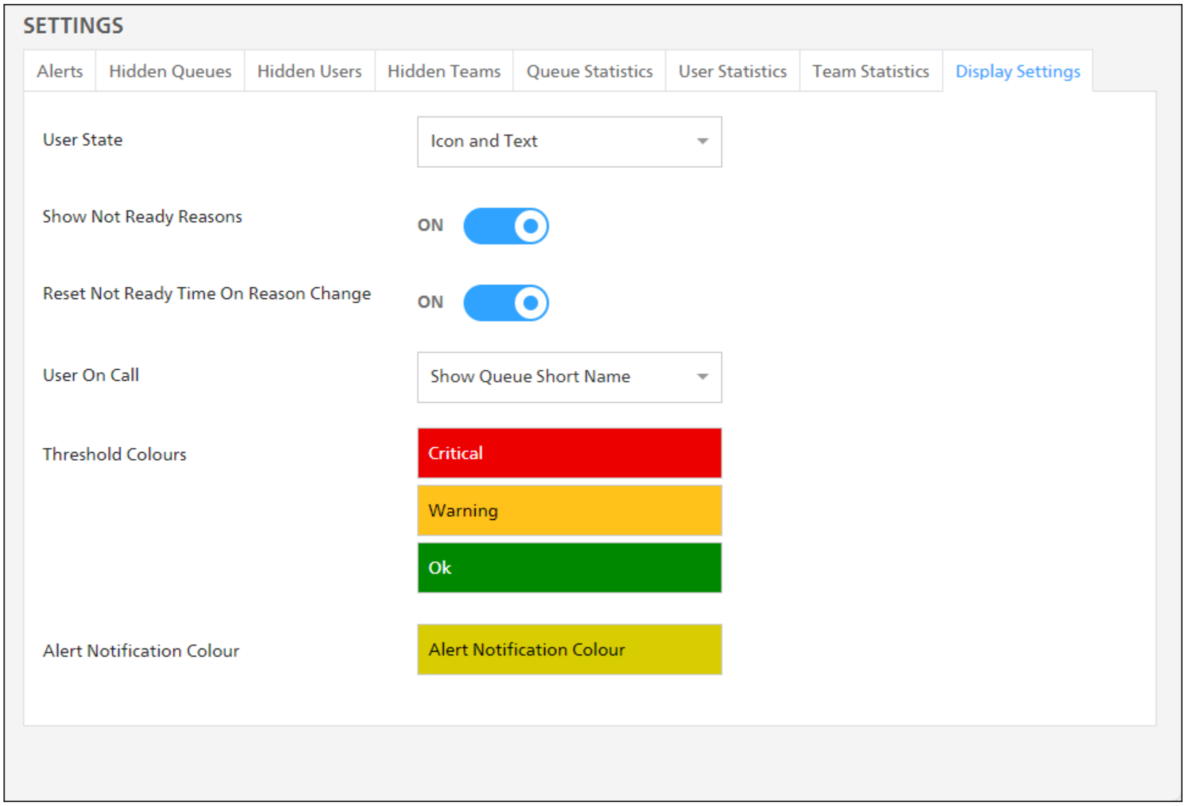
If the selected user has the queue statistics window open, they will see the following message:


ICEMONITOR SETTINGS
An update has been made to the iceMonitor settings, content will be reloaded.
OK

Display Settings

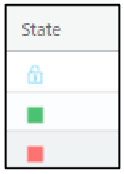
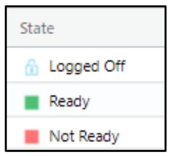
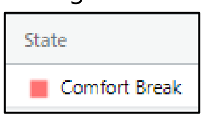
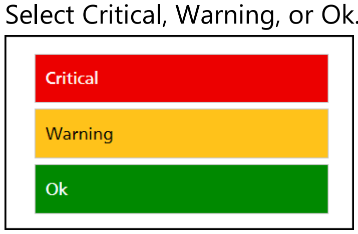
The Display Settings for Users, Supervisors, Team Leads, and Administrator contain the following options:

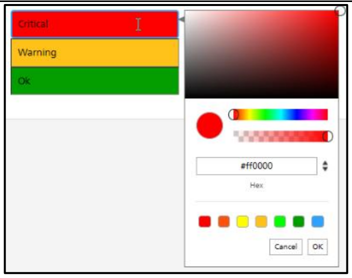
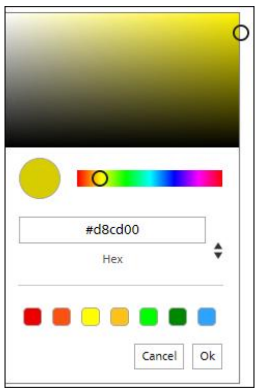
1. User Information Settings
2. Threshold Colour Settings
3. Alert Notification Colour Settings



The table below describes the options you can change:

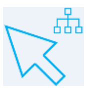
Name of Field/Drop-down	Description
User State	Select an option from the dropdown to display the user's state in the Users Table. The options include: 1. Text Only

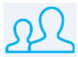
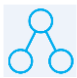
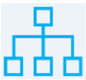
	 2. Icon Only  3. Icon and Text 
Show Not Ready Reasons	Select this checkbox to show the specific not ready reason that agents had selected. 
Reset Not Ready Time On Reason Change	Restart the Not Ready timer whenever a user changes their Not Ready reason code. This is used to represent the time spent in each Not Ready reason.
User On Call	Select an option from the dropdown to display the queue details for the current call that the user is handling. The options include: 1. Show Queue Name 2. Show Queue Short Name 3. Show Queue ID
Threshold Colors	Configure the threshold colors for all statistics. To do this: 1. Select Critical, Warning, or Ok.  2. Select a color for the threshold and click OK.

	
Alert Notification Colour	Configure the alert notification colour. To do this, click on the Alert Notification Colour field and select a new colour. 

Appendix A: User State icons

User States	
Icon	**Description**
	Logged Off – the user is logged off.
	Logged On – the user is in the process of logging on.
	Ready – the user in is a Ready state, indicating he or she is available to handle incoming calls.
	Not Ready – the user is Not Ready, indicating he or she is unavailable to take incoming calls. The user's Not Ready Reason will be displayed under user information. If a No Reason is displayed this means that the user was placed into the Not Ready state as a result of a missed call. **Note:** A user with the Disable Auto Not Ready class of service feature enabled stays in the Ready state after a missed call. This class of service feature is usually disabled.
	Wrap Up – This icon is displayed when the user has the class of service feature that allows them to enter a Wrap-up state after each queued call. The user stays in the Wrap-up state until they make themselves Ready again.

User States	
Icon	**Description**
	Picking PAQ Call – the user is using the Pick PAQ feature on iceBar to pick a call out of a Personal Access Queue (PAQ).
	Picking Held Call – the user is using the Pick Held feature on iceBar to pick a call that has been placed on hold by another iceBar user.
	Picking Ringing Call – the user is using the Pick Ring feature on iceBar to pick a call that is ringing at another iceBar workstation.
	Picking ACD Call – the user is using the Pick ACD Call feature on iceBar to retrieve a call that is waiting in a queue that they do not normally take calls from.
	Alerting – a contact is alerting at the user's workstation. Depending on the configuration of ice, this can mean the user's phone is ringing, or the user is hearing a beep in his or her headset.
	Placing Call – the user is initiating a call.
	On Call – the user is either on an inbound or outbound call. This symbol is only displayed if you have opened iceMonitor after the user placed or received a call.
	On Call-Internal – the user is on a user-to-user call.
	On Call-Direct – the user is on a call that has been placed directly to the user, as opposed to a call that arrives from a queue.
	On Call-External – the user is on an external call.
	On Call-From Queue – the user is on a call that originated in a queue.
	Swapping PAQ Call – the user is swapping the call they are currently handling for a call that is waiting in their Personal User Queue (PAQ).
	On Email – the user is currently in the Email state. A user enters the Email state upon receiving an email message through ice.

User States	
Icon	**Description**
	On IM – the user is handling a queued instant message.
	On Web Chat – the user is handling a queued web chat.
	Consulting – the user is on a consultation call. This allows the user to put their caller into a holding state while they place a call to a third party. A consultation call is initiated with the *Consult* or *Conference* button on iceBar.
	Conferencing – the user is on a conference call. This allows the user to have a three-way conversation with the caller and a third party. A conference call is initiated with the *Conference* button on iceBar.
	Transferring a Call – the user is transferring a call. A transfer is initiated with the *Transfer* button on iceBar.
	Holding – the user has placed a caller on hold.
	Held – the user is currently on hold. You see this symbol if the user is placed on hold while on a user-to-user call
	Re-routing Call – the user is being re-routed. For example, the user is re-routed if he or she calls another user and is then call-forwarded to voicemail.
	Monitoring – the user is performing Silent Monitoring.
	In PAQ – the user is waiting in another user's Personal User Queue (PAQ).
	Receiving Fast Busy – Indicates a fast busy status. The user has received a fast busy tone because of a dialing error when making an outbound call or other user error.
	Unknown State – Indicates a possible communication problem with ice.
	In Workflow – the user has called a workflow DN. A workflow DN is a four-digit number that acts as an access point to a specific part of the workflow. For example, each queue number is a workflow DN that allows the user to direct calls to the queue or transfer calls to the queue.

User States	
Icon	**Description**
	Initiating call
	Listening to the audio file

Appendix B: Conditions for Alerts

To ensure that you receive the information that you need, iceMonitor provides many parameters, enabling you to specify the type of alert you want to receive.

Note the definitions of the symbols and word that follow:

- ≠: does not equal to
- =: equal to
- >: greater than
- ≥: equal to or greater than
- <: less than
- ≤: equal to or less than
- Alphanumeric: sequence of numbers, characters, and symbols such as @

In the table below, parameters, the available comparators, and value to input are displayed.

User Conditions		
Parameter	**Available Comparators**	**Value to input**
Voice Address	contains, ≠, =	Alphanumeric
ID	>, ≥, <, ≤, =, ≠	Numeric
IM Address	contains, ≠, =	Alphanumeric
Image	contains, ≠, =	Alphanumeric
Name	contains, ≠, =	Alphanumeric
Remote DN	contains, ≠, =	Alphanumeric
Role Name	contains, ≠, =	Alphanumeric
Email Address	contains, ≠, =	Alphanumeric
State	≠, =	Select from drop-down
Handled Queue ID	>, ≥, <, ≤, =, ≠	Numeric
Not Ready Reason	≠, =	Select from drop-down
State Time	>, ≥, <, ≤	Time hh:mm:ss or number in seconds
Total Contacts Duration	>, ≥, <, ≤, =, ≠	Time hh:mm:ss or number in seconds
Total Contacts	>, ≥, <, ≤, =, ≠	Numeric
Total Contacts Received	>, ≥, <, ≤, =, ≠	Numeric
Total Call Duration From Queue	>, ≥, <, ≤, =, ≠	Time hh:mm:ss or number in seconds

User Conditions		
Total Call Duration Direct	>, ≥, <, ≤, =, ≠	Time hh:mm:ss or number in seconds
Total Email Duration	>, ≥, <, ≤, =, ≠	Time hh:mm:ss or number in seconds
Total Instant Message Duration	>, ≥, <, ≤, =, ≠	Time hh:mm:ss or number in seconds
Total Alerting	>, ≥, <, ≤, =, ≠	Time hh:mm:ss or number in seconds
Total Alerting from Queue	>, ≥, <, ≤, =, ≠	Time hh:mm:ss or number in seconds
Total Alerting Direct	>, ≥, <, ≤, =, ≠	Time hh:mm:ss or number in seconds
Calls Handled	>, ≥, <, ≤, =, ≠	Numeric
Call Transfers Made	>, ≥, <, ≤, =, ≠	Numeric
Calls From Queue	>, ≥, <, ≤, =, ≠	Numeric
Answered Queued Calls Received	>, ≥, <, ≤, =, ≠	Numeric
Transferred Queued Calls Received	>, ≥, <, ≤, =, ≠	Numeric
Direct Calls Received	>, ≥, <, ≤, =, ≠	Numeric
External Calls Placed	>, ≥, <, ≤, =, ≠	Numeric
Internal Calls Placed	>, ≥, <, ≤, =, ≠	Numeric

User Conditions		
Direct Transfers Received	>, ≥, <, ≤, =, ≠	Numeric
Emails Received	>, ≥, <, ≤, =, ≠	Numeric
Instant Messages Received	>, ≥, <, ≤, =, ≠	Numeric
Transferred Emails From Queue	>, ≥, <, ≤, =, ≠	Numeric
Transferred Emails Direct	>, ≥, <, ≤, =, ≠	Numeric
Email Transfers Made	>, ≥, <, ≤, =, ≠	Numeric
Average Call Duration	>, ≥, <, ≤, =, ≠	Time hh:mm:ss or number in seconds
Average Queued Call Duration	>, ≥, <, ≤, =, ≠	Time hh:mm:ss or number in seconds
Averae Direct Call Duration	>, ≥, <, ≤, =, ≠	Time hh:mm:ss or number in seconds
Average Email Duration	>, ≥, <, ≤, =, ≠	Time hh:mm:ss or number in seconds
Average Instant Message Duration	>, ≥, <, ≤, =, ≠	Time hh:mm:ss or number in seconds
Average Wrap Up Duration	>, ≥, <, ≤, =, ≠	Time hh:mm:ss or number in seconds

User Conditions		
Average Alerting	>, ≥, <, ≤, =, ≠	Time hh:mm:ss or number in seconds
Average Alerting From Queue	>, ≥, <, ≤, =, ≠	Time hh:mm:ss or number in seconds
Average Alerting Direct	>, ≥, <, ≤, =, ≠	Time hh:mm:ss or number in seconds
Total Not Ready Time	>, ≥, <, ≤, =, ≠	Time hh:mm:ss or number in seconds
Total Ready Time	>, ≥, <, ≤, =, ≠	Time hh:mm:ss or number in seconds
Total Wrap Up Duration	>, ≥, <, ≤, =, ≠	Time hh:mm:ss or number in seconds
External Instant Messages Placed	>, ≥, <, ≤, =, ≠	Numeric
Internal Instant Messages Placed	>, ≥, <, ≤, =, ≠	Numeric
External Emails Placed	>, ≥, <, ≤, =, ≠	Numeric
Internal Emails Placed	>, ≥, <, ≤, =, ≠	Numeric
Total Active Contacts	>, ≥, <, ≤, =, ≠	Numeric
Total Active Emails	>, ≥, <, ≤, =, ≠	Numeric

User Conditions		
Total Active Instant Messages	>, ≥, <, ≤, =, ≠	Numeric
Total Active Voice	>, ≥, <, ≤, =, ≠	Numeric
Total Active Autodial	>, ≥, <, ≤, =, ≠	Numeric
Transferred Instant Messages From Queue	>, ≥, <, ≤, =, ≠	Numeric
Transferred Instant Messages Direct	>, ≥, <, ≤, =, ≠	Numeric
Instant Message Transfers Made	>, ≥, <, ≤, =, ≠	Numeric
Instant Messages From Queue	>, ≥, <, ≤, =, ≠	Numeric
Emails From Queue	>, ≥, <, ≤, =, ≠	Numeric
Answered Queued Instant Messages Received	>, ≥, <, ≤, =, ≠	Numeric
Direct Instant Messages Received	>, ≥, <, ≤, =, ≠	Numeric
Answered Queued Emails Received	>, ≥, <, ≤, =, ≠	Numeric
Direct Emails Received	>, ≥, <, ≤, =, ≠	Numeric

User Conditions		
Total Not Ready Reasons Count	>, ≥, <, ≤, =, ≠	Numeric
No Reason: Time	>, ≥, <, ≤, =, ≠	Time hh:mm:ss or number in seconds
No Reason: Count	>, ≥, <, ≤, =, ≠	Numeric
Custom Not Ready Reason: Time	>, ≥, <, ≤, =, ≠	Time hh:mm:ss or number in seconds
Custom Not Ready Reason: Count	>, ≥, <, ≤, =, ≠	Numeric

Queue Conditions		
Parameter	**Available Comparators**	**Value to input**
Queue ID	>, ≥, <, ≤, =, ≠	Numeric
Queue Name	contains, ≠, =	String
Status	≠, =	Select from drop-down
Number Of Users Assigned	>, ≥, <, ≤, =, ≠	Numeric

Queue Conditions		
Number Of Contacts In Queue	>, ≥, <, ≤, =, ≠	Numeric
Longest Contact In Queue	>, ≥, <, ≤	Alphanumeric
Number Of Users Logged On	>, ≥, <, ≤, =, ≠	Numeric
Number Of Users On Contact	>, ≥, <, ≤, =, ≠	Numeric
Number Of Users Ready	>, ≥, <, ≤, =, ≠	Numeric
Number of Users Not Ready	>, ≥, <, ≤, =, ≠	Numeric
Number of Contacts Offered	>, ≥, <, ≤, =, ≠	Numeric
Number of Contacts Abandoned	>, ≥, <, ≤, =, ≠	Numeric
Percentage of Contacts Abandoned	>, ≥, <, ≤, =, ≠	Numeric
Number of Contacts Handled in This Queue	>, ≥, <, ≤, =, ≠	Numeric
Number of Contacts Handled in Other Queue	>, ≥, <, ≤, =, ≠	Numeric
Percentage of Contacts Handled in This Queue	>, ≥, <, ≤, =, ≠	Numeric
Percentage of Contacts Handled in Other Queue	>, ≥, <, ≤, =, ≠	Numeric
Average Offered Queued Duration	>, ≥, <, ≤, =, ≠	Time hh:mm:ss or number in seconds

Queue Conditions		
Average Handled Queued Duration	>, ≥, <, ≤, =, ≠	Time hh:mm:ss or number in seconds
Average Queue Time Abandoned	>, ≥, <, ≤, =, ≠	Time hh:mm:ss or number in seconds
Estimated Wait Time	>, ≥, <, ≤, =, ≠	Time hh:mm:ss or number in seconds
Number of Contacts Handled Less Than TASA	>, ≥, <, ≤, =, ≠	Numeric
Number of Contacts Handled Less Than TASA 2	>, ≥, <, ≤, =, ≠	Numeric
Grade of Service	>, ≥, <, ≤, =, ≠	Numeric
Grade of Service 2	>, ≥, <, ≤, =, ≠	Numeric
Short Abandons	>, ≥, <, ≤, =, ≠	Numeric

Team Conditions		
Parameter	**Available Comparators**	**Value to input**
Team ID	>, ≥, <, ≤, =, ≠	Numeric
Team Name	≠, =	String
Average Alerting Duration	>, ≥, <, ≤, =, ≠	Numeric
Average Call Duration	>, ≥, <, ≤, =, ≠	Numeric

Team Conditions		
Parameter	**Available Comparators**	**Value to input**
Average Call Duration Other	>, ≥, <, ≤, =, ≠	Numeric
Average Email Duration	>, ≥, <, ≤, =, ≠	Numeric
Average IM Duration	>, ≥, <, ≤, =, ≠	Numeric
Average Queued Call Duration	>, ≥, <, ≤, =, ≠	Numeric
Average Wrap	>, ≥, <, ≤, =, ≠	Numeric
Number Of Contacts Handled By Members	>, ≥, <, ≤, =, ≠	Numeric
Number Of Users Assigned	>, ≥, <, ≤, =, ≠	Numeric
Number Of Users Logged On	>, ≥, <, ≤, =, ≠	Numeric
Number Of Users Not Ready	>, ≥, <, ≤, =, ≠	Numeric
Number Of Users On Contact	>, ≥, <, ≤, =, ≠	Numeric

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