The TouchPoint Window

Please realize that the TouchPoint window is designed to optimize the agent experience and is purposefully sized relatively small so as to minimize screen real estate. The window can be sized by dragging the edge of the window, and sizing the window larger will often display more information that is relevant to supervisors but may be unnecessary to agents.

Queues Tab

The Queues tab is meant to give you easy access to queue statistics and information. As a supervisor you have special rights to the queue that agents don't. In particular, you can:

• Change the mode of a queue

• Set KPI Thresholds for a queue

Change the Mode of a Queue

A queue mode determines how calls will be routed when the queue is in that mode. During the day most queue calls route to the most idle agent, although often times the caller will hear an announcement before being delivered to the agent. At night calls are usually played an announcement and then hung up on or sent to voicemail/callback. Other options are available for each mode and are set by your system administrator. As a supervisor you generally have rights to change the mode of a queue.

To change the mode of a queue:

- Hover over a queue from within the Queues tab and select Change Mode
- Select the Queue Mode from the list
  - The window will show you a note about what will happen to calls that come in while in that mode
- Click on Change Mode
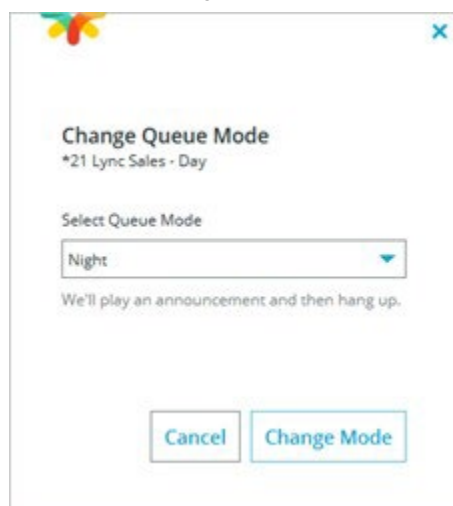
Queue KPI Thresholds

Queue KPI (Key Performance Indicator) Thresholds allow you to set specific queue parameters (a.k.a. thresholds) to alert you when those thresholds are crossed. KPI's that you can set are:

- Average Handle Time
- Call Volume
- Longest Call Wait Time
- Number of Available Agents
- Service Level

If the queue goes higher than the threshold(s) you set that specific statistic will turn red as you view it under the Queues tab. This holds true for all settings except for the Service Level statistic in which case if the queue drops below the threshold it will turn red.

To set these KPI's:

- Hover over the name of the queue, then select Set Thresholds
- Click on the Threshold you want to change.
- Use the + and - options to set the Threshold value you require
- Click in the "Show an exception when the value is above this threshold." or "Show an exception when the value is below this threshold." check box, if you want the exception to be displayed in red in the Queues info panel.
- Select the sound notification you want to play from the drop down list..
- Finally, you'll need to select Set Thresholds to complete the process.
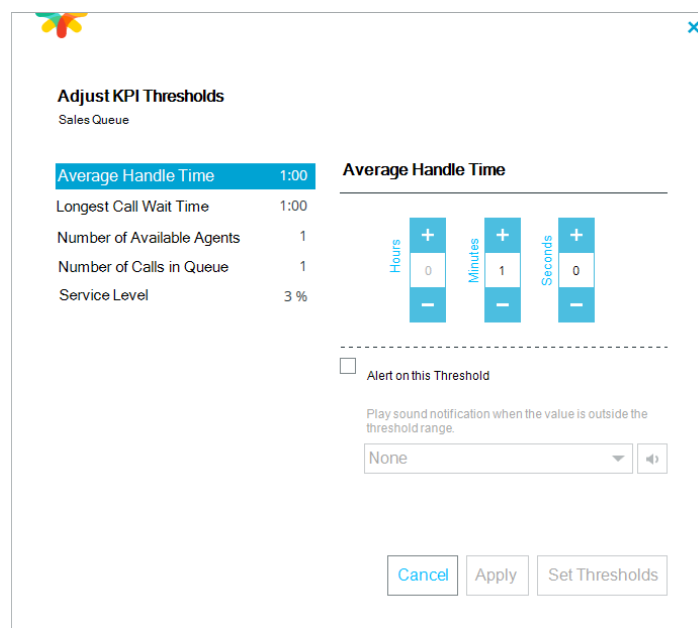
Notes:

- Each of these settings is configured by queue, there is no global setting for all queues.
- These settings only affect your instance of TouchPoint. Another user logging into TouchPoint on your computer will need to set their own KPI's.
- Personal KPI settings trump any alert settings configured in the Administrator application. These alerts will be suppressed if you have configured personal KPI's for your queues.

Drill Down Into Queues

To see more information about any given queue you can 'drill down' into it to see more information. In doing so you can see information like:

- Calls waiting in queue and information about those calls (calling line ID, name, wait time)
- Agents logged in to the queue
- Queue statistical information over time in 15 minute increments (e.g., service level, call volume, available agents, average handle time, average talk time, abandons)

To drill down into a queue:

- Hover over the name of the queue, then select View Details
- Select from the sub-tabs in this view to see different information
- If you drill down into an Email queue you can filter by email address, sender name, or email subject. This only applies to the queue you've drilled down into.

Queue Stats

When viewing Queue Stats you click on the colored headings to display that particular statistic.

- Click on multiple headings at the same time if you'd like to display multiple statistics
- Select a radio button under one of the headings to set that stat as your Main Metric
- Hover over a bar in the graph to see the specific values for that time period

Queue Alerts

Queue alerts are set from within the Administrator application. Alerts can be set for the following:

- X number of calls waiting in queue
- Calls waiting longer than X in queue
- Ratio of calls waiting to prime agents

Alerts can be configured to turn the queue red and can play an audible alert to notify you. Assuming the audible alerts have been turned on in Administrator, you can turn them on as a Preference setting from within TouchPoint:

- Hover over the Agent State Panel and select Preferences
- Enable the option for Play Sound Notification for Queue Alerts from within Pop-up Notifications

Agents Tab

The Agents Tab allows you to see information about each agent, such as:

- Who's available, in worktime, on a break, or logged out
- Number of calls taken
- Total login time, worktime, and break time
- Average handle time and talk time
- Agents who need help

It's important to know that this tab isn't visible to agents by default. It must be turned on in Security settings from the Administrator application if you want agents to have access to this tab.

The Agents tab is broken down into sub-tabs for each media type. Media types represent the types of 'calls' that agents are able to take, e.g., phone calls, outbound calls, SMS texts, web chats, etc.

- To view the agents taking calls from a particular media type, click the sub-tab that represents that media

Agents who need help can signal you by clicking the button shown below from the Agent State Panel or from the Call Bar. You will see a pop-up notification on your screen that you can then cancel once you've seen they need help. When an agent requests help you will also see a little bell icon next to that Agent in the Agent tab.

Acting on Agents

As a supervisor you have special rights to act on agents. You have the ability to:

- Log them in/out
- Put them in/take them off of a break
- Put them in/take them out of work time
- Monitor their calls
- Set KPI Thresholds for that agent
- Drill down to view more information about that agent

To act on an agent:

- Hover over the agent's name from the Agents tab and select which option you need.

Monitor an Agent

TouchPoint allows you to monitor existing calls or schedule monitoring for future calls.

Monitoring an Existing Call

1. Click the Agents tab on the Statistics Window. We'll display the Agents info panel.

2. Hover over the name of the agent that you want to monitor,

   then click the Monitor button ▇▇. Your phone will ring and we'll connect you to the call.

Monitoring Future Calls

1. Click the Agents tab on the Statistics Window. We'll display the Agents info panel.

2. Hover over the name of the agent that you want to monitor, then click the Schedule Monitoring button. We'll display the Schedule Monitoring screen.

3. Select the number and type of calls that you want to monitor, and whether you want the agent to know that they're being monitored. Then, click the Schedule Monitoring button.

When the Agent receives a call, your phone will ring and we'll connect you to the call. You can monitor and record the call and pause if you need to.

Agent KPI Thresholds

Agent KPI (Key Performance Indicator) Thresholds allow you to set specific agent-based parameters (a.k.a. thresholds) to alert you when those thresholds are crossed. KPI's that you can set are:

- Average Handle Time
- Average Talk Time
- Talk Time

To set KPI Thresholds for all agents:

- Hover over the appropriate column header from within the Agents tab and select Set Thresholds All Agents
- Set the thresholds that are important to you and click Apply
- Any time an agent crosses that threshold that statistic will appear in red on your screen

Notes:

- These settings only affect your instance of TouchPoint. Other users will need to set this for themselves if they want to see similar information.
- These thresholds take into account all queues in that media type for that agent; you can't separate KPI's for each queue the agent is logged into.

To set KPI Thresholds for individual agents:

- Hover over an agent and select Set Thresholds
- Set the thresholds that are important to you and click Apply
- Any time an agent crosses that threshold that statistic will appear in red on your screen
- An individual agents' threshold settings will override any KPI's you've set for All Agents

Drill Down Into Agents

As a supervisor you have rights to 'drill down' into an agent to see more statistical information about that agent. When you drill down into an agent you will see information like:

- Time logged into the system and which agent login class they are logged into
- How many queues they are logged into at that time
- How long they have been available for (logged in, not on a break or in requested work time)
- How long they've been on a break or in work time
- Their current call activity
- Call activity by queue
- Call history (recent activity)

To drill down into an agent:

- Hover over the agent and select View Details
- Select from the sub-tabs to choose which information you'd like to view

Integration with the Quality Management Suite (QMS)

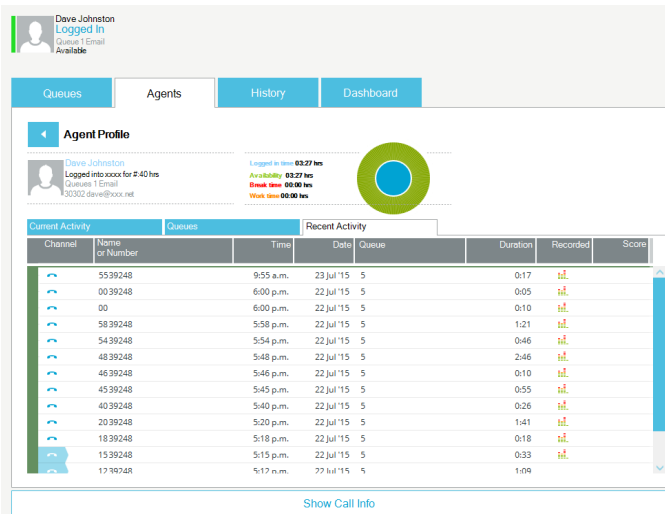The Enghouse Interactive Quality Management Suite gives your company the ability to do three things:

- Record calls
- Record computer screen activity
- Evaluate call recordings

The QMS application is licensed separately from TouchPoint, but is closely integrated with TouchPoint when you have the licensing.

QMS in the Agents View

When viewing the Agents tab you will see two new columns:

- Score (of their evaluations)

- Recorded (▮▮▮ This symbol indicates the call was recorded)
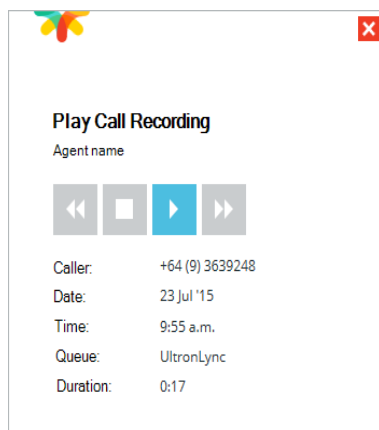

These stats represent the numbers over the last 30 days.

Listen to Call Recording

When QMS is integrated with TouchPoint you can drill down into an agent (see the previous section on Drill Down Into Agents for directions) and listen to their call recordings as well as view the score of an evaluation on that call. This assumes you have specific rights set in the Administrator application.

To listen to a QMS call recording:

- Drill down into the agent
- Switch to the Recent Activity tab

- Hover over a call and choose Play Call Recording   ▮▮▮
- You can pause and resume the play back using the relevant icons.