

Elastix Call Center Addon

(Brief description of setup and functionality)



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Call Center Addon(I)

- This software is designed to make campaigns for incoming and outgoing calls.
- These calls allow interaction between operators (agents) and people contacted (subscribers).
- We use the term "campaign" to describe the execution of a set of calls.
- The module includes a predictive dialer that handles the automatic call of "objective" numbers.

Call Center Addon(2)

- It also includes two major components: a web based agent console and a call management interface.
- The current version includes support for the ECCP protocol.
- This protocol makes the operation more efficient and can integrate external applications.
- The Elastix Call Center Addon is **Open Source**.

Call Center Addon(3)



Model of Operation

- The Call center addon is designed around Asterisk's queue functionality.
- This design assumes that each queue has at least one agent.
- Each campaign uses one queue. An Agent can be part of more than one queue.
- In the present version there are two function modes: Outgoing Campaign and Ingoing (Incoming) Campaigns.

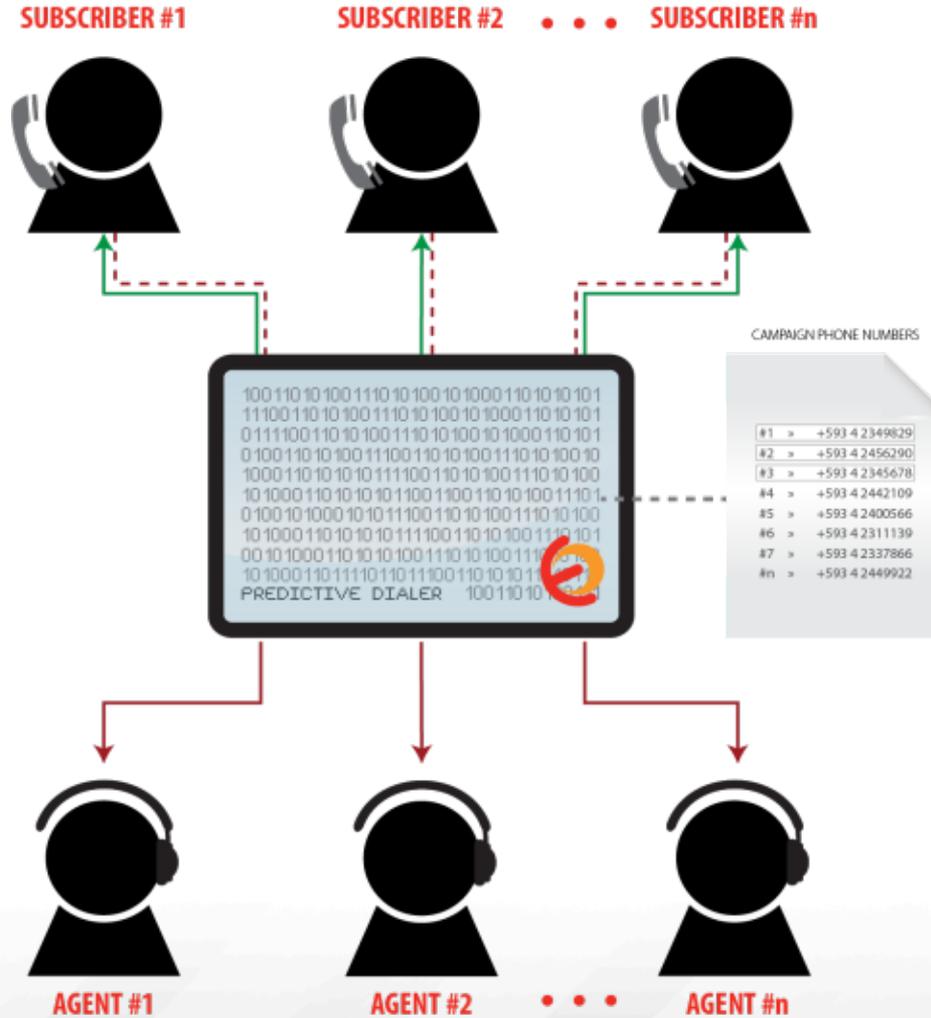
Implemented features

- Automatic call to a list of numbers
- Execution of several simultaneous campaigns
- Agent monitoring (on calls)
- Predictive dialer
- Attention Script storage
- Entry form
- Call Schedule
- Ability to put a call on hold
- Call activity reports

Known limitations

- Is not possible to assign a specific agent to a call.
- It doesn't place a call in a queue without agents; It doesn't play audio on unattended calls.
- That's why the module is designed to mediate calls that are handled by human agents.
- It is possible to implement this functionality in the future, as "Campaign Without Agents".

Predictive Dialer



Predictive Dialer (I)

- Is the part of the call center that interacts directly with calls.
- It is implemented as a resident service (daemon) written in PHP. It can be started as a service with this command:

```
service elastixdialer stop|start
```

- The dialer starts each call using the command `Originate` from Asterisk.
- The dialer is constantly reviewing all the calls, placed by it (`Originate`), that have not received an event `OriginateResponse`.

Predictive Dialer (2)

- If the dialer receives an answer (`OriginateResponse` - example: join or link), it will write the information of that call in the database.
- The dialer asks regularly about the status of the queue to find out how many registered agents are free.
- The number of free agents regulates how many calls are initiated simultaneously.
- The dialer estimates the average length of call, to try to predict if the calls are in progress to finish to place new calls proactively. This feature is configurable.

Predictive Dialer (3)

- The prediction model is a cumulative Erlang distribution.
- The Web interface lets you start and stop the dialer
- It also allows to activate and deactivate debugging on the dialer, even if the dialer is running.
- The default path of the dialer log file is: `/opt/elasticx/dialer/dialerd.log`

Predictive Dialer (4)

- The predictive dialer is active by default after installing the module.
- However it is possible to turn it off from the interface, on the configuration menu at the module.

The screenshot displays a web-based configuration interface for a Predictive Dialer. The interface is titled "Configuration" and includes a "Save" button in the top left corner. It is divided into two main sections: "Asterisk Connection" and "Dialer Parameters".

Asterisk Connection:

- Asterisk Server: 127.0.0.1
- Asterisk Login: [Empty text box]
- Asterisk Password: [Empty text box]
- Asterisk Password (confirm): [Empty text box]
- AMI Session Duration (0 for persistent session): 0

Dialer Parameters:

- Short Call Threshold: 10
- Answering delay: 8
- Enable dialer debug:
- Dump all received Asterisk events:
- Enable overcommit of outgoing calls:
- Service percent: 97

Dialer Status:

Current Status: Running

[Stop button]

* Required field

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Module Administration

- The module administration allows:
 - Create Agents
 - Adding queues
 - Create new outbound campaigns
 - Create new Inbound campaigns
 - Administration breaks
- It also provides a configuration interface that lets you start, stop and configure the predictive dialer, including activation of debugging.

Starting the Operation

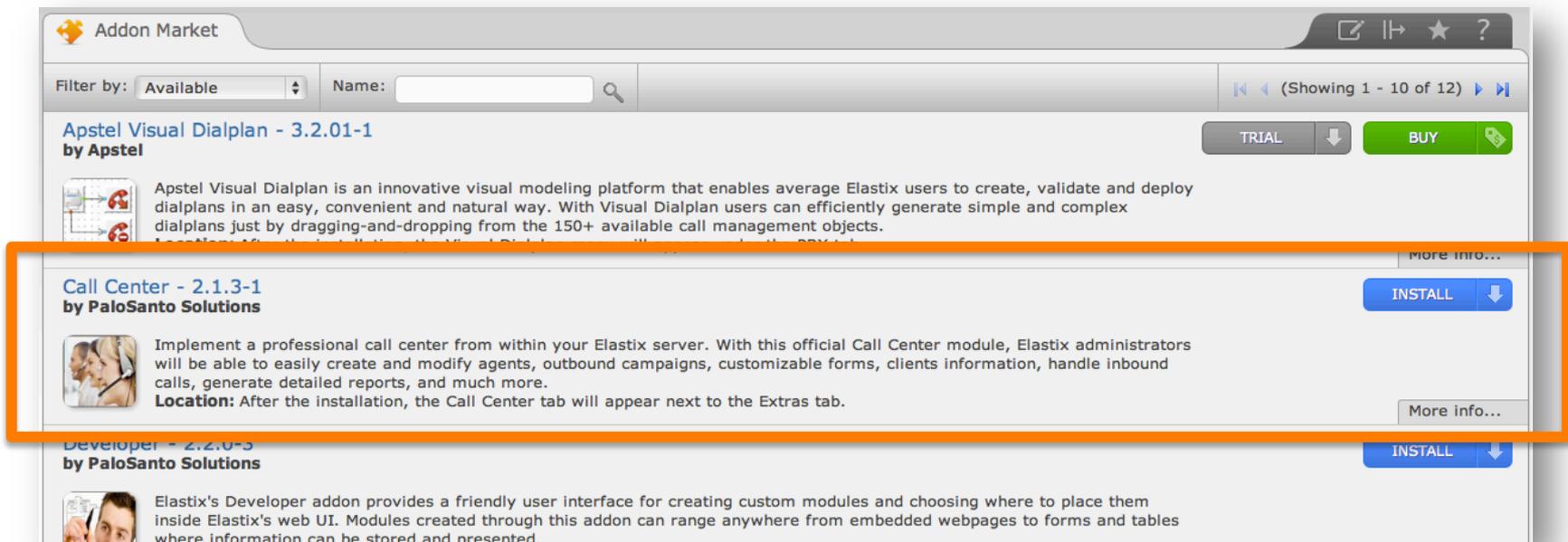
Prior to the beginning of the call center operation we must follow these basic settings:

1. Install Elastix Call Center Addon
2. Create a group with the configuration for Agents.
3. Create Users for every agent in the system
4. Creating Extensions for Agents
5. Create Agents in the Call Center module.
6. Create the queues required for operation.

Starting the Operation

Installing the Call Center (I)

The installation of the module is simple. We must go to the Addons menu and click on INSTALL.



The screenshot displays the 'Addon Market' interface. At the top, there is a search bar with 'Filter by: Available' and a search icon. Below the search bar, the first add-on listed is 'Apstel Visual Dialplan - 3.2.01-1 by Apstel', which has 'TRIAL' and 'BUY' buttons. The second add-on, 'Call Center - 2.1.3-1 by PaloSanto Solutions', is highlighted with an orange border. It features an 'INSTALL' button with a downward arrow. Below the 'Call Center' add-on, the 'Developer - 2.2.0-3 by PaloSanto Solutions' add-on is partially visible, also with an 'INSTALL' button.

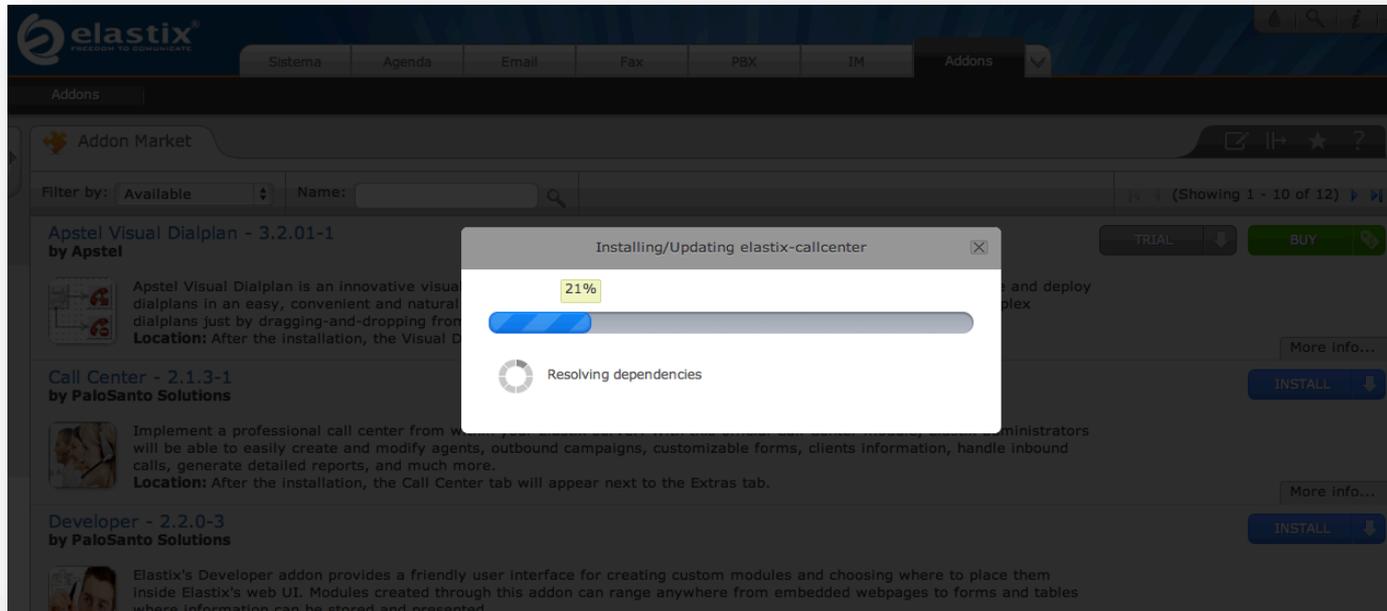
Call Center - 2.1.3-1
by PaloSanto Solutions

Implement a professional call center from within your Elastix server. With this official Call Center module, Elastix administrators will be able to easily create and modify agents, outbound campaigns, customizable forms, clients information, handle inbound calls, generate detailed reports, and much more.
Location: After the installation, the Call Center tab will appear next to the Extras tab.

Starting the Operation

Installing the Call Center (2)

- The installation will begin automatically
- Once concluded, Elastix will enable a menu for the addon.



Starting the Operation

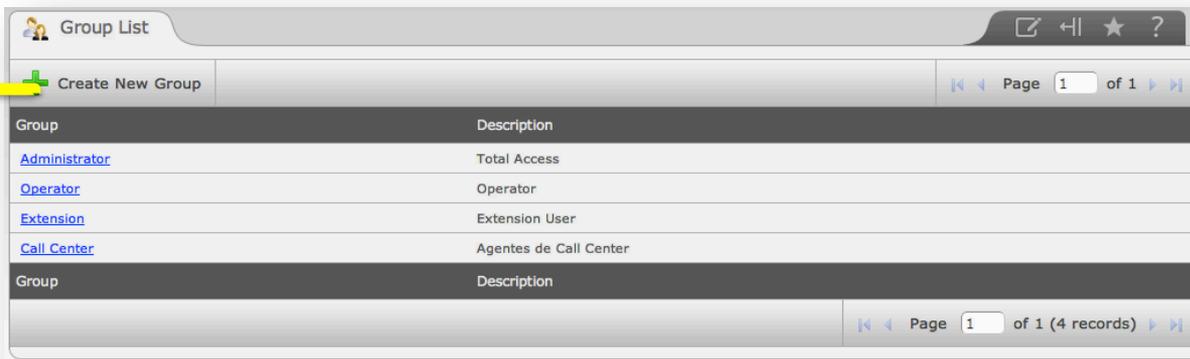
Creating a Group (I)

- The creation of users and agents is important for the operation of the call center.
- For security reasons and control, we must restrict the access for these users.
- It is necessary to create a group with restricted access to the interface. (just the agent console)
- To create the group go to:

System → Users → Group: Create New Group

Starting the Operation

Creating a Group (2)



Group List

Create New Group

Page 1 of 1

Group	Description
Administrator	Total Access
Operator	Operator
Extension	Extension User
Call Center	Agentes de Call Center

Page 1 of 1 (4 records)



New Group

Save Cancel

* Required field

Group: * CallCenter

Description: * Call Center Agenst

Starting the Operation

Creating a Group (3)

- To configure the permissions for the new group we'll go to::
- System → Users → Group Permissions
- Select the recently created group.
- Click on show filter and filter by the resource:Agent Console.
- Select and Save.



Starting the Operation

Creating a Users

- Once we created the group with restricted access, we can create the users for the agents. Go to:
- System → Users → Create New User

New User

Save Cancel

* Required field

Login: * agent1

Name (Ex. John Doe): Agent 1

Password: * ****

Retype password: * ****

Group: * CallCenter

Extension: no extension

Mail Profile

Webmail User:

Webmail Password:

Webmail Domain:

- We can create as many users as agents we need.

Starting the Operation

Creating a Extensions

- We must create as many extensions as agents required in a campaign.
- It is enough to create SIP extensions.
- To facilitate the call center operation, these extensions are used on a Softphone (normally).
- The call center addon will transfer all the calls of any campaign to the agent extension.

Starting the Operation

Creating Agents (I)

- Creating an agent is different from the creation of users. The agents are generated in the call center module.
- An Operator / Agent, will need a user to login to Elastix. Once in the interface, he will need an agent user to login the call center.
- To create an agent go to:
- Call Center → Agent Options → Agents
- Make click on the link "New Agent"

Starting the Operation

Creating Agents (2)

New Agent

Save Cancel

* Required field

Agent Number: * 1005

Name: * A5

Password: *

Retype password: *

ECCP Password:

Retype ECCP password:

- The ECCP Password field is not required, the system will assign a password for us when a new agent is created.

Agent List

Hide Filter

Status: All

With selection: Disconnect Delete

New Agent >>

Configure	Number	Name	Status	Options
<input type="radio"/> ✓	1001	A1	Off Line	[Edit]
<input type="radio"/> ✓	1002	A2	Off Line	[Edit]
<input type="radio"/> ✓	1003	A3	Off Line	[Edit]
<input type="radio"/> ✓	1004	A4	Off Line	[Edit]
<input type="radio"/> ✓	1005	A5	Off Line	[Edit]

Page 0 of 0 (5 records)

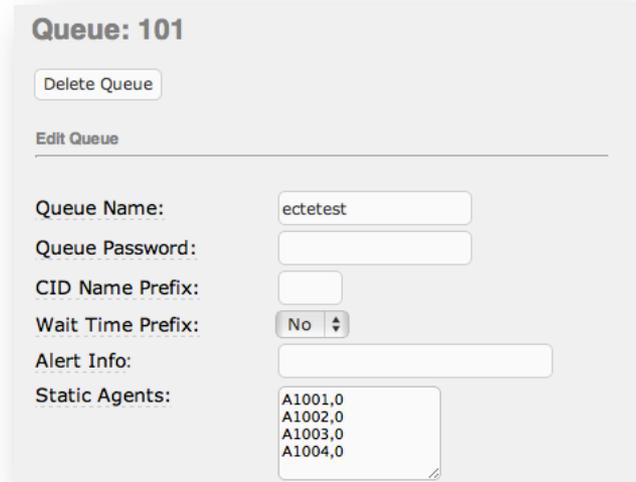
Starting the Operation

Creating Queues (I)

- The process of creating a queue is similar to what we practiced before.
- The only difference is that, instead of placing extensions created in Elastix, we will place the agents numbers that we want on that queue.
- There's another difference related with the nomenclature, we must put the prefix A before every agent number.
- We will create the queue with the name ectetest and the number 101.

Starting the Operation

Creating Queues (2)



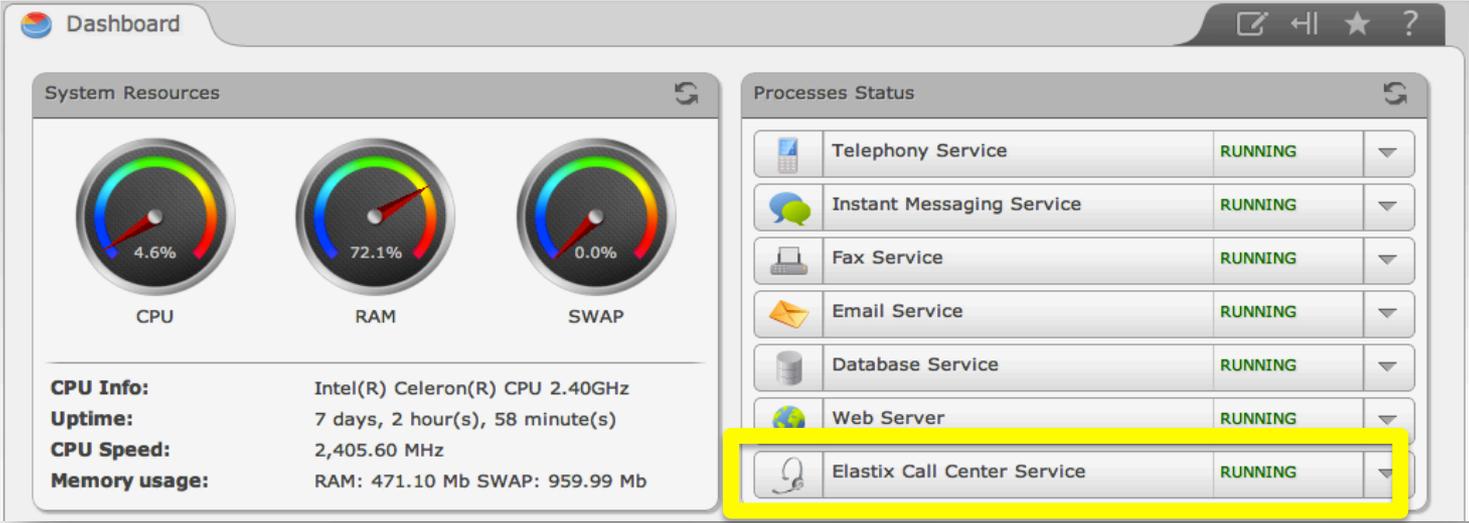
The screenshot shows a web-based configuration interface for a queue named "Queue: 101". At the top left, there is a "Delete Queue" button. Below it is a section titled "Edit Queue" with a horizontal line underneath. The form contains several fields: "Queue Name" with the value "ectetest", "Queue Password" (empty), "CID Name Prefix" (empty), "Wait Time Prefix" with a dropdown menu set to "No", "Alert Info" (empty), and "Static Agents" with a text area containing the following text: A1001,0, A1002,0, A1003,0, and A1004,0.

- As we can see in the image, the field "static agents" has the information of the agents created on the Call Center. We used the prefix "A" and the number 0, after the agent.
- We can place any ring strategy. Usually "fewestcalls".

Starting the Operation

Activating the Module

- Prior the beginning of the operation we must check if the Call Center is Active.
- This can be done at the **dashboard** or from the configuration menu at the call center module (Dialer Status)



The screenshot displays a dashboard with two main sections: System Resources and Processes Status.

System Resources:

- CPU: 4.6%
- RAM: 72.1%
- SWAP: 0.0%

CPU Info: Intel(R) Celeron(R) CPU 2.40GHz

Uptime: 7 days, 2 hour(s), 58 minute(s)

CPU Speed: 2,405.60 MHz

Memory usage: RAM: 471.10 Mb SWAP: 959.99 Mb

Processes Status:

Telephony Service	RUNNING
Instant Messaging Service	RUNNING
Fax Service	RUNNING
Email Service	RUNNING
Database Service	RUNNING
Web Server	RUNNING
Elastix Call Center Service	RUNNING

The 'Elastix Call Center Service' row is highlighted with a yellow box, indicating its status is 'RUNNING'.

Agent Console (I)

- The Agent Console manages the interaction of the agent with the system. Is web based.
- The console receives events of a call through the ECCP. Is the same for all the information of every call.
- The agent will see this information in the console (telephone number, contact information).
- At the moment, the agent console works using the ECCP protocol.

Agent Console (2)

The screenshot displays the Agent Console interface for a call. At the top, the browser tab is labeled "Agent Console: 1001 - A1". The main header is green and contains the text "Connected to call" on the left and a timer "00:00:37" on the right. Below the header is a navigation bar with three tabs: "Call Information" (highlighted in orange), "Call Script", and "Call Form". A red box highlights the left sidebar menu, which includes the following items: "Hangup", "Take Break", "Transfer", "VTiger CRM", and "End session". A yellow box labeled "Actions" points to this sidebar. The main content area shows "Call Information" with the message "No information available for this call". A yellow box labeled "Campaign Functions" points to the right side of the main area. At the bottom, a status bar shows "Phone number: 208 Contact: (no matching contacts) [dropdown arrow] Confirm contact".

Agent Console (3)

Actions

Hangup: Allows to end a call

Take Break: Allows an agent to take a break for a determine activity. Breaks must be created previously by the administrator.

Transfer: Transfers the call to any existing extension on the dial plan. This is a blind transfer.

VTiger CRM: Opens Vtiger in a new window on the browser. Vtiger must be active.

End session: Ends the session for that agent, on the call center.

Agent Console (4)

Campaign functions

Call Information: Shows the information of the person that calls, if we have this information on the database. If we don't have the information, then it will show the telephone number in the bottom.

Call Script: Shows the Script, created previously, to instruct the agent.

Call Form: This window will show the form created for a campaign.

Outgoing Campaings (I)

- The system uses a list of telephone numbers to call.
- When we activate the campaign, the system will dial this numbers, verifying that there are free agents registered in the queue. **As many calls as free agents.**
- This method links the queue with the subscriber number. If the call is successful, then it enters the queue and is assigned to the next free agent.
- The assignment depends on the ring strategy of the queue (linear, wrandom...etc)

Outgoing Campaings (2)

- The system registers the agent assigned to a call in a database.
- This information will be used for reports and consult.
- At the end of the call, the agent will be placed on stand by, and will be available to receive a call.
- This process continues till the last number on the list.
- We can configure retry attempts, in this way the module will call all the numbers with unsuccessful calls.

Incoming Campaigns

- We define a queue which includes the agents. The predictive dialer is not used in this operation mode.
- It is required to route the calls from subscribers to the campaign queue.
- The system registers the agent assigned to a call in a database. This information will be used for reports and consult.
- We can load a list of numbers of clients, with additional information. The agent will see this information available on the console.

Campaigns Configuration

- There is a menu available for each type of campaign:
 - **Outgoing Calls**
 - **Ingoing Calls (Incoming calls)**
- Before we start a campaign is important to define:
 - a. Forms
 - b. Contact lists (optional for ingoing calls)
 - c. Telephone number list (required for outgoing calls)
 - d. Breaks
 - e. And off course: Agents and queues

Campaign Configuration Forms (I)

- Forms are created at:

Call Center → Forms → Form Designer

- Each form has the option to add several fields:
 - Text field
 - List field
 - Date field
 - Label field

Campaign Configuration Forms (2)

Form List

Hide Filter

Page 0 of 0

Create New Form

Status: Active

Name	Description	Status	Options
Data Update	Update of contact information	Active	View
Elastix Functionality	Questions about use of functionality	Active	View
Call Center Test	Test of how to create a form	Active	View

New Form

Save Cancel

Name: * ElastixWorld

Description: * Assistance confirmation

Add Field Successfully: Date of the Call

New Field Add Field

Field Name: *

Order: *

Type: *

- Type Date
- Type Text
- Type List
- Type Date
- Type Text Area
- Type Label

Delete	Order	Field Name	Type	Values	Options
<input type="checkbox"/>	0		Text		Edit
<input type="checkbox"/>	1		Text		Edit
<input type="checkbox"/>	2	Email	Text		Edit
<input type="checkbox"/>	3	Phone number	Text		Edit
<input type="checkbox"/>	4	Date of the Call	Date		Edit

Campaign Configuration Forms (3)

- At "Form Preview" we will see a preview of the form



The screenshot shows a web browser window with a single tab titled "Form". The browser's address bar and navigation icons are visible. The main content area displays a form preview for a campaign named "ElastixWorld" with the description "Asisstance confirmation". The form contains the following fields:

- Name: ElastixWorld
- Description: Asisstance confirmation
- Name:
- Country:
- Email:
- Phone number:
- Date of the Call: 

- Form creation and management works fine on Mozilla Firefox. It is possible that some fields may not be able to be configured from other browsers.

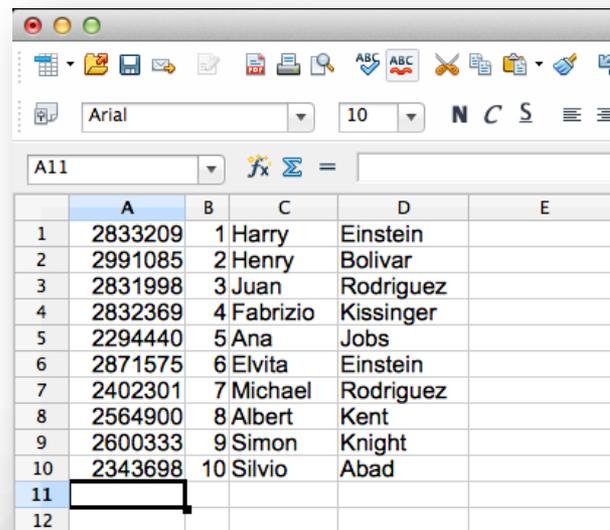
Campaign Configuration

Clients – Ingoing Calls (I)

- Ingoing calls allow to load a contact list.
- The module verifies the incoming number with the list and shows the information of the contact to the agent (if it is available).
- The supported information for this contact list is:
- "telefono"(telephone),"cedula/ruc"(ID Number),"nombre"(first name),"apellido"(last name)

Campaign Configuration Clients – Ingoing Calls (2)

- It is useful to make the list on Excel or Calc in OpenOffice.
- In the first column we can see the telephone number. The second column will contain the ID number (cedula). The third and fourth column contains the first and last name.



The screenshot shows a spreadsheet window with a toolbar and a data table. The table has five columns labeled A through E. Column A contains telephone numbers, column B contains ID numbers, column C contains first names, and column D contains last names. The data is as follows:

	A	B	C	D	E
1	2833209	1	Harry	Einstein	
2	2991085	2	Henry	Bolivar	
3	2831998	3	Juan	Rodriguez	
4	2832369	4	Fabrizio	Kissinger	
5	2294440	5	Ana	Jobs	
6	2871575	6	Elvita	Einstein	
7	2402301	7	Michael	Rodriguez	
8	2564900	8	Albert	Kent	
9	2600333	9	Simon	Knight	
10	2343698	10	Silvio	Abad	
11					
12					

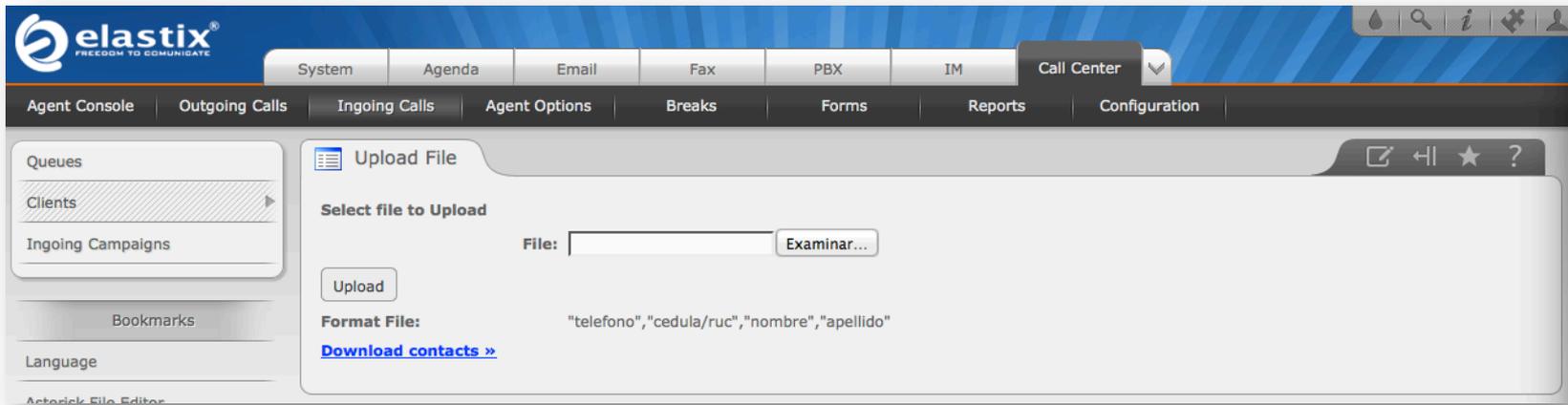
— OpenOffice

Campaign Configuration Clients – Ingoing Calls (3)

- The field cedula/ruc, is a required field for this functionality. If the file doesn't have information in that column, we will receive an error.
- We can put an identifier number on every cell if we don't know the ID of every contact.
- The previous example shows a random number for each contact.
- The file has to be saved as csv:
 - If the file is made in OpenOffice, you should save it as "Text CSV (.csv)"
 - If the file is made in Excel, you should save it as "Windows Comma Separated (.csv)"

Campaign Configuration Clients – Ingoing Calls (4)

- Once we create the file with the list of contact, we must upload it in the "Clients" menu:
- Call Center → Ingoing Calls → Clients



Campaign Configuration

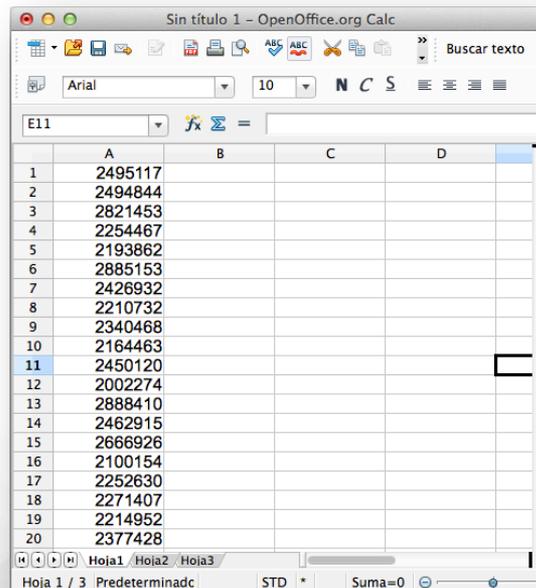
Phone list – Outgoing Calls (I)

- The most important information in an outgoing call is the telephone number list.
- This information will be required in the creation of a campaign, however it is important to do it right.
- It is useful to make the list on Excel or Calc in OpenOffice.
- The file must be created as csv

Campaign Configuration

Phone list – Outgoing Calls (2)

1. If the file is made in OpenOffice, you should save it as "Text CSV (.csv)"
2. If the file is made in Excel, you should save it as "Windows Comma Separated (.csv)"



The screenshot shows a window titled "Sin título 1 - OpenOffice.org Calc". The spreadsheet has columns A, B, C, and D, and rows 1 through 20. Column A contains the following phone numbers:

	A	B	C	D
1	2495117			
2	2494844			
3	2821453			
4	2254467			
5	2193862			
6	2885153			
7	2426932			
8	2210732			
9	2340468			
10	2164463			
11	2450120			
12	2002274			
13	2888410			
14	2462915			
15	2666926			
16	2100154			
17	2252630			
18	2271407			
19	2214952			
20	2377428			

— OpenOffice

Campaign Configuration Break Configuration (I)

- Breaks allow to put an agent on standby as not available.
- In this state, the dialer will not assign calls to the agent.
- This situation applies to both type of campaigns: Ingoing and Outgoing.
- To create breaks go to: Call Center → Breaks; we must click on “Create new break”.

Campaign Configuration

Break Configuration (2)

Breaks List

Hide Filter

Page 0 of 0

Create New Break >

	Name	Description	Status	Options
<input type="radio"/>	Rest1	Restroom	Active	[Edit Break]
<input type="radio"/>	Lunch	Rest to lunch	Active	[Edit Break]
<input type="radio"/>	Rest2	Rest to drink water	Active	[Edit Break]

Edit Break

< Cancel Apply Changes

Name: *

Description: *

- Breaks can be "Active" or "Inactive".
- The break must be active, to be selected, otherwise it won't be available for the agent.

On Campaign Ingoing Calls (I)

- First, we must select a queue.
- The module will transfer all the incoming calls to the queue and the queue will distribute them to the agents configured.
- There can be several queues and we can activate several ingoing campaigns.
- A queue can be selected on more than one active campaigns.

On Campaign Ingoing Calls (3)

- After we select the queue, it is recommended to load the list of clients to the database.
- Now we will create a campaign for an Incoming Call Campaign.
- Go to: Call Center → Ingoing Calls → Ingoing Campaigns
- Once there we must create a new campaign, select the form to use and write a Script for the agent.

On Campaign Ingoing Calls (4)

New Campaign ✎ ⏪ ★ ?

* Required field

Name: *

Range Date: * Start End

Schedule per Day: * : Start time
 : End time

Form: *

[Manage Forms](#)

Queue: *

[Manage Queues](#)

Script: *

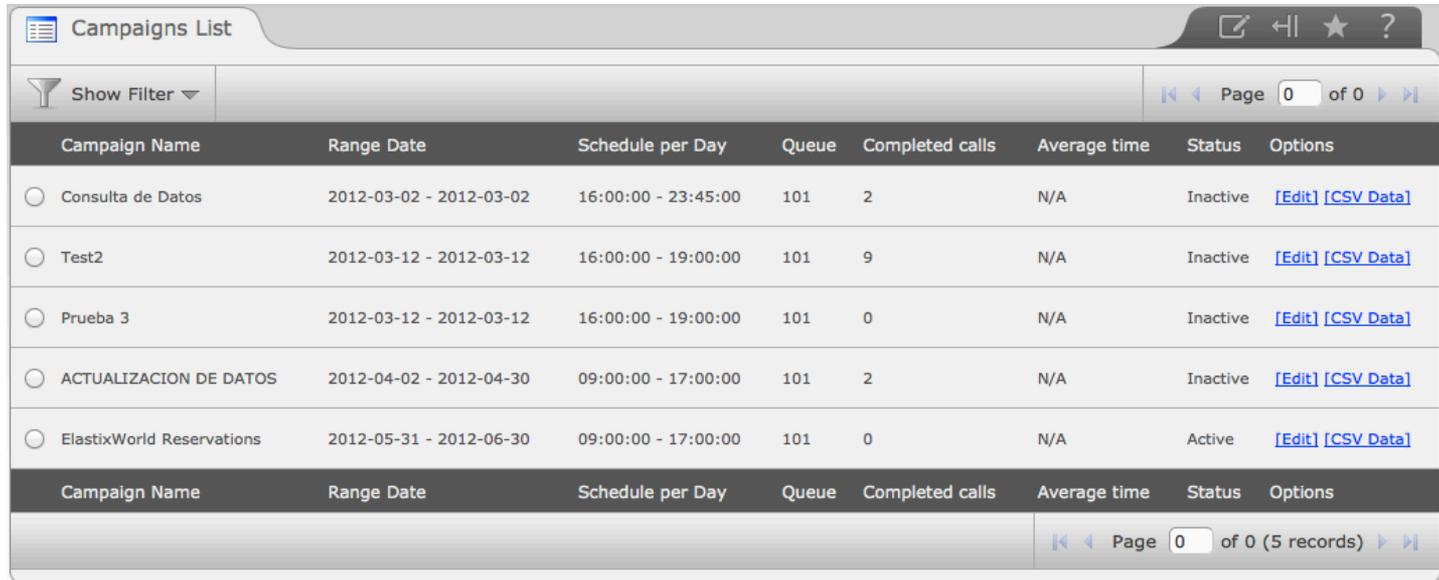
B *I* U

Good Morning,

Are you interested in a reservation for ElastixWorld?

- Ask name
- Ask telephone
- Ask email

On Campaign Ingoing Calls (5)



The screenshot shows a web interface titled 'Campaigns List'. It features a table with columns for Campaign Name, Range Date, Schedule per Day, Queue, Completed calls, Average time, Status, and Options. The table contains five rows of data. The first four rows have a status of 'Inactive', while the fifth row is 'Active'. The 'Options' column for each row contains links for '[Edit]' and '[CSV Data]'. The interface also includes a 'Show Filter' dropdown, a 'Page 0 of 0' indicator, and a 'Page 0 of 0 (5 records)' indicator at the bottom.

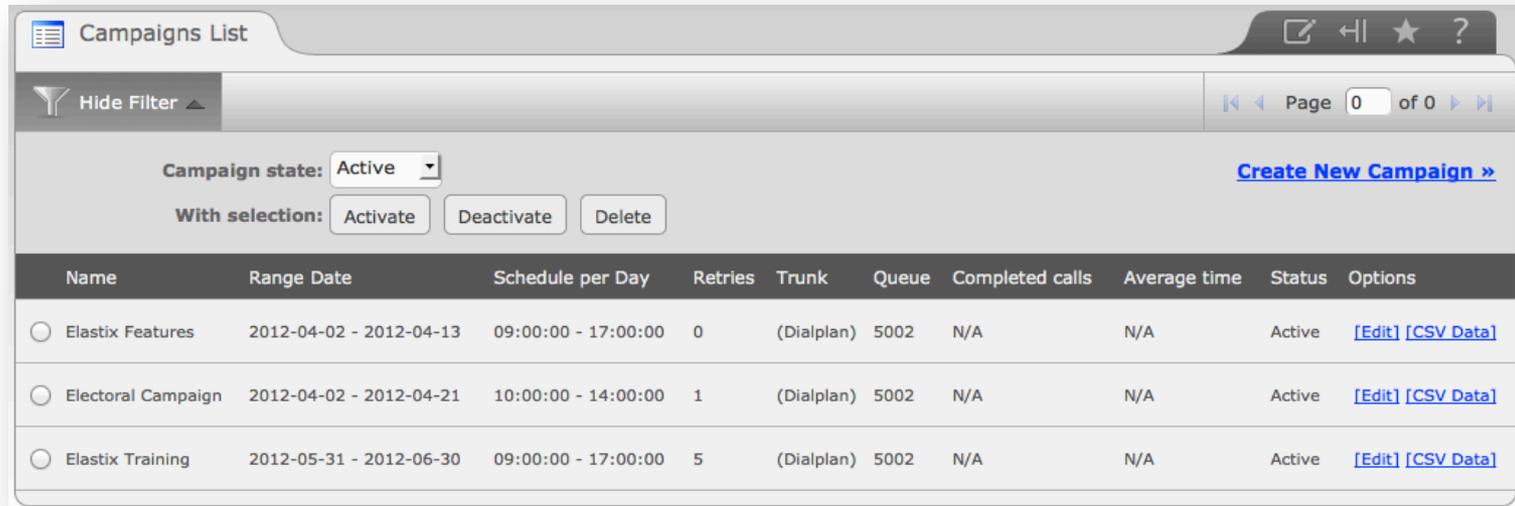
Campaign Name	Range Date	Schedule per Day	Queue	Completed calls	Average time	Status	Options
<input type="radio"/> Consulta de Datos	2012-03-02 - 2012-03-02	16:00:00 - 23:45:00	101	2	N/A	Inactive	[Edit] [CSV Data]
<input type="radio"/> Test2	2012-03-12 - 2012-03-12	16:00:00 - 19:00:00	101	9	N/A	Inactive	[Edit] [CSV Data]
<input type="radio"/> Prueba 3	2012-03-12 - 2012-03-12	16:00:00 - 19:00:00	101	0	N/A	Inactive	[Edit] [CSV Data]
<input type="radio"/> ACTUALIZACION DE DATOS	2012-04-02 - 2012-04-30	09:00:00 - 17:00:00	101	2	N/A	Inactive	[Edit] [CSV Data]
<input type="radio"/> ElastixWorld Reservations	2012-05-31 - 2012-06-30	09:00:00 - 17:00:00	101	0	N/A	Active	[Edit] [CSV Data]

- Once we've created the campaign, it will begin its operation and it will assign calls to all login agents.
- We will review the agent login process later.

On Campaign Outgoing Calls (I)

- Go to: Call Center → Outgoing Calls → Campaigns.
- Once there we can create a new campaign.
- The module allows to have several campaigns working at the same time. We will only have the limitation of the telephone lines available for all the calls.
- Just like ingoing calls, a queue can be assigned to more than one campaign. However if we have a queue on an ingoing campaign, we won't be allowed to use it in an outgoing campaign.

On Campaign Outgoing Calls (3)



The screenshot shows a web interface for managing campaigns. At the top, there's a 'Campaigns List' header. Below it, there's a 'Hide Filter' button and a page indicator 'Page 0 of 0'. A 'Campaign state' dropdown is set to 'Active', and there are 'With selection' buttons for 'Activate', 'Deactivate', and 'Delete'. A 'Create New Campaign' link is also present. The main content is a table with the following data:

Name	Range Date	Schedule per Day	Retries	Trunk	Queue	Completed calls	Average time	Status	Options
<input type="radio"/> Elastix Features	2012-04-02 - 2012-04-13	09:00:00 - 17:00:00	0	(Dialplan)	5002	N/A	N/A	Active	[Edit] [CSV Data]
<input type="radio"/> Electoral Campaign	2012-04-02 - 2012-04-21	10:00:00 - 14:00:00	1	(Dialplan)	5002	N/A	N/A	Active	[Edit] [CSV Data]
<input type="radio"/> Elastix Training	2012-05-31 - 2012-06-30	09:00:00 - 17:00:00	5	(Dialplan)	5002	N/A	N/A	Active	[Edit] [CSV Data]

- Once we create the campaign, the dialer will begin its operation and it will assign calls to all the logged in agents.

On Campaign Outgoing Calls (4)

- The module has a feature that allows us to enter numbers that must not be called.
- This functionality allows to enter a specific number.
- It also allows us to load a list of numbers from a .csv file

On Campaign Outgoing Calls (5)

Call Center → Outgoing Calls → Do not call list

Add Number

Upload File: Examiner...

Add new Number:

Phone List

Hide Filter ▲ Page 0 of 0

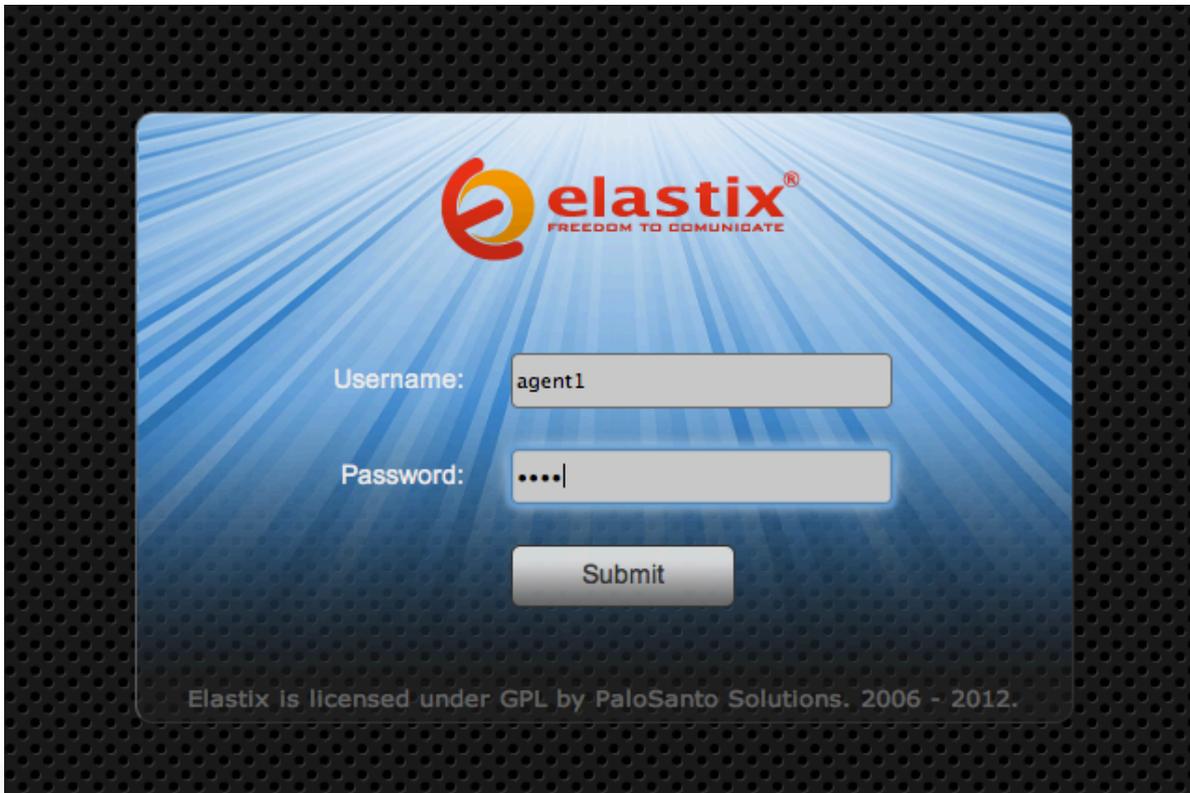
Remove	Number Phone's	Date Income	Status
<input type="checkbox"/>	2991085	2012-05-31 16:18:33	Inactive
<input type="checkbox"/>	2833406	2012-04-22 22:22:39	Active
<input type="checkbox"/>	400561	2012-04-22 22:22:18	Active
<input type="checkbox"/>	400562	2012-04-22 22:22:18	Active
<input type="checkbox"/>	400563	2012-04-22 22:22:18	Active

Remove Number Phone's Date Income Status

Page 0 of 0 (5 records)

Agent login (I)

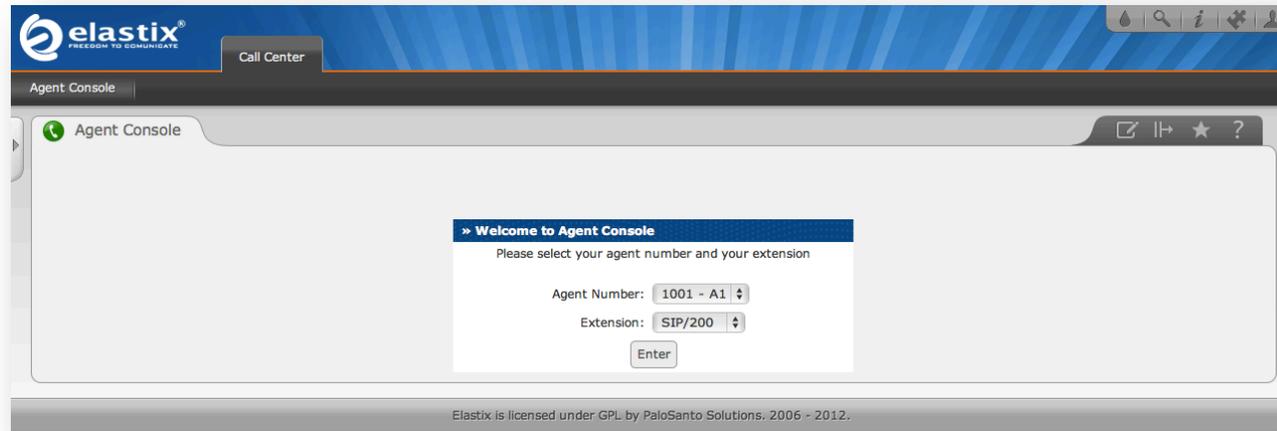
An agent must login to Elastix first with his user and password



The image shows a login form for Elastix. The form is centered on a dark background with a blue radial gradient. At the top, the Elastix logo is displayed, consisting of a stylized 'e' in red and orange, followed by the text 'elastix' in red and 'FREEDOM TO COMMUNICATE' in smaller black text below it. Below the logo, there are two input fields: 'Username:' with the value 'agent1' and 'Password:' with four dots representing a masked password. A 'Submit' button is located below the password field. At the bottom of the form, a small line of text reads: 'Elastix is licensed under GPL by PaloSanto Solutions. 2006 - 2012.'

Agent login (2)

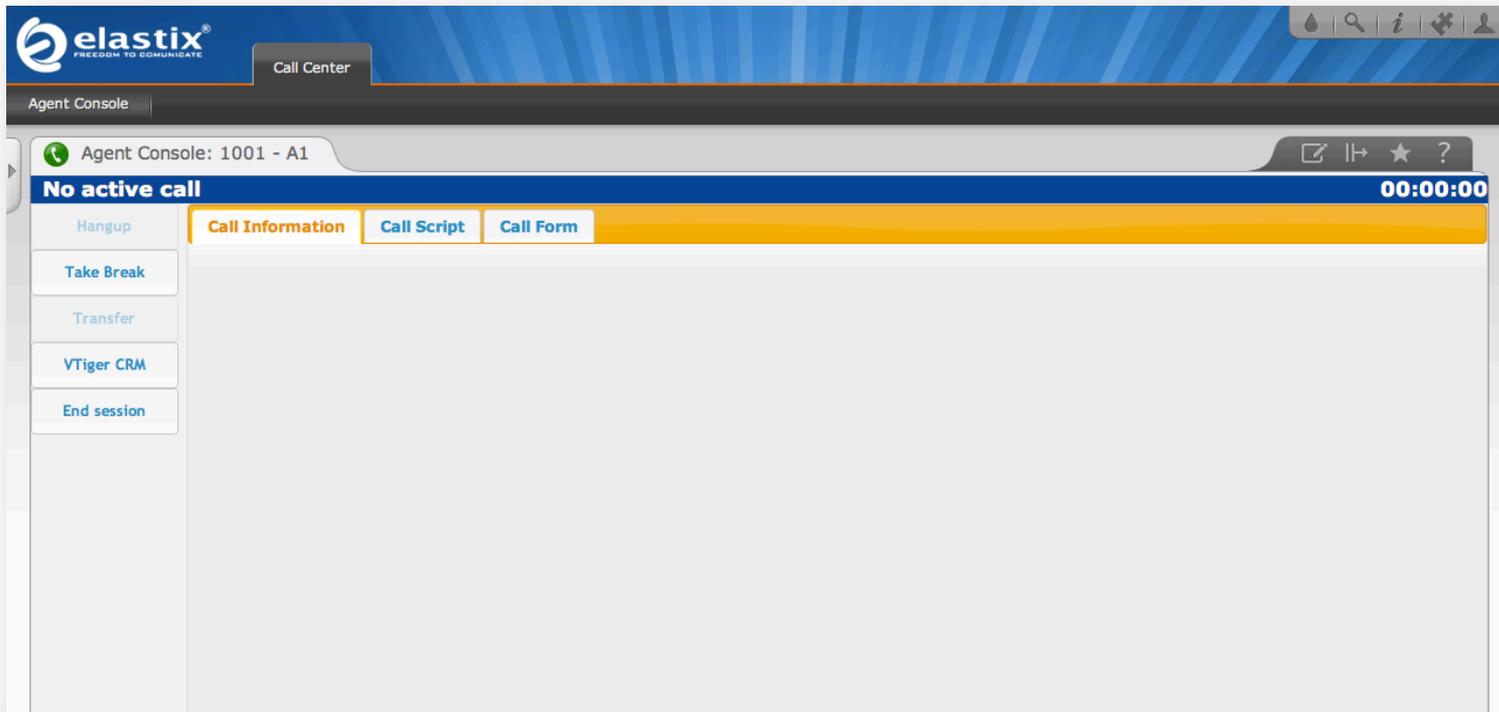
When the agent logs in, he/she will only have access to the console



- Once there he must choose the agent number and the extension and make click on "Enter".
- The module will call to the extension, the agent has to answer and dial the password and the key # to login to the call center.

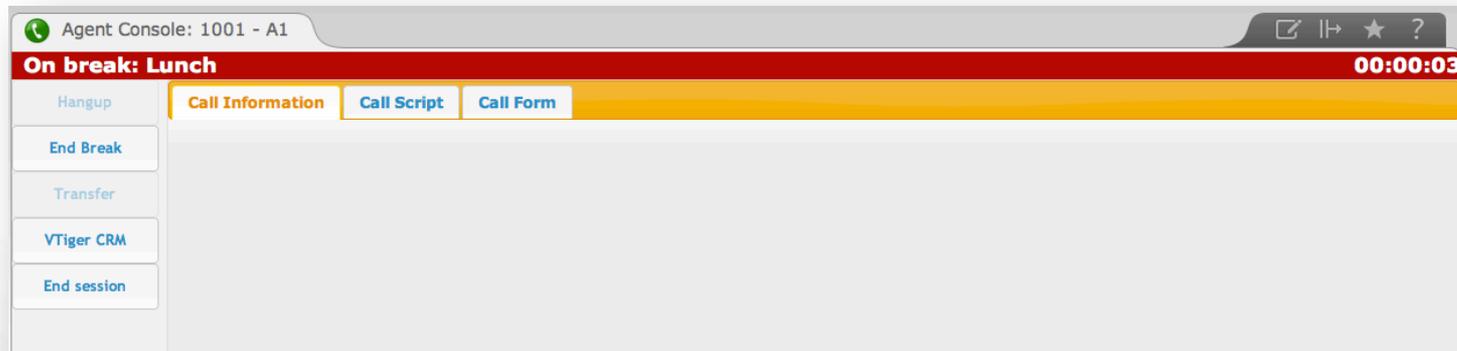
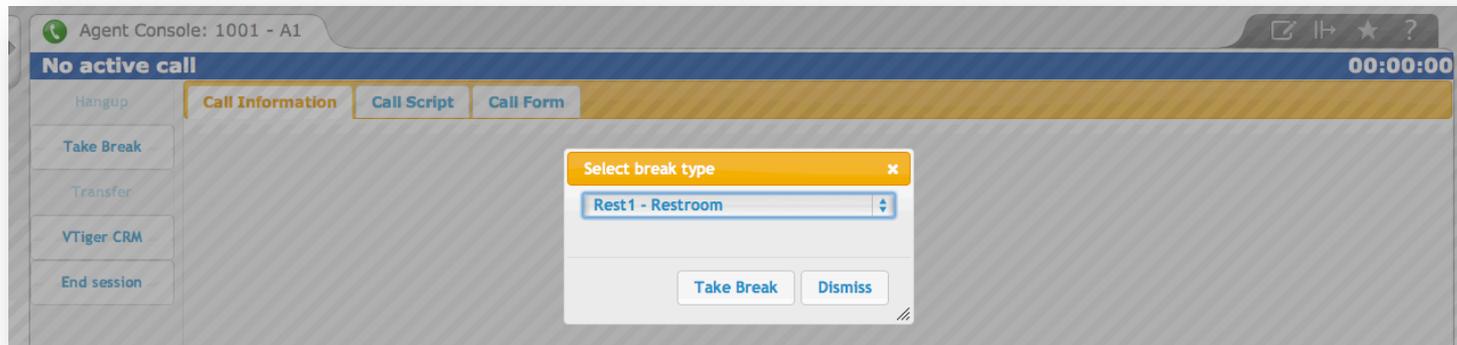
Agent login (3)

Once in the call center, the agent is ready to receive calls.



Agent Interaction (I)

If the agent selects a break, he/she will not be able to receive calls.



Agent Interaction (2)

Incoming call (The console doesn't show information about the client because is not in the database)

The screenshot displays a web-based agent console interface. At the top, a browser tab is labeled "Agent Console: 1001 - A1". Below the browser window, a green header bar indicates the agent is "Connected to call" with a timer showing "00:00:12". On the left side, there is a vertical menu with buttons for "Hangup", "Take Break", "Transfer", "VTiger CRM", and "End session". The main content area has three tabs: "Call Information" (selected), "Call Script", and "Call Form". Under the "Call Information" tab, the text reads "Call Information" followed by "No information available for this call". At the bottom of the interface, a yellow bar contains the text "Phone number: 208 Contact: (no matching contacts)" with a dropdown arrow, and a "Confirm contact" button.

Agent Interaction (3)

The agent can review the Script prepared for the campaign. Click on the Tab "Call Script"

Agent Console: 1001 - A1

Connected to call 00:00:28

Hangup

Take Break

Transfer

VTiger CRM

End session

Call Information

Call Script

Call Form

Good Morning,

Are you interested in a reservation for ElastixWorld?

- Ask name
- Ask telephone
- Ask email

Phone number: 208 Contact: (no matching contacts) Confirm contact

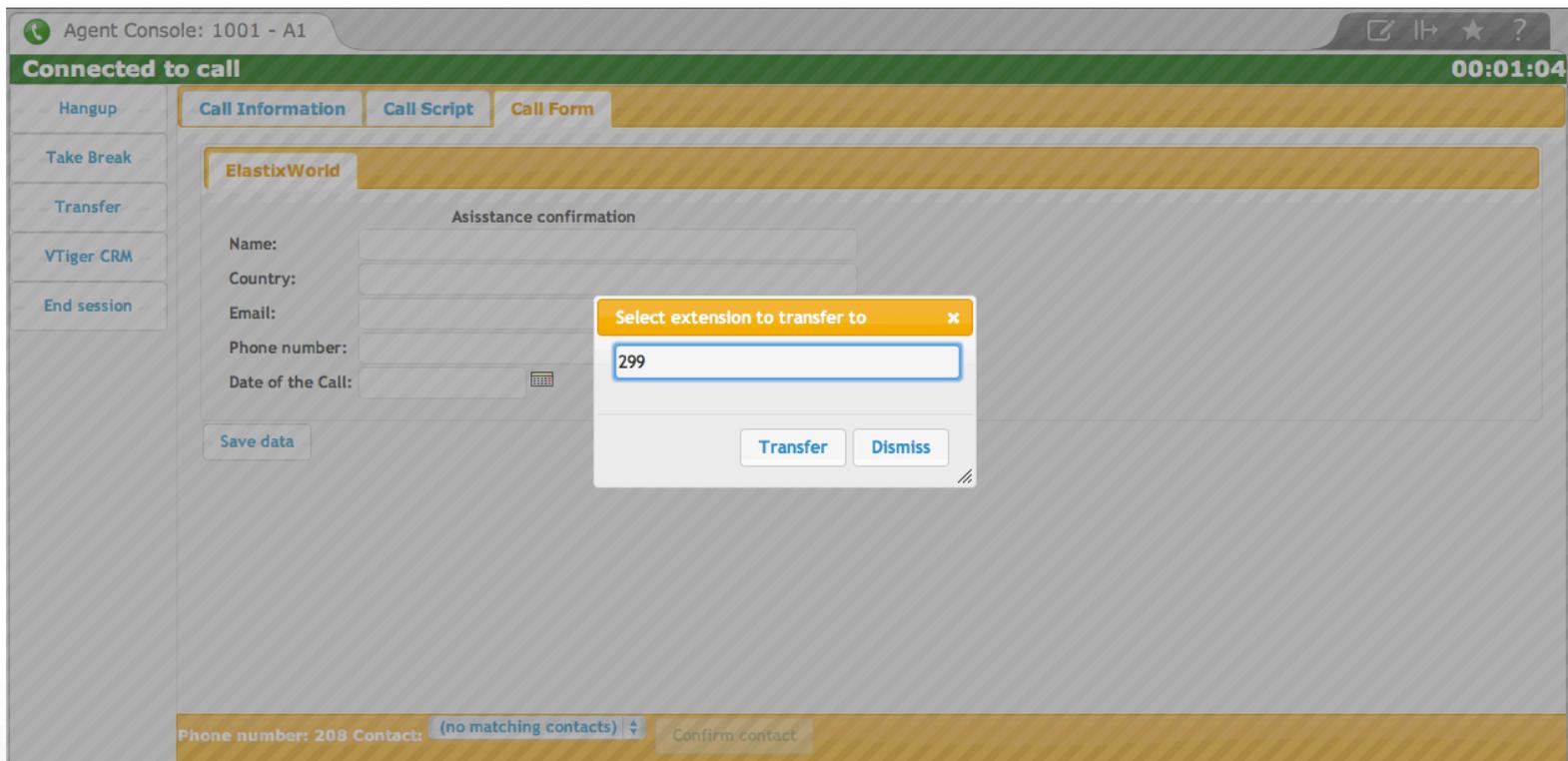
Agent Interaction (4)

The form can be fill on the TAB “Call Form”

The screenshot displays a web-based Agent Console interface. At the top, a green header bar indicates the agent is 'Connected to call' with a timer showing '00:00:41'. Below this, a navigation menu on the left includes options like 'Hangup', 'Take Break', 'Transfer', 'VTiger CRM', and 'End session'. The main content area features three tabs: 'Call Information', 'Call Script', and 'Call Form', with 'Call Form' being the active tab. The 'Call Form' contains a section titled 'ElastixWorld' and a sub-section 'Asistance confirmation' (note the typo). This section includes five input fields: 'Name:', 'Country:', 'Email:', 'Phone number:', and 'Date of the Call:'. A 'Save data' button is positioned below these fields. At the bottom of the interface, a status bar shows 'Phone number: 208 Contact: (no matching contacts)' and a 'Confirm contact' button.

Agent Interaction (5)

The agent can hangup the call or transfer it to another number in the internal dial plan.



Reports (I)

Reports included are:

- Calls Detail
- Calls per hour
- Calls per Agent
- Hold Time
- Login Logout
- Ingoing Calls Success
- Graphic Calls per hour
- Agent Information
- Agents Monitoring
- Trunks used per hour
- Agents connection time
- Incoming calls monitoring

Reports (2)

Reports Break

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No. Agent	Agent Name	Hold	Rest1	Lunch	Rest2	Total
1001	A1	00:00:00	00:00:00	00:00:17	00:00:00	00:00:17
1002	A2	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
1003	A3	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
1004	A4	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
1005	A5	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
Total		00:00:00	00:00:00	00:00:17	00:00:00	00:00:17
No. Agent	Agent Name	Hold	Rest1	Lunch	Rest2	Total

Calls Detail

Hide Filter Download Page 1 of 1

Start Date: * 31 May 2012 End Date: * 31 May 2012 Filter

Type: (Any Type) Phone:

No. Agent: (All Agents) Queue: (All Queues)

No. Agent	Agent	Start Date	Start Time	End Date	End Time	Duration	Duration Wait	Queue	Type	Phone	Transfer	Status
1001	A1	2012-05-31	12:42:12	2012-05-31	12:42:57	00:00:45	00:00:00	101	Incoming	208		Success
1001	A1	2012-05-31	16:59:29	2012-05-31	17:00:42	00:01:13	00:00:01	101	Incoming	208		Success

Reports (3)

Calls per hour

Hide Filter | Download | Page 0 of 0

Start Date* 01 Feb 2012 | End Date* 31 May 2012 | Find

Type Ingoing | Status All | Queue All

Queue	00:00	01:00	02:00	03:00	04:00	05:00	06:00	07:00	08:00	09:00	10:00	11:00	12:00	13:00	14:00	15:00	16:00	17:00	18:00	19:00	20:00	21:00
101	0	0	0	0	0	0	0	0	0	0	3	3	1	0	0	0	4	4	4	0	0	0
All	0	0	0	0	0	0	0	0	0	0	3	3	1	0	0	0	4	4	4	0	0	0

Calls per Agent

Hide Filter | Download | Page 1 of 1

Start Date: * 31 May 2012 | End Date: * 31 May 2012 | Query

Column: Queue 101

Column: No. Agent

No. Agent	Agent	Type	Queue	Calls answered	Duration	Average	Call longest
1001	A1	Inbound	101	2	00:01:58	00:00:59	00:01:13
Total				2	00:01:58	00:00:59	00:01:13

Reports (4)

Hold Time

Show Filter Download Page 1 of 1

Queue	0 - 10	11 - 20	21 - 30	31 - 40	41 - 50	51 - 60	61 >	Average Waiting Time (sec.)	Longest Wait (sec.)	Total Calls
101	2	0	0	0	0	0	0	1	1	2
Total	2	0	0	0	0	0	0	1	1	2

Time Login-Logout

Show Filter Download Page 1 of 1

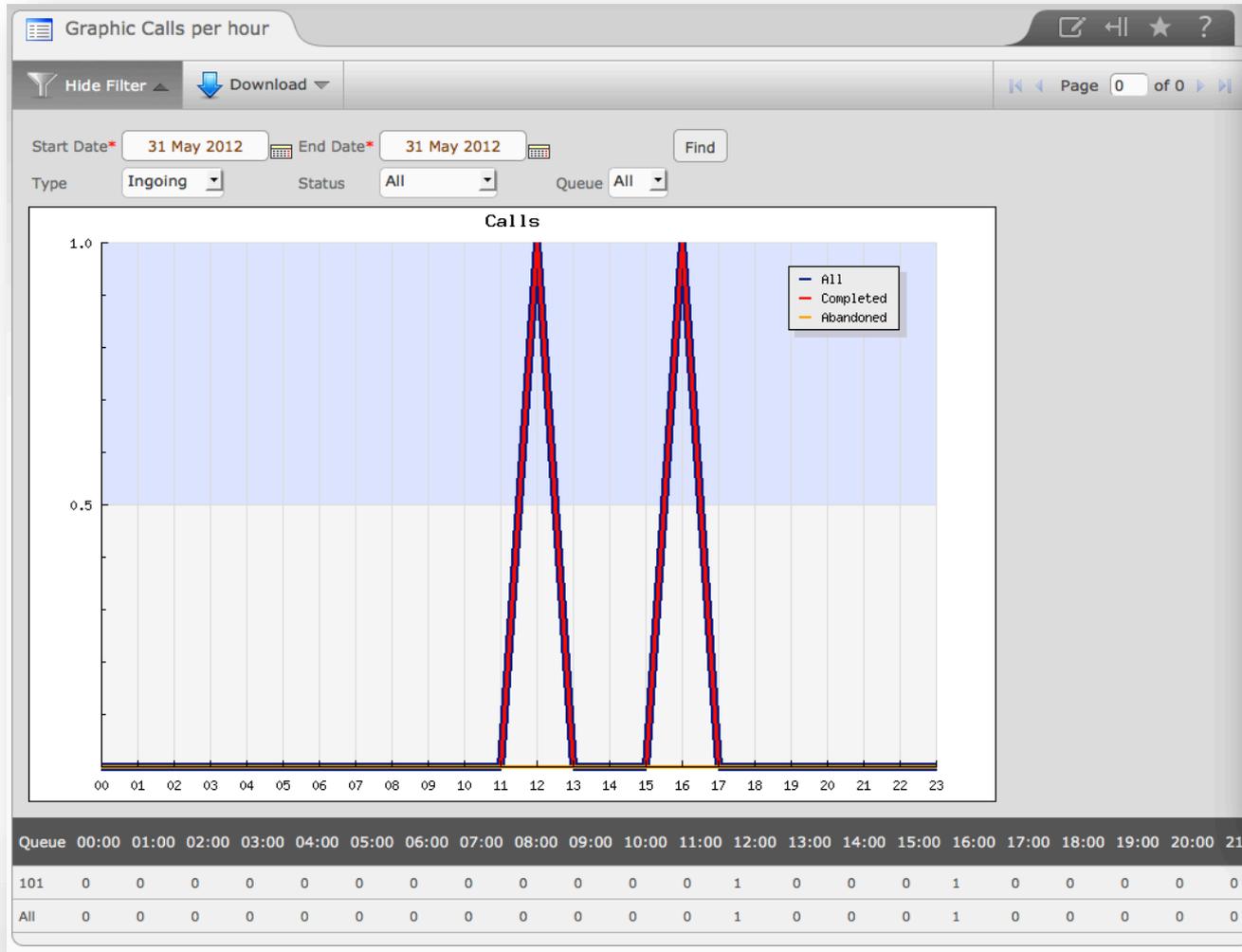
Agent	Name	Login	Logout	Total Login	Time of Calls	Service(%)	Status
1001	A1	2012-05-31 12:41:48	2012-05-31 12:43:01	00:01:13	00:00:45	61.64	
1001	A1	2012-05-31 12:46:06	2012-05-31 12:48:02	00:01:56	00:00:00	0.00	
1001	A1	2012-05-31 12:48:21	2012-05-31 12:49:16	00:00:55	00:00:00	0.00	
1001	A1	2012-05-31 12:51:49	2012-05-31 12:54:30	00:02:41	00:00:00	0.00	
1001	A1	2012-05-31 16:55:53	2012-05-31 16:56:45	00:00:52	00:00:00	0.00	
1001	A1	2012-05-31 16:58:51	2012-05-31 17:00:42	00:01:51	00:01:13	65.77	
Total				00:09:28	00:01:58		
Agent	Name	Login	Logout	Total Login	Time of Calls	Service(%)	Status
Page 1 of 1 (6 records)							

Ingoing Calls Success

Show Filter Download Page 1 of 1

Queue	Successful	Abandoned	Hold Time	Total Calls
101	20	4	00:02:43	24
Total	20	4	00:02:43	24

Reports (5)



Reports (6)

Agent Information			
Show Filter	Download		
AGENT NAME			
A1			
CONNECTION DATA			
First Connection	2012-05-31 12:41:48		
Last Disconnection	2012-05-31 17:00:42		
Time Connection	00:09:28		
Count Connection	6		
CALLS ENTRY			
Count Calls Entry	2 Call(s) (2 Monitored, 0 Unmonitored)		
Calls/h	12.68		
Time Call Entry	00:01:58		
Average Calls Entry	00:00:59 (Monitored only)		
REASON NOT READY			
Break	Count	Hour	Percent compare whit time not ready
Lunch	1	00:00:17	100.00 %

Reports (7)

Queue	Number	Agent	Current status	Total calls	Total login time	Total talk time
101	1001	A1	LOGOUT 00:27:59	2	00:09:28	00:01:58
TOTAL		1 AGENT		2	00:09:28	00:01:58

Reporte de Troncales usadas por hora en el dia

Hide Filter [Download](#)

Start date: 01 Mar 2012

End date: 31 May 2012

Trunk: DAHDI/11

Time Period	Entered	Answered	Abandoned	In queue	Without monitoring
TOTAL	0	0	0	0	0

Reports (8)

Reporte General de Tiempo Conexion Agentes por Dia

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Page 1 of 1

Start date: * 31 May 2012 | End date: * 31 May 2012 | Queue: 101 | Type: General | Show

Number Agente	Agent Name	First Coneccion	Last Coneccion	Total time of session	Time Total Calls	Service %	Status
1001	A1	2012-05-31 12:41:48	2012-05-31 17:00:42	00:09:45	00:01:58	20.17	

Page 0 of 0

Queue	Entered	Answered	Abandoned	Waiting calls	Without monitoring
101	2	2	0	0	0
TOTAL	2	2	0	0	0