



SmartAgent User Guide

Supervisor Guide

Starting your SmartAgent Journey

Version 2.85

Date 14/05/24 Author Paul Egan Changes MPC Timings





Introduction

The purpose of this guide is to provide you with an introduction to using SmartAgent for contact management as a Supervisor.

We recommend attending an Agent session or watching a video of the Agent training for your organisation so you can be clear on logging in etc to support your team.

There are different levels of access and depending on your role some of the settings on display in this guide may not have been enabled for your system or for your access level.

Your Project leaders will provide guidance on which features have been enabled for your organisation.

Pre-requisites for this training

To successfully complete this **Smartagent - Supervisor User guide** you will require the following:

- 1. Access to a workstation
- 2. Access to the internet
- 3. Google Chrome or Microsoft Edge browser
- 4. A suitable headset, preferably a USB one
- 5. Your SmartAgent username and Password or sign-in credentials
- 6. A mobile phone / external phone to use in simulating a call
- 7. Confirmed that at least 2 users have logged into the UAT Environment and are available for the training session at the scheduled time

Duration of this training

Whilst the first time we run through this training we would anticipate their being some additional questions around rollout and procedural changes, under normal conditions we would expect that this session would typically be run within **30 Minutes**.

Who Should attend this training?

This training is for anyone using SmartAgent who will have Supervisor access on the SmartAgent system. We recommend that they have attended an Agent Training session as well.





Agenda

Module 1 Managing Service levels in SmartAgent

- Queue Metrics
- Agent Metrics
- Changing routing profiles and Status of agents
- Wallboards

Module 2: Agent & Contact Support

- Live Monitoring
- Call Barging
- Hand Up
- User management
- Announcements
- Business Continuity
- Welcome Messaging
- Audio settings

Module 3: Historic data

- Call recordings and CTR data in SmartAgent
- Historic reports in Connect- Queues
- Historic reports in Connect –Agents

Module 4: Optional extras

- Queued tasks
- QA using a Contact Evaluation form



Module 1: Managing Service levels in SmartAgent

By the end of this module, you will be able to:

- Understand Queue real-time metrics
- Understand Agent real-time metrics
- Change active agents routing profile and status
- Wallboards

Queue Real-time metrics

Real-time queue data can be accessed by clicking the Metrics & Data icon in the lefthand menu and selecting Real-time data.



At the top of the page you will see a list of all queues.

Queues				•						C	6 selected \Xi	Time range	: Midnight 1	to now
QUEUE 🔨	ONLINE	AVAILABL	ON-CALL	IN QUEUE	OLDEST TIME	NR	ACW	ERROR	QUEUED	HANDLED	ABANDONED	SCHEDULED	AHT	SLA
Basic inbound	0	0	0	0	00:00	0	0	0	0	0	0	0	00:00	0%
VIP Priority	2	1	0	0	00:00	1	0	0	0	0	0	0	00:00	0%
Special Team 1	2	1	0	0	00:00	1	0	0	0	0	0	0	00:00	0%
Special Team 2	2	1	0	0	00:00	1	0	0	0	0	0	0	00:00	0%
Basic Outbound	0	0	0	0	00:00	0	0	0	0	0	0	0	00:00	0%
Escalation Line	2	1	0	0	00:00	1	0	0	0	0	0	0	00:00	0%

You can filter which Queues report onscreen using the filter icon and change the sorting order by clicking on the column headers.

You can also select a different time range - the default is Midnight to now



Agents Realtime Metrics

Below the Queue data on the real-time data screen you will also see a list of agents currently in an active state.

On this page you can see the agents's current status, the routing profile they currently have and some indicative data on their performance in the time period selected.

Agents						- F	Status 👻 Agent hierarchy	≂ Routing Profile ≂ ^
O AGENT A	TEAM	STATUS	DURATI	ROUTING PROFILE	HANDLED IN	HANDLED OUT	AVG HANDLE TIME	AVG ACW TIME
O Yaul Egan	i.e	On contact	16m 43	Email & Social	0	0	00:00:00	00:00:00

You can filter this list of Agents by their current status, Agent Hierarchy and routing profile.

Changing Agent Status and Routing Profile

From this screen you can amend an agent's status remotely if required by selecting one of the status codes from the dropdown menu against the agents name.

You can also change which Routing profile they have by selecting another existing routing profile from the dropdown menu.

If you need to create a new routing profile, then you will need to be an admin on the system to have access to create those.

This is also the screen where you can live monitor contacts made by your team by clicking on the Eye icon which will appear when an Agent is on a live contact.



Wallboards

If your organization has enabled wallboards you will be given an additional URL link to a wallboard which can be shown onscreen to help manage service levels.

	Standard V	Wallboard							
°	ALL CALLS								
	O	O	O	-	-	-	-	-	O % SLA
	SALES								
	RECEIVED	ANSWERED	ABANDONED	- IN QUEUE	OLDEST	ONLINE	AVAILABLE	- ON CALL	- SLA
	SERVICE								
88 (J	RECEIVED	ANSWERED	ABANDONED	- IN QUEUE	- OLDEST	ONLINE	- AVAILABLE	- ON CALL	- SLA
P									

The wallboard will change colour from Red to amber to green within agreed parameters and will display specified call stats.

The menu on the left hand side offers a range of different views of the information and the option to access further wallboards if they have been configured.



Module 2: Agent & Contact support

By the end of this module, you will be able to:

- Live Monitor voice calls
- Call barging on voice calls
- Acknowledge a hands up request
- User management for all Agents
- Create an announcement message to Agents
- Use Business Continuity function to switch off lines
- Use Welcome Messaging to change a Queue message
- Use the Audio settings

Live Monitoring a voice call

As a supervisor from the Real-time data screen you can also live monitor a voice call. Any agents that are "on contact" will have the "Eye" symbol next to their details. If you select the eye icon you will enter live monitoring. The Agent & Customer will not be aware you are listening in but you can hear both sides of the conversation.

Agents								Status 🗢 Agent hierarchy	▼ Routing Profile ▼ ^
O AGENT A	TEAM	STATUS	DURATION	ROUTING PROFILE		HANDLED IN	HANDLED OUT	AVG HANDLE TIME	AVG ACW TIME
O aul Egan		On contact	16m 47s	Email & Social	0	0	0	00:00:00	00:00:00

Once in the monitoring screen you can select "End Monitoring" or the "barge" option if you need to take control of the call.





"Barging" into a call

In order to barge into a call as a Supervisor you must go to real time metrics screen and go into Live monitoring mode on the Agent on a call. You will then have the option to "Barge" into the call.



Barging will add you as an active participant on the call. The Agent will see you join the call onscreen with a tag of "barging" but the customer will not be aware unless you introduce yourself.

You will be able to control the call, mute the agent or customer, put them on hold or remove a party from the call. You can choose the "End monitoring" button if you no longer need to listen into the call – or select the "Return to monitoring " button which will return you back to silent monitoring without access to call controls.

😤 Inbound Call		
Customer: +44777		
() 01:50	10	
Call started	-14 -	
VOICE		
Agent: Charlie (Agent) Mas	on	
· 00:32	വം	
Connected agent	N *	
Your call controls		
🕒 01:19 🛃	20 11	
Barging	√» II	



Acknowledge hands up request

If the "Hand Up" feature has been enabled for your organization than an agent can click on the hand signal near the top of the screen.

This will turn yellow, indicating they require assistance. If this has been done in error the agent can switch the alert off by clicking the hand again.

Supervisors will be able to see any "Hand Up" alerts on the Realtime Data screen Agents section.



If a Supervisor clicks on a hand it's colour will change from yellow to blue, acknowledging that it has been seen by a supervisor.

The Agent will see their Hand up change colour on their screen and know that help or assistance is on the way.



User management for All agents

An Offline agent's status or details can be changed by a supervisor in SmartAgent.

Go to "Admin Settings" Menu and select "Users"

			Paul 🗢 Offline 26 20h 22m 51s 🖂	<u>9</u> 42 8			
Ś	ADMIN SETTINGS		Users				Q Search for users New User
567	Announcements	Λ	FIRST NAME A	LAST NAME	USERNAME	ROUTING PROFILE	
~~~	App configuration	/	adnan	hussain	adnan.l	Sales Demo (All) Routing Profile	
		/ I	Andy	Agent		Sales Demo (All) Routing Profile	1
	Audit log	/	Charlie	Mason	charlie mason	Sales Demo (All) Routing Profile	:
	Business continuity		Dave	Mulqueeney	dave.mulqueene	Sales Demo (All) Routing Profile	i
	Manage Contact Logs						
	Users						
	Welcome messacium						
	Quick reply management						
	Channel settings						

This will bring up a list of all users – you can search for users or scroll manually across the list of current users. If you select the three dots to the right of the user name you can disable or delete that user. If you select the particular user you can then amend their details as required.

	Edit User (*Indicates a required field) USER DETAILS	Cancel
	charlie.mason@missionlabs.co.uk	
	First Name*	Last Name*
	Charlie	Mason
	Mobile Number	
Close slide out	VOICE	
	Phone Type*	
	Soft Phone 🗘	
	After call work timeout (secs)	Routing Profile*
	0	Sales Demo (All) Routing Profile 🗘
	Security Profile*	
	Admin ×	
	AGENT HIERARCHY	
	\$	

If you want to make a large number of changes to users then getting an admin to do this in Connect via a csv upload may be a preferable option.



#### **Create and Editing an Announcement**

If you have the access in your security profile you will be able to create and edit announcements by going to "Admin Settings" on the left hand menu and selecting "Announcements" This will take you to a screen where you can see any current or draft announcements and can create a new announcement.

	Announc	ements		- 1	+ New announceme	ent
0	STATUS	TITLE	MESSAGE	LAST EDITED B		
Ø	Live	Test Annoucement	This is a test announcement for everyone	Nick Farinha	Yesterday, 15:43	÷
ß	Live	Free Room Upgrade Offer	Remember to offer a free upgrade on booking a last minute Standard room or chalet to a Signature Room, Premier / Woodland Lodge on any last minute break	Paul Egan	21/02/2024, 09:42	÷
G	Draft	test	test	Tom Kharchi	16/ <mark>0</mark> 2/2024, 16:01	:
0						
0						
(Q)						

When you create a new announcement you need to give it a unique title and then input the message details, which can contain hyperlinks if needed. You then must input an expiry period and choose an option of who to send it to.

New Announcement	Save draft Fullmin	
Title*		
Message	Publish	
	Are you sure you want to publish this anno	Juncement?
	Cancel Yes	
BIU≣⊫∞⊗		
EXPIRY PERIOD		
30 davs		
Never		
SEND TO		
Everyone		
Agent Hierarchy		
Routing Profile		

You can send it to all users, to a particular element of your Agent Hierarchy or to users with a particular routing profile.

You can then choose to save this message as a draft. This will not send out the message, but will enable it to be used as a template for other messages. You can edit an existing message from the Announcement list message by opening it, renaming it, and saving it as a further draft or publishing it.

If you choose the "publish" option, you will need to confirm you want to publish the message and it will then be sent out as you have requested.



#### Announcement report and deletion

You can view the status of all current messages from the announcement screen and by clicking on the three dots on the right-hand side, you can edit or delete an announcement.

	Annound	ements			+ New announceme	ent
0	STATUS	TITLE	MESSAGE	LAST EDITED BY	LAST EDITED DATE	-
D	Live	Test Annoucement	This is a test announcement for everyone	Nick Farinha	Yesterday, 15:43	÷
ß	Live	Free Room Upgrade Offer	Remember to offer a free upgrade on booking a last minute Standard room or chalet to a Signature Room, Premier / Woodland Lodge on any last minute break	Paul Egan	21/02/2024, 09:42	÷
G	Draft	test	test	Tom Kharchi	16/ <mark>0</mark> 2/2024, 16:01	:
9						

If you choose to delete an announcement it will be removed from all users announcement screens, even if it was setup with a "Never" expiry option.

If the message is "live" you can also choose the "View Report" option which will present you with a list of users the report was sent to. You can then use the filter option to sort the list and highlight those that have or have not yet read and acknowledged the announcement.

View Repor	t	
STATUS	NAME	READ AT
Unread	Dave	*
Unread	Matthew	÷:
Unread	Nicky	*
Unread	Nick	*
Read	Paul Egan	Today, 12:02
Unread	Tom	ан С



#### **Business Continuity Settings**

Whilst your admins may make changes in your systems Hours of Operation to cover planned interruptions in service, such as public holidays, in an emergency or evacuation situation it is essential that you have the tools available to make instant alterations to call routing and customer messaging.

SmartAgent provides a self-service Business Continuity screen to enable quick disabling/enabling of lines along with the ability to insert custom messaging informing callers for the reason for the calls being switched off.

If this feature has been configured for your setup and you have the access to it, you will find it in the Admin Settings menu under "Business Continuity".

Each setup will be unique, but it will usually take the form of a global Switch-off option and then a sub menu of other options which may be based around location / brands or different activity types.

Filter Lines     Une Status   All   Q     Global Settings   All messative    Discretions in outcome of the in temporarily dosed. Please try calling us agen later so we can assist you with your engury. This call will now terminate.     Chet: Main Demo     Une settive    Discretions try twind from endury you will need to do the on of our achiests. Due to an emergency incident our office is corrently dosed but an advisor will be available to chall with you when our offices report	ess Continuity Ite or deactivate individual lines and/or global line			
Line Status reverts All	nes			^
Object Settings       All there active an emergency incident our office is temporarily doted. Please try calling us again later so we can assist you with your encurry. This call will not temminate. <ul> <li>Setting to the active and your finance of the active interface of the active and the active and the active and the active active and the active active and the active active</li></ul>	s Keyword		Clear	
Manage for nactive line* Determined as your lines of a reserve generation.  Manage for nactive line* Due to an emergency incident our office is temporarily closed. Please by calling us again later so we can assist you with your enquiry. This call will now terminate.  Chat: Mana Demo Line active  Manage for nactive line*  Description of our advisors. Due to an emergency incident our office is currently dosed but an advisor will be available to chat with you when our offices response re	Settings			^
Chait Main Demo Line active Com Inter ac	itive set in the set of the set o	Nessage for inactive line* Due to an energency incident our office is temporarily closed. Please try calling us again later so we can assist you with your enquiry. This call will now terminate.	Save	
Line active  Hessage for inactive line* Hessage for inactive line* Hessage for inactive line* To bely you further with your enquiry you will need to chat to one of our advisors. Due to an emergency incident our office is currently dosed but an advisor will be available to chat with you when our offices respen.	ain Demo			
	ate this line from n eiving contacts, make	Message for inschere lith? To help you futfore reth you enquiry you will need to chait to one of our advisors. Due to an emergency incident our office is currently closed but an advisor will be available to chait with you when our offices respen. Please by again shortly.	lave -	
ML-				
Une active         Message for inactive inv ^a To deachade this the form receiving contacts, make         Message for inactive inv ^a Due to an emergency incident our office is temporarily closed. Please by calling us again later so we can assist you with your enquiry. This call will now temminate.         Save	ate this line from receiving contacts, make gggle is set to inactive	Message for inactive line* Due to an emergency incident our office is temporarily closed. Please thy calling us again later so we can assist you with your enquiry. This call will now terminate.	50+4	

If the toggle switch is green, then lines / channels are active. If however, you get an unexpected situation, you can switch them off by selecting the toggle switch, turning it to red. You can then input a specific text message that will be played to customers while the lines are switched off and select the "Save" button.

Once the emergency situation has passed you can simply toggle the switch to turn the particular grouping / activity back on again.



#### Welcome Messaging Settings

As part of your Organization's SmartAgent setup you will have a series of prompts and messages that are played to people in queues while they are waiting to be answered or as part of your customer journey through various menu options.

Your admins will be able to make any changes needed to these but some organisations want the ability to adapt these in the event of something unexpected happening.

If this has been setup for your organization and you have access, you will find this customized "Welcome Messaging" in the Admin Settings menu on the left.

Welcome Messaging Easily set global or line specific welcome messages		
Filter Lines		^
Line Status Keyword	Otar	
Global welcome message		^
Welcome message active for all lines An active status will enable welcome messages for contacts. To deactivate your global welcome message, switch the toggle to inactive.	Nations message* Hello and thank you for calling. Just to let you know that due to issues with our payments system, long delays are expected on all phone lines today. For less urgent queries, we would suggest calling back tomorrow. Please be aware that we may record calls for training and monitoring purposes.	
: Main Demo		^
Welcome message active  CAn active status will enable welcome messages for contacts. To deactivate this velcome message, switch the toggle to inactive.	Wetcome message* Thank you for ringing our demo line today Bore	I
ML-		^
Welcome message active  An active status will enable welcome messages for contacts. To deactivate this welcome message, switch the toggle to inactive.	Wetcome message* Hello and thank you for calling	

This will be unique to your organization but the setup will generally take the form of a "global message" that will be played over and above any other departmental level messages if enabled.

Sub messages can also be setup for particular departments / brands or channels. These can ONLY be enabled if the global message is switched off. The particular message can be entered into the text field and saved to provide an updated message, as needed, if a situation is changing dynamically.



#### **Audio Settings**

As a supervisor you may be juggling a lot of different tasks and may not have your SmartAgent browser tab maximized or in view at all times. As well as onscreen notification of any calls being routed to you, you can also switch on a setting to play a ringing tone on a connected device.

ැ	SETTINGS
	Connect
	Live monitoring
	Audio Settings
	Agent status
	Permissions

If the toggle switch is red it is not turned on – if you toggle it to green you can then access the dropdown field and select a connected audio device.

θ	Paul ● Offline 26d 21h 18m 00s ∨ ♥	
	Audio Settings	
	Play call ringing sound on an addictional device.	
¢	Cefault - Headset Earphone (Jabra EVOLVE LINK MS) (0b0e:0305)	
Ø	Communications - Headset Earphone (Jabra EVULVE LINK MS) (0b0e:0305)	
0	Headset Earphone (Jabra EVOLVE LINK MS) (0b0e:0305) Speakers (Realtek(R) Audio)	
\$		

The dropdown box will present a list of audio devices connected to your device – these may include laptop speakers or a headset / mobile phone earpiece etc.

Some devices may create duplicate responses, sometimes marked as "Default" these may not be correctly linked to a speaker and so you should test the selected device rings correctly. If you need to amend the connected device, you can select another from the list if the audio settings function is enabled.



## Module 3: Historic data

By the end of this module, you will be able to:

- Access Call recordings and CTR data in SmartAgent
- Access Historic reports in Connect- Queues
- Access Historic reports in Connect- Agents

#### Access Call Recordings and CTR in SmartAgent

Call recordings and Contact records (CTR's) are available within SmartAgent and can be accessed in Contact Search from the Metrics and Data menu.

		Contact Search										
G	METRICS & DATA	51art Date 28/02/2024	Start Time 11:10	End Date 29/02/28	N 🗂	End Time 11:10	Outrus		Agent		0	
	Real-time data	Channel All		0								
	Contact Search	Advanced Search										Search
Q	Queued Tasks Contact Search	CHANNEL ATTACHMENTS	60EUE	No agent name found	29/02/2024 11:08	API	005	ERNAL ID TELEPHONE NUMBER	BODIAL HANDLE UNIQUE SOCI	AL 10 TO/FROM EMAIL	CC EMAIL	5082627
\$	Automated Rules	CHAT	Custom - Chat	Gabriella Heaton Gabriella Heaton	29/02/2024 10:24 29/02/2024 10:18	API	01m 05s					
	Automated Rules	CHAT	Custom - Chat	Gabriella Heaton	29/02/2024 10:18 28/02/2024 17:14	API INBOUND	16s 00s	07503 187631				

The screen will automatically load all contacts within the last 24 hours across all channels, but you can do a refined search using the various data fields in standard search or advanced search options.

Contact Search								
Start Date	Start Time		End Date		End Time	Queue	Agent	
28/02/2024	11:10		29/02/2024	۵	11:10		0	0
Channel								
All		0						
Advanced Search			•					
Contact ID			External ID			Customar otoma number	tation Method	
- Contrasts for			External to					0
Call Duration			Maid Duration					
Erom			From		То			Search

If you select certain channels this will also provide additional search parameters , for example if you select Email channel you can search by Email address as to / from or as CC'd email address.

Once you have the record you want to check click it in the list to bring up the details of the contact.



#### Access Call Recordings and CTR in SmartAgent (continued)

There will be a CTR record kept of every contact type, Voice call, chat interaction or email, so the information displayed will depend on the contact type and what features have been enabled for your organization.

The Contact Details field contains all the key metric information of the contact and additional meta-data, such as user defined fields, the options chosen by the customer and any after contact work notes input by the Agent. The full data can be accessed by selecting the "show more" option.

	Paul • Offline: v 0	42 🖑			
	< Back to search results				_
~	Contact Details			^	Transcription
×	Contact ID		Initiation Method	Duration	
D	acabo4		INBOUND	02m 52s	Mend. 3.925
e.	Start time	External ID	Customer Number	System Number	(c) 1 43.685
EØ	21/02/24, 16:57	Unknown 0	07917:	0330 102 /071	60.405
¢	Queue	Reason for contact	Time in Queue	ACW Duration	
	CEx	CEx	00m 05s	00m 08s	2 76.725
<b>S</b>	Agent	Disconnect reason			So 116.435 (2)
Ø	Paul Egan	THIRD_PARTY_DISCONNECT			Hello, 132 AUS
~	Notes				
~~~	No notes				
		Show	More -		
	Call Recording		00:00:00 / 00:02 / 🕨 🔛	Speed: tx 🗘 🛓 Download 🔨	
				,	
	(I×				
	00:00			02:17	
	Voice analytics			^	
	Keywords	Cu	stomer Sentiment		
	hello				
			Negative	0%	
			Positive	0%	
			Neutral	100%	

If the contact is a voice recording and call recording is switched on, then a call recording field will appear. In the area you can mute one side of the conversation if needed, can play the recording back at different speeds, scroll to a particular point in the recording or download a copy.

If additional features have been enabled you may have a transcription of the chat / messages or Sentiment analysis done by the "Contact Lens" feature.

If the QA Module has been enabled you will also be given the option to evaluate the call using the QA feature.



Access Historic metrics in Connect – Queues

Historic metrics are available within the Amazon Connect application. As a supervisor you may be given access to this part of the application. Access may be restricted to just view reports, or you may also have the ability to create and share reports.



Connect can be accessed from the Settings menu – this will then open an additional tab in Amazon Connect. Historic and Realtime metrics, as well as other reporting features can be accessed from the "Chart" menu option.

You will then be presented with some options for what type of report you want to view or create. Each option will present a "standard" report which you can then reconfigure and save or share as appropriate. Reports can be scheduled to happen at regular intervals and be formed into dashboards in the Connect reporting section.

•	Historical Metrics					
Þ		Select the type of report an	l metrics you would li	ke to view.		
a.		🖪 Queues		ontact metrics	~	
÷						
		🛎 Agents		Agent performance	~	
		C Phone num	bers	Contact metrics		



Access Historic metrics in Connect – Queues (Continued)

When you open a report it will have a standard set of columns – if you select the cog on the right hand side you can select additional metric columns, use varous groupings and filters to breakdown the data and amend the interval and time ranges as required.

Natrix New What Skew We have bittiskaad arver feedbaad Weight fer you. Plaad takks and Media idea metrices and Mediatical Mediatica											
Missionical metrics: Queues metric films and film	What's New? We have introduced a ne	w Feedback Widget for you. Ple	ase click on Share your feedback o	Real-time metrics and Historical metrics	page to help us improve. Share your fe	redback					×
Internet Tution Internet (b 2 / 2 / 3 / 2 / 1 / 2 / 3 / 2 / 2 / 2 / 2 / 2 / 2 / 2 / 2	Historical metric	s: Queues								Actions • Save as	Save report
Quest Encode (do seconds) Strick level (do seconds) Strick level (do seconds) Strick level (do seconds) Average space almost line Average space almost line <td>interval Total</td> <td></td> <td>Interval & Time range Feb 22, 2024, 12:00 AM -</td> <td>Feb 29, 2024, 12:00 AM</td> <td></td> <td></td> <td></td> <td>Time Zone UTC</td> <td></td> <td>Download CSV Share report</td> <td>۰</td>	interval Total		Interval & Time range Feb 22, 2024, 12:00 AM -	Feb 29, 2024, 12:00 AM				Time Zone UTC		Download CSV Share report	۰
Bair/Quote Industry 100.0% 100.0% 0.0013 0.0004 0.0013 0.0004 Cit 100.0% 000.1% 000.2% 000133 0.0004 0.0014 Cattern - Dut 84.74% 100.0% 000.2% 0.0133 0.0004 0.0014 Cattern - Dut 84.74% 100.0% 0.012.1% 0.00021 0.00133 0.0004 1 Faux-catter Service - Vait 100.0% 0.012.1% 0.018.1%	Queue •	Service level 60 seconds	Service level 120 seconds	Average after contact work time	Average agent interaction time	Average customer hold time	Average handle time	Average queue abandon time	Average queue answer	e Schedule	doned Cor
CEA 100.00% 100.00% 00.00.10 00.00.21 00.01.33 - 00.000 Carton - Cuton - Suitoria 94.24% 100.00% 0.05.346 0.00.000 - 0112.27 0.00.012 0.00.010 1 Instruction - Suitoria 100.00% 100.00% - - - 0.00.14 - 1 Instruction - Suitoria 0.00% 0.00.00 00.38.15 - 0.00.14 - 1 Instruction - Suitoria 0.00% 0.00.00 00.38.15 - 0.00.14 - 1	BasicQueue (outbound)	100.00%	100.00%					00:00:43			1
Curriero 94.74% 100.00% 00.02.00 01.12.37 00.00.32 00.00.00 1 Francial Services Value 100.00% 100.00% 00.00.01 00.00.01 1 00.00.01 1 1 Lander spread 0.00% 00.00.05 0.00.821 00.00.84 0 00.03.69 - 1 00.03.69 - 1 1 0 0.01.69 - - 1 0 0.01.69 - - 1 0 0.01.69 - - 1 0 0.01.69 - - 0 0.01.69 - - 0 0.01.69 - - 0 0.01.69 - - 0 0.01.69 - - 0 0.01.69 - - 0 0.01.69 - - 0 0.01.69 - - 0 0.01.69 - - 0 0.01.69 - - - 0 0 0.01.69 - - - <	CEx	100.00%	100.00%	00:00:30	00:00:41	00:00:21	00:01:33		00:000		
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When you have the data as you need it you can save the report and give it a name. Saved Reports can be downloaded as CSV files for further processing or shared and scheduled as necessary if you have permission to do so.

Once a report is saved it is stored in the "Dashboards and Reports" section, under the relevant tab.

Ш	Analytics and optimization		Dashboards and reports						
	Real-time metrics		Dashbaards Service level (Hame) () Real-time metric Historical metrics griv(Logout report Q, Search by report name				Create report		
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18	Login/Logout report	/	Sample abandoned calls details	pauli	No	Oct 24, 2023	Oct 24, 2023		
			Agent abandoned calls metrics	pauli	No	Oct 24, 2023	Oct 24, 2023		
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			sharontad3	sharoni	Yes	Nov 25, 2025	Jul 15, 2025		
	n an		1			sharontest	sharoni	Yes	Jul 13, 2023
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							Rows per page: 10 = 1 - 6 of 6 - C		
	Contact search								
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From this list page you can then select a report and delete it, or choose to share it or schedule it as required.

Dashboards and reports				
Dashboards Service level (Home) 🔀 Real-time metrics Historical metrics Login/Logout report				
Q. Search by report name				Create report
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sharontest3	sharonJ	Yes	Nov 23, 2023	Jul 13, 2023
sharontest	sharon.l	Yes	Jul 13, 2023	Jul 13, 2023
Example agent performance	paul.ogan	Yes	Sep 8, 2022	Sep 8, 2022
				Rows per page: 10 • 1 - 6 of 6 < >





Access Historic metrics in Connect – Agents

Historic metrics are available within the Amazon Connect application. As a supervisor you may be given access to this part of the application. Access may be restricted to just view reports, or you may also have the ability to create and share reports.



Connect can be accessed from the Settings menu – this will then open an additional tab in Amazon Connect. Historic and Realtime metrics, as well as other reporting features can be accessed from the "Chart" menu option.

You will then be presented with some options for what type of report you want to view or create. Each option will present a "standard" report which you can then reconfigure and save or share as appropriate. Reports can be scheduled to happen at regular intervals and be formed into dashboards in the Connect reporting section.

Historical Metrics			
	Select the type of report and metrics you wou		
	🕒 Queues	Contact metrics	~
	a Agents	gent performance	~
	C Phone numbers	Contact metrics	



Access Historic metrics in Connect – Agents (Continued)

When you open a report it will have a standard set of columns – if you select the cog on the right hand side you can select additional metric columns, use varous groupings and filters to breakdown the data and amend the interval and time ranges as required.

Historical metri	ics: Agei	nts										Actions •	Save report
												Save as	
Interval			Interval & Time range						Time Zone			Download CSV	~
Total			Jan 30, 2024, 12:00 A	M - Feb 29, 2024, 12:00 AM					UTC			Share report	•
Agent	•	Agent answer rate	Agent idle time	Agent non-response	Agent on contact time	Non-Productive Time	Occupancy	Online time	Average after contact work time	Average agent interaction time	Av	Schedule	Average h
jaydonu		63.51%	98:15:59	27	23:49:09	54:39:56	19.51%	176:45:05	00:16:41	00(13)41		00:00:12	
mark													
paula		73.68%	64:06:40	5	01:11:57	00:32:28	1.84%	65:51:07	00:00:41	00:04:06		00:00:31	
rowana		100.00%	17:57:54		86:32:49		82.81%	104:50:44	24:07:06	04:43:50			
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When you have the data as you need it you can save the report and give it a name. Saved reports can be downloaded as CSV files for further processing or shared and scheduled as necessary if you have permission to do so.

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			Agent abandoned calls metrics	pauli	No	Oct 24, 2023	Oct 24, 2023
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U	Contact Lens		Example agent performance	pauli	Yes	Sep 8, 2022	Sep 8, 2022
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	Contact search	·					
	Rules						

From this list page you can then select a report and delete it, or choose to share it or schedule it as required.

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contacts abandoned metrics queue	paulo	No	Oct 24, 2023	Oct 24, 2023
sharontest3	sharonJ	Yes	Nov 23, 2023	Jul 13, 2023
sharontest	sharon.l	Yes	Jul 13, 2023	Jul 13, 2023
Example agent performance	paul.ogan	Yes	Sep 8, 2022	Sep 8, 2022
				Rows per page: 10 • 1 - 6 of 6 < >





Module 4 Optional extras

By the end of this module, you will be able to:

- Using Queued Tasks
- Use QA Module to evaluate a contact

Manage Queued Tasks

Queued tasks are normally managed by a distinct group of users, often those who may have supervisor access, so Queued Tasks is located under the metrics and data menu option.

	Mason • Offline 82m 64a 🗸 Q
	Roles + Permissions
в	ROLE NAME A
	Admin
ŵ	Agent
¢	METRICS & DATA
0	Contact Search
	Queued Tasks 👆
	Automated Rules

Within the Queued tasks screen you can search for a task containing particular text, from a specific channel or queue or by enabling the toggle switch to search for a specific contact ID. Once you have entered your search parameters hit the search button and the filtered results will appear in the field below.



Manage Queued Tasks (Continued)

Within this field you can use the "select all" button or specific items by clicking the tickbox next to the item.

Once you have selected items you can then bulk export, move or reply to all the selected items.

t Entry		Channel		Dusiun		
ext Entry		1 Channel(s) selected		No Queue(s) selected	6 6	Harch .
Search by Con	tact ID					
suits					Auto-refresh Off C	Export Reply Move
ielect All	CHANNEL	CUSTOMER DETAILS	SUBJECT	MESSAGE	QUEUE	DATE V
	EMAIL	mason.rooney@missionlabs.co.uk	Test	Test 123 [signature_310352473] Mason Rooney Technical Business An	Tasks	18/04/2023 10:22
	EMAIL	azeez.alabi@missionlabs.co.uk	testing	Nowwwww	BasicQueue	13/04/2023 09:46

Reply / Bulk reply to Queued Tasks

Once you selected the item or items you want to reply to select the reply button.

fext Entry		c	hannel			Queue	_		
Text Entry			1 Channel(s) selected		0	No Queue(s) selected	0		Search
Search by Contac	et ID								
results							Auto-r	efresh Off 🗘	Export Rey M
Select All	CHANNEL	CUSTOMER DETAILS		SUBJECT	MESSAGE			QUEVE	DATE V
9	EMAIL	mason.rooney@missio	nlabs.co.uk	Test	Test 123	signature_310352473] Mason Rooney Technical Business An		Tasks	18/04/2023 10:22
	EMAIL	azeez.alabi@missionlal	bs.co.uk	testing	Nowwww	w		BasicQueue	13/04/2023 09:46





Reply / Bulk reply to Queued Tasks (Continued)

You will then be shown a text box where you can write a response to all the selected tasks. You can access any Quick replies or formatting options. If you have been given permission, you will also see the attachment icon to add attachments.

If you have the permission you can add an attachment to either a single queued task or a number of queued tasks (bulk queued tasks). These permissions are separated, so the attachment icon may appear depending on how many tasks you have selected.

Namely if you select multiple tasks, you need to have the "bulk attachment" permission for the icon to appear. If you only have permission to just "add attachment" then this icon will only occur if you reply to one task at a time.

You can select multiple attachments but need to consider any capacity / file size restrictions within your mailbox settings. The attachment will show onscreen with a file icon, allowing you to check it is the correct attachment and it's size before sending out.

Invitants selected	Sattices Display
e text box below allows you to send a reply to all the you no longer wish to send a reply to these contacts	e contacts that you have previously selected. s, select the cancel option.
plied to contacts will still be in a queue and availabl uil/Webforn Repfies	e to agents.
fest reply	I
ML-F-Banner_	



Reply / Bulk reply to Queued Tasks (Continued)

Once you select the reply button you will be asked to confirm if you want to send this reply to the number of selected contacts.

1 Contacts selected	Cancel Reply
The text box below allows you to send a reply to all the cont if you no longer wish to send a reply to these contacts, selec	cts that you have previously selected. the cancel option.
Replied to contacts will still be in a queue and available to a Email/Webform Replies	ents.
Gen	
	Reply to Contacts Are you sure you want to send this re contacts you have selected?
	Cancel Yes

Using Queued Tasks menu to end contacts

Once you have replied to contacts, if you have permission, you will be offered the opportunity to end these contacts. You can enter notes, add a reason for the contact and then choose the yes option to end the contact, or No option for the contacts to remain in the queued task list.

End Contacts The second second with the second sec	Oureued Tasks Processing 1 contacts O	D Almest Actored			
be provident if an and inducated with threads moved.	Curvend Tasks Processing 1 contacts Document In Progres Fault The may take up to 20 seconds to compared		Overved Tasks Processing 1 contacts Decremental bit Progress The nur false age to 30 exceeds to comparts	0 Unady Action	X Overved Tasks Completed 1 contacts have been processed 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0

You will get an onscreen progress report as the selected tasks are processed and ended. This may take upto 30 seconds to complete and any errors or issues will be highlighted.



Using the QA Module to evaluate a call (If enabled)

If the QA module has been enabled if a supervisor uses the "Contact search" function to search for a particular call recording or transcript then they will see an additional Quality Assurance field below the contact details.

< Back to search results								
Contact Details								
Contact ID			Initiation Method	Duration				
c6cb9a4e-062c-4f6b-852a-a3429ea	81199	۵	INBOUND	02m 45s				
Start time	External ID		Customer Number	System Number				
08/11/21, 13:28	Unknown	0	07917 335550	0113 868 5253				
Queue	Reason for contact		Time in Queue	ACW Duration				
Customer Support (voice)	Customer Support		00m 06s	00m 49s				
Agent	Disconnect reason							
Paul Egan	AGENT_DISCONNECT							
Notes								
No notes								
		Show	More ~					
Call recording			00:00:00 / 00:02:45	Speed: 1x	Iload	^		
A .								
(J×								
()×								
00:00						02:45		
Quality Assumes								
Quality Assurance					In Progress	~		
			9					
	The contact is cur	rently be	ing evaluated by Paul Egan					

If you select the "Open Evaluation" button you will be able to evaluate the contact, once you have selected the evaluation form to be used. You will need to select the scoring template from the dropdown box.

 Voice Email Kack 			
DATE OF CONTACT	AGENT	QUEUE	DURATION
23/04/2021 13:49		Customer Support (voice)	01m 35s
16/04/2021 16:33		Administration (voice)	00m 18s
		<< 3 of 3 > >> Ge	o to page 1 Go
Choose Score Template* Test Template		\$	C



Using the QA Module to evaluate a call (continued)

You can then listen to the call and complete the QA form online.

When you are finished select the green "calculate score" button. Once you have selected the "Calculate Score" button this locks in the score for the call. This new score will be highlighted to the Agent so they can review your form and read any feedback

	Paul Offline: 1d 00h 01m 39s 🗸						
	< Back						
Q.	Contact Details					Sample Q	A Form Example
0	Contact ID		Initiation Method	Duration			
\mathcal{Q}	705f8b9d-ff6c-4fc1-bfb0-	ß	OUTBOUND	00m 06s		Call Up	bening
<u>ل</u>	Start time	External ID	Customer Number	System Number		Did t	he agent answer the call using the correct greeting message / he agent sound ready to help the customer? Could you hear them smile
	10/08/21, 13:27	Unknown 0	0333 09	01131		0	1 Standard not met 2 Basics met 3 Excellent example
0	Queue	Reason for contact	Time in Queue	ACW Duration			
Ø	Outbound	Unknown	00m 00s	01m 00s			mments
~	Agent	Disconnect reason					ti la
रूउ	Notes	AGEN 1_DISCONNECT				ID AV -	n land annalisman. Dava anfail
	CircleLoop Test Call					2 Wast	the Customer ID&V'd in correct manner. Was the legal Compliance statement readout
		Show	More ~			clear	riy?
						3 cor full te	rect items of ID&V or procedure followed Legal Compliance statement read out in full 'This is the ext of the compliance statement that agents have to read out to customers so they are fully aware
	Call recording		00:00:00	/ 00:00:07 Speed: 1x	^ <	oran	Not completed correctly Completed but rushed Completed clearly
	<]×				_		
	A.					Cor	mments
	(J×				-		
	00:00			(00:07		
						Genera	al Call Quality - Multiple Questions within section
						3 Did t	the agent make the conversation Personal / tailored to the reason for the call? ting every person as they wish to be treated is crucial when building rapport with customers: that
						mear for th	ns appreciating what the customer is asking of us and tailoring our approach in a way that is right
						0	Stock / stilted answers O Some personalisation O Customer delighted
							mments
						4 Didt	the agent offer appropriate other services to add value? Did they ask open Questions to 🔹 👻

Previous call evaluations can be searched and viewed from the "evaluations" submenu which can show scores and progress of an evaluation. You can also start a new evaluation from the evaluations page.





Using the QA Module to evaluate a call (continued)

You can either use the basic search menu, or select the advanced search function to filter your search even further.

If an evaluation gets interrupted or is not completed it will show as "in progress" on this screen and the evaluator can go back in a complete the evaluation at a later date.

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and the second									_							-
		Evaluation ID		Contact ID		4	gent		Queue		Type			Channel		
								c			0		0			0
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