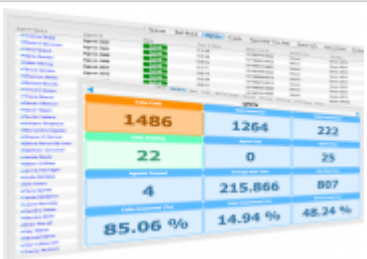
From Bicom Systems Wiki

AQMON is a call center application that allows supervisors to monitor agent activity. Using AQMON supervisors can determine a variety of things about agents such as: who is on call, who is calling, who is being called, who is paused, how long each agent stays in one state (one call, idle, etc.) ; as well as take control of calls by listening in, hanging up, or transferring. In addition supervisors using AQMON may monitor queues to see how many callers are waiting. It is even possible to generate real-time graphs for a quick glance at the data.



AQMON

In order to use AQMON, you must use the AQPTool.

You can use any extension to log into the AQPTool.

Once in the AQPTool, fill in all the required information for AQMON, including:

1. The extension/secret (Please note that you need to enable "Monitor Queues" for extension otherwise you will not be able to use AQMON).

2. Server

3. Various Permissions (which agents and monitors should be monitored, which information should be displayed, etc.)

Contents

- 1 **Installation Guide**
- 2 **AQPTool Installation Guide**
- 3 **Features**
- 4 **Modules**
  - 4.1 **Queues**
  - 4.2 **Wallboard**
  - 4.3 **Agents**
  - 4.4 **Graphs**
  - 4.5 **Agent Real Time Statistics**
  - 4.6 **Queue Calls**
  - 4.7 **Inbound Calls**
  - 4.8 **Outbound Calls**
  - 4.9 **Assistance Requests**
  - 4.10 **Messages**
  - 4.11 **Alerts**
  - 4.12 **Supervisor**
- 5 **Troubleshooting**

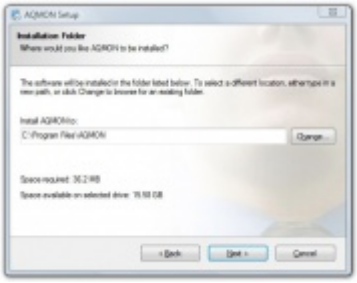
Installation Guide

STEP 1. Download the Aqmon application from Bicom Systems.

STEP 2. Run the .exe Setup file. On the Welcome window, press NEXT.

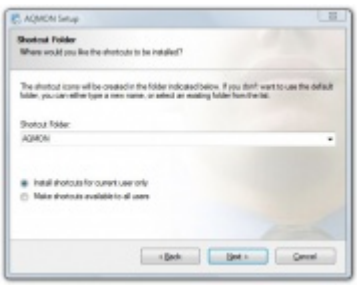
AQMON Setup

STEP 3. Select a folder in which to install AQMON and press NEXT.



AQMON Setup

STEP 4. Press NEXT.

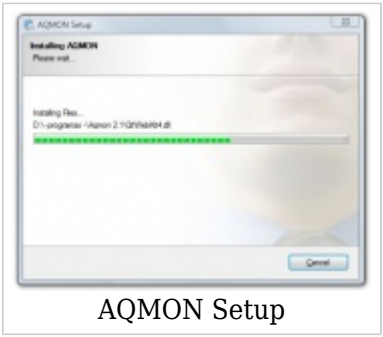


AQMON Setup

STEP 5. Review the configuration and press NEXT.

AQMON Setup

STEP 6. Wait while the application installs.

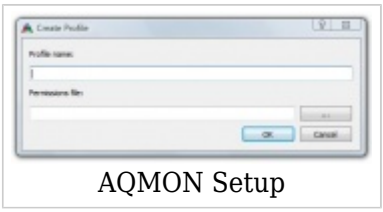


AQMON Setup

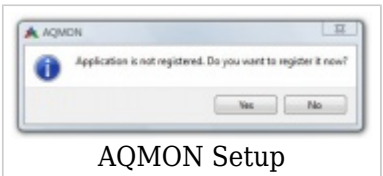
STEP 7. When the installation Successful screen appears, press FINISH.

AQMON Setup

STEP 8. Enter your Profile Name and Permissions File (to learn how to obtain a Permissions File read the AQPTool Installation Guide below) and press OK.


AQMON Setup

STEP 9. Select YES to register the application.



AQMON Setup

STEP 10. Enter the License Number provided to you by Bicom Systems and press OK.

AQMON Setup

STEP 11. Press OK and AQMON is ready to use!

AQMON Setup

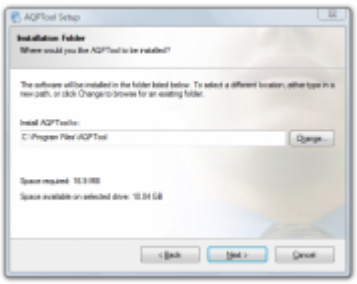
AQPTool Installation Guide

STEP 1. Download the AQPTool application from Bicom Systems.

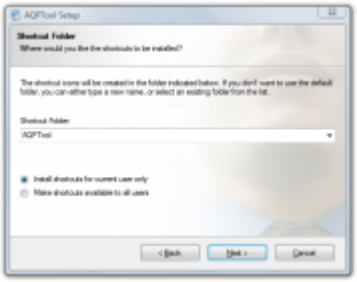
Step 2. Run the .exe Setup file. On the Welcome window, press NEXT.

AQPTool Setup

STEP 3. Select a folder in which to install the AQPTool and press NEXT.

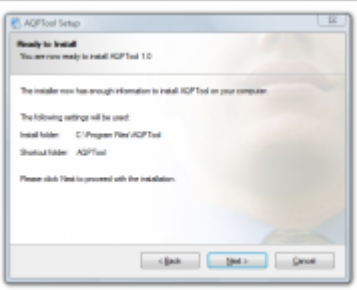

AQPTool Setup

STEP 4. Press NEXT.



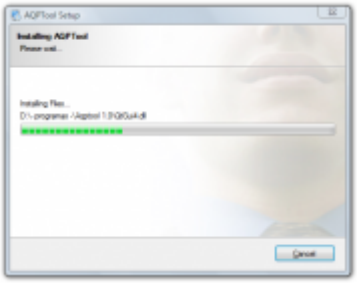
AQPTool Setup

STEP 5. Review the configuration and press NEXT.



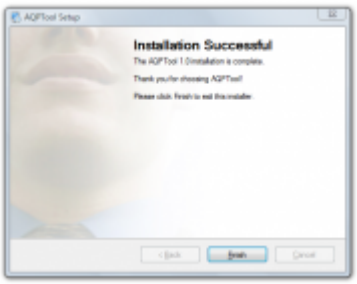
AQPTool Setup

STEP 6. Wait while the application installs.



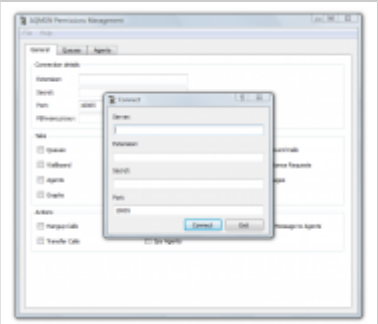
AQPTool Setup

STEP 7. When the Installation Successful screen appears, press FINISH.



AQPTool Setup

STEP 8. When the AQPTool opens up, enter your Serve, Extension, and Secret to connect.



AQPTool Setup

Features

Full Screen View

Application can be set to full screen view - usually used in environments where a large LCD is used in call center organizations.

Monitor Slide Show

Queue monitoring can be set as a slide show, as well as the slide show interval in seconds.

Queue Monitoring Permissions

Queue monitoring permissions restrict which queue a given user can monitor.

Total Calls

Displays the number of total of calls received during an ongoing work day.

Answered Calls

Displays the total number of answered calls during an ongoing work day.

Agents Busy

Displays the total number of agents currently busy.

Agents Idle

Displays the total number of agents currently not busy and waiting for an incoming call.

Agents Not Ready

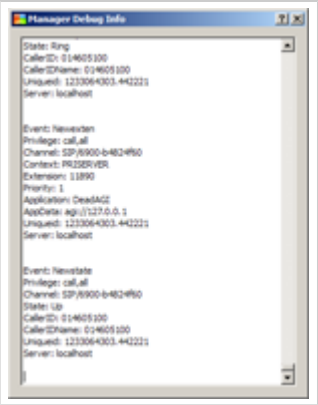
Displays the total number of agents logged in but not currently ready to accept an incoming call.

Calls Waiting

Displays the total number of calls waiting in the queue to be answered by the next free agent.

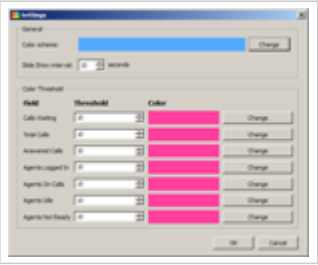
Manager Output

Manager system output is a useful tool for troubleshooting and debugging. This option is designed for administrators.



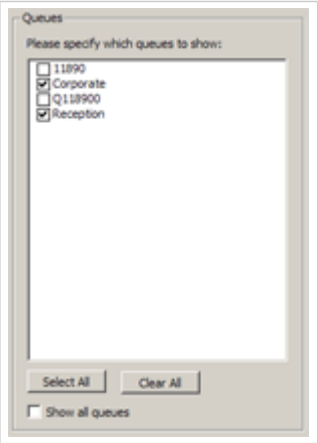
Color Threshold

Used to define which colour should be used for a particular event if the number is larger than zero.



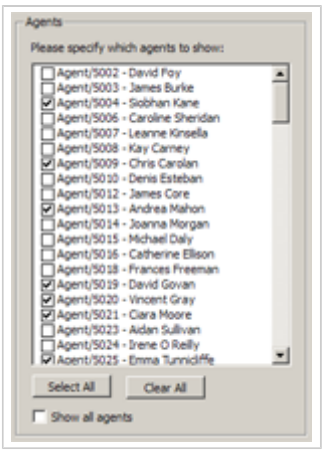
Show Queues

Select all or a particular queue to be shown.



Show Agents

Select all or particular agent(s) to be monitored.



Agent Name

Shows agent name.

Extension Number

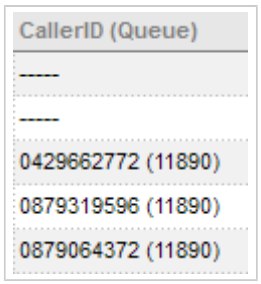
Shows agent's extension number.

State

Shows agents' current status, e.g. "Not Ready" , "Idle" , or "Talking".

Caller ID

Shows caller ID, number dialing the queue.

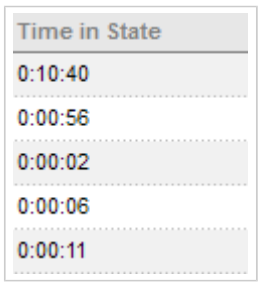


CallerID (Queue)

0429662772 (11890)
0879319596 (11890)
0879064372 (11890)

Time in State

Shows agent's time in current call.



Time in State
0:10:40
0:00:56
0:00:02
0:00:06
0:00:11

Waiting Caller

Shows the total number of callers waiting in a particular queue.

Waiting
0
0
0
0
0

Agents Logged In

Shows the total number of agents currently logged into a particular queue.

Agents Logged In
0
20
20
0
0

Agents on a call

Shows the total number of agents currently on a call.

Agents On Call
0
6
6
0
0

Agents Idle

Shows the total number of agents currently idle.

Agents Idle
0
12
12
0
0

Agents Not Logged

Shows the total number of agents not logged into a particular queue compared to the total number of agents assigned to that queue.

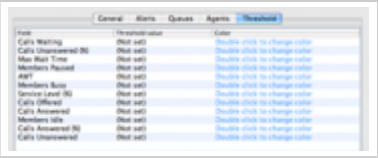
Agents Not Logged
0
100
90
4
1

Agents Not Ready

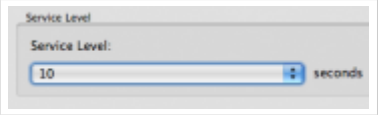
Shows the total number of agent not ready to receive an incoming call.

Agents Not Ready
0
2
2
0
0

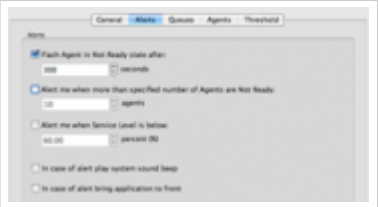
Threshold



Service Level



Alerts



Operating Systems: Windows, Mac

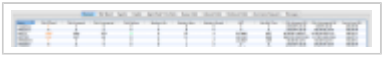
The application can be installed on Windows and MAC.

Modules

Modules are the various tabs containing information in AGMON.

Queues

The QUEUES module displays a list of all queues that the user (supervisor) has permissions to monitor.



The following list shows the following information in real-time:

- Total calls for the current day
- Calls answered for the current day
- Calls unanswered for the current day
- Calls waiting
- The following items apply for any type of agent (static, dynamic or callback):

    - Agents idle
    - Agents busy
    - Agents paused

- Average Wait Time (AWT) for the current day (in seconds)
- Maximum Wait Time (MWT) for the current day (in second)
- Calls Answered (%) for the current day
- Calls Unanswered (%) for the current day
- Service Level (%). This field is calculated as the percent of calls that have been answered within a specified period of time.

This can be configured in the Settings window.

Wallboard

The Wallboard module displays agent information in real-time. The Wallboard is displayed in a large format intended for use with televisions or other large screens.

General Features

Full Screen View

Application can be set to full screen view - usually used in environments where a large LCD is used in call center organizations.

Monitor Slide Show

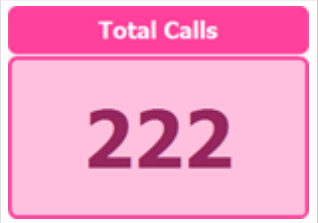
Queue monitoring can be set as a slide show, as well as the slide show interval in seconds.

Queue Monitoring Permissions

Queue monitoring permissions restrict which queue a given user can monitor.

Total Calls

Displays the number of total of calls received during an ongoing work day.

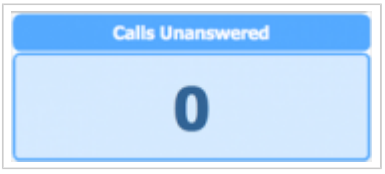


Calls Answered

Displays the total number of answered calls during an ongoing work day.

Calls Unanswered

Displays the total number of unanswered calls during an ongoing work day.



Agents Busy

Displays the total number of agents currently busy.

Agents Idle

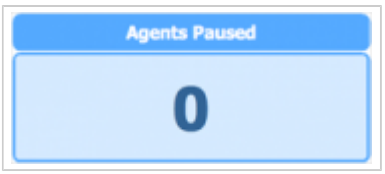
Displays the total number of agents currently not busy and waiting for an incoming call.

Agents Not Ready

Displays the total number of agents logged in but not currently ready to accept an incoming call.

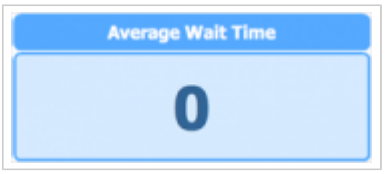
Agents Paused

Displays the total number of agents unavailable.



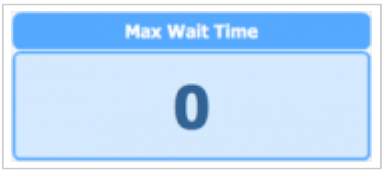
Average Wait Time

Displays the average amount of time callers must wait to reach an agent.



Max Wait Time

Displays the maximum amount of time callers must wait to reach an agent.

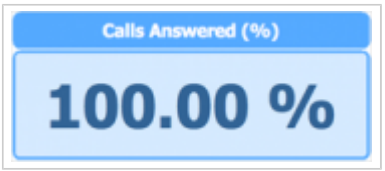


Calls Waiting

Displays the total number of calls waiting in the queue to be answered by the next free agent.

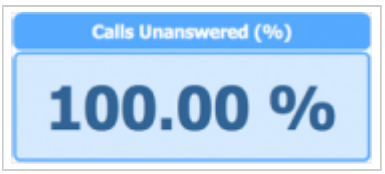
Calls answered (%)

Displays the percentage of answered calls during an ongoing work day.



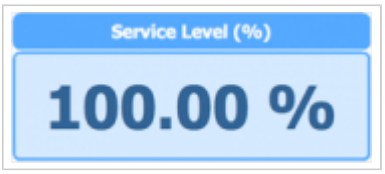
Calls Unanswered (%)

Displays the percentage of unanswered calls during an ongoing work day.



Service Level (%)

Displays the percentage of service during an ongoing work day.



Agents

The AGENTS module shows details about agents that the user has permissions to monitor and that are currently logged in. All types of agents, including static, dynamic, and callback, are displayed here.

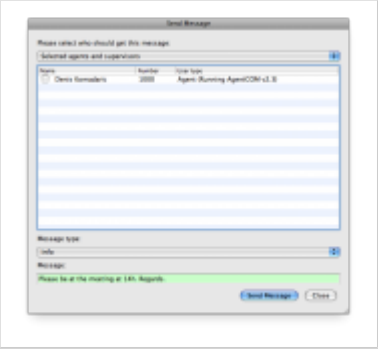
The following information is displayed for each agent:

- Name
- Extension (agent number)
- Status (busy, paused, etc.)
- Time in State
- UID of the Current Call
- Who they are talking to
- Where the call came from (Queue, IVR, direct call, etc.)
- Call Type (inbound or outbound)
- Call Duration
- Caller ID
- Login time (how long the agent has been logged in)

    Login type (static, dynamic, or callback)

- Assistance Request Icon (appears when a specific agent requests assistance from supervisors)

Supervisors can spy, transfer, and log out agents and their calls if they have permissions to do so. They are also able to send messages to agents (in AgentCOM).



Graphs

The GRAPHS module shows real-time call statistics in the form of graphs.

The following information can be displayed:

- Total calls
- Answered calls
- Unanswered calls
- Average wait time and maximum wait time (AWT and MWT)

The user can select a period of time for which to show graphs. By default, the graphs show statistics for the past 4 hours and 15 minutes.

Agent Real Time Statistics

The AGENT REAL TIME STATISTICS module shows current details for each agent.

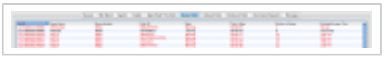
The following information is displayed for each agent:

- Number of times the agent went on pause
- Total talk time
- Average wait time
- Maximum wait time

- Total idle time

Queue Calls

The QUEUE CALLS module shows all of the incoming calls all queues that the supervisor has permissions to monitor.



For each call, the user can see the following information:

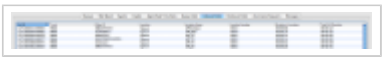
- Unique call ID
- Queue name
- Queue number
- Caller ID
- State of the call (waiting/answered)
- Time in state
- Position in queue
- Estimated answer time (calculated as AWT-current wait time)

The supervisor can perform the following operations for each call if he has the permissions to do so:

- Transfer
- Take call (transfer it to has own extension)
- Spy on call

Inbound Calls

The INBOUND CALLS module shows all calls coming into the system with relevant information about the call.



For each call, the user can see the following information:

- Unique call ID
- Trunk from which the call came in

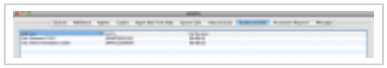
- Caller ID
- Location: the current location of the call (IVR, Queue, Conference etc...)
- Location name
- Location number
- Duration in Location (when did the call entered it's current location, i.e. queue, ivr, conference...)
- Total call duration (from when the call came into the system)

The supervisor can perform the following operations for each call if he has the permissions to do so:

- Transfer

Outbound Calls

The OUTBOUND CALLS module shows all calls going out from the system. Users can see who made the call (extension/name/agent) and to what number the call was placed. The supervisor can also see the duration of the call.

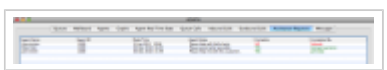


The supervisor can perform the following operations for each call if he has the permissions to do so:

- Transfer
- Take call (transfer it to his own extension)
- Spy the call
- Hang up the call

Assistance Requests

The ASSISTANCE REQUESTS module displays requests for assistance from all agents and relevant information about the request..



For each request, the user can see the following information:

- Agent name
- Agent number
- Date/Time of the request
- Agent Notes (this is some informative text that agent enters in AgentCOM when requesting assistance from supervisors, for example:

"Please help me with costumer X in regards to Helix tyres"

- Completed: Yes/No. This will show the status of this request, if it has been completed or not. It is important for a supervisor to know if some other supervisor (using AQMON) has already assisted on a specific request or not , because ALL supervisors see ALL assistance requests from ALL agents.
- Completed By: shows the name of supervisor who completed a specific assistance request.

When a supervisor decides to help an agent, he must inform other supervisors that a specific assistance request has been completed. To do this, right-click and select the option "Mark as completed".

Messages

The MESSAGES MODULE shows all messages sent between supervisors and agents in the form of information, alerts, or warnings.

AQMON and AgentCOM can communicate with one another by sending short messages. This is not intended to be used as an Instant Messaging service, but rather as a way to quick inform, alert, or warn another user (agent or supervisor) of something.

The communication be done as follows:

- AQMON <-> AQMON
- AgentCOM<-> AgentCOM
- AQMON<-> AgentCOM

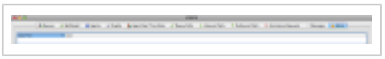
The supervisor can see the following information for each message shown in this module:

- From (Agent/Supervisor name/number)
- To (Agent/Supervisor name/number)

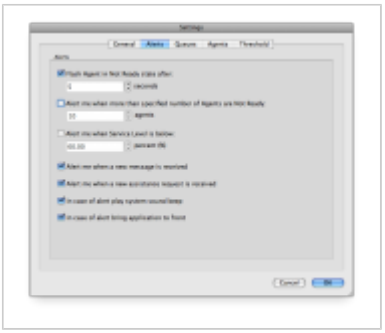
- Date/Time when message was sent
- Message: message content

Alerts

In current version of AQMON, there is no Alerts module. However, it has been implemented on a customized basis before.



The ALERTS MODULE shows all alerts that the user has selected in the SETTINGS dialog. When a specific alert occurs, AQMON is brought to the front (if specified in the settings dialog) and will select this module automatically so that the supervisor can see the alert.



The supervisor can see the last 50 alerts with the date/time and a detailed description.

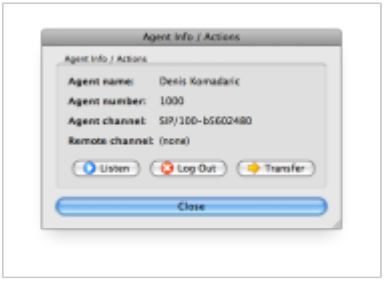
For example, possible alerts could be:

- "More than 10 agents went on pause in the queue: Support" or
- "More than 10 calls are waiting in queue: Marketing" or
- "Service level in queue Sales went below 70%" etc.

Supervisor

Supervisors are a special kind of user with permissions over other users.

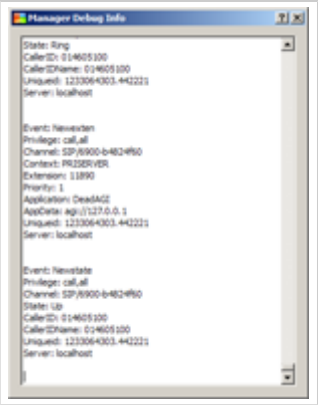
Supervisors can spy, hang up, or transfer calls.



General Features

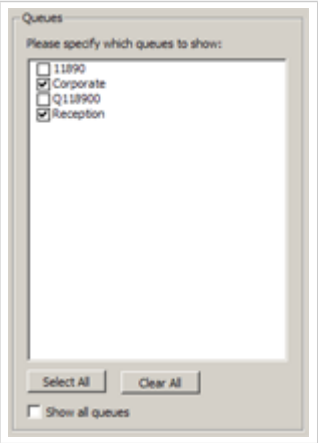
Manager output

Manager system output is a useful tool for troubleshooting and debugging. This option is designed for administrators.



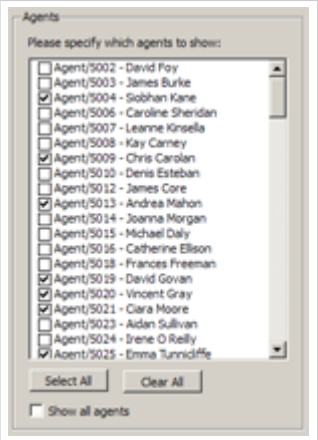
Show queues

Select all or a particular queue to be shown.



Show agents

Select all or particular agent(s) to be monitored.



Agents name

Show agent name.

Extension number

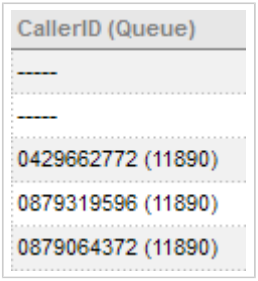
Shows agents' extension number.

State

Shows agents' current status, e.g. "Not Ready", "Idle", or "Talking".

Caller ID

Shows caller ID, number dialling the queue.

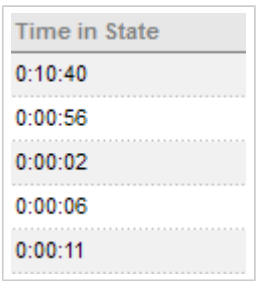


CallerID (Queue)

0429662772 (11890)
0879319596 (11890)
0879064372 (11890)

Time in state

Shows agents' time in current call.



Time in State
0:10:40
0:00:56
0:00:02
0:00:06
0:00:11

Waiting caller

Shows the total number of callers waiting in a particular queue.

Waiting
0
0
0
0
0

Agents logged in

Shows the total number of agents currently logged into a particular queue.

Agents Logged In
0
20
20
0
0

Agents on a call

Shows the total number of agents currently on a call.

Agents On Call
0
6
6
0
0

Agents idle

Shows the total number of agents currently idle.

Agents Idle
0
12
12
0
0

Agents not logged

Shows the total number of agents not logged into a particular queue compared to the total number of agents assigned to that queue.

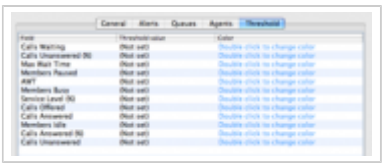
Agents Not Logged
0
100
90
4
1

Agents not ready

Shows the total number of agents not ready to receive an incoming call.

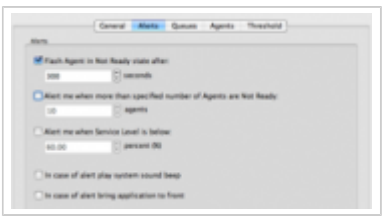
Agents Not Ready
0
2
2
0
0

Threshold



Service Level

Alerts



Troubleshooting

- Users can sometimes receive this message when trying to Log into AQMON: "Enhanced Service is not enabled for this account. Please contact your administrator."

  The above means that the extension which is used to Log into AQMON, does not have Enhanced Service "Monitor Queues" enabled, and it is a required option for user to be able to use AQMON.

- "Tools->Manager Output" menu can be used to track events from Asterisk. It is sometimes useful for the developer to fix some issues in AQMON.

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