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| **IW Dashboards** |
| **Application User Guide** |
| Document Version: 2.0.9.29  Last Updated Date: 2021 September 29 |
|  |

**User Guide – Tetherfi Dashboards**

**Version History**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Version #** | **Implemented**  **By** | **Revision**  **Date** | **Approved**  **By** | **Approval**  **Date** | **Description of Change** |
| 1.0.10.15 | Shriraksha B Rai |  |  | 16/10/2019 | Initial version of dashboard user guide |
| 1.0.11.21 | Shriraksha B Rai |  |  | 21/11/2019 | **Historical KPI Dashboard:**  Configuring maximum 15 top menus, Modules and Transfer VDN  Apple style naming convention  Date range option is provided for data analysis  "Transfer intent" multi line graph is provided  **Session Dashboard:**  "First" and "Last" button is added  "Go to page" option is provided  Repeat Call Count is added  "Contact" column is provided in the grid |
| 1.0.12.02 | Shriraksha B Rai |  |  | 2/12/2019 | Realtime Voice Stat Dashboard |
| 1.1.01.28 | Shriraksha B Rai |  |  | 17/02/2020 | New UI for Realtime Voice Stat Dashboard  Interpreter dropdown option is provided  Data |
| 1.1.03.26 | Shriraksha B Rai |  |  | 26/3/2020 | Brand logo is added  Unique colour combination is maintained to differentiate the data received from Interpreter, CM and TRealTime Service |
| 1.1.04.07 | Shriraksha B Rai |  |  | 07/04/2020 | KPI dashboard callflow list display option is changed as that of Voice stat dashboard |
| 1.1.05.15 | Shriraksha B Rai |  |  | 15/5/2020 | Group level color coding  More filter options are provided |
| 1.1.05.28 | Shriraksha B Rai |  |  | 28/5/2020 | Heat map option is provided in menu, module and Transfer Intent graph |
| 2.0.10.06 | Shriraksha B Rai |  |  | 06/10/2020 | Repeat Caller Dashboard  Real time Interaction Stat Dashboard |
| 2.0.9.29 | Deepthi Shetty |  |  | 29/09/2021 | Implemented Utterances |

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# **1 Introduction**

Tetherfi Dashboard application gives complete information of current as well as historical session to the users. It also gives the option to the users to analyse the data based on date range selected.

## **Intended Audience**

This user guide document is intended for the following audience:

* Business Users
* IT team
* Project Manager
* Application implementation team
* Application maintenance team

## **Scope of document**

This is a systematically written guide for users to use ‘Tetherfi IW Dashboards’. By accessing and managing the Tetherfi Dashboard application, users will be able to see current as well as historical session information.

Web based GUI application will be provided for accessing the Dashboard application.

## **Glossary**

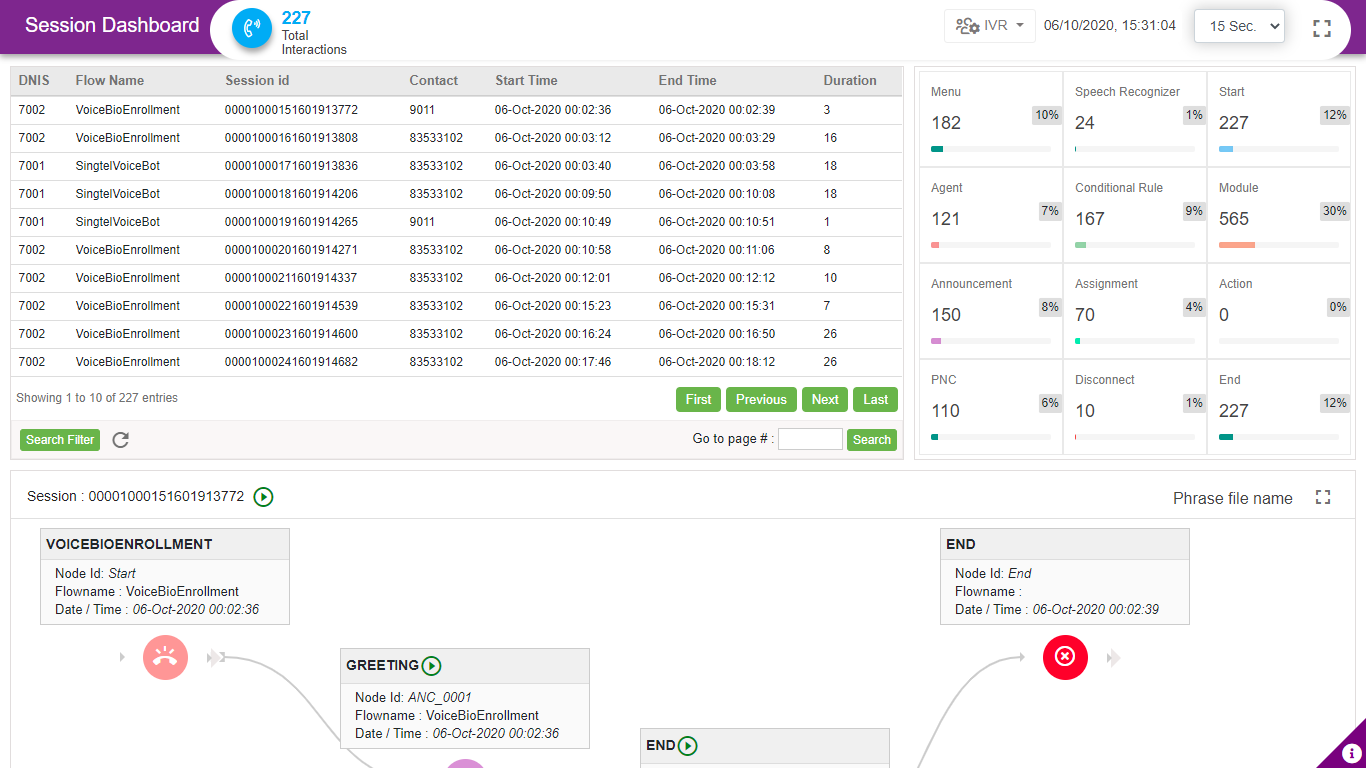
|  |  |
| --- | --- |
| **Term or Acronym** | **Definition or Description** |
| **KPI** | Key Performance Indicator |
| **VDN** | Vector Directory Number |
| **DNIS** | Dialled Number Identification Service |
| **IIS** | Internet Information Services |
| UI | User Interface |
| GUI | Graphical User Interface |
| IVR | Interactive Voice Response |
| CC | Call Center |

|  |  |  |
| --- | --- | --- |
| **Sl.No** | **Dashboard** | **Data Displayed** |
| 1 | Session Dashboard | 1. 24 hours Session information is displayed here 2. Customer journey and option entered/ selected by Customer in Each node 3. Total count of the nodes hit 4. Repeat caller count |
| 2 | Repeat Caller Dashboard | 1. Customer of the customer in last 24 hours, if he is a repeat caller |
| 3 | KPI Dashboard | 1. Callflow and Hotline based Hourly Volume, Language and Authentication Count, Top 5 Menu, Module and Intent transfer for current as well as Historical data 2. Callflow and Hotline based Analysis graph displaying the Interaction, Average Time, Self Service, Agent Transfer for the historical data |
| 4 | Real Time CC Dashboard | 1. Real Time data in Call center level as well as group level |
| 5 | Real Time Interaction Stat | 1. Realtime data along with Active and Agent transfer node count |

# **Session Dashboard**

Session dashboard displays the real time session information which lasts for 24 hours. It also displays the total count of the nodes hit on the right panel along with Customer journey and option entered/ selected by Customer in Each node.

It also redirects to repeat caller dashboard, if a customer call more than once.



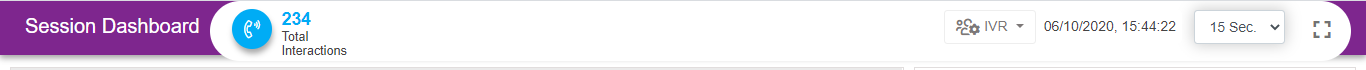
Graphical user interface

Description automatically generated with medium confidence

Table

Description automatically generated

At the top left corner, **Total Interaction** (IVR/Chat/Email) count is displayed.



And at the top right corner, following options are displayed

**Interpreter Dropdown:** Interpreters configured at the back end will be listed here. User can select the interpreters (IVR Server) to see the sessions present in that interpreter (IVR Server)

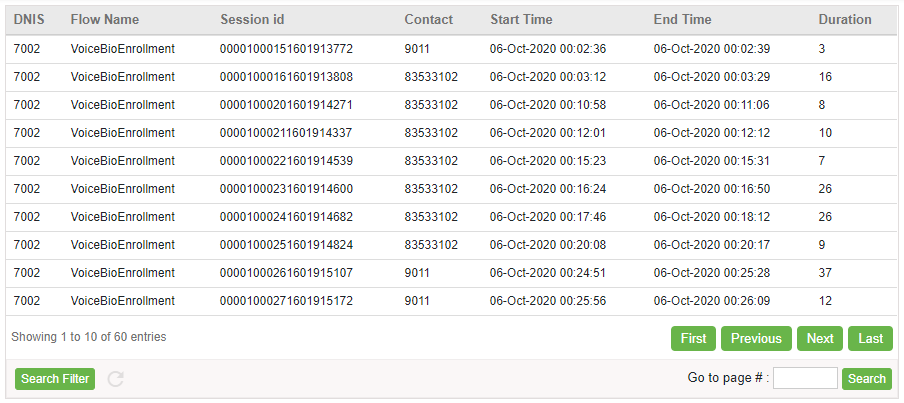
**Date and time:** This display current date and time.

**Set Refresh Rate:** This option is present at the top right corner of dashboard. Dashboard will auto refresh for the time specified here

**Maximize**: This option is used to maximize the dashboard

## **Grid Section**

Following options are displayed in the grid



**DNIS:** DNIS i.e Hotline to which call is been landed will be displayed here

**Flow Name:** Flow name will be displayed here

**Session id:** Each call or Chat can be uniquely identified by Session id. Session id will be displayed here

**Contact**: Customer phone number will be displayed here.

**Start time**: This shows the time at which session (Call or Chat) has started

**End Time:** This shows the time at which session (Call or Chat) has ended

**Duration:** displays total duration of session is displayed here.

**First:** Loads first 10 session data i.e. redirects to initial page

**Previous:** Loads previous 10 session data

**Next:** Loads next 10 session data

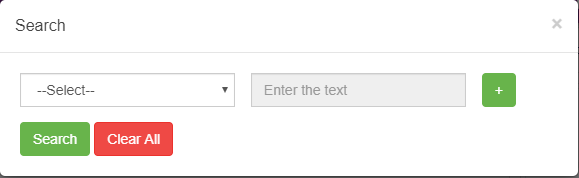
**Last:** Loads last 10 session data i.e. redirects to last page

**Go to Page:** user can enter the page number here and click enter, to redirect to the exact page number.

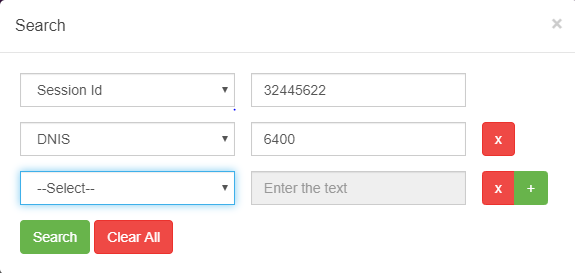
**Search Filter:** refer section **Search Filter**

## **Search Filter**

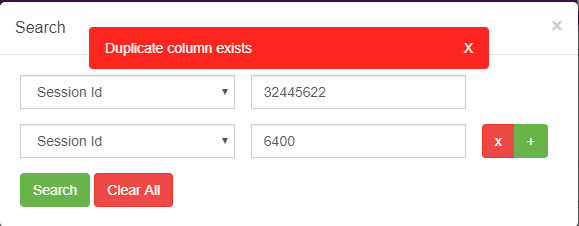
User can search for any record based on session ID, DNIS, Flow name, customer identification, customer mobile number, transfer VDN and transfer intent. Upon clicking on this button following popup will be displayed.



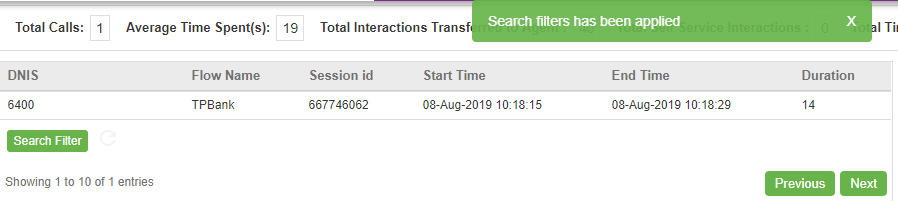
User can search for a record based on multiple conditions. ‘ADD’ button is provided as shown below to enter multiple search criteria.



Error message is thrown when user try to use same search criteria again for the search as shown below.

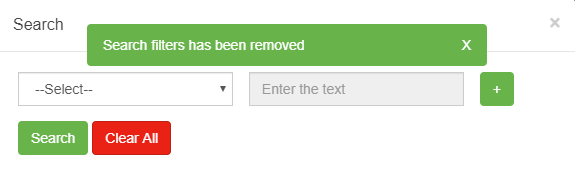


On success, following success toaster is displayed along with the result

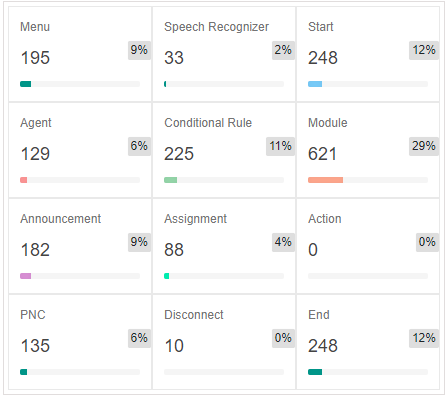


**Reset Grid:**

Reset grid button is provided right next to ‘Search’ button to remove search filter applied. This button will be blinking when search filter is applied. Upon clicking this button, search filter will be removed, and grid will be loaded with original data. ‘CLEAR ALL’ button present in search popup will also reset the grid as shown below.



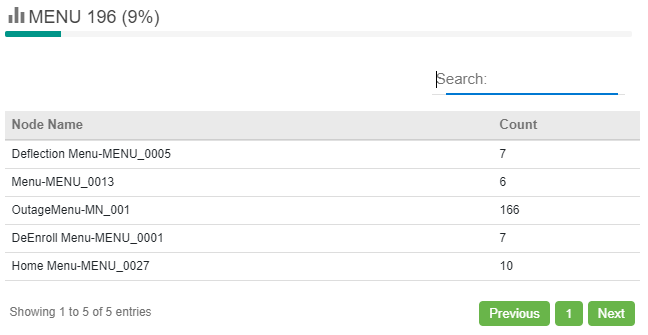
## **Node Section**



This section is used to display overall(total) count of node hit, during all the session in all the callflow. As shown above, in the last 24 hours, menu node present in all the callflow was hit 195 times and Assignment node 88 times.

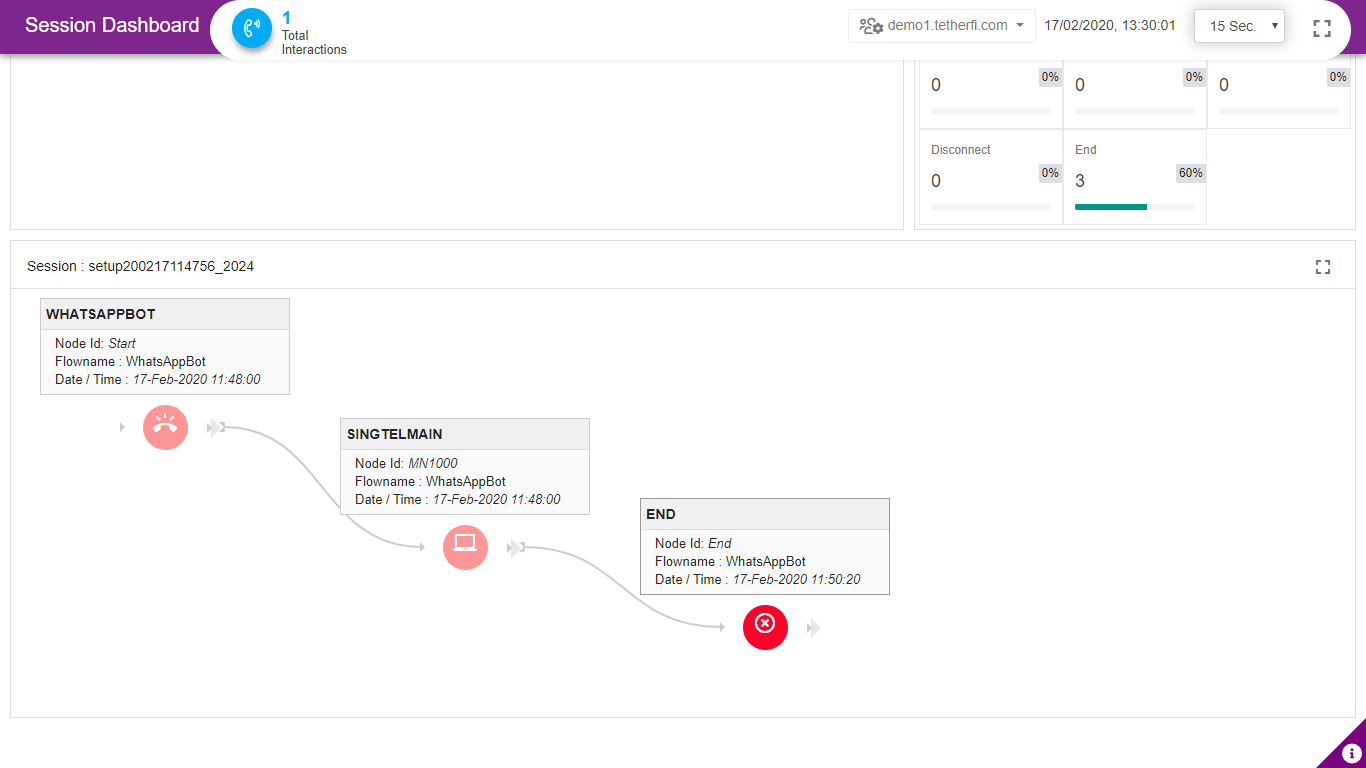
Upon clicking on any node in node section, following popup will generate, which will display the node name along with Exact count

Exp: Upon clicking Menu node, Following popup will open, which shows the menu node names along with the count



## **Customer Journey**

When user clicks on any of the session listed, pictorial representation of the call flow will be displayed as shown below. Only the menu, announcement, agent and PNC nodes for which tracking is enabled in IW will be displayed here.

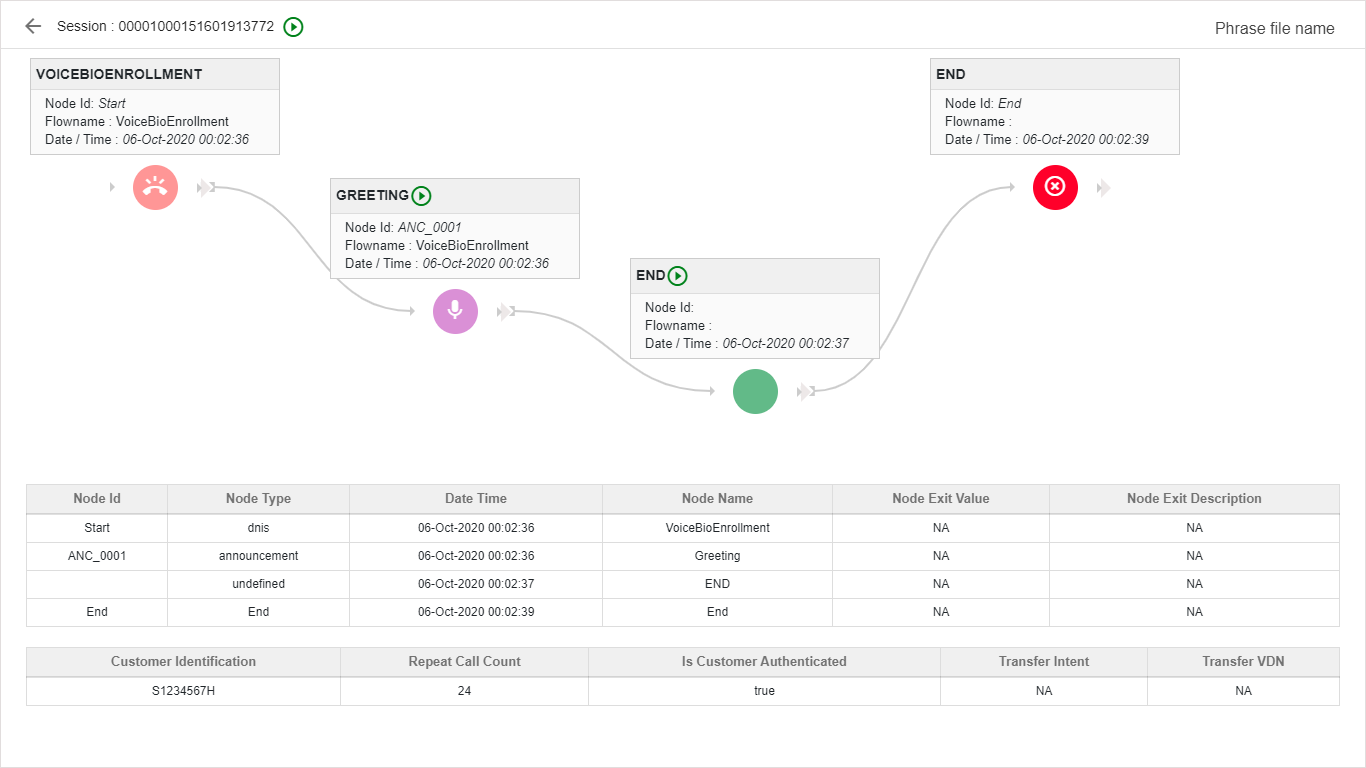


Each node displays node id, Date/time and flow/subflow name. Node Id in End node must display as ‘End’ without Flow name.

Upon maximizing the pictorial representation of the callflow, following popup will generate, along with node Info, customer Info table.

**Node Info Table:** Displays Node id, node type, date and time, node name along with Node exit value and description. For conditional node and Module, exit node name will be displayed in Node exit value section, whereas in menu node, menu option selected is displayed at node exit value section and tag is displayed in node exit description section.

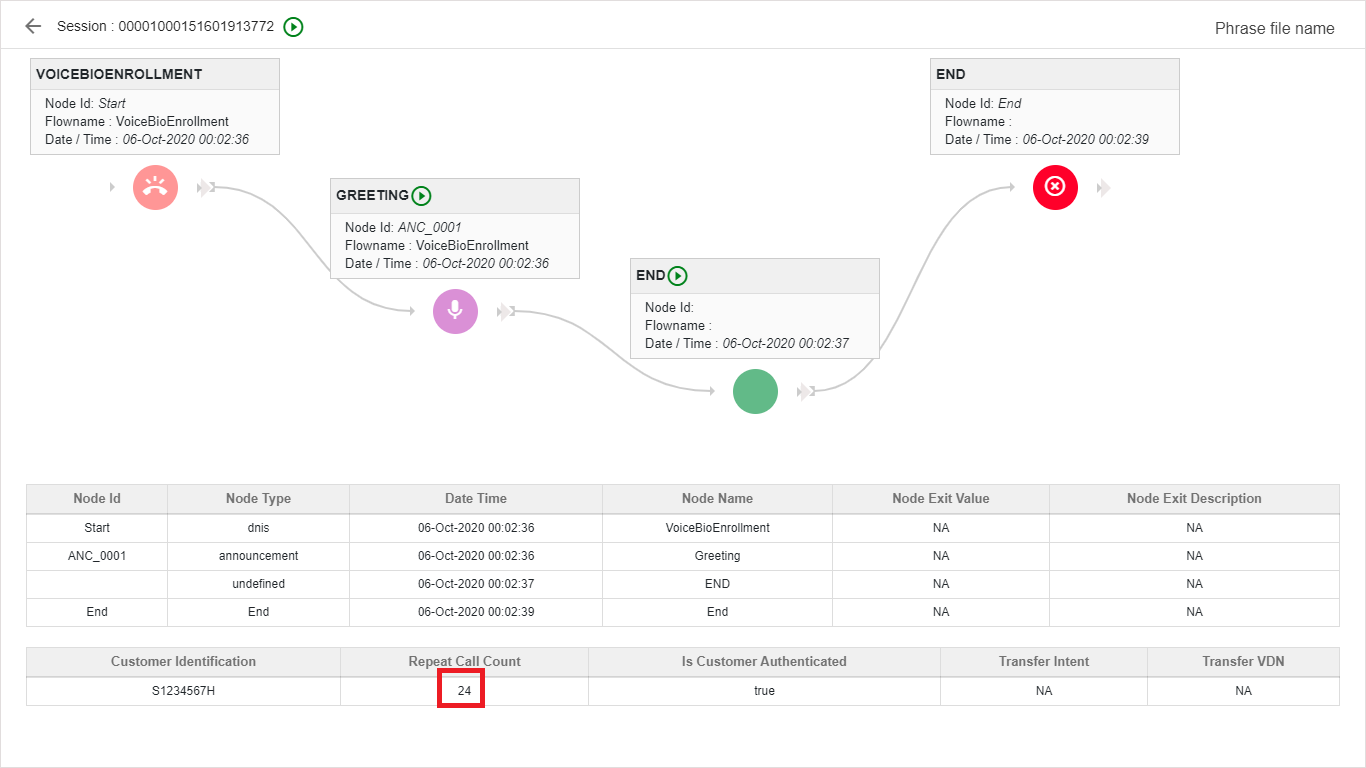
**Customer Info table**: Displays customer identification, repeat call count i.e how many times this customer has been called previously, transfer Intent, transfer VDN and shows whether customer is authenticated or not. Transfer Intent field updates with intent to which call is been transferred and transfer VDN field updates with the Skill number.



# **Repeat Caller Dashboard**

This dashboard displays the journey of the repeat caller. Upon clicking ‘**Repeat Call Count’** in session Dashboard ‘Customer Info Table’, this dashboard will open in a new window.

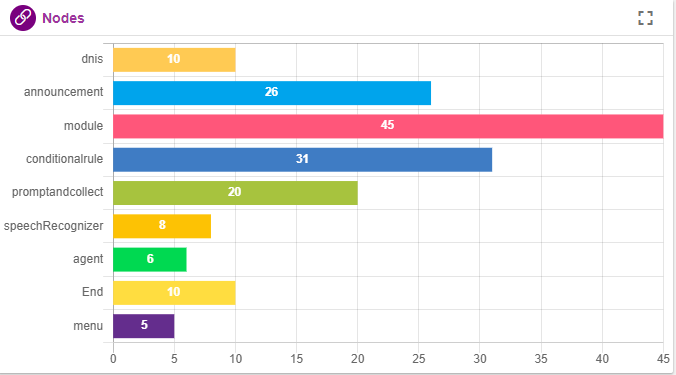
**Session Dashboard:**



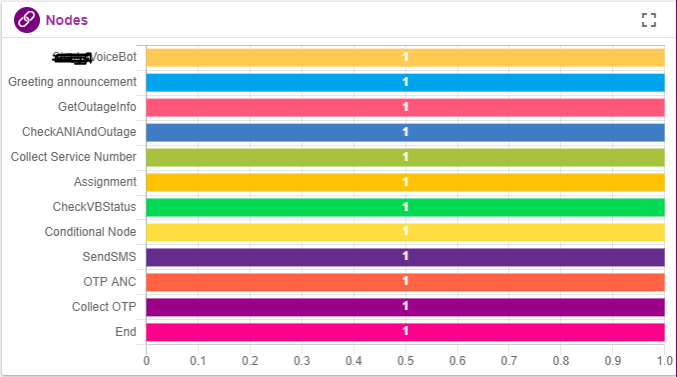
Upon clicking repeat call count, following repeat caller dashboard will open up.



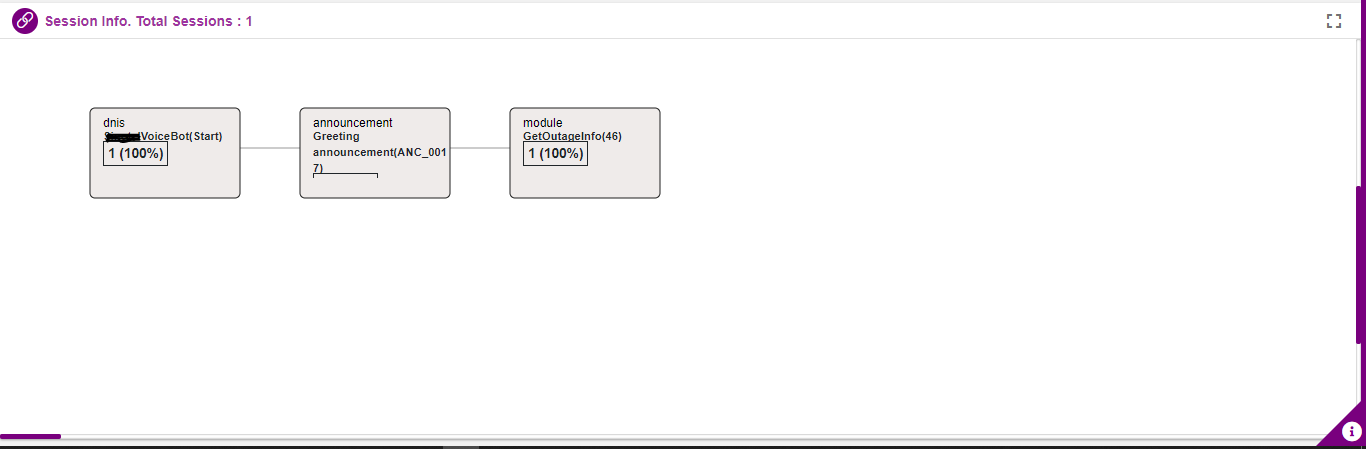
On the left-hand side, overall Node type count is displayed, whereas on right hand side, callflow node names are displayed along with count.



Foe Exp: Announcement node count on left hand side is 26, whereas on right hand side, OTP\_Announcement is played 20 times and CreditCard\_Announcement is played 6 times



Journey of the repeat caller is displayed at the bottom of the page as shown below.

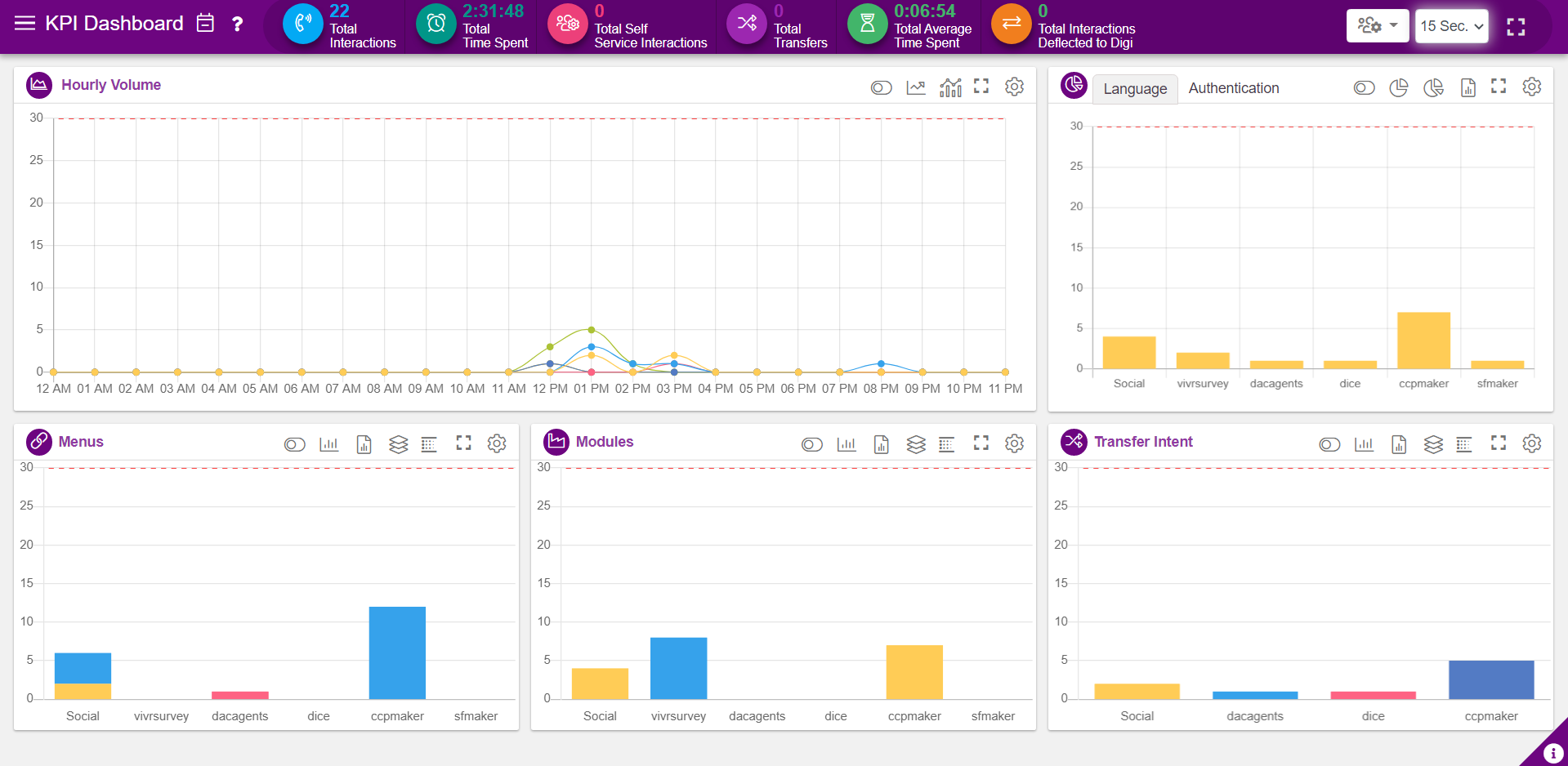


# **KPI Dashboard**

KPI Dashboard displays Callflow and Hotline based Hourly Volume, Utterances, Language and Authentication Count, Top 5 Menu, Module and Intent transfer for current as well as Historical data

It also shows the callflow and Hotline based Analysis graph displaying the Interaction, Average Time, Self Service and Agent Transfer for the historical data

User can access IW KPI dashboard by launching the IIS application suffixed with IWDashboard/kpi



At the top bar, following options are displayed.



**Horizontal Bar:** This opens the callflow list along with a calendar. User can select the callflow and date to see the interaction history on that day for the callflow selected. Refer section **Interactions on the Day selected**

**Notepad Icon:** Callflow and the dnis selected will be displayed here

**Question mark icon**: Date selected will be displayed here

**Key Performance Indicator**

**Total Calls:** Total calls hit during the time stamp is displayed here.

**Total Time Spent(sec):** Total time spent in IVR is displayed here.

**Average time spent(sec):** Average time spent in IVR is displayed here.

**Total Interactions Transferred to Agent**: Total count of total calls that are transferred to Agent is displayed here.

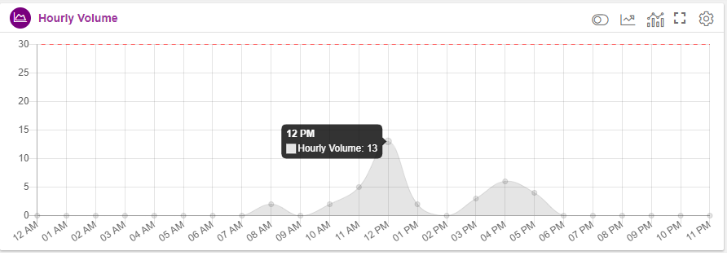
**Total Self-Service Interactions:** Total count of total calls that are not transferred to Agent i.e that are served by IVR are displayed here.

**Auto Refresh:** grid will be auto refreshed for the configured seconds (15 sec, 30 sec, 1min, 5 min)

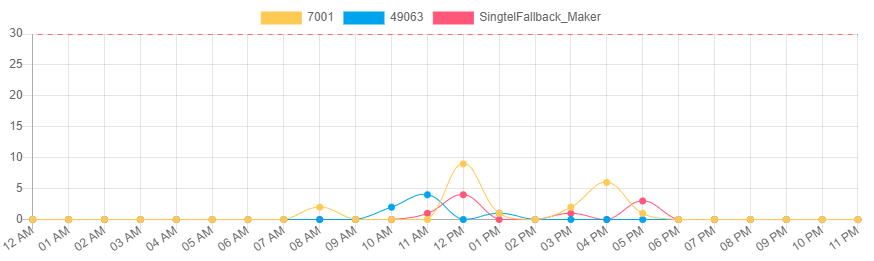
**Interpreter Dropdown:** Interpreters configured at the back end will be listed here. User can select the interpreters to see the sessions present in that interpreter

## **Hourly Volume**

This graph shows the interaction count for 24 hours. Upon hovering on each point, interaction count is displayed as shown below.

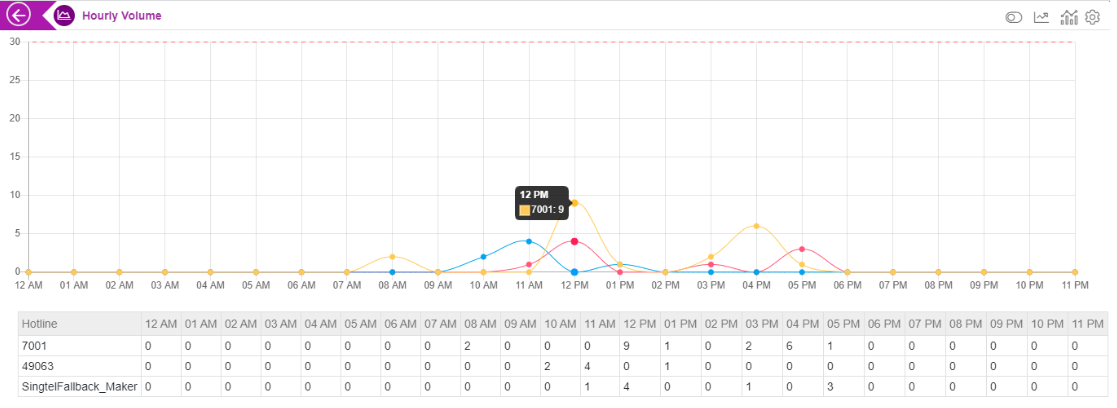


**Legend ON/Off:** Upon enabling, legends will be displayed at the top as shown below. User can check or uncheck legends as they wish, just by clicking on them.

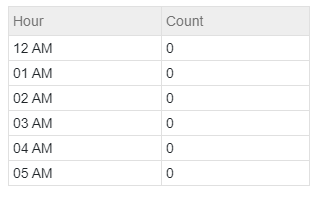


**Callflow based Hourly Volume:** Upon clicking this option hourly volume of the callflow selected will display

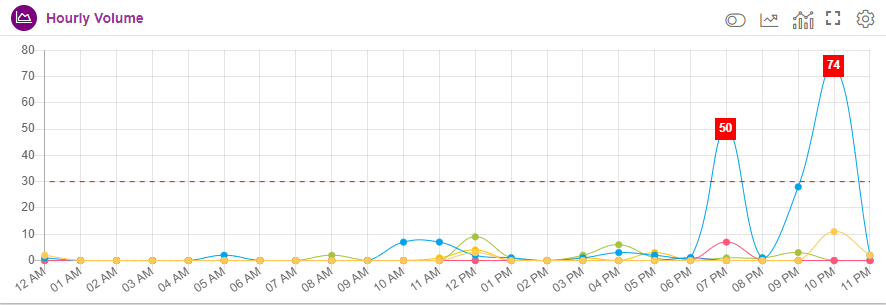
**Hotline based Hourly Volume**: Hourly interaction information can also be displayed on hotline basis as below



**Maximize:** Used to maximize the window. In the maximized screen, count of interaction on each hour will be displayed as below.



**Threshold Setting:** Threshold is set to 30 by default. When the interaction count goes above than this a horizontal red line will be displayed, indicating that, interaction count exceeding the threshold set.



## **Utterances**

This graph shows the interaction of customers with an agent for 24 hours. Upon hovering on each point, interaction is displayed as shown below.

A picture containing graphical user interface

Description automatically generated

**Maximize:** Used to maximize the window. In the maximized screen, count of interaction on each hour will be displayed as below.

Graphical user interface, application, table

Description automatically generated

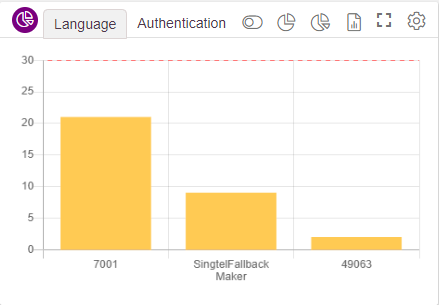
**Threshold Setting:** Threshold is set to 30 by default. When the interaction count goes above than this a horizontal red line will be displayed, indicating that, interaction count exceeding the threshold set.

Chart, bar chart

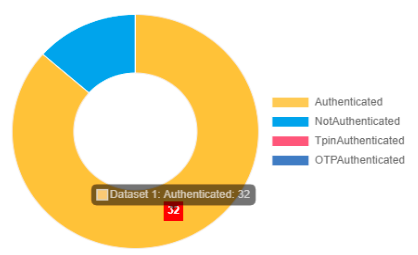
Description automatically generated

## **Language**

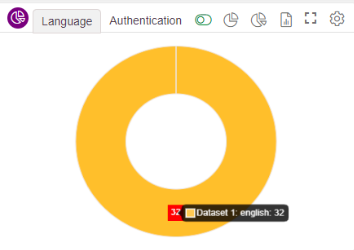
Languages preferred by user will be displayed in the form of graph in this section.



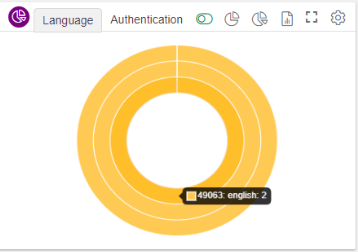
**Legend ON/Off:** Upon enabling, legends will be displayed at the top as shown below. User can check or uncheck legends as they wish, just by clicking on them.



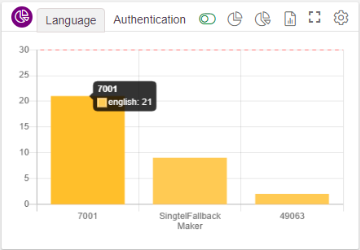
**Callflow based Donut Chart:** This chart will display the language preferred count in the form of donut. Upon hovering on the chart, count will be displayed



**Hotline based Donut Chart:** This chart will display the language preferred count in the form of donut based on the hotline selected. Upon hovering on the chart, count will be displayed along with hotline as shown below



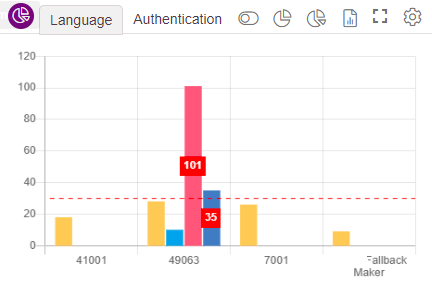
**Hotline based Bar Chart:** This chart will display the language preferred count in the form of Bar based on the hotline selected. Upon hovering on the chart, count will be displayed along with hotline as shown below



**Maximize:** Used to maximize the window. In the maximized screen, count will be displayed as below. Value that exceeds the threshold set, will be highlighted in red.

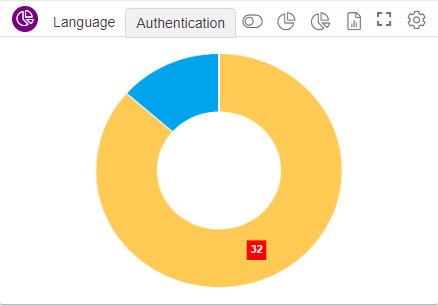


**Threshold Setting:** Threshold is set to 30 by default. When the count goes above than this, value in the graph gid will be highlighted in red, indicating that, language count exceeding the threshold set.

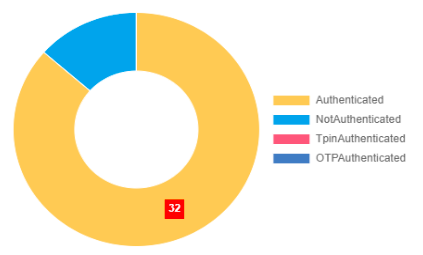


## **Authentication**

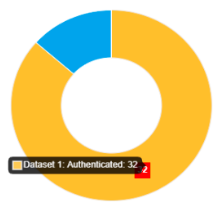
User authentication will be displayed in the form of graph in this section.



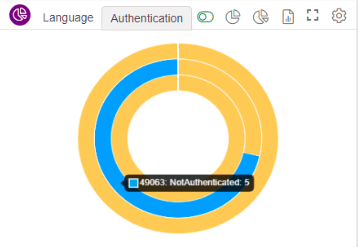
**Legend ON/Off:** Upon enabling, legends will be displayed at the top as shown below. User can check or uncheck legends as they wish, just by clicking on them.



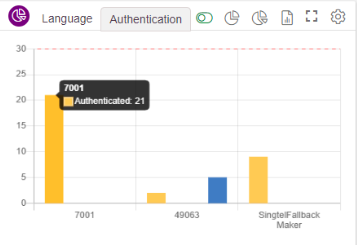
**Callflow based Donut Chart:** This chart will display the authentication count in the form of donut. Upon hovering on the chart, count will be displayed



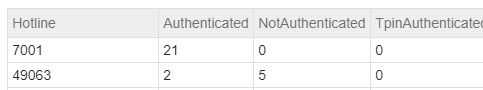
**Hotline based Donut Chart:** This chart will display the authentication count in the form of donut based on the hotline selected. Upon hovering on the chart, count will be displayed along with hotline as shown below



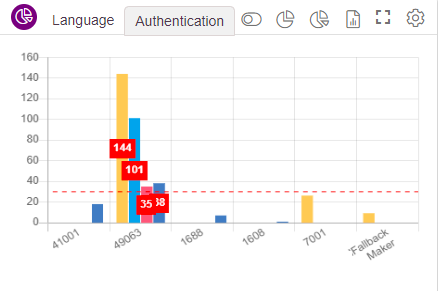
**Hotline based Bar Chart:** This chart will display the authentication count in the form of Bar based on the hotline selected. Upon hovering on the chart, count will be displayed along with hotline as shown below



**Maximize:** Used to maximize the window. In the maximized screen, count will be displayed as below. Value that exceeds the threshold set, will be highlighted in red.

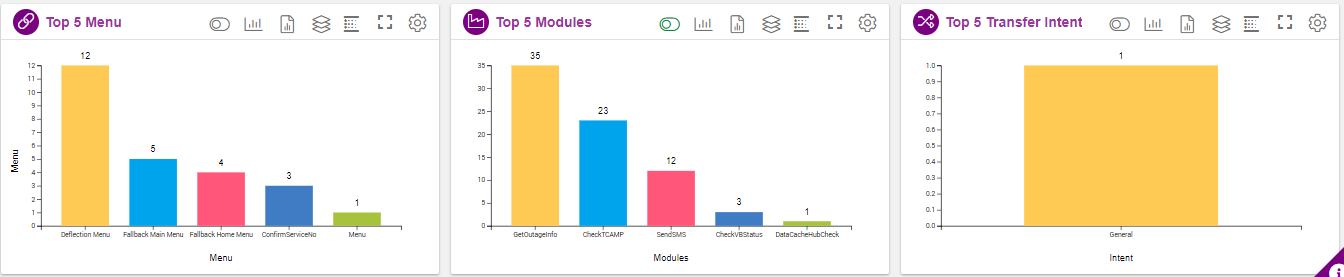


**Threshold Setting:** Threshold is set to 30 by default. When the count goes above than this, value in the graph gid will be highlighted in red, indicating that, language count exceeding the threshold set.



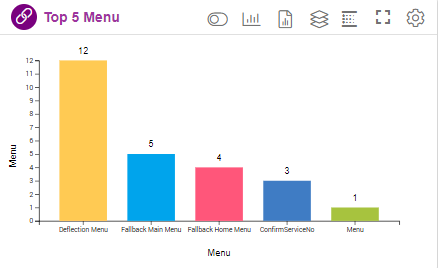
## **Top 5 Menu, Module and Intent**

At the bottom of the page, top 5 menu, module and intent count is displayed

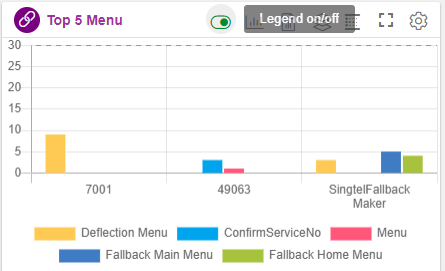


### Top 5 Menus

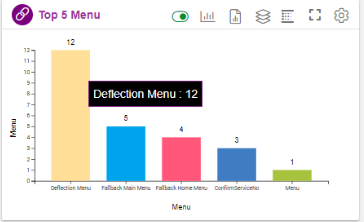
Among the callflow and date selected, top 5 menus, which we selected by the user most will be displayed here.



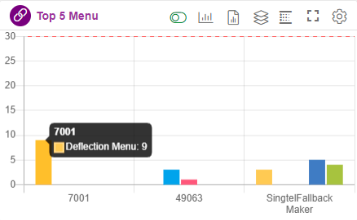
**Legend ON/Off:** Upon enabling, legends will be displayed at the bottom as shown below. User can check or uncheck legends as they wish, just by clicking on them.



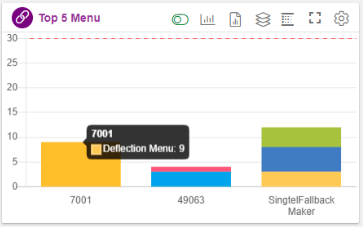
**Callflow based Bar Chart:** This chart will display the top 5 menu count in the callflow selected in the form of bar chart. Upon hovering on the chart, count will be displayed



**Hotline based Bar Chart:** This chart will display the top 5 menus count specific to hotline in the callflow selected in the form of bar chart. Upon hovering on the chart, count will be displayed



**Hotline based Stacked Bar Chart:** This chart will display the top 5 menus count specific to hotline in the callflow selected in the form of stacked bar chart. Upon hovering on the chart, count will be displayed

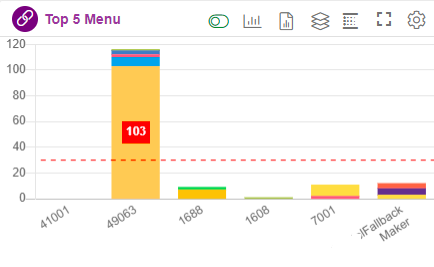


**Word Cloud:** refer section **Word Cloud**

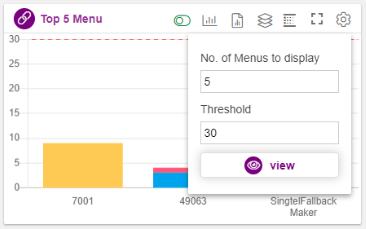
**Maximize:** Used to maximize the window. In the maximized screen, count will be displayed as below. Value that exceeds the threshold set, will be highlighted in red



**Threshold Setting:** Threshold is set to 30 by default. When the count goes above than this, value in the graph gid will be highlighted in red, as well as indicator is provided in the ui, indicating that, menu count exceeding the threshold set.

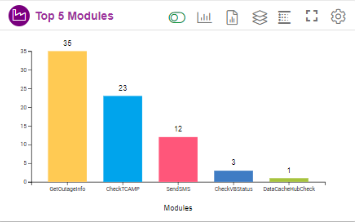


Can also set number of menus to be displayed in the graph. By default it is set to 5.

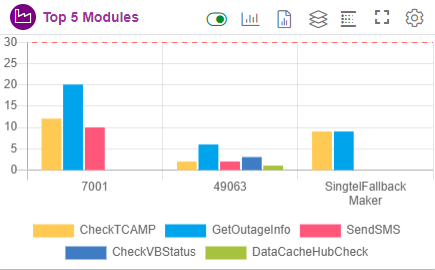


### Top 5 Modules

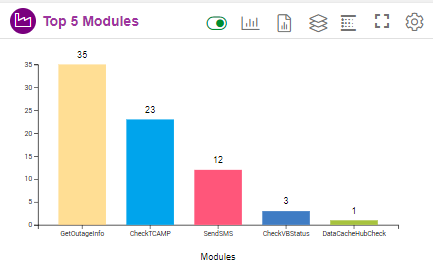
Among the callflow and date selected, top 5 modules, which we selected by the user most will be displayed here.



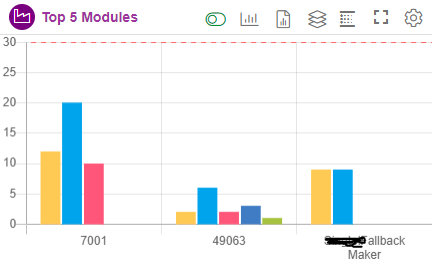
**Legend ON/Off:** Upon enabling, legends will be displayed at the bottom as shown below. User can check or uncheck legends as they wish, just by clicking on them.



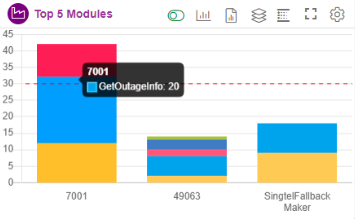
**Callflow based Bar Chart:** This chart will display the top 5 module count in the callflow selected in the form of bar chart. Upon hovering on the chart, count will be displayed



**Hotline based Bar Chart:** This chart will display the top 5 module count specific to hotline in the callflow selected in the form of bar chart. Upon hovering on the chart, count will be displayed

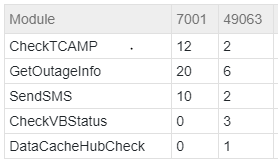


**Hotline based Stacked Bar Chart:** This chart will display the top 5 module count specific to hotline in the callflow selected in the form of stacked bar chart. Upon hovering on the chart, count will be displayed

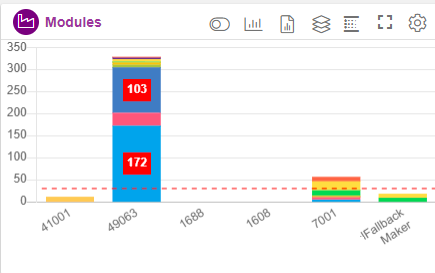


**Word Cloud:** refer section **Word Cloud**

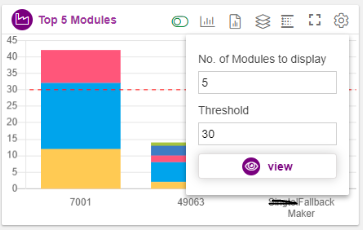
**Maximize:** Used to maximize the window. In the maximized screen, count will be displayed as below. Value that exceeds the threshold set, will be highlighted in red



**Threshold Setting:** Threshold is set to 30 by default. When the count goes above than this, value in the graph gid will be highlighted in red, as well as indicator is provided in the ui, indicating that, module count exceeding the threshold set.

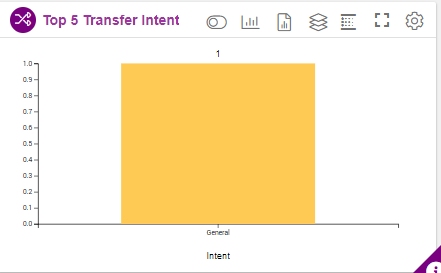


Can also set number of modules to be displayed in the graph. By default, it is set to 5.

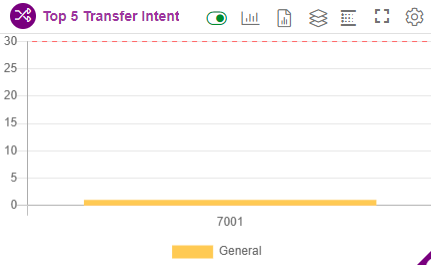


### Top 5 Transfer Intent

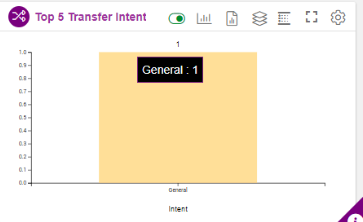
Among the callflow and date selected, top 5 agent transfer, which is selected by the user most will be displayed here.



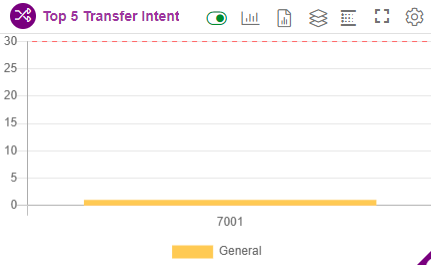
**Legend ON/Off:** Upon enabling, legends will be displayed at the bottom as shown below. User can check or uncheck legends as they wish, just by clicking on them.



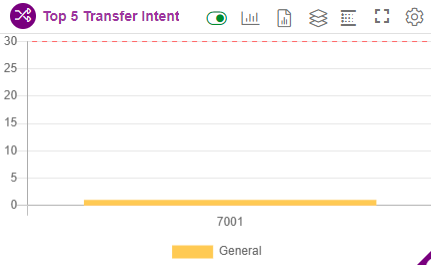
**Callflow based Bar Chart:** This chart will display the top 5 intent transfer count in the callflow selected in the form of bar chart. Upon hovering on the chart, count will be displayed



**Hotline based Bar Chart:** This chart will display the top 5 intent transfer count specific to hotline in the callflow selected in the form of bar chart. Upon hovering on the chart, count will be displayed



**Hotline based Stacked Bar Chart:** This chart will display the top 5 menus count specific to hotline in the callflow selected in the form of stacked bar chart. Upon hovering on the chart, count will be displayed

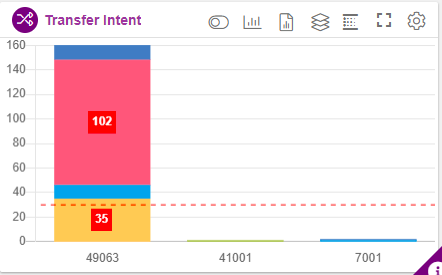


**Word Cloud:** refer section **Word Cloud**

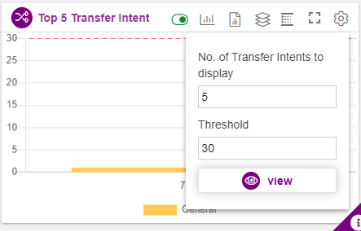
**Maximize:** Used to maximize the window. In the maximized screen, count will be displayed as below. Value that exceeds the threshold set, will be highlighted in red



**Threshold Setting:** Threshold is set to 30 by default. When the count goes above than this, value in the graph gid will be highlighted in red, as well as indicator is provided in the ui, indicating that, intent transfer count exceeding the threshold set.



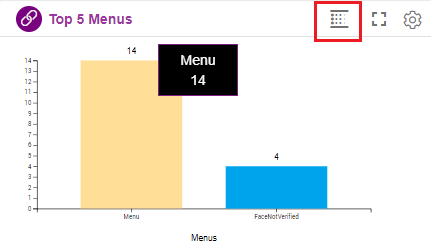
Can also set number of menus to be displayed in the graph. By default it is set to 5.



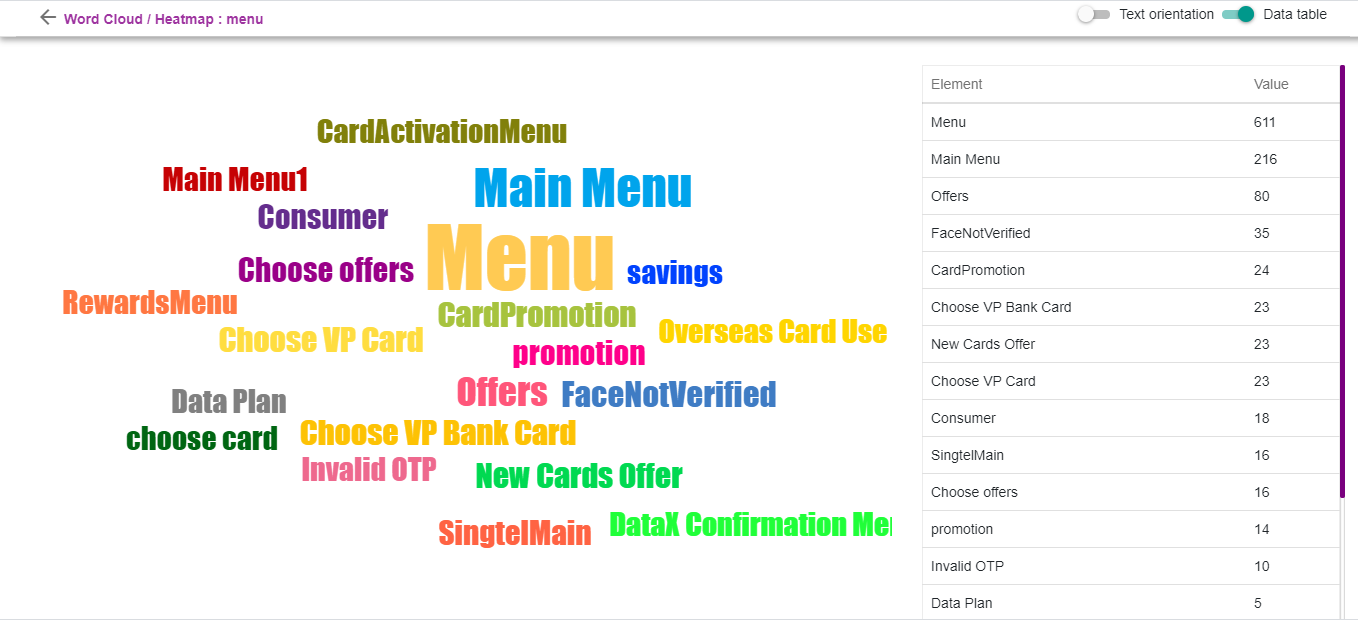
## **Word Cloud**

Top 5 menu, Top 5 Module and Top 5 Transfer intent graph data can be displayed in Heat map/word cloud.

Click on the icon highlighted below.



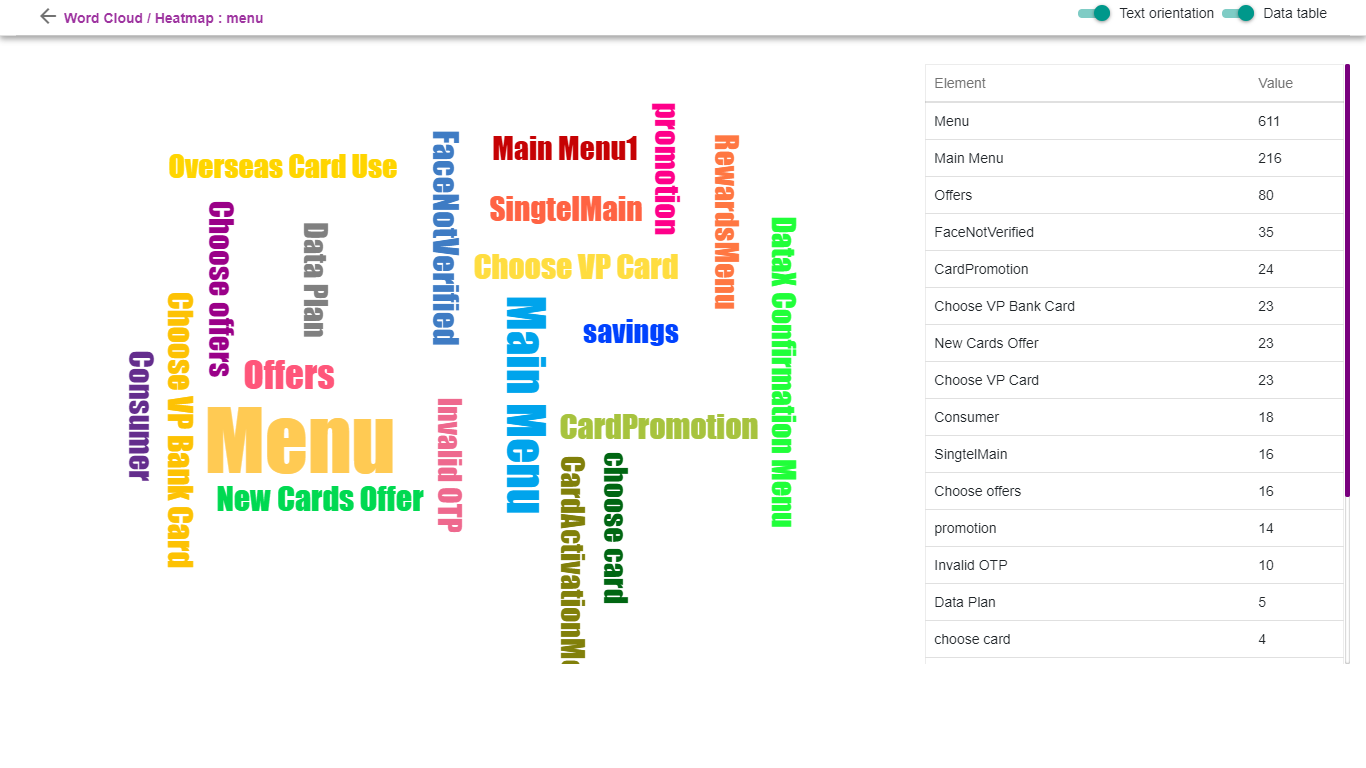
Upon clicking ‘Heat map/word cloud option’ following page will be opened where the data is displayed in horizontal way, as shown below



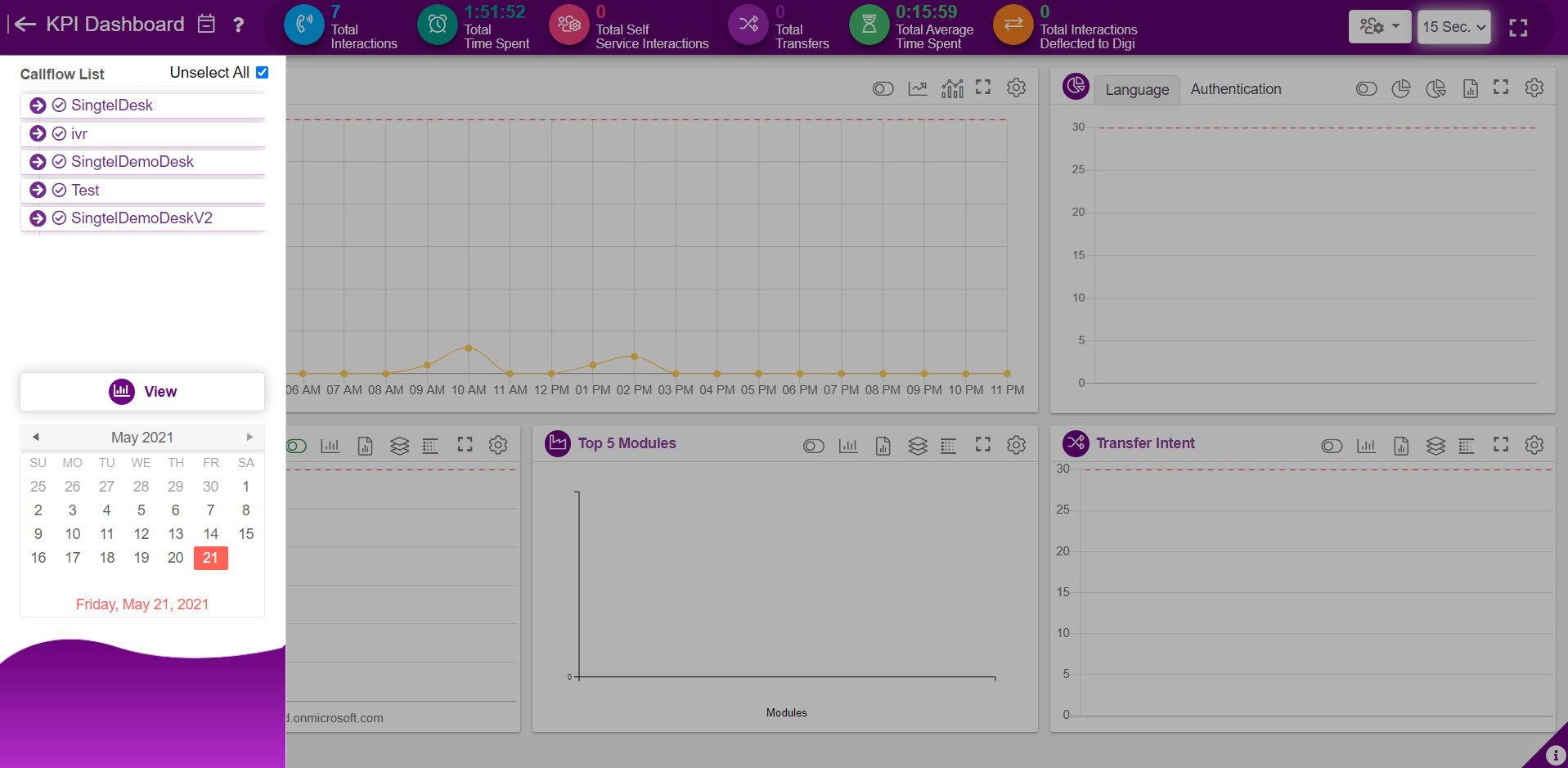
Can display the data in vertical format by enabling the ‘Text Orientation’ option present at top right corner.



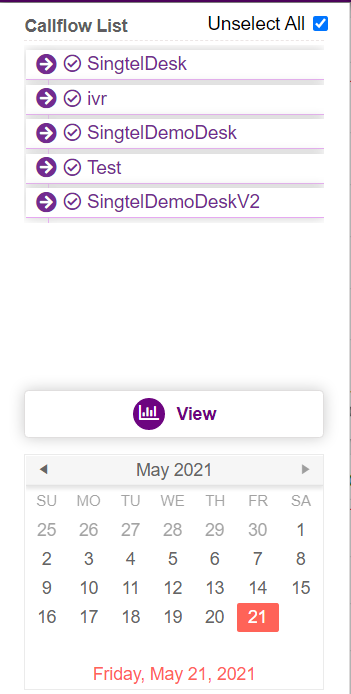
Upon enabling the text orientation option, data is displayed in vertical format as shown below.



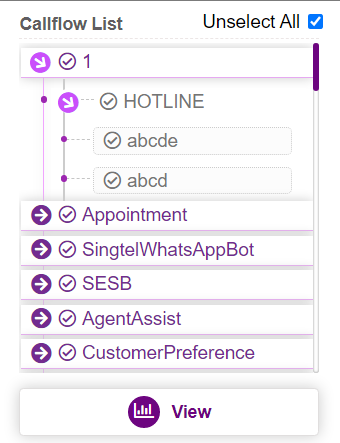
## **Interactions on the Day selected**



All the callflows created in IW will be displayed in the dropdown as shown below,



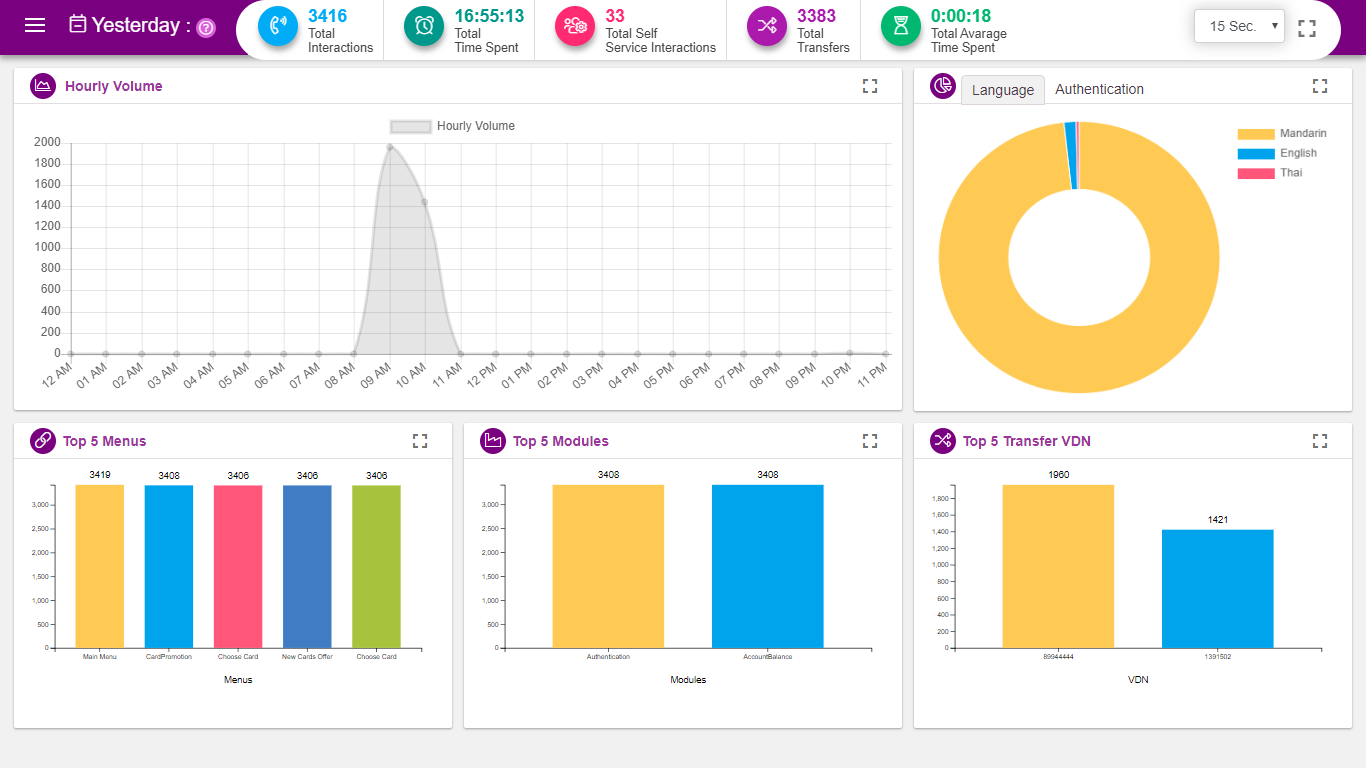
User can check the required callflow and hotlines for which he wants to see the historical data as shown below. User can also remove the dnis displayed here by unchecking the hotline option. User can select or unselect the callflow based on requirement.



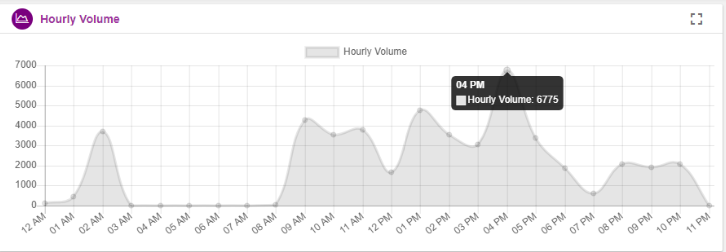
Upon clicking on ‘View’ button, historical information like Total Interaction, Total Time spent, Total self-service interactions, Total transfer, Average time spent, hourly volume, Top menu(configured value), modules and transfer VDN hit, Language and Authentication ratio related to the callflow and dnis selected will be displayed in the UI as shown below.

Key performance indicators (**KPI’s**) are displayed at the top of the page.

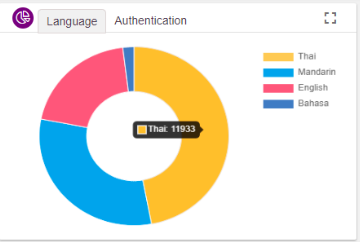




**Hourly Volume**: Call or chat session at a given time is displayed in hourly graph. As shown below, upon hovering on a point, session count is displayed along with time. Refer section **Hourly Volume**



**Language**: Language ratio for a given date range can be displayed in a donut chart as shown below. Upon hovering on the chart, language session count is highlighted as shown below. Refer section **Language**



**Authentication**: authentication ratio i.e. number of users who has been authenticated will be displayed for a given date range in a pie chart as shown below. Upon hovering on pie chart, authenticated session count is highlighted as shown below. Refer section **Authentication**

**Top 5 Menus:** The top 5 menus which are used mostly will be displayed in a bar graph along with the count i.e. User can configure maximum 15 menu bars here. This count is also displayed in the heat map. Refer section Top 5 Menus

**Top 5 Modules:** The top 5 modules which are used mostly will be displayed in a bar graph along with the count i.e. how many times the module is being hit. User can configure maximum 15 module bars here. . This count is also displayed in the heat map. Refer section Top 5 Modules

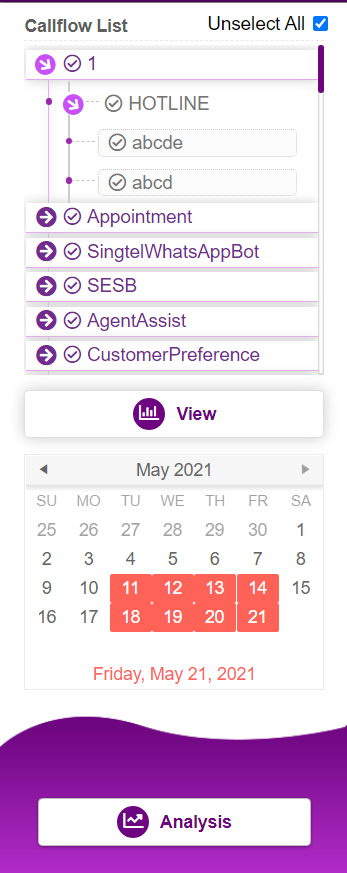
**Top 5 Transfer VDN:** The top 5 transfers which are used mostly will be displayed in a bar graph along with the count. User can configure maximum 15 agent bars here. This count is also displayed in the heat map. Refer section Top 5 Transfer Intent

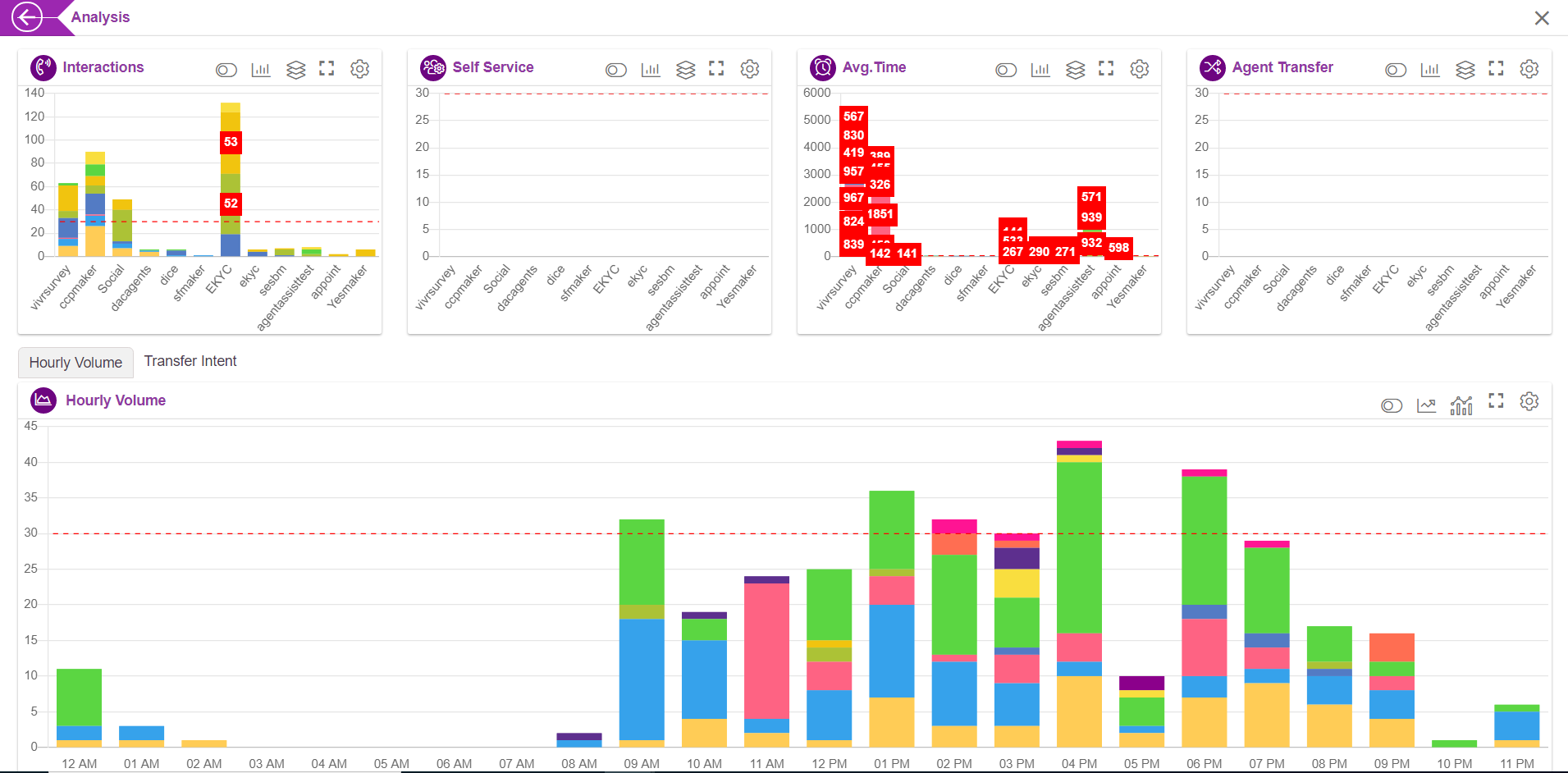
## **Interactions on the Date-range selected**

User can select the multiple dates from the calendar by clicking ‘SHIFT’ button in the keyboard and can select the date range. Upon clicking ‘View’ button, interaction details for the days selected will be displayed.

## **Analysis on the Date-range selected(Historical)**

KPI Dashboard gives the option to user to analyse the session information for a date range. Shift and select the date for which user wants to analyse the data.

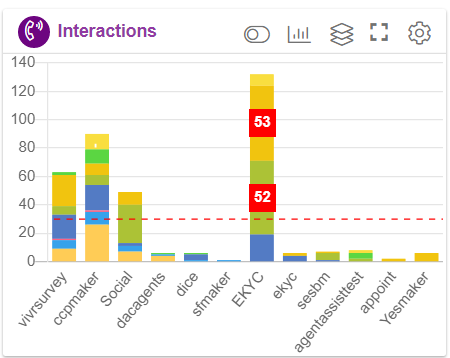




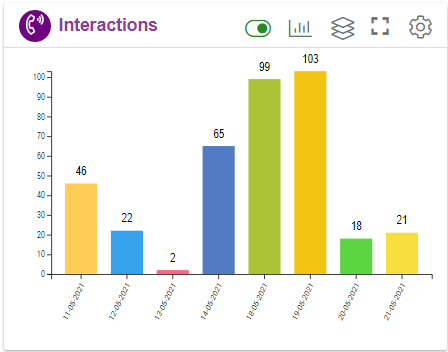
### Interactions

Interaction history of the date range selected is displayed in this graph.

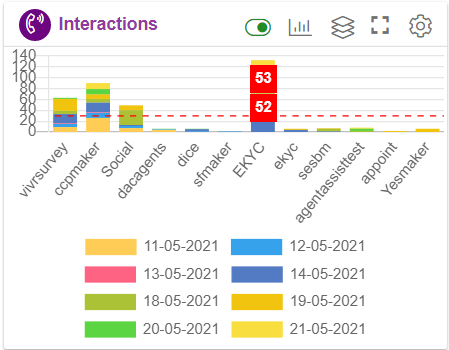
**Legend ON/Off:** Upon enabling, legends will be displayed at the bottom as shown below. User can check or uncheck legends as they wish, just by clicking on them.



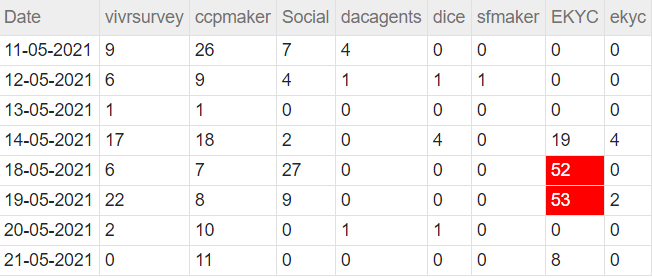
**Callflow based Interaction Bar Chart:** for the date selected, interaction count will be displayed in the form of bar chart here.



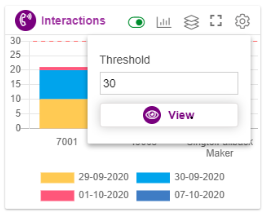
**Hotline based Interaction Stacked Bar Chart:** for the date selected, hotline interaction count will be displayed in the form of stacked bar chart here.

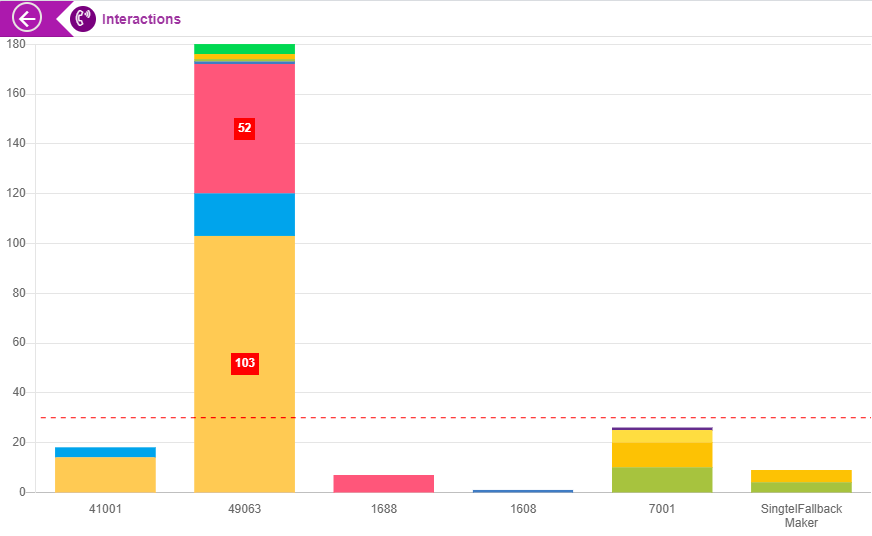


**Maximize:** Used to maximize the window. In the maximized screen, count will be displayed as below. Value that exceeds the threshold set, will be highlighted in red



**Threshold Setting:** Threshold is set to 30 by default. When the count goes above than this, value in the graph gid will be highlighted in red, as well as indicator is provided in the ui, indicating that, interaction count exceeding the threshold set.

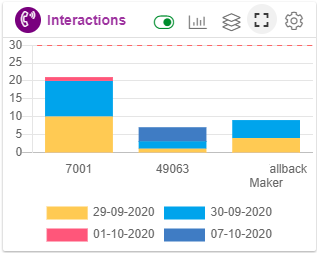




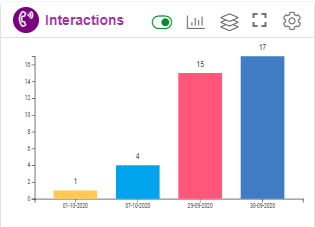
### Self Service

Self-service interaction history of the date range selected is displayed in this graph.

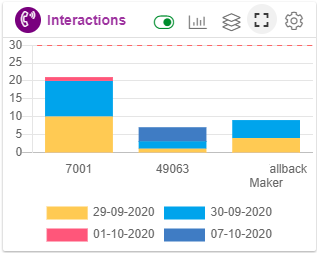
**Legend ON/Off:** Upon enabling, legends will be displayed at the top as shown below. User can check or uncheck legends as they wish, just by clicking on them.



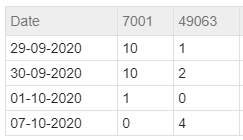
**Callflow based Self service Bar Chart:** for the date selected, interaction count will be displayed in the form of bar chart here.



**Hotline based self service Stacked Bar Chart:** for the date selected, hotline interaction count will be displayed in the form of stacked bar chart here.



**Maximize:** Used to maximize the window. In the maximized screen, count will be displayed as below. Value that exceeds the threshold set, will be highlighted in red

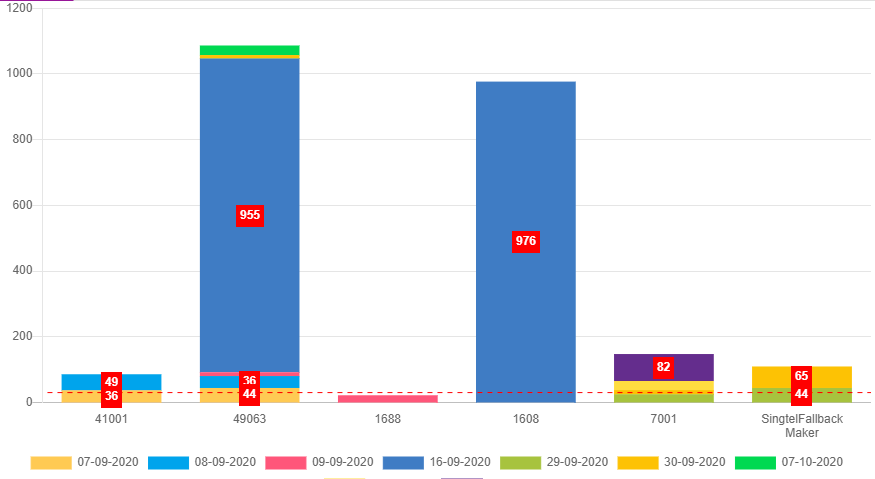


**Threshold Setting:** Threshold is set to 30 by default. When the count goes above than this, value in the graph gid will be highlighted in red, as well as indicator is provided in the ui, indicating that, interaction count exceeding the threshold set.

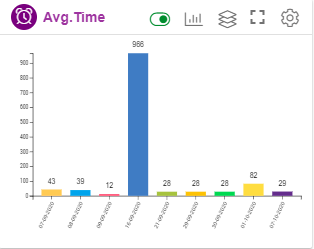
### Avg.Time

Average time of the interaction history of the date range selected is displayed in this graph.

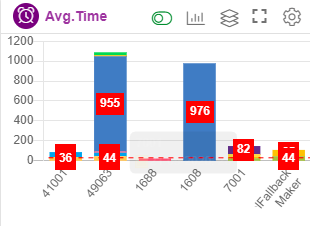
**Legend ON/Off:** Upon enabling, legends will be displayed at the top as shown below. User can check or uncheck legends as they wish, just by clicking on them.



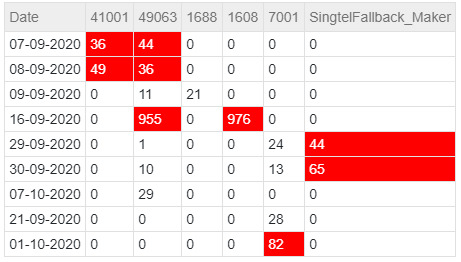
**Callflow based Average Time Bar Chart:** for the date selected, interaction count will be displayed in the form of bar chart here.



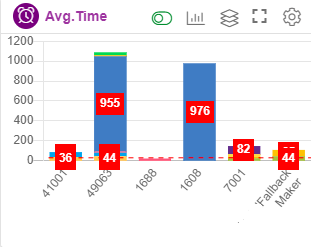
**Hotline based Average Time Stacked Bar Chart:** for the date selected, hotline interaction count will be displayed in the form of stacked bar chart here.

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**Maximize:** Used to maximize the window. In the maximized screen, count will be displayed as below. Value that exceeds the threshold set, will be highlighted in red.



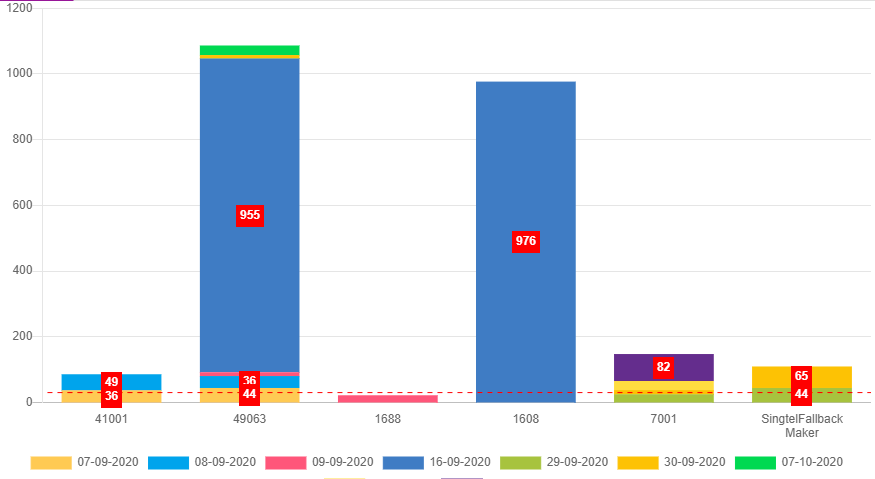
**Threshold Setting:** Threshold is set to 30 by default. When the count goes above than this, value in the graph gid will be highlighted in red,



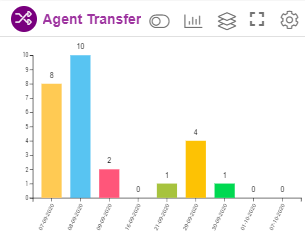
### Agent Transfer

Agent transfer of the interaction history of the date range selected is displayed in this graph.

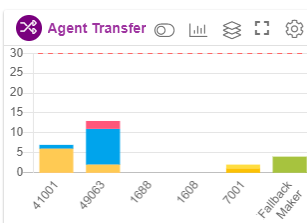
**Legend ON/Off:** Upon enabling, legends will be displayed at the top as shown below. User can check or uncheck legends as they wish, just by clicking on them.



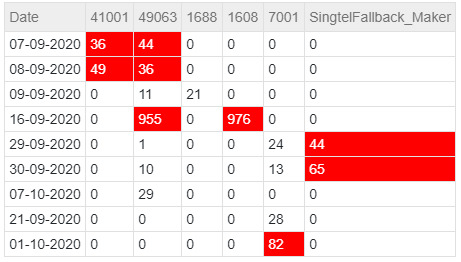
**Callflow based Agent Transfer Bar Chart:** for the date selected, Agent transfer count will be displayed in the form of bar chart here.



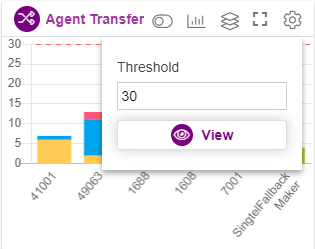
**Agent Transfer Hotline based Stacked Bar Chart:** for the date selected, hotline agent transfer count will be displayed in the form of stacked bar chart here.

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**Maximize:** Used to maximize the window. In the maximized screen, count will be displayed as below. Value that exceeds the threshold set, will be highlighted in red.

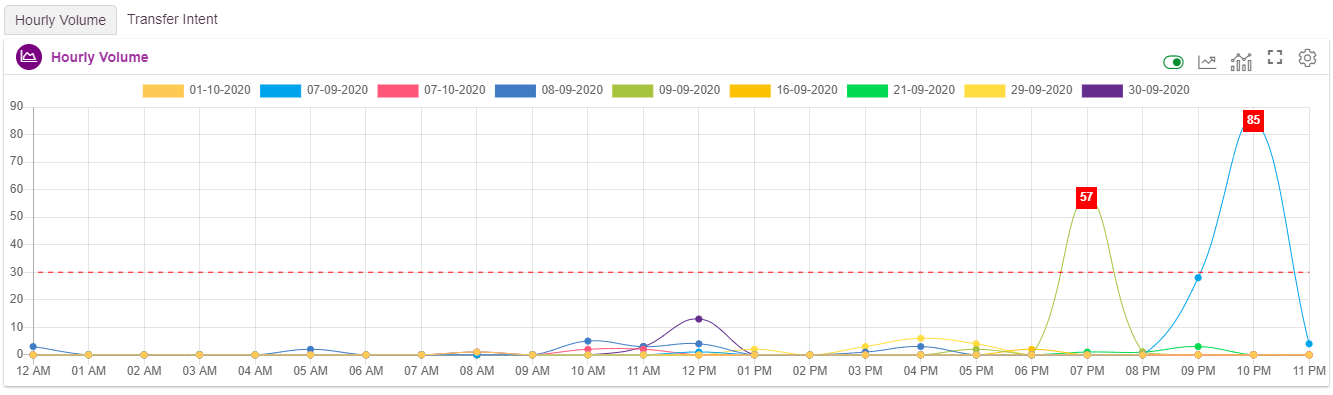


**Threshold Setting:** Threshold is set to 30 by default. When the count goes above than this, value in the graph gid will be highlighted in red.

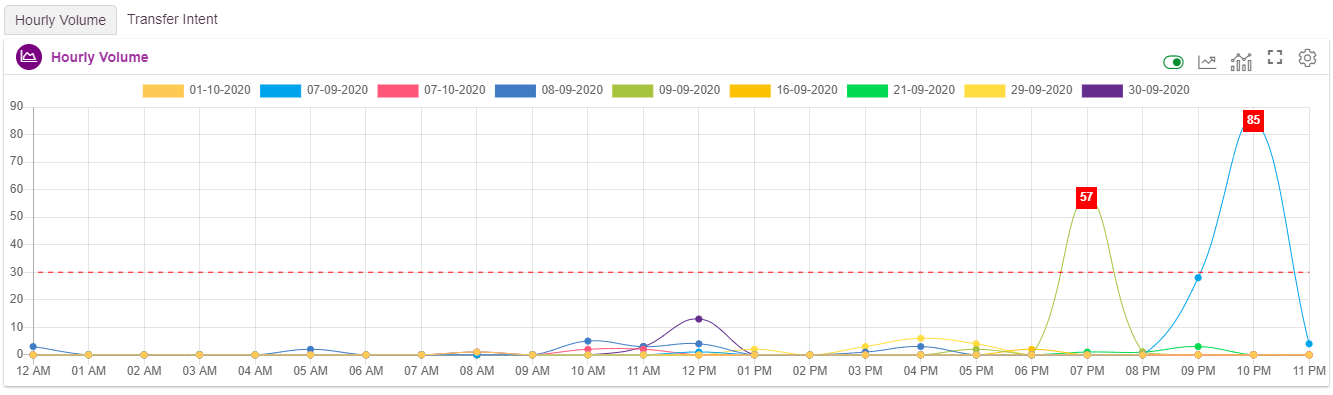


### Hourly Volume

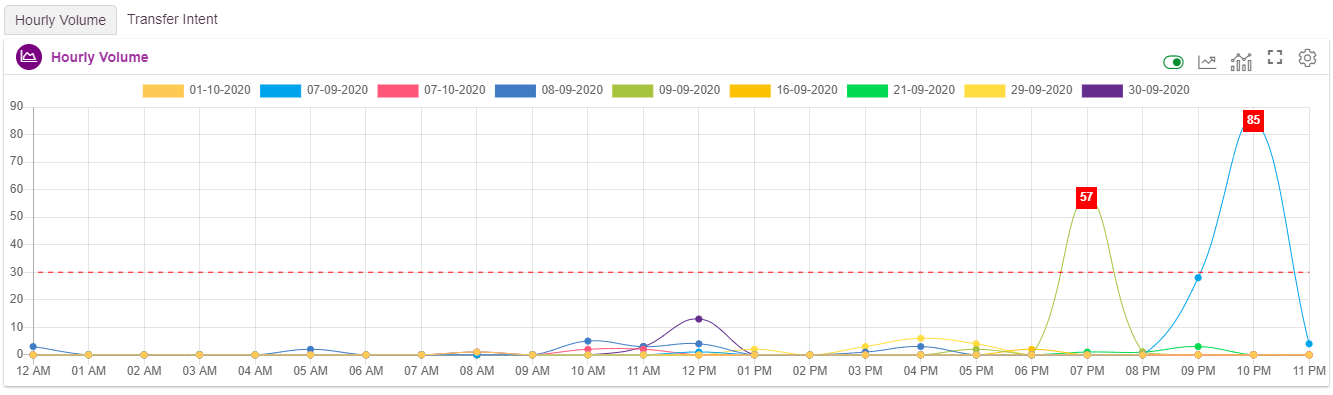
Hourly Volume of the interaction history of the date range selected is displayed in this graph.



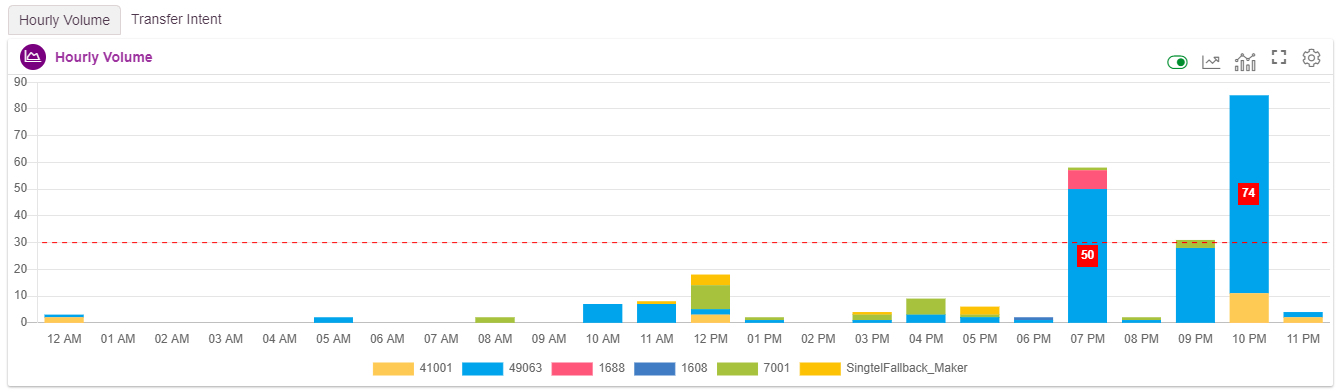
**Legend ON/Off:** Upon enabling, legends will be displayed at the top as shown below. User can check or uncheck legends as they wish, just by clicking on them.



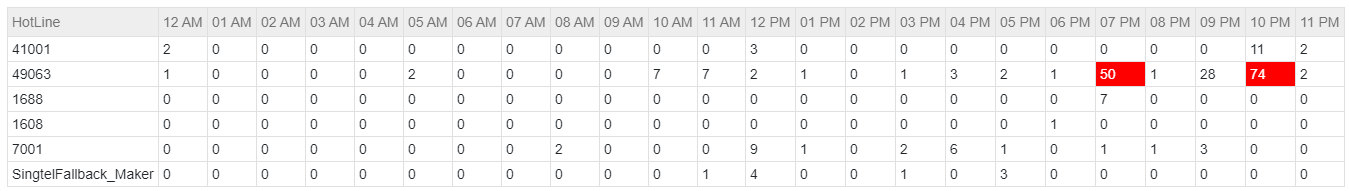
**Callflow based Hourly Volume:** for the date selected, Hourly volume count will be displayed.



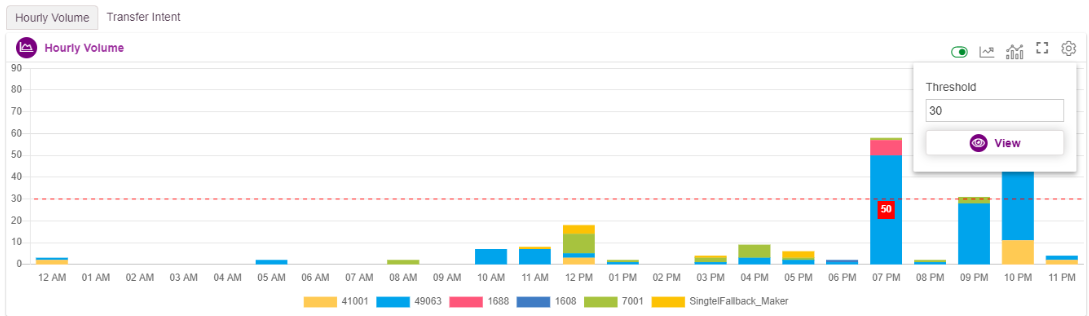
**Hotline based Hourly Volume**: Hourly interaction information can also be displayed on hotline basis as below



**Maximize:** Used to maximize the window. In the maximized screen, count will be displayed as below. Value that exceeds the threshold set, will be highlighted in red.

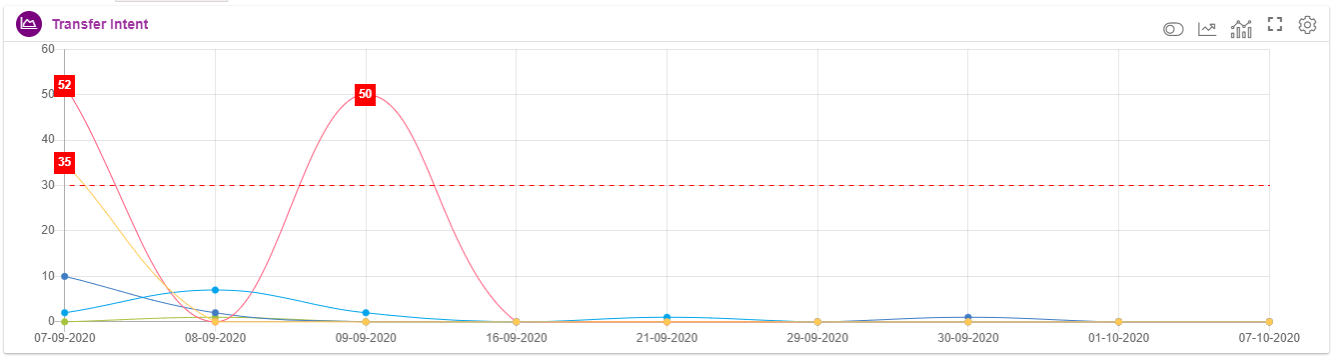


**Threshold Setting:** Threshold is set to 30 by default. When the count goes above than this, value in the graph gid will be highlighted in red.

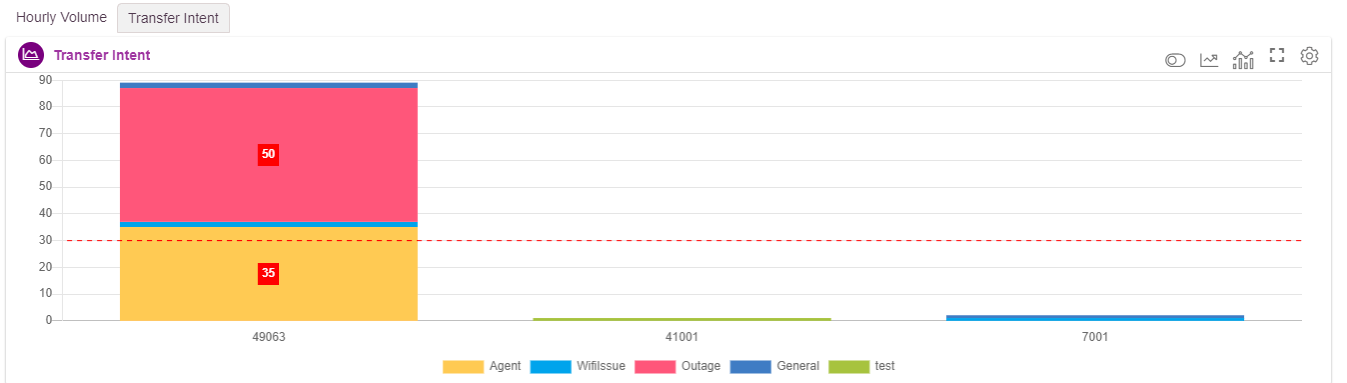


### Transfer Intent

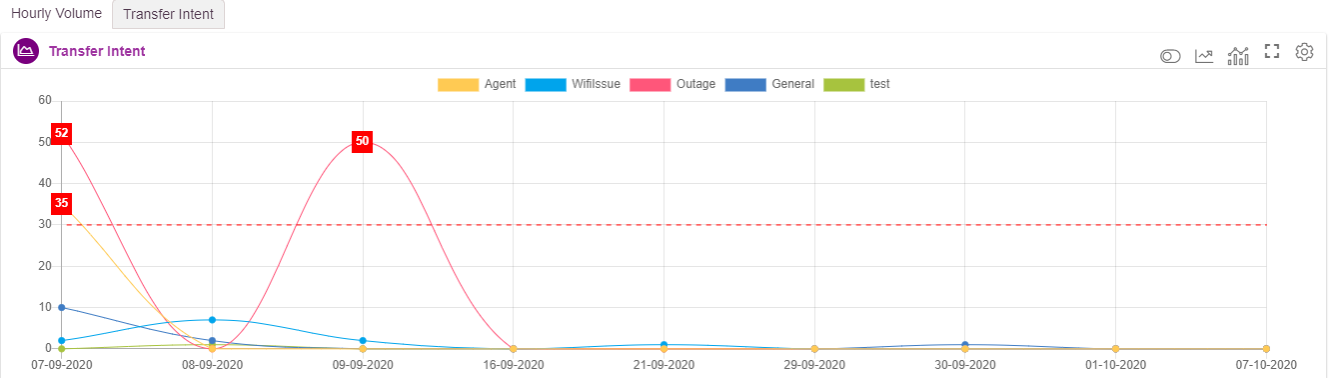
Agent Transfer of the interaction history of the date range selected is displayed in this graph.



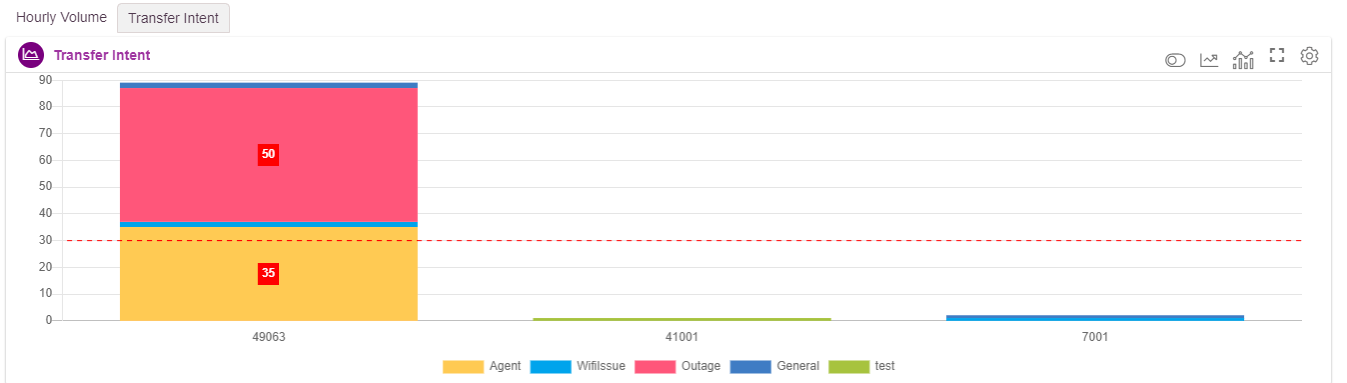
**Legend ON/Off:** Upon enabling, legends will be displayed at the Bottom as shown below. User can check or uncheck legends as they wish, just by clicking on them.



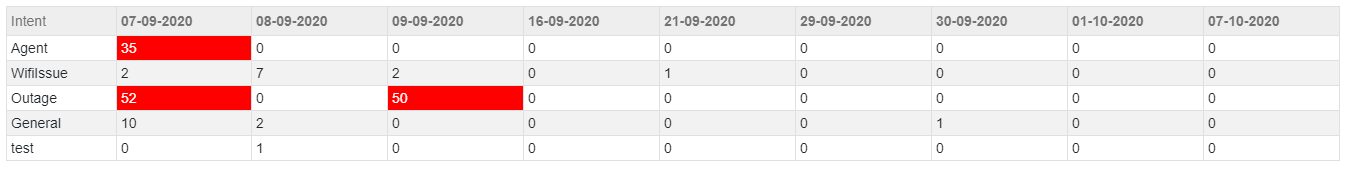
**Callflow based Transfer Intent: :** for the date selected, transfer intent count will be displayed .

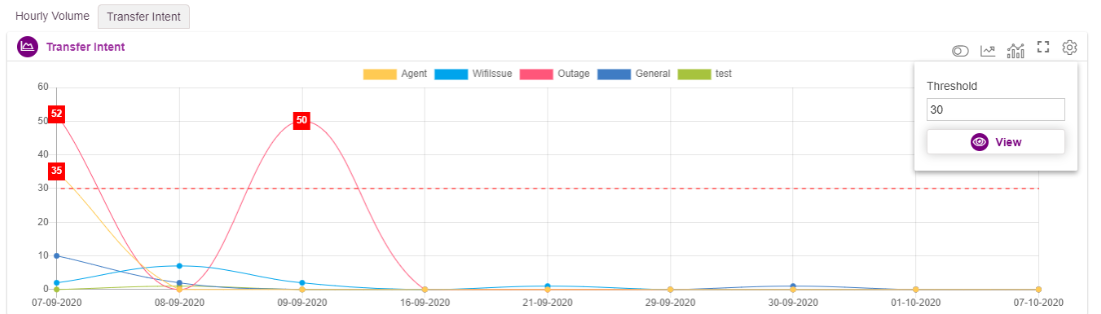


**Hotline based Hourly Volume Stacked Bar Chart**: Transfer Intent information can also be displayed on hotline basis as below



**Maximize:** Used to maximize the window. In the maximized screen, count will be displayed as below. Value that exceeds the threshold set, will be highlighted in red.



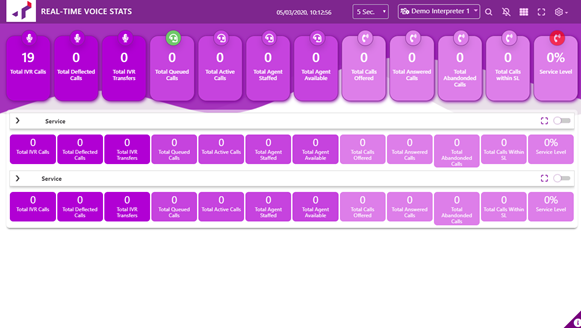
**Threshold Setting:** Threshold is set to 30 by default. When the count goes above than this, value in the graph gid will be highlighted in red. 

# **Real Time CC Dashboard**

This dashboard displays the real time data in Call center level as well as group level.

User can access IW Realtime CC dashboard by launching the IIS application suffixed with VoiceStatsDashboard/RealTimeCC

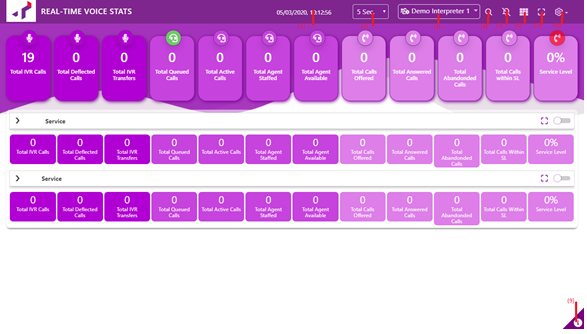
This option is used to view the Realtime voice static information.



At the top left corner, logo will be displayed



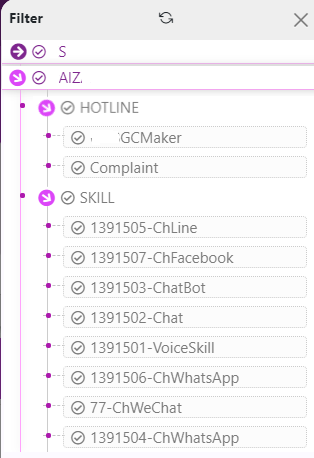
At the top right corner, following options will be displayed.



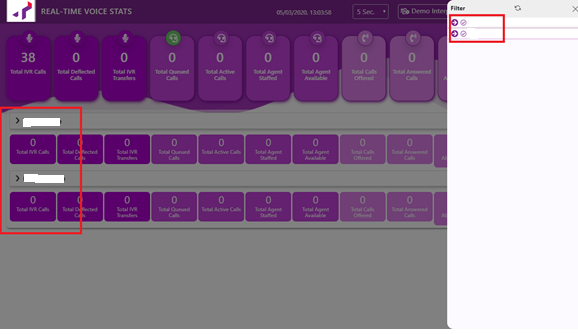
1. **Date and Time:** Current date and time will be updated here for every second
2. **Dashboard Refresh Rate:** Dashboard refresh rate can be set here starting from 5 sec to 5min
3. **Interpreter Dropdown:** Interpreters configured at the back end will be listed here. User can select the interpreters to see the sessions present in that interpreter
4. **Filter**: All the callflow names will be listed here along with hotline and skill. User can manually enable/disable the options based on business needs.

**To Enable**: Check the checkbox present right in front of the options

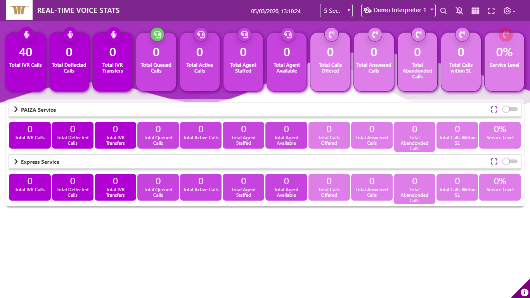
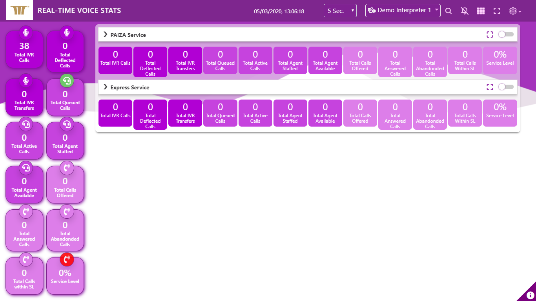
**To Disable**: Uncheck the checkbox present right in front of the options



Only enabled callflow details will be displayed in UI as shown below



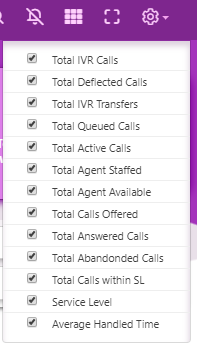
1. **Notification**: Service level notification will be popped in the UI, if this option is enabled
2. **Grid View**: This will move top grids displayed, horizontally or vertically as per business needs

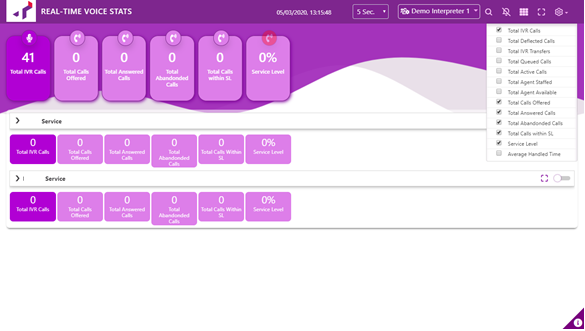
1. **Full Screen**: Click on this icon to maximize the screen
2. **Settings**: Use can enable/disable the dashboard counters here.

**To Enable**: Check the checkbox present right in front of the options

**To Disable**: Uncheck the checkbox present right in front of the options



Only enabled options will be displayed in UI as shown below



1. **System File version:** Application dll and js file version numbers will be displayed here

## **CC Level Grid Details**

All the callflows which are enabled will be displayed in UI as shown below.



1. **Total IVR Calls**: total count of ivr calls will be displayed here.
2. **Total Calls Dropped at IVR**: total count of calls will is transferred to Agent, but dropped at IVR end will be displayed here.
3. **Total Deflected Calls**: total count of deflected calls hit will be displayed here
4. **Total IVR Transfers:** total calls which are transferred to Agents will be displayed here
5. **Total Queued Calls:** total number of calls which are in queue will be displayed here
6. **Total Active Calls:** total number of active calls will be displayed here
7. **Total Agent Staffed:** total number of agents who are staffed (agents in all the status) will be displayed here
8. **Total Agent Available:** total number of agents who are in AVAILABLE status will be displayed here
9. **Total Calls Offered:** total number of calls which are offered to the agents will be displayed here
10. **Max waiting time at the CM:** Maximum waiting time of the call at CM will be displayed here
11. **Average Handling Time:** Average handling time of the call at CM will be displayed here
12. **Average Hold Time:** Average call hold time at CM will be displayed here
13. **Average Waiting Time:** Average waiting time of the call at CM will be displayed here
14. **Average ACW Time:** Average ACW time at CM will be displayed here
15. **Total Answered Calls:** total number of calls which are answered by the agents will be displayed here
16. **Total Abandoned Calls:** Total number of rejected/unanswered calls will be displayed here
17. **Total Calls within SL:** Total number of calls which are completed within SL will be displayed here
18. **Service Level:** Overall Service level will be displayed here

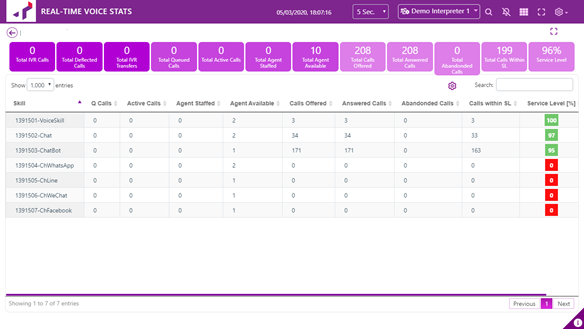
### CC Level Grid Technical Information

|  |  |  |  |
| --- | --- | --- | --- |
| **Field** | **Data Source** | **Data Point** | **Calculation** |
| Total IVR Calls | Interpreter | totalCalls | totalCalls in each callflow dnis/intent selected will be summed up here |
| Total Deflected Calls | Interpreter | totalSelfServiceInteractions | totalSelfServiceInteractions in each callflow dnis/intent selected will be summed up here |
| Total Calls Dropped at IVR | Interpreter | totalInteractionsDisconnected | totalInteractionsDisconnected in each callflow dnis/intent selected will be summed up here |
| Total IVR Transfers | Interpreter | totalInteractionsTransferToAgent | totalInteractionsTransferToAgent in each callflow dnis/intent selected will be summed up here |
| Total Queued Calls | Tetherfi TRealtimeData Service-TMAC Proxy | interactionsInQueue | Sum (Calls In Queue) |
| Total Active Calls | Tetherfi TRealtimeData Service- TMAC Proxy | activeInteractions |  |
| Total Agents Staffed | Tetherfi TRealtimeData Service- TMAC Proxy | totalAgentStaffed |  |
| Total Agents Available | Tetherfi TRealtimeData Service- TMAC Proxy | totalAgentAvailable | Sum (Agents in ready state) |
| Total Calls Offered | Tetherfi TRealtimeData Service--DB | (activeInteractionsSummary)+ (abandonInteractionsSummary) | Total Call Offered = Total ACD Calls + Total Abandoned Calls |
| Max Waiting Time at CM | Tetherfi TRealtimeData Service—DB | oldestInteractionWaitTime |  |
| Average Waiting Time at CM | Tetherfi TRealtimeData Service—DB | averageWaitingTime | Sum of averageWaitingTime value from Skills in the callflow)/(Number of Skills |
| Average ACW Time | Tetherfi TRealtimeData Service—DB | averageACWTime | (Sum of averageACWTime value from Skills in the callflow)/(Number of Skills) |
| Average Hold Time | Tetherfi TRealtimeData Service—DB | averageHoldTime | (Sum of averageHoldTime value from Skills in the callflow)/(Number of Skills) |
| Average Handling Time | Tetherfi TRealtimeData Service--DB | Aht | (Sum of aht value from Skills in the callflow)/(Number of Skills) |
|  |  |  |  |
| Total Answered Calls | Tetherfi TRealtimeData Service--DB | activeInteractionsSummary | Sum of activeInteractionsSummary value from Skills in the callflow |
| Total Abandoned Calls | Tetherfi TRealtimeData Service--DB | abandonInteractionsSummary | Sum of abandonInteractionsSummary value from Skills in the callflow |
| Total Calls Within SL | Tetherfi TRealtimeData Service--DB | callsAnsweredWithinSL | Sum of callsAnsweredWithinSL value from Skills in the callflow |
| Service Level | Tetherfi TRealtimeData Service--DB | slPercentage | Average SL =(Sum of SL value from Skills in the callflow)/(Number of Skills) |

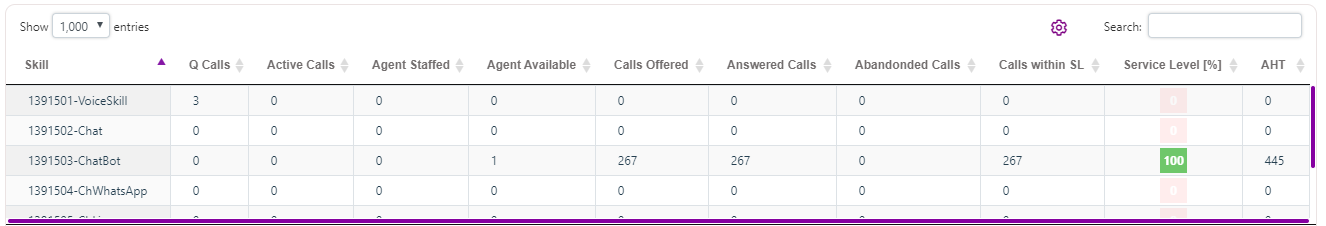
## **Group Level Grid Details**



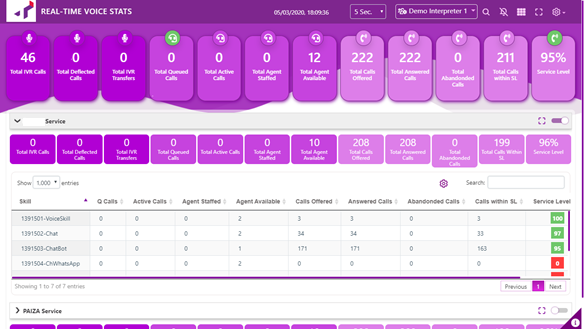
1. **Maximize**: Users can also see the detailed information of each callflow in a maximized screen upon clicking on this button



* **Skill:** allskill assigned present in the CM will be displayed here
* **Q Calls:** Calls present in the queue for the specified skill of the callflow will be displayed here
* **Active Calls:** Active Calls for the specified skill of the callflow will be displayed here
* **Agents Staffed:** Agent staffed for the specified skill of the callflow will be displayed here
* **Agents Available:** Agent available for the specified skill of the callflow will be displayed here
* **Calls Offered:** total number of the calls offered to the specified skill of the callflow will be displayed here
* **Answered Calls:** total number of the calls answered by the agents who has the specified skill of the callflow will be displayed here
* **Abandoned Calls:** total number of the abandon calls hit to the specified skill of the callflow will be displayed here
* **Calls within SL:** total number of the calls answered by the agents within SL to the specified skill of the callflow will be displayed here
* **Service Level:**  service level for each skill will be displayed here
* **AHT:** Average handled time will be displayed here

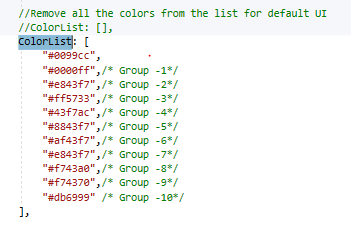


1. **Expand**: Upon expanding the callflow, detailed information like number of active calls, number of calls in queue, agent available, agents staffed, call offered, call answered, abandon calls, service level specific to each skill will be displayed.

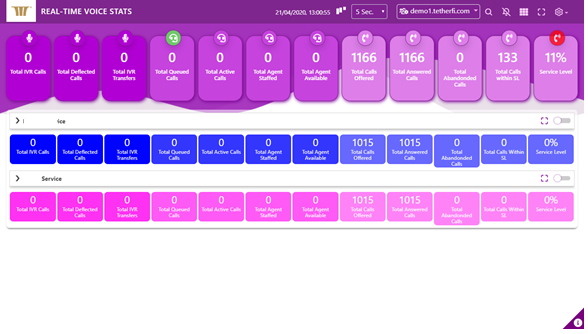


Each group can be displayed in different color based on user’s requirement as shown below.

To display, each group in colour, set the color in MBSVoiceStats.js file as shown below



***File Location: Script/AppSpecific/AppEvents***

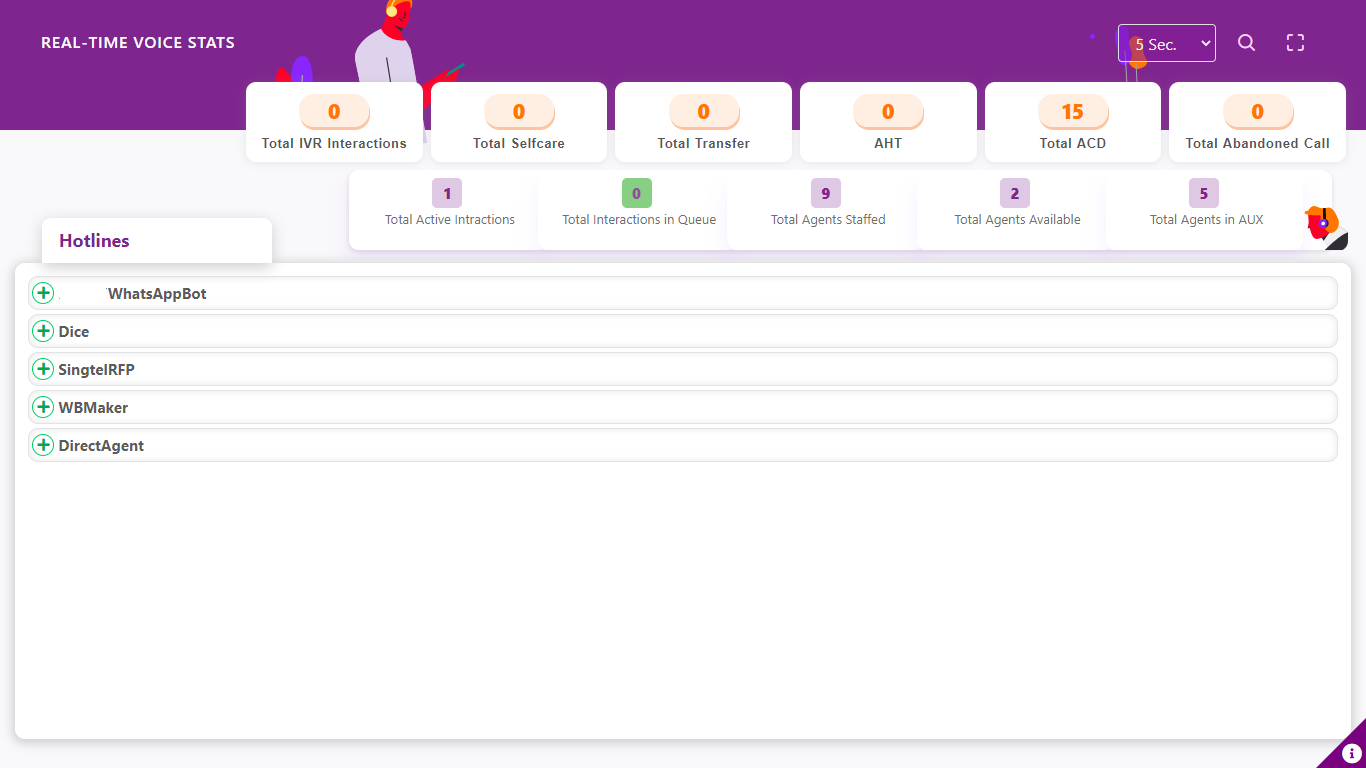


### Group Level Grid Technical Information

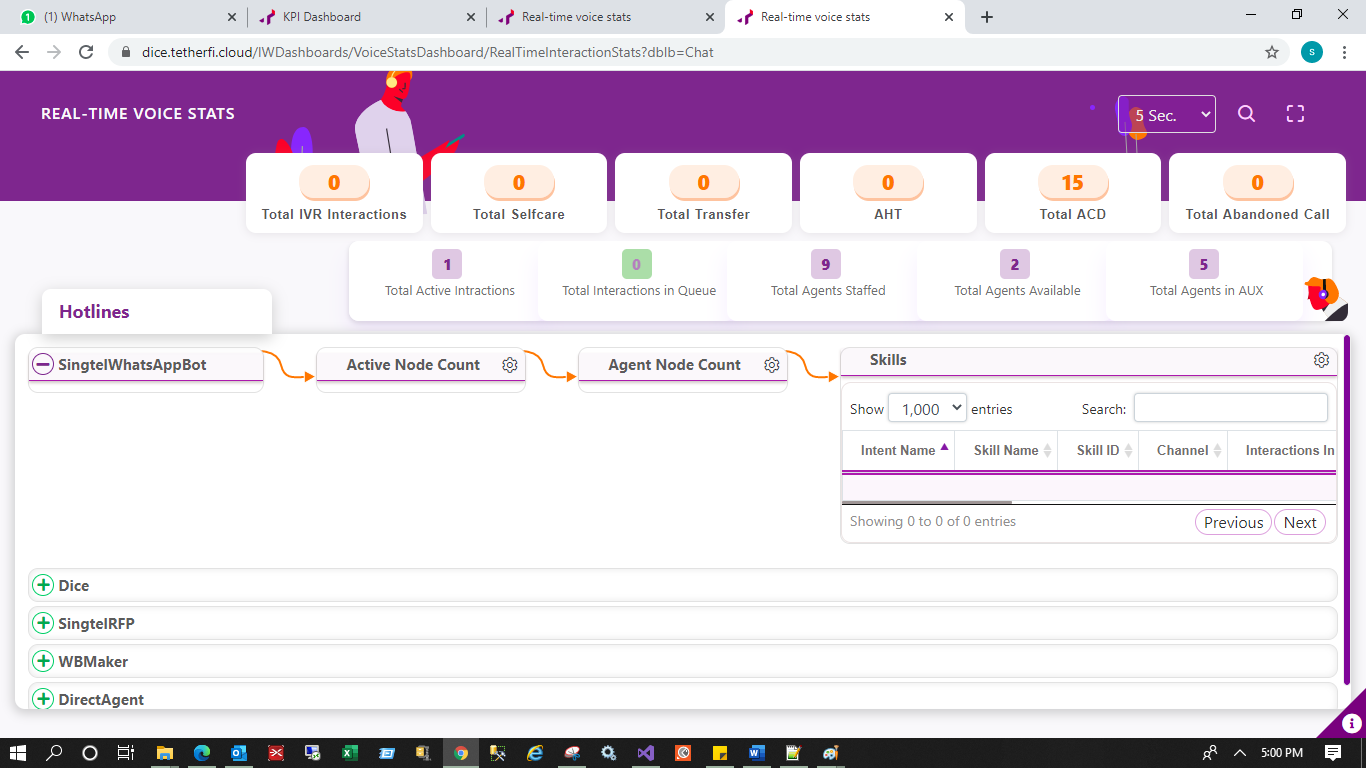
|  |  |  |  |
| --- | --- | --- | --- |
| **Field** | **Data Source** | **Data Point** | **Calculation** |
| Hotline | Interpreter |  |  |
| Skill Name | Tetherfi TRealtimeData Service--DB | realtimeSkillBean->skillName |  |
| Skill ID | Tetherfi TRealtimeData Service--DB | realtimeSkillBean->skillId |  |
| Q Calls | Tetherfi TRealtimeData Service--DB | realtimeSkillBean->interactionsInQueue |  |
| Active Calls | Tetherfi TRealtimeData Service--DB | realtimeSkillBean->activeInteractions |  |
| Agents Staffed | Tetherfi TRealtimeData Service--DB | realtimeSkillBean->totalAgentStaffed |  |
| Agents Available | Tetherfi TRealtimeData Service--DB | realtimeSkillBean->totalAgentAvailable |  |
| Calls Offered | Tetherfi TRealtimeData Service--DB | (realtimeSkillBean->activeInteractionsSummary)+ (realtimeSkillBean->abandonInteractionsSummary) | [Total ACD + Total Abandonded Calls] |
| Answered Calls | Tetherfi TRealtimeData Service--DB | realtimeSkillBean->activeInteractionsSummary |  |
| Abandoned Calls | Tetherfi TRealtimeData Service--DB | realtimeSkillBean->abandonInteractionsSummary |  |
| Calls within SL | Tetherfi TRealtimeData Service--DB |  |  |
| Service Level | Tetherfi TRealtimeData Service--DB | realtimeSkillBean->slPercentage |  |
| Average Handle Time [AHT] | Tetherfi TRealtimeData Service--DB | realtimeSkillBean->aht |  |

# **Real Time Interaction Stat Dashboard**

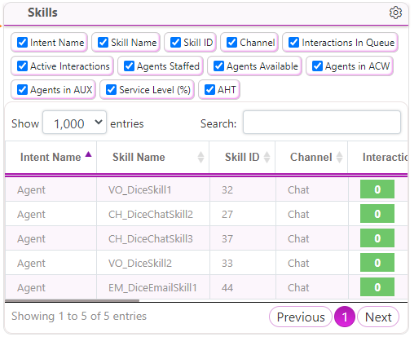
This dashboard shows the real time Active node count along with skill information.



For a live Call, Active node count will be displayed in ‘Active Node Count’ Section. When there is a Agent Transfer, ‘Agent Node Count’ section will be updated.



Skill information for the callflow selected is also be displayed as shown below.



# **6. Technical Information**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| No | IW Method | Interpreter Method | Component | Dashboard | Output |
| 1 | GetCallFlow | GetCallFlow | Interpreter | KPI | Sends all the callflow list along with DNIS |
| 3 | GetCallFlowObjects | GetCallFlowObjects | Interpreter | 1.KPI 2.RealTimeInteractionStats | Sends all the callflow list along with DNIS |
| 3 | GetDashboardData | GetDashboardData | Interpreter | RealTimeInteractionStats | 1.callFlow 2.intentRealtimeCountMap 3.dnisRealtimeCountMap 4.realtimeSkillBean 5.realtimeNodeCountMap 6.callFlowVolumeInfo |
| 4 | GetGlobalSessionInfoPage | GetGlobalSessionInfoPage | Interpreter | Session | 1.Total Session 2.Node details |
| 5 | GetIntentSkillMap | GetIntentSkillMap | Interpreter | RealTimeInteractionStats | Agent transfer intent and associated skill id |
| 6 | GetRealtimeDataForAllSkills | GetRealtimeDataForAllSkills | TRealTimeService | 1.RealTimeCC 2.RealTimeInteractionStats | Individual Skill datais returned |
| 7 | HistoricalKPICallflow | GetFlowDnisMap | Interpreter | KPI | Analysis Data |
| 8 | HistoricalKPIDurationBasedNodeCount | HistoricalKPIDurationBasedNodeCount | Interpreter | KPI | Callflow data on each date |
| 9 | SearchFilterSessionInfo | SearchFilterSessionInfo | Interpreter | Session | Search |
| 10 | HistoricalKPIGetDayFlowDnisBasedNodeCount | GetDayFlowDnisBasedNodeCount | Interpreter | KPI | Entire Callflow info for Historical Dates |
| 11 | GetDurationBasedNodeCount?duration=Today | GetDurationBasedNodeCount?duration=Today | Interpreter | KPI | Callflow data on currents date |