



**IPCC Dashboard  
Agent and Queue Status and Stats  
User Manual Version 1.2.50**

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# IPCC Dashboard Agent and Queue Status and Stats

## Overview

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*by Syn-Apps*

*IPCC Dashboard provides a real-time view of agent and queue status for IPCC Express. Users select a contact service queue or team to view and are presented with a list of agents assigned to that queue and their current status. A built in alert service can message phones and send email when the number of calls in queue or the oldest contact in queue reaches a user defined threshold. The application also displays queue and team based statistics and can track and tally incoming calls per queue. A report generation interface provides historical reports on TSF (telephony service factor) by queue or team.*

## About Syn-Apps

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*Syn-Apps L.L.C. was founded in 2000 as a consulting firm focused on developing software for IP telephony. Since that time Syn-Apps has more than tripled in size and has expanded its consulting services to include enterprise application development. We believe that our relatively small firm is able to fulfill the needs of our customers more efficiently and inexpensively than our larger competitors.*

*Syn-Apps has an extensive knowledge base in numerous technologies, including .NET, C#, VB.Net, SQL Server, Java, C++ and other mainstream development tools. Syn-Apps additionally has a strong background in network design and networking fundamentals. We believe this combination of experience in a broad range of technologies allows us to offer our customers an end-to-end application development solution.*

*We believe that in order to have a successful application deployment one should not only understand the development environment but also understand how the application will interact with the rest of network. Syn-Apps employs one of the Cisco Systems Engineers that was responsible for the network development and design for many Fortune 100 companies. We believe that this enables us to become a valuable asset to any development team.*

*Syn-Apps developers have a wide variety of development experience in many diverse industries. Our developers have been employed by, or consulted for companies such as Microsoft, Cisco, General Motors, General Dynamics, Bloomberg, and many others. All of our developers have a keen understanding of the software development life cycle and know how to develop successful applications.*

*At Syn-Apps we understand the importance of a team environment and are comfortable developing and sharing information to ensure that the best of breed product is produced.*

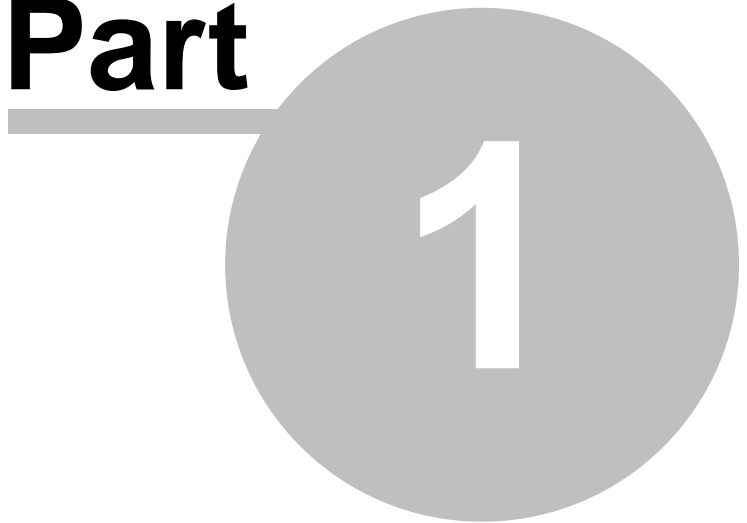
# Table of Contents

<b>Part 1 Application Features</b>	<b>6</b>
<b>Part 2 System Requirements</b>	<b>8</b>
1 Applications Server Requirements.....	8
2 Cisco IPCC Express System Requirements.....	10
<b>Part 3 Installation Procedure</b>	<b>12</b>
<b>Part 4 Configuration Steps</b>	<b>16</b>
<b>Part 5 Login</b>	<b>23</b>
<b>Part 6 Queue View</b>	<b>25</b>
<b>Part 7 Agents View</b>	<b>28</b>
<b>Part 8 Team View</b>	<b>30</b>
<b>Part 9 CSQ Stats</b>	<b>33</b>
<b>Part 10 Reports</b>	<b>35</b>
<b>Part 11 Settings</b>	<b>37</b>
1 Call Tracking.....	37
2 Thresholds .....	38
3 Setting up the URL Authentication.....	39
4 Reason Codes.....	40
5 Password .....	41
<b>Part 12 Support</b>	<b>43</b>



# Application Features

**Part**



## 1 Application Features

- View real-time agent and queue status at a glance.
- IPCC Dashboard alert service provides proactive event notification by sending emails and messaging IP phones when user defined thresholds are met.
- Historical reports generation for Queues/Teams by day or multi-day (reports TSF [Telephony Service Factor] and contributing variables).
- Supports both Resource and Skill group call service queues.
- Shows pertinent stats per agent:
  - Current status
  - Calls handled
  - Average Call Handle Time
  - Idle time
- Shows pertinent stats per queue:
  - Calls in queue
  - Oldest contact
  - Calls handled today/this hour
  - Calls abandoned today/this hour
- Shows pertinent stats per team:
  - Calls in queue
  - Oldest contact
  - Calls handled today/this hour
  - Calls abandoned today/this hour
  - TSF: Telephony Service Factor
- Windows installer, with automated configuration
- Built-in support features, enabling us to quickly detect and correct problems if they appear.



# System Requirements

**Part**



**2**

## 2 System Requirements

In order for IPCC Dashboard to function properly, there are a few system requirements that need to be met.

### 2.1 Applications Server Requirements

The Server must meet the following requirements before the IPCC Dashboard application will function correctly.

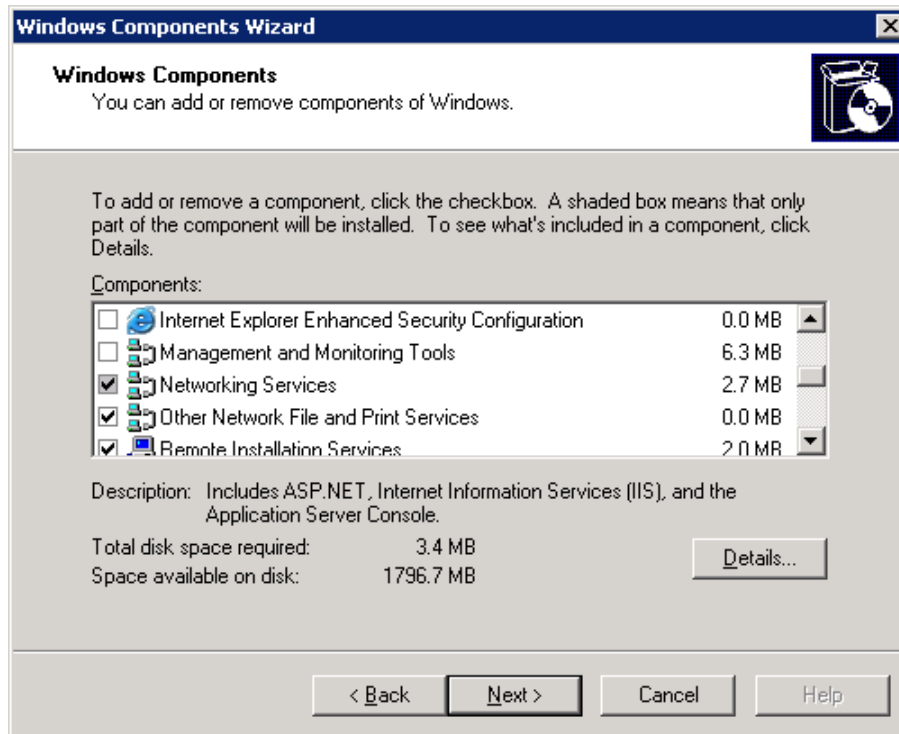
- IPCC Express version 4.0 and above
- Microsoft .Net 1.1
- Windows 2000 or Windows 2003
- Microsoft SQL Server 2000 or MSDE ([Core Components](#))
- Microsoft IIS
- 1 gigabytes of system memory (minimum requirement)
- 1 gigabyte of hard disk space (minimum requirement)

#### Windows 2003 Server

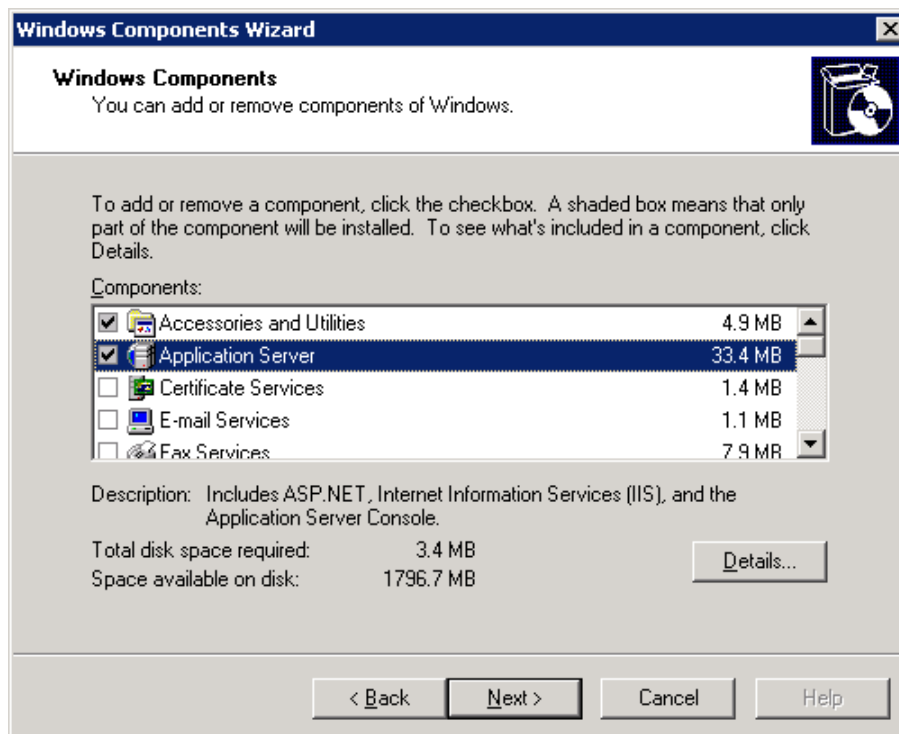
**The Following items must be performed on a supported OS while logged in as the local Administrator.**

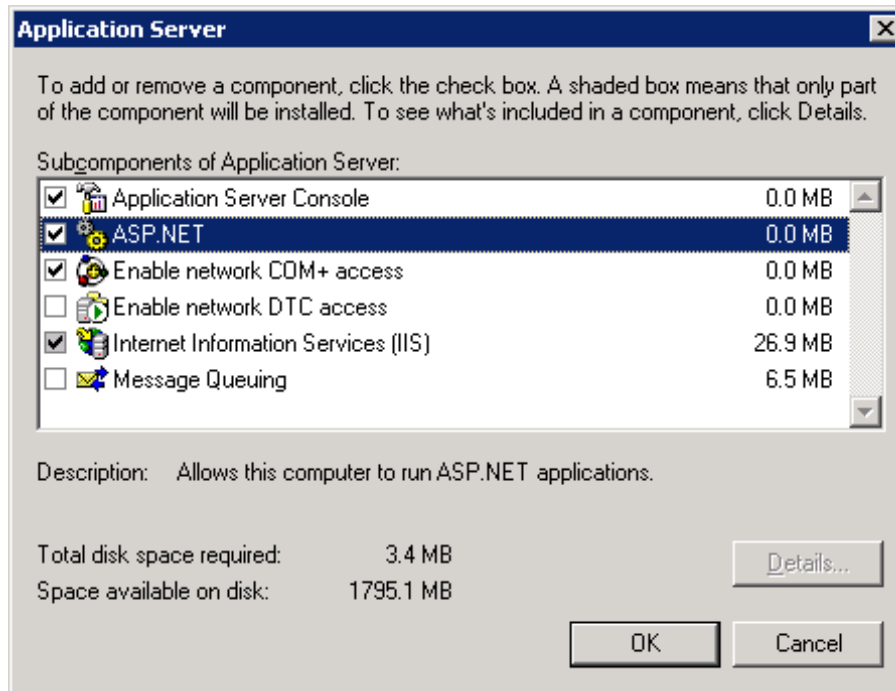
1. If the server does not have an existing SQL instance, you must first download the [Core Components](#). Once the install process has completed you must start the MSSQL\$SYNAPPS service or restart the server before continuing.
2. Windows Components
  - a. Internet Explorer Enhanced Security Configuration Box must be unchecked.





b. Under Application Server the ASP.NET check box must be checked.





### 3. Continue to Install Application

#### Windows 2000 Server

Your Windows 2000 Server does not require any additional components to be configured.

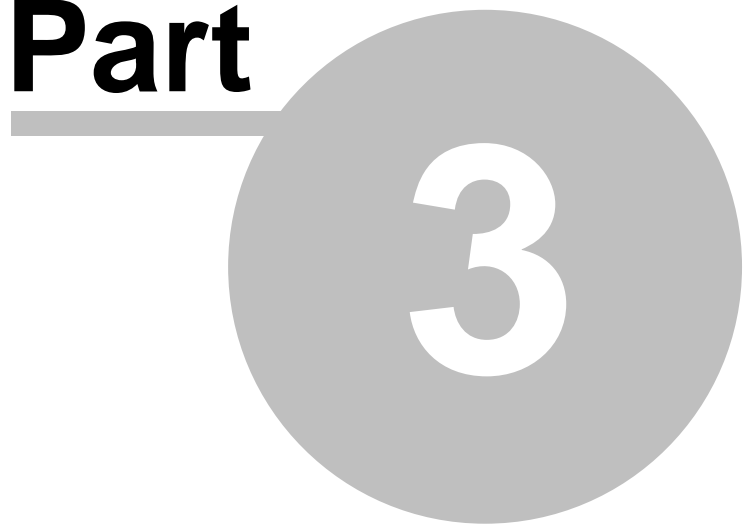
## 2.2 Cisco IPCC Express System Requirements

IPCC Dashboard requires IPCC Express version 4.0 and above to function properly.



# Installation Procedure

**Part**



**3**

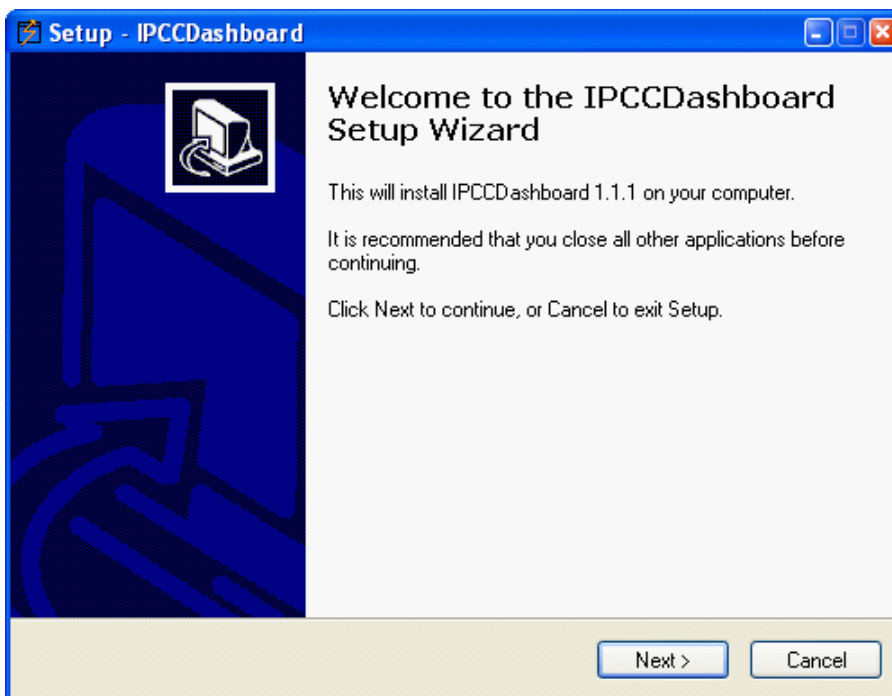
### 3 Installation Procedure

To begin the installation, place the Syn-Apps application CD into the drive. The Syn-Apps Splash screen will start automatically. Select the **Install Applications** link,

Next, click on the **Install IPCC Dashboard** link from the Syn-Apps application CD.

If the Install Wizard does not start installation, manually begin installation by:

- Click **Start** off of the Desktop
- Select **Run**
- Type in: **E:\IPCC Dashboard\IPCC Dashboard.exe** (where E: represents your CD drive)

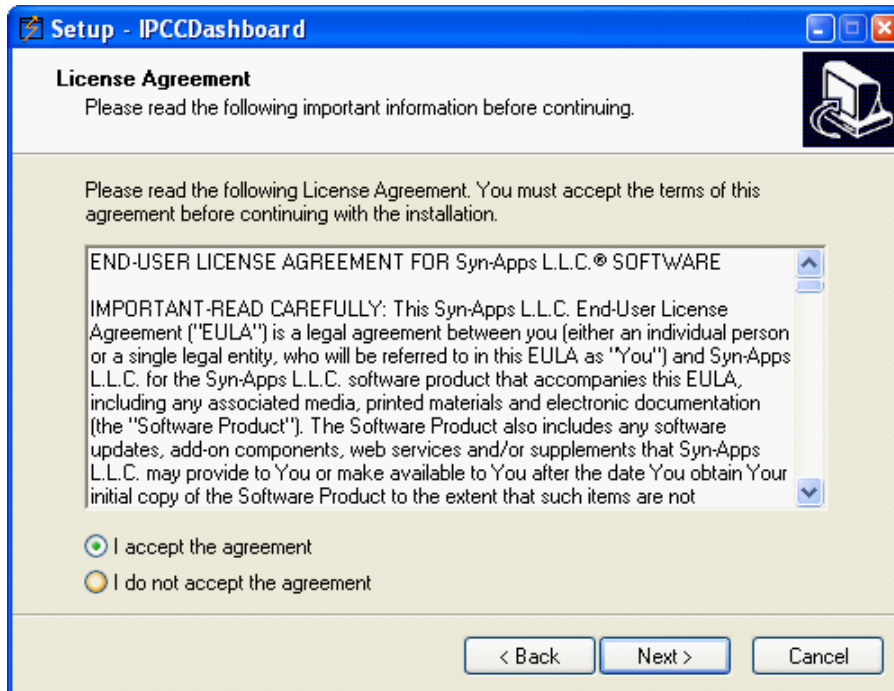


Click **Next** to continue.

#### License Agreement

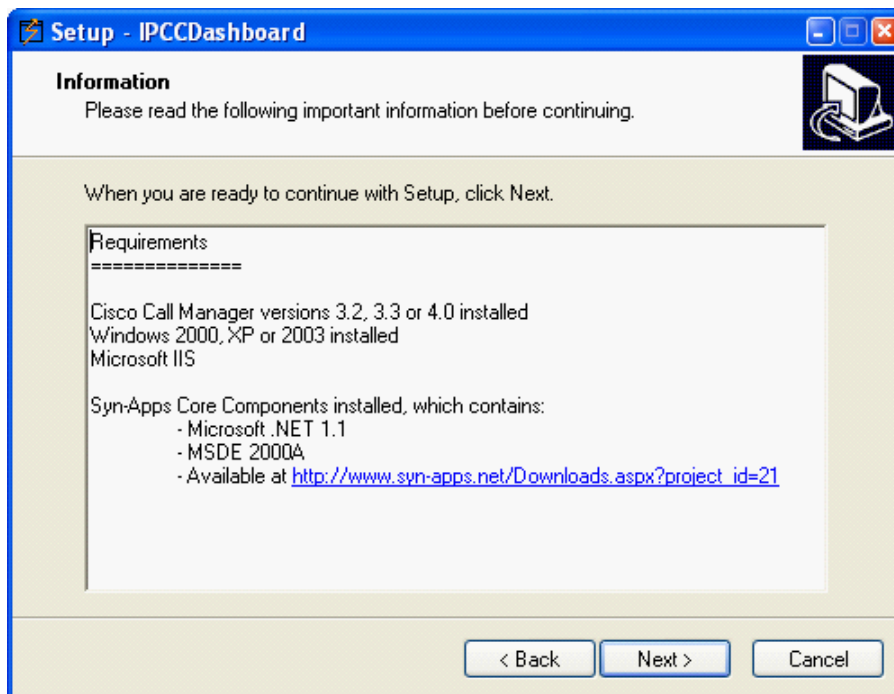
You will be prompted to read your License Agreement to use the Syn-Apps IPCC Dashboard product. You may use your page down key to view by page. Once you agree with the terms, Click **Next** to proceed.





## Setup Information

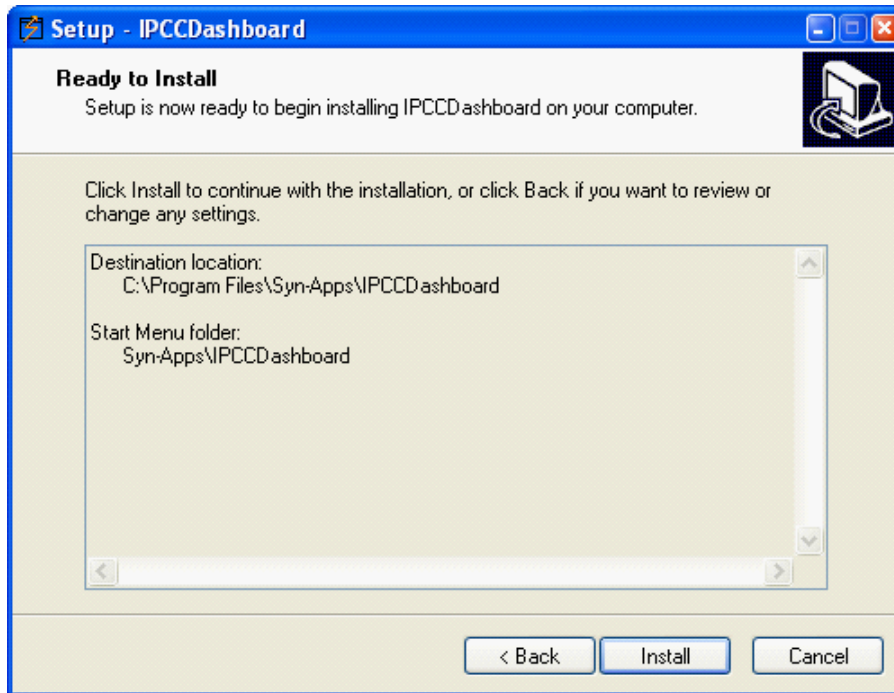
Click **Next** after you have reviewed and verified the software product and version requirements.



## Ready to Install

Click **Install** if you are ready to proceed with the IPCC Dashboard installation.

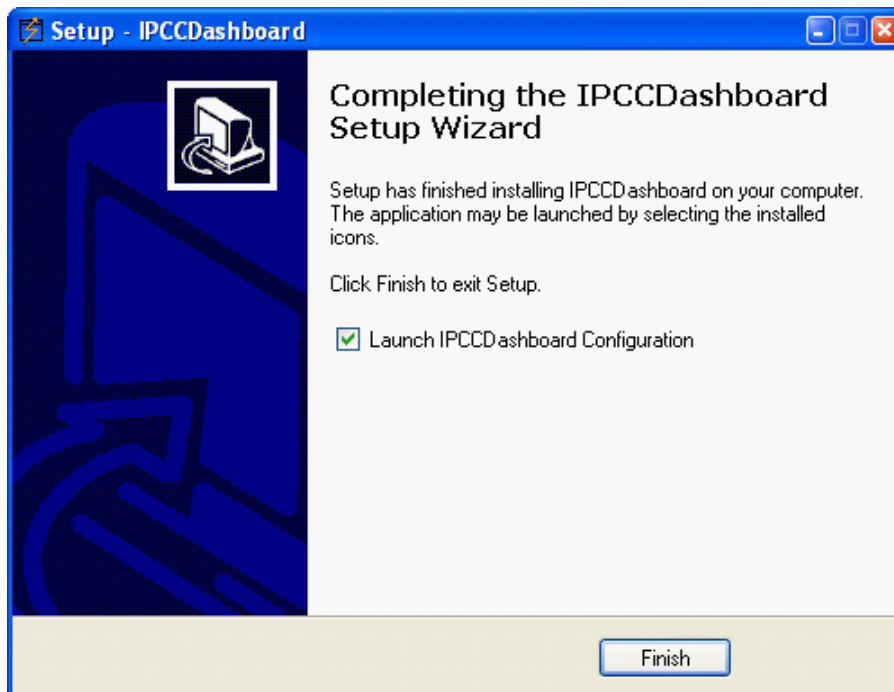




**\*Please wait while Setup installs IPCC Dashboard on your computer.**

Once IPCC Dashboard has been successfully installed, this message will appear.

Click **Finish**.



# Configuration Steps

**Part**

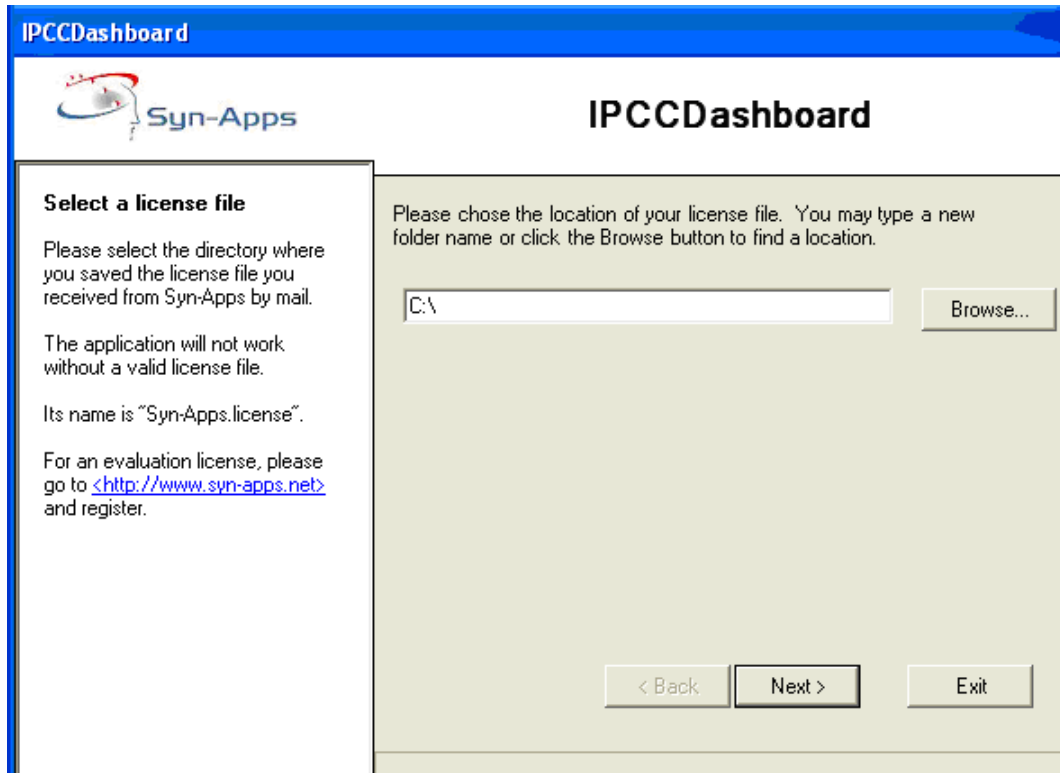


**4**

## 4 Configuration Steps

In order to use the IPCC Dashboard software, a valid license key must be obtained. You can register and obtain product licenses by visiting the Syn-Apps website at [www.syn-apps.com](http://www.syn-apps.com). If you have already obtained your key, click **Browse** to locate the license file that you acquired separately.

Click **Next** to proceed.

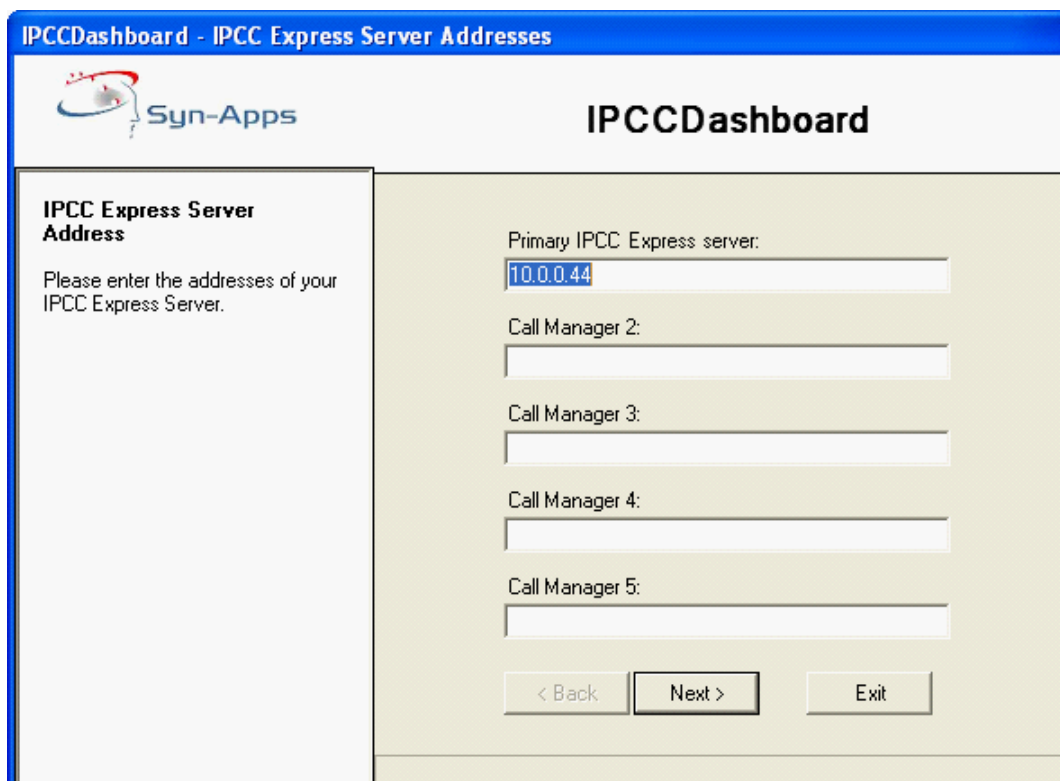


## Configuring IPCC Express Server Addresses

Type the IP address of your IPCC Express server. You are allowed to input a maximum of five IPCC Express Servers.

In the event that you wish to designate a secondary IPCC Express server for the IPCC Dashboard system to rollover to in case of system failure, you may designate up to 4 back up IPCC Express servers. All servers are required to have the same administrator user ID and password designated and must be running the same version of IPCC Express. Additionally all back-up IPCC Express servers must be using the same SQL SA password.

Click **Next** to proceed.



The screenshot shows a web-based configuration window titled "IPCCDashboard - IPCC Express Server Addresses". The window has a blue header bar with the title. Below the header, there is a logo for "Syn-Apps" on the left and the text "IPCCDashboard" on the right. The main content area is divided into two sections. The left section is titled "IPCC Express Server Address" and contains the instruction: "Please enter the addresses of your IPCC Express Server." The right section contains five input fields for server addresses, labeled "Primary IPCC Express server:", "Call Manager 2:", "Call Manager 3:", "Call Manager 4:", and "Call Manager 5:". The "Primary IPCC Express server" field is currently filled with the IP address "10.0.0.44". At the bottom of the right section, there are three buttons: "< Back", "Next >", and "Exit".

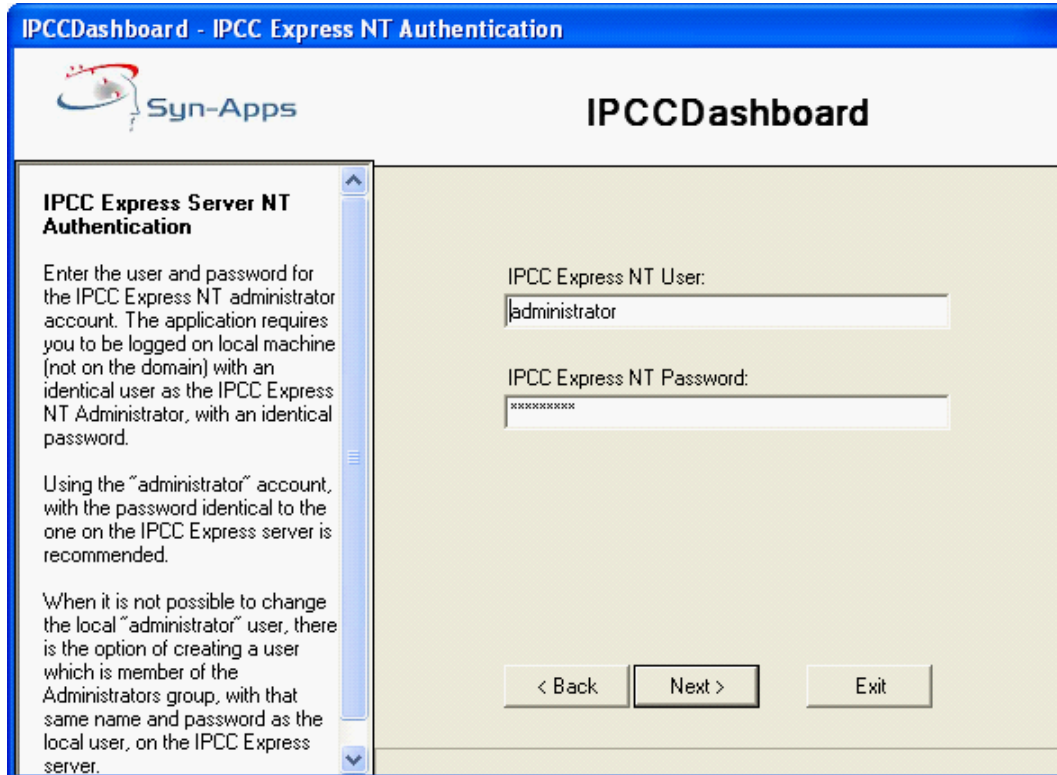


## Server NT Authentication

Enter the user and password for the IPCC Express NT administrator account.

**Note:** It is recommended that the “administrator” account, with the password identical to the one on the IPCC Express server, be used.

Click **Next**



The screenshot shows a dialog box titled "IPCCDashboard - IPCC Express NT Authentication". The window has a blue title bar and a light beige background. In the top left corner, there is a logo for "Syn-Apps" featuring a stylized globe with red and blue dots. The main title "IPCCDashboard" is centered at the top. On the left side, there is a scrollable text area with the following content:

**IPCC Express Server NT Authentication**

Enter the user and password for the IPCC Express NT administrator account. The application requires you to be logged on local machine (not on the domain) with an identical user as the IPCC Express NT Administrator, with an identical password.

Using the “administrator” account, with the password identical to the one on the IPCC Express server is recommended.

When it is not possible to change the local “administrator” user, there is the option of creating a user which is member of the Administrators group, with that same name and password as the local user, on the IPCC Express server.

On the right side of the dialog, there are two input fields:

IPCC Express NT User:

IPCC Express NT Password:

At the bottom of the dialog, there are three buttons: "< Back", "Next >", and "Exit".




## IPCC Express Authentication

Enter the user and password for the IPCC Express administrator account. This is usually the password used to access the IPCC Express AppAdmin web pages. Note: Both the user name and password fields are case sensitive.

Click **Next**.

**IPCCDashboard - IPCC Express Authentication**

 **IPCCDashboard**

**IPCC Express Authentication**

Enter the user and password for the IPCC Express administrator account. (It is not always the same as the IPCC Express NT administrator account).

Common account names include:  
*administrator, appadmin*

This account is used to call API's on the IPCC Express Server.

IPCC Express User:

IPCC Express Password:

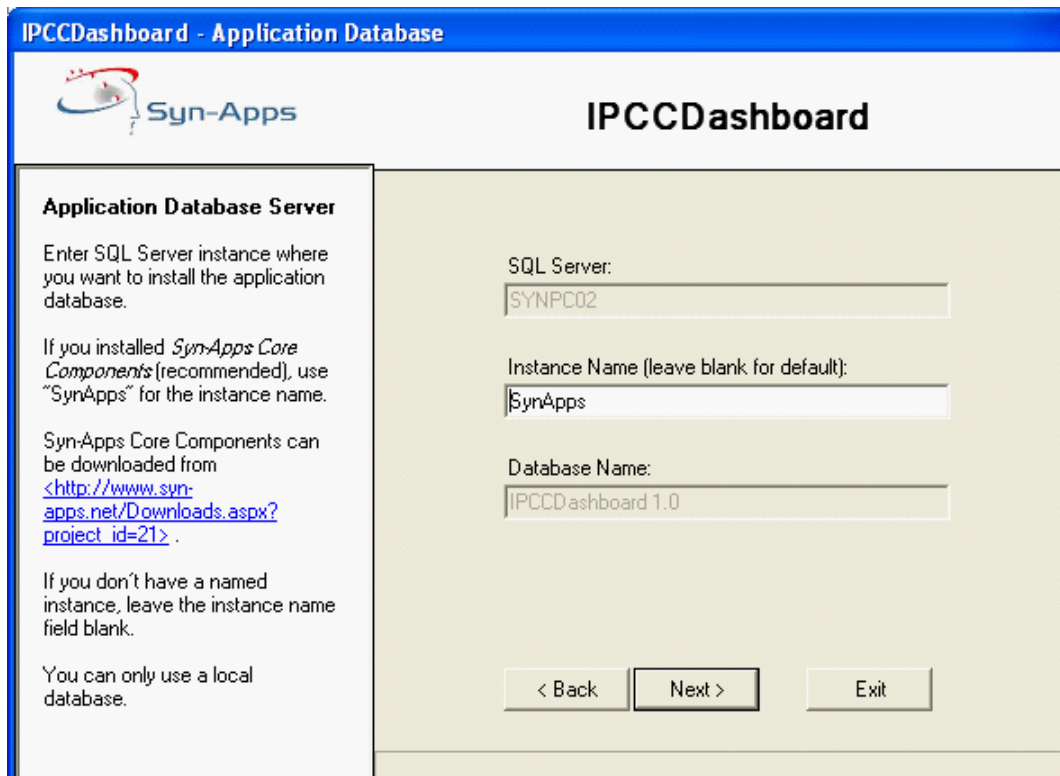
< Back    Next >    Exit




## Application Database

If you have installed the Syn-Apps Core Components (Required) please enter **SynApps** as your instance name. If you are using an existing SQL instance enter the name in the instance field (leave blank for the default MS-SQL server instance).

Click **Next** to proceed.



**IPCCDashboard - Application Database**

 **IPCCDashboard**

**Application Database Server**

Enter SQL Server instance where you want to install the application database.

If you installed *Syn-Apps Core Components* (recommended), use "SynApps" for the instance name.

Syn-Apps Core Components can be downloaded from [http://www.syn-apps.net/Downloads.aspx?project\\_id=21](http://www.syn-apps.net/Downloads.aspx?project_id=21) .

If you don't have a named instance, leave the instance name field blank.

You can only use a local database.

SQL Server:

Instance Name (leave blank for default):

Database Name:

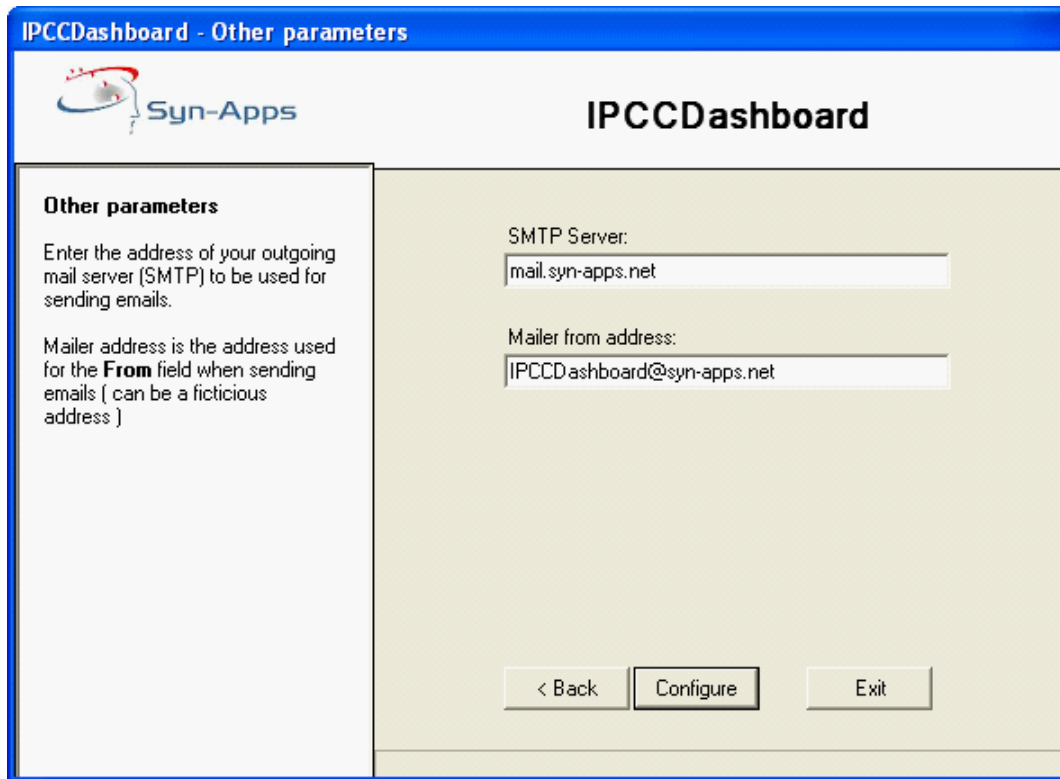
< Back    Next >    Exit



## Other Parameters

Enter the address of your outgoing mail server (SMTP) to be used for sending emails. Enter the mailer from address (can be fictitious).

Click **Configure**.



The screenshot shows a window titled "IPCCDashboard - Other parameters". The window has a blue header bar with the title and the Syn-Apps logo. The main area is divided into two sections. On the left, there is a sidebar with the heading "Other parameters" and two paragraphs of text: "Enter the address of your outgoing mail server (SMTP) to be used for sending emails." and "Mailer address is the address used for the **From** field when sending emails ( can be a fictitious address )". On the right, there are two text input fields. The first is labeled "SMTP Server:" and contains the text "mail.syn-apps.net". The second is labeled "Mailer from address:" and contains the text "IPCCDashboard@syn-apps.net". At the bottom of the window, there are three buttons: "< Back", "Configure", and "Exit".

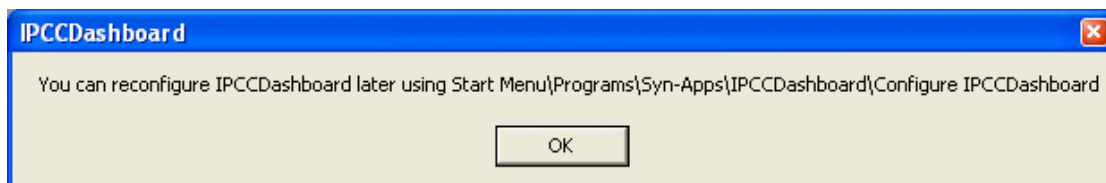
## Successful Configuration

After clicking the Configure button:

You will see a series of windows and the status bar will be updated as steps are completed.

When the application is configured you will see the following success window.

Click **OK** to proceed.



**Login**

**Part**

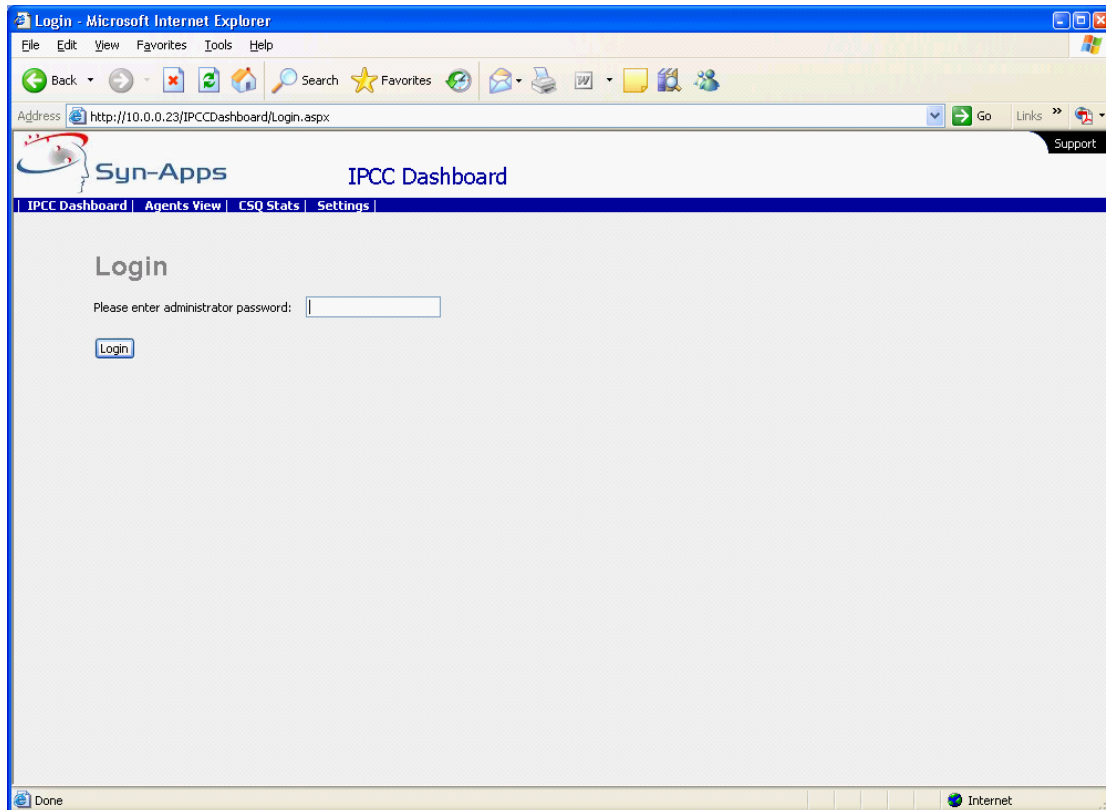
**5**

## 5 Login

Once Configuration has been completed, you may now access IPCC Dashboard through the Login Screen.

Enter the local machine administrator password and click **Login**.

**\*Note:** A blank password can be used for simple mode. In simple mode all statistics are hidden and only the agents status, grouped by CSQ, is shown.



# Queue View

**Part**

**6**

## 6 Queue View

Once you have logged in, you will be taken to the default page, the **IPCC Dashboard** page. This page provides a by queue view of status information for incoming calls as well as agent and queue statistics.

Click the **Select Queue** dropdown to choose the queue you would like to view.

### Agent Statistics Table:

- **Agent:** Lists agent(s) in select Queue
- **Status:** Displays agent status (i.e. log out, ready, not ready, talking)
- **Reason:** Displays reason for Log Out or Not Ready state if configured under [settings>reason codes](#).
- **Handled Today:** Number of calls handled today
- **Abandoned Today:** Number of calls abandoned today
- **ACHT:** Average Call Handled Time
- **Idle/Wrap:** Idle + Wrap Up time. The starting idle time can be non zero when the IPCC Express server and application server clocks have a discrepancy.

### Incoming Calls Table (only shown when tracking has been configured under [settings>call tracking](#))

- **Name:** Identifier given to the number to track.
- **Handled:** Calls handled from this number today.
- **Total:** Calls from this number today.

### Queue Statistics Table:

- **Calls in Queue:** Number of calls currently in the queue being viewed.
- **Oldest Contact:** Oldest call currently in the queue being viewed (time h:mm:ss).
- **Handled Today:** Number of calls handled for this queue today.
- **Handled Hour:** Number of calls handled for this queue this hour.
- **Abandoned Today:** Number of calls abandoned for this queue today.
- **Dequeued Today:** Number of calls dequeued from this queue today.
- **Longest Talk:** Longest talk time for this queue today.
- **Longest Wait:** Longest wait time for this queue today.



IPCC Dashboard - Queue View - Windows Internet Explorer

http://10.0.0.252/IPCCDashboard/Queues.aspx

IPCC Dashboard - Queue View

Syn-Apps IPCC Dashboard

Queue View | Agents View | Team View | CSQ Stats | Reports | Settings

Select Queue: SynApps Sales Skill

**Agent Statistics**

Agent	Status	Reason	Handled Today	Abandoned Today	ACHT	Idle/Wrap
Karlo Zatylny	Not Ready	NA	0	0	0	
Eric Conway	Ready	NA	3	0	00:11	1.04:45:20
Shirryn Williams	Not Ready	NA	0	0	0	
Ryan Brown	Ready	NA	1	0	00:24	01:39:48

**Incoming Calls**

Name	Handled	Total
Customer-A	10	12
Customer-B	0	0

**Queue Statistics**

CSQ Name	Calls In Queue	Oldest Contact	Handled Today	Handled Hour	Abandoned Today	Dequeued Today	Longest Talk	Longest Wait
SynApps Sales Skill	0	0:00:00	4	0	0	0	0:00:16	0:00:20

Done

Internet 100%



# Agents View

**Part**



**7**

## 7 Agents View

The **Agents View** page shows a list of all agents configured in the IPCC Express system. The incoming calls table is also visible here when it has been configured with at least one number to track.

### Agent Statistics Table:

- **Agent:** Lists agent(s) in select Queue
- **Status:** Displays agent status (i.e. log out, ready, not ready, talking)
- **Reason:** Displays reason for Log Out or Not Ready state if configured under [settings>reason codes](#).
- **Handled Today:** Number of calls handled today
- **Abandoned Today:** Number of calls abandoned today
- **ACHT:** Average Call Handled Time
- **Idle/Wrap:** Idle + Wrap Up time today.

### Incoming Calls Table (only shown when configured under settings):

- **Name:** Identifier given to the number to track.
- **Handled:** Calls handled from this number today.
- **Total:** Calls from this number today.

The screenshot displays the IPCC Dashboard Agents View page. The browser window title is "IPCC Dashboard - Agents View - Windows Internet Explorer". The address bar shows "http://10.0.0.252/IPCCDashboard/allUsers.aspx". The page header includes the Syn-Apps logo and "IPCC Dashboard". The navigation menu includes "Queue View", "Agents View", "Team View", "CSQ Stats", "Reports", and "Settings".

The main content area is divided into two sections:

#### Agent Statistics

Agent	Status	Reason	Handled Today	Abandoned Today	ACHT	Idle/Wrap
Karlo Zatylny	Not Ready	NA	0	0	0	
Eric Conway	Not Ready	Out to Lunch	7	0	00:26	1:05:11:28
Ryan Brown	Ready	NA	2	0	00:34	02:05:56
Shirryn Williams	Not Ready	NA	0	0	0	
Shirryn Williams	Not Ready	NA	0	0	0	

#### Incoming Calls

Name	Handled	Total
Customer-A	10	12
Customer-B	0	0



**Team View**

**Part**



## 8 Team View

Once you have logged in, you will be taken to the default page, the **IPCC Dashboard** page. This page provides a by queue view of status information for incoming calls as well as agent and queue statistics.

Click the **Select Queue** dropdown to choose the queue you would like to view. Check the **Auto Rotate Teams** checkbox to automatically rotate through the teams (default 20 seconds, to change this setting regedit HKLM>Software>SynApps>IPCCDashboard>rotateTeamSeconds and change to the desired number of seconds).

### Agent Statistics Table:

- **Agent:** Lists agent(s) in select Queue
- **Status:** Displays agent status (i.e. log out, ready, not ready, talking)
- **Reason:** Displays reason for Log Out or Not Ready state if configured under [settings>reason codes](#).
- **Handled Today:** Number of calls handled today
- **Abandoned Today:** Number of calls abandoned today
- **ACHT:** Average Call Handled Time
- **Idle/Wrap:** Idle + Wrap Up time. The starting idle time can be non zero when the IPCC Express server and application server clocks have a discrepancy.

*\*\*\*It is possible to hide the Agent Statistics Table, to do so regedit HKLM>Software >SynApps>IPCCDashboard>showAgentsInTeamView and change the value from 1 to 0.*

### Incoming Calls Table (only shown when tracking has been configured under [settings>call tracking](#)):

- **Name:** Identifier given to the number to track.
- **Handled:** Calls handled from this number today.
- **Total:** Calls from this number today.

### Queue Statistics Table:

- **Calls in Queue:** Number of calls currently in the queue being viewed.
- **Oldest Contact:** Oldest call currently in the queue being viewed (time h:mm:ss).
- **Handled Today:** Number of calls handled for this queue today.
- **Handled Hour:** Number of calls handled for this queue this hour.
- **Abandoned Today:** Number of calls abandoned for this queue today.
- **Dequeued Today:** Number of calls dequeued from this queue today.
- **Longest Talk:** Longest talk time for this queue today.
- **Longest Wait:** Longest wait time for this queue today.
- **Late Answer:** Number of calls not answered in 10 seconds (default, to change this setting regedit HKLM>Software>SynApps>IPCCDashboard>ringTimeOverCount to the desired number of seconds).
- **TSF:** Telephony Service Factor =  $[1 - ((\text{Late Answers} + \text{Abandoned}) / \text{total calls offered})] * 100$



Team View - Microsoft Internet Explorer

Address: http://10.0.0.252/IPCCDashboard/teams.aspx

Syn-Apps IPCC Dashboard

Queue View | Agents View | Team View | CSQ Stats | Reports | Settings

Select Team: Sales Auto Rotate Teams:

Team: Sales

Agent Statistics

Agent	Status	Reason	Handled Today	Abandoned Today	ACHT	Idle/Wrap
Ryan Brown	Ready	NA	0	0	0	21:46:58
Shirryn Williams	Not Ready	NA	0	0	0	
Eric Conway	Ready	NA	0	0	0	00:34:14
Karlo Zatylny	Not Ready	NA	0	0	0	

Incoming Calls

Name	Handled	Total
Customer-A	0	0
Customer-B	0	0

Queue Statistics

CSQ Name	Calls In Queue	Oldest Contact	Handled Today	Handled Hour	Abandoned Today	Dequeued Today	Longest Talk	Longest Wait	Late Answer	TSF
SynApps Sales	0	0:00:00	0	0	0	0	0:00:00	0:00:00	0	0
SynApps Sales Skill	0	0:00:00	0	0	0	0	0:00:00	0:00:00	0	0
<b>Total</b>	<b>0</b>	<b>00:00:00</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>00:00:00</b>	<b>00:00:00</b>	<b>0</b>	<b>0</b>

Done Internet

# CSQ Stats

**Part**

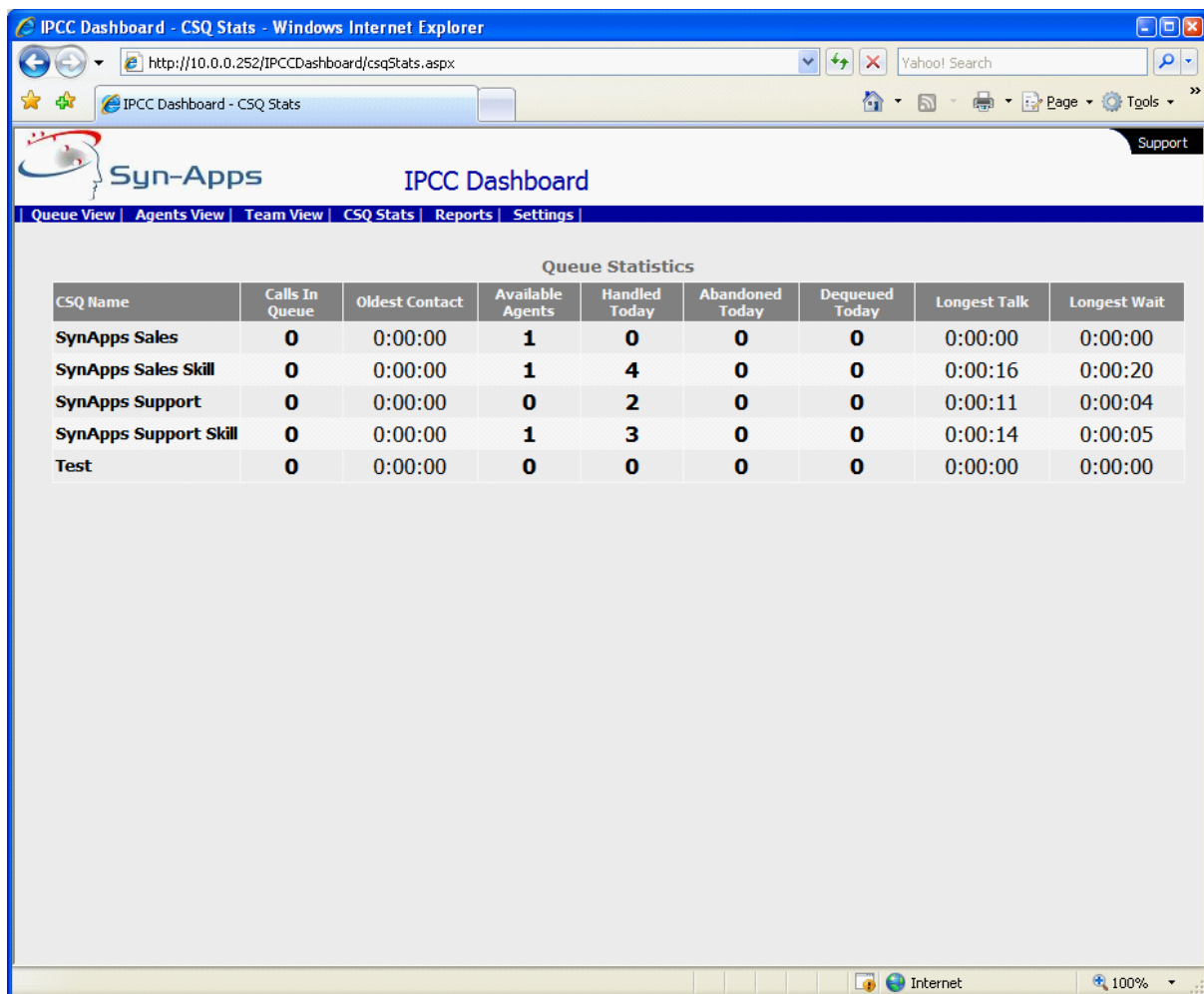
**9**

## 9 CSQ Stats

The **CSQ Stats** page displays the queue statistics for each CSQ.

### Queue Statistics Table:

- **Calls in Queue:** Number of calls currently in the queue being viewed.
- **Oldest Contact:** Oldest call currently in the queue being viewed (time h:mm:ss).
- **Available Agents:** Number of agents in the ready state for this queue.
- **Handled Today:** Number of calls handled for this queue today.
- **Handled Hour:** Number of calls handled for this queue this hour.
- **Abandoned Today:** Number of calls abandoned for this queue today.
- **Dequeued Today:** Number of calls dequeued from this queue today.
- **Longest Talk:** Longest talk time for this queue today.
- **Longest Wait:** Longest wait time for this queue today.



The screenshot shows a web browser window titled "IPCC Dashboard - CSQ Stats - Windows Internet Explorer". The address bar shows the URL "http://10.0.0.252/IPCCDashboard/csqStats.aspx". The page content includes the Syn-Apps logo and the title "IPCC Dashboard". A navigation menu at the top contains links for "Queue View", "Agents View", "Team View", "CSQ Stats", "Reports", and "Settings". The main content area displays a table titled "Queue Statistics" with the following data:

CSQ Name	Calls In Queue	Oldest Contact	Available Agents	Handled Today	Abandoned Today	Dequeued Today	Longest Talk	Longest Wait
SynApps Sales	0	0:00:00	1	0	0	0	0:00:00	0:00:00
SynApps Sales Skill	0	0:00:00	1	4	0	0	0:00:16	0:00:20
SynApps Support	0	0:00:00	0	2	0	0	0:00:11	0:00:04
SynApps Support Skill	0	0:00:00	1	3	0	0	0:00:14	0:00:05
Test	0	0:00:00	0	0	0	0	0:00:00	0:00:00



# Reports

**Part**

**10**

## 10 Reports

The **Reports** page is used to generate historical TSF reports on queues/teams in either daily or multi-day format. By default the Queues are listed, to generate team based reports check the **Teams** checkbox.

To generate a daily report, check the **Daily Report** checkbox and enter a **Start Date** (or enter the same date in both the **Start Date** and **End Date** entry fields). Select the Queue/Team to report on and then click the **Generate Report** button.

To generate a multi-day report, uncheck the **Daily Report** checkbox and enter the **Start Date** and **End Date**. Select the Queue/Team to report on and then click the **Generate Report** button.

### Report Output Table:

- **Date/Time:** The Date (multi-day report) or Date and Time (daily report) for the report row.
- **Calls Offered:** The total calls offered for the listed Date/Time and Queue/Team.
- **Late Answer:** The number of late answers for the listed Date/Time and Queue/Team.
- **Abandoned:** The number of abandoned calls for the listed Date/Time and Queue/Team.
- **Calls Duration:** The total call duration of all calls for the listed Date/Time and Queue/Team.
- **TSF:** Telephony Service Factor for the listed Date/Time and Queue/Team.

\*\*\*Sample multi-day report shown below:

Report Results:

Date/Time	Calls Offered	Late Answer	Abandoned	Calls Duration	TSF
5/13/2008	4	1	0	00:01:06	75
5/14/2008	18	4	1	00:25:14	72.2
5/15/2008	6	0	1	00:31:02	83.3
5/16/2008	8	0	0	00:02:02	100
Total	36	5	2	00:59:24	80.5



# Settings

**Part**



**11**

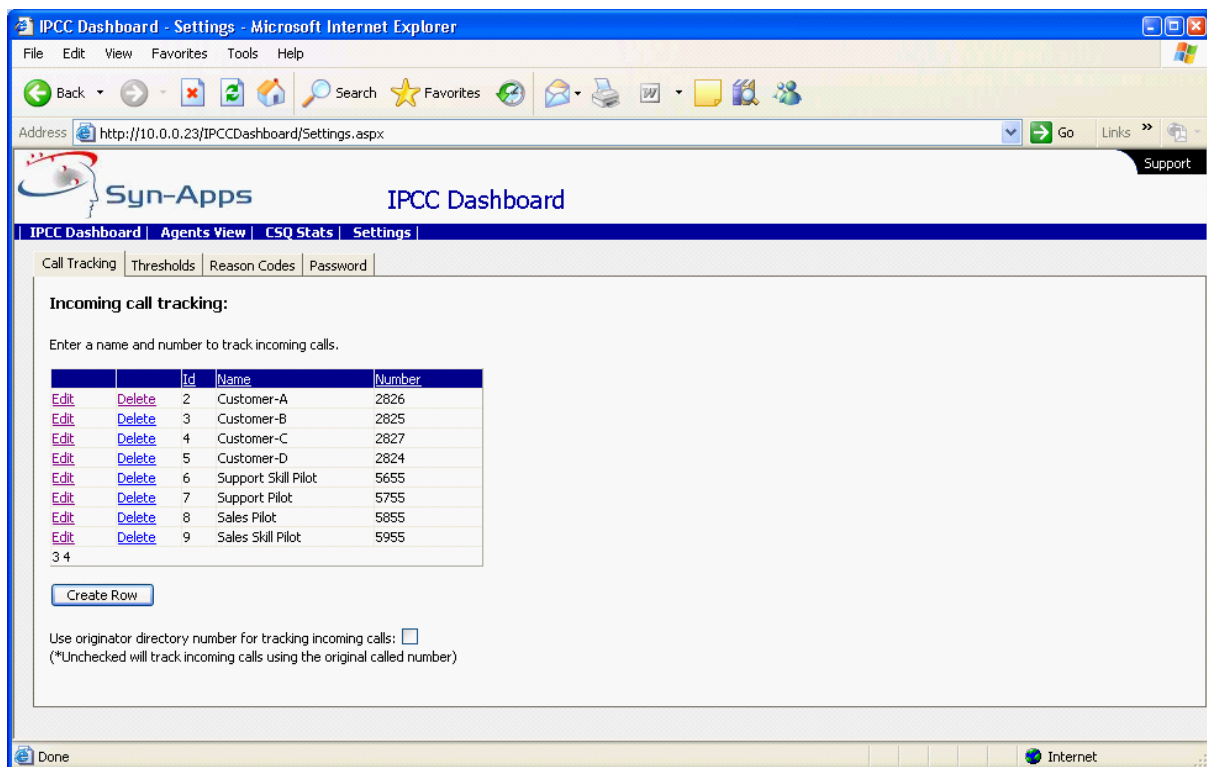
## 11 Settings

The **Settings** page contains settings for tracking incoming calls, changing threshold and alert settings, and allows the administrator to change the site administration password.

### 11.1 Call Tracking

Click on the **Call Tracking** tab to create/view line numbers to track. Select the **Create Row** button in order to create a new line number to track. Name the line and enter the number then click the “ok” link.

The check box at the bottom of the page controls how the calls in the incoming calls table are tracked. Check the check box (Default) if you would like to use the originator directory number for tracking incoming calls. Un-checking the checkbox will track calls based on the original dialed number rather than the originator directory number. For example, to track how often certain customers are calling you enter the customers name and number and leave the check box checked. To track how often CSQ's are being called enter the CSQ name and pilot number and uncheck the check box.



IPCC Dashboard - Settings - Microsoft Internet Explorer

Address: http://10.0.0.23/IPCCDashboard/Settings.aspx

Syn-Apps IPCC Dashboard

IPCC Dashboard | Agents View | CSQ Stats | Settings

Call Tracking | Thresholds | Reason Codes | Password

**Incoming call tracking:**

Enter a name and number to track incoming calls.

		Id	Name	Number
<a href="#">Edit</a>	<a href="#">Delete</a>	2	Customer-A	2826
<a href="#">Edit</a>	<a href="#">Delete</a>	3	Customer-B	2825
<a href="#">Edit</a>	<a href="#">Delete</a>	4	Customer-C	2827
<a href="#">Edit</a>	<a href="#">Delete</a>	5	Customer-D	2824
<a href="#">Edit</a>	<a href="#">Delete</a>	6	Support Skill Pilot	5655
<a href="#">Edit</a>	<a href="#">Delete</a>	7	Support Pilot	5755
<a href="#">Edit</a>	<a href="#">Delete</a>	8	Sales Pilot	5855
<a href="#">Edit</a>	<a href="#">Delete</a>	9	Sales Skill Pilot	5955

3 4

[Create Row](#)

Use originator directory number for tracking incoming calls:

(\*Unchecked will track incoming calls using the original called number)



## 11.2 Thresholds

Click the **Thresholds** tab to display the threshold settings page.

### CSQ Stats Threshold Trigger Settings:

The top section of the page is for setting the threshold levels for “Calls in Queue” and “Oldest Contact”. Specify the yellow (warning) and red (critical, send alerts) levels in the given entry dropdowns/textboxes.

- **Calls in Queue Yellow Threshold:** Set the number of calls in queue that will activate the yellow threshold.
- **Calls in Queue Red Threshold:** Set the number of calls in queue that will activate the red threshold.
- **Oldest Contact Yellow Threshold:** Set the number of seconds a call has been in queue that will activate the yellow threshold.
- **Oldest Contact Red Threshold:** Set the number of seconds a call has been in queue that will activate the red threshold.

When the yellow threshold is met the table header for the CSQ Stats table for the CSQ being viewed will change from dark gray to yellow. When the red threshold is met the table header for the CSQ stats table will change from yellow to red and any configured alerts will be sent.

### Threshold Alert Service:

The Threshold Alert Service will notify Cisco XML enabled IP phones and send emails when configured and the red threshold level is met. The alert service will send a message with details of the alert such as “CSQ Sales has had a call in queue for over 5:00”. In the case of a phone alert a sound notification can also be set using the provided dropdown.

- **Emails to Send:** Enter a comma delimited list of email addresses to send an alert message to when the red threshold is met.
- **Email Alert Interval:** Select the number of minutes to delay sending repetitive email alerts.
- **Phones to Alert:** Enter a comma delimited list of Cisco XML enabled IP phones to send an alert message to when the red threshold is met.
- **Phone Alert Interval:** Select the number of minutes to delay sending repetitive phone alerts.
- **Sound Notification:** Select the audible alert tone (for phone alerts only).
- **Phone User:** Enter the Cisco IP phone user name, the ccmuser username for the phone in question. To send alerts to multiple phones that have different users the Communications Manager Authentication URL must be offloaded to point to the IPCC Dashboard application server, see the “[Setting up URL Authentication](#)” section below.
- **Phone Password:** Enter the Cisco IP phone password for the username given above.



### 11.3 Setting up the URL Authentication

To allow multiple phones the ability to receive alerts using one set of credentials, IPCC Dashboard requires the Communications Manager Enterprise Parameter "URL Authentication" be offloaded to point to the IPCC Dashboard server. The credentials are Username: SynApps Password: SynApps. Requests not originally bound for a SynApps application will be redirected to the original Communications Manager authentication URL.

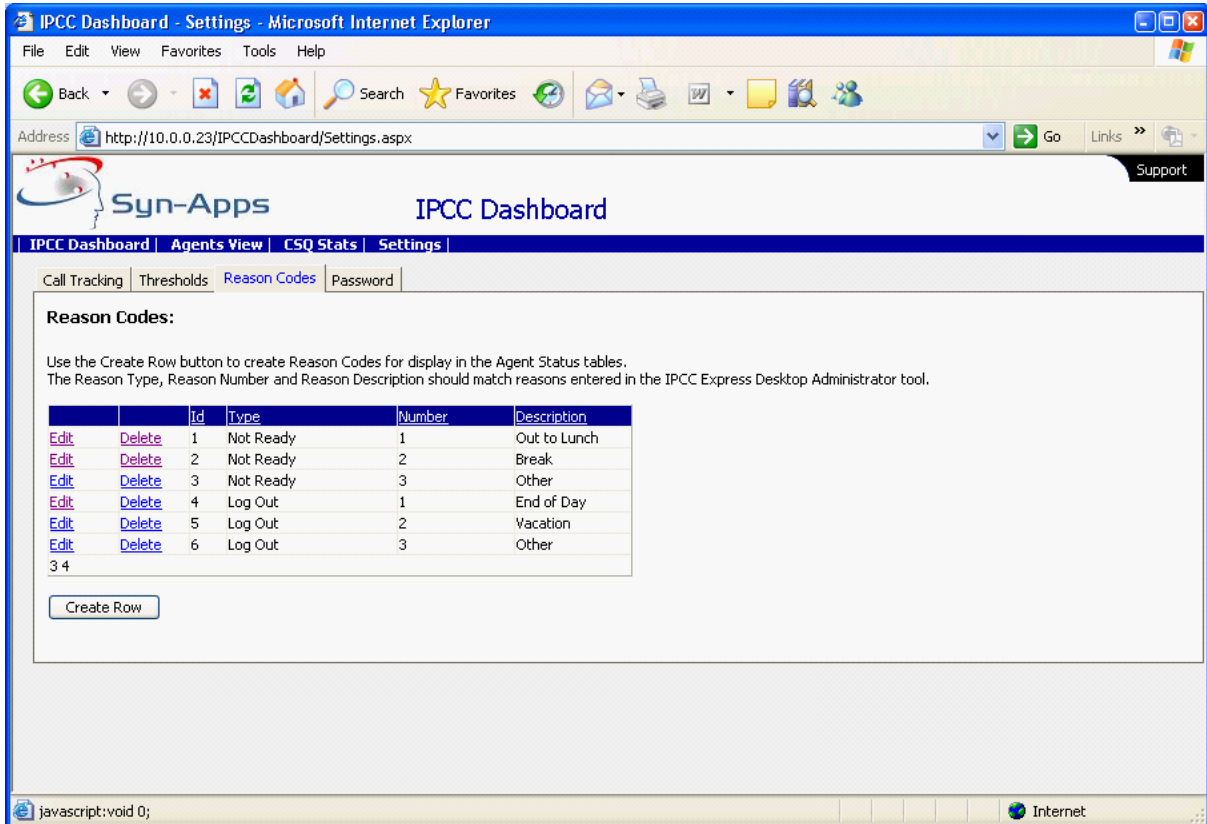
#### Setup:

1. Go to Communications Manager Administration: System / Enterprise Parameters.
2. Set the "URL Authentication" parameter to: http://Application Server IP Address/IPCC Dashboard/PhoneServices/Authenticate.aspx.
3. Press Update.
4. Reset all phones.

## 11.4 Reason Codes

By selecting the **Reason Codes** tab, you will be able to add/edit reason codes for display in the Agent Status tables of IPCC Dashboard. Click the **Create Row** button to create a new row. Click the **Edit** hotlink on the left hand side of an item to edit that item.

The reason codes must be entered with the same **Type** and **Number** as their configuration in the IPCC Express Desktop Administrator application. The **Description** field will be shown as the reason an agent has logged out or entered the not ready state.



The screenshot shows the IPCC Dashboard Settings page in Microsoft Internet Explorer. The browser address bar shows `http://10.0.0.23/IPCCDashboard/Settings.aspx`. The page title is "IPCC Dashboard - Settings - Microsoft Internet Explorer". The main content area is titled "Reason Codes" and includes the following text:

Use the Create Row button to create Reason Codes for display in the Agent Status tables. The Reason Type, Reason Number and Reason Description should match reasons entered in the IPCC Express Desktop Administrator tool.

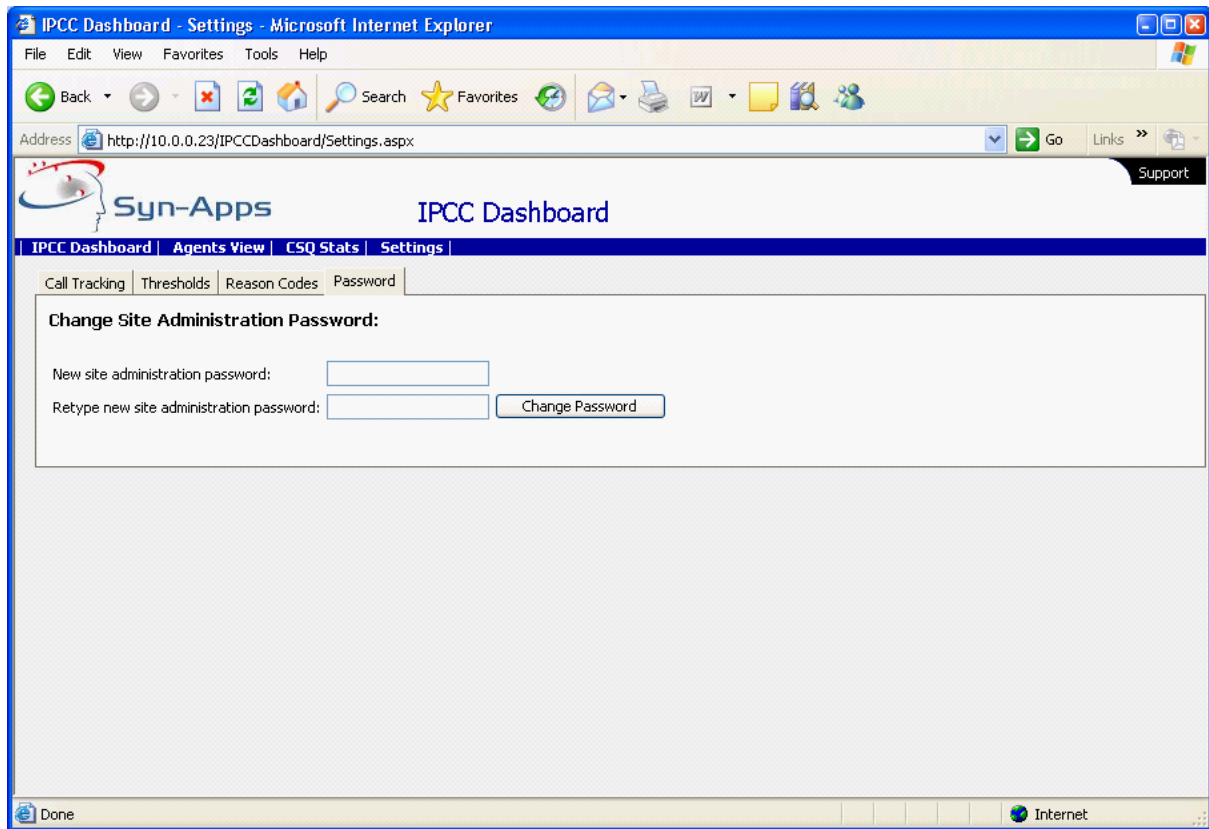
		Id	Type	Number	Description
<a href="#">Edit</a>	<a href="#">Delete</a>	1	Not Ready	1	Out to Lunch
<a href="#">Edit</a>	<a href="#">Delete</a>	2	Not Ready	2	Break
<a href="#">Edit</a>	<a href="#">Delete</a>	3	Not Ready	3	Other
<a href="#">Edit</a>	<a href="#">Delete</a>	4	Log Out	1	End of Day
<a href="#">Edit</a>	<a href="#">Delete</a>	5	Log Out	2	Vacation
<a href="#">Edit</a>	<a href="#">Delete</a>	6	Log Out	3	Other

Below the table is a "Create Row" button.



## 11.5 Password

By selecting the **Password** tab, you will be able to change the administrator password if desired.



**Support**

**Part**

**12**

## 12 Support

Please feel free to contact **Technical Support** with any issues you may have.

[support@syn-apps.com](mailto:support@syn-apps.com) or 866-664-6071, option 2.





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