

# SuperQ<sup>™</sup> Manual

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# About AltiGen SuperQ

AltiGen SuperQ is a Java-based application designed to queue and distribute calls for call centers with workgroups located in different geographic locations or across multiple MAXCS ACM systems. Each server can have one or more local workgroup queues. All locations and servers are tied together over an internet protocol (IP) network and voice over IP (VoIP) SIP tie trunk. AltiGen SuperQ optimizes efficiency by controlling calls in the carrier's network termination site before they travel through the IP network and reach local automatic call distributors (ACDs).

AltiGen SuperQ enables call centers to combine teams of workgroups from multiple locations into one virtual team, providing the following benefits:

- Superior customer service
- · Reduced operating costs
- Optimized operations effectiveness, achieved by eliminating imbalance of agent call load

Larger virtual teams increase efficiency, allowing call centers to handle more calls with the same number of people. Calls can be delivered with faster service, shorter hold times, balanced work load, and fewer abandoned calls.

A SuperQ agent may belong to multiple workgroups.

AltiGen SuperQ provides separate graphical user interfaces (GUIs) for **configuration** and **monitoring**. AltiGen SuperQ call detail reporting (CDR) data is also available.

AltiGen SuperQ requires the registration and activation of the AltiGen SuperQ License in each MAXCS ACM System that will be connected to SuperQ.

### **System Requirements**

Run SuperQ on a separate system from MAXCS.

The system with *SuperQ* running must meet the following minimum requirements:

• Windows Server 2003 SP2 or Windows Server 2008 SP1

- Dedicated Pentium 4, 2 GHz computer
- 40 GB available hard drive disk space
- 1 GB RAM
- Java Virtual Machine (Java VM) 1.5 (SuperQ installation program will install this)

The system with *SuperQ Manager* and *SuperQ Monitor* running must meet the following minimum requirements:

- PC running Windows 2003 SP2 or Windows XP with SP3 or Windows Vista Business Edition or Windows 7 (32-bit or 64-bit) or Windows 2008 (32-bit and 64-bit) or Windows 7 (32-bit or 64-bit)
- Java 2 Runtime Environment 1.5
- Pentium 4, 1GHz with 256 M

The MAXCS system should have the following:

- MAXCS ACM 6.5 Update1 or higher
- AltiGen SuperQ License (each MAXCS requires an AltiGen SuperQ license)

#### **Important WAN Considerations**

Administrators should consider bandwidth availability and usage among sites. If the bandwidth is insufficient, it may degrade voice quality. In this case, the SuperQ may not be usable.

If many calls will be placed over the wide area network (WAN), administrators should also ensure the WAN is reliable. If the WAN is not reliable, administrators should take the following steps:

- 1. Enable the option **Dispatch calls to local workgroup first if local agent(s) available** (under SuperQ Manager/Call Distribution).
- 2. For each server, set Maximum In-use IP Channels to a smaller value.

In SuperQ, administrators can configure a maximum of IP trunks. The WAN bandwidth requirement can be calculated using the following formula:

Maximum IP trunks x G.723/G.729 bandwidth usage x 1.5 = bandwidth requirement

If G.723/G.729 usage is around 25 Kbps, G.711 is not recommended (~80 Kbps), unless 2Mbs+ bandwidth is available among sites.

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# **Installing SuperQ**

### For SuperQ Server Administration

**Note:** During the installation process, Java 2 VM 1.5 is installed on your system.

To install SuperQ for server administration, run the **Setup** program and follow the installation instructions as they appear on the screen. In the **Custom Setup** screen, choose to install **SuperQ Server** on the system, then click **Next**.

🙀 AltiGen SuperQ - AltiGen Installatio	n Wizard		×
<b>Custom Setup</b> Select the program features you want ins	talled.	<u>^</u>	ALTIGEN
Click on an icon in the list below to change h	iow a feature is in:	stalled. Feature Descrip This feature will local hard drive.	tion remain on your
		This feature req your hard drive.	uires 540KB on
InstallShield			
	< <u>B</u> ack	<u>N</u> ext >	

After installation, restart the system.

#### **Additional Server Setup**

- SIP tie trunks should have access codes set in MaxAdministrator.
- Music settings should be set in MaxAdministrator, if music is needed for a queue.
- An entry should be added in the IP dialing table for each server. Select SIP for the protocol and select a codec type.

**Note:** Do not select "default" as the codec type. This would cause remote call failure.

### SuperQ Service

**SuperQ Service** is an automatic startup service running as a background process for SuperQ. This service is controlled by AltiGen Java Services Manager. To stop or start the service, or to change SuperQ Service properties, go to AltiGen Java Services Loader, located at **Start > Programs > AltiGen Java Services Loader > AltiGen Java Services Manager**.



If SuperQ Service is stopped, all calls to the SuperQ will follow the Application Extension Configuration's application failover plan.

### For SuperQ Manager and SuperQ Monitor Clients

To install SuperQ Manager or SuperQ Monitor, run the **Setup** program and follow the installation instructions as they appear on the screen. In the **Custom Setup** screen, install **SuperQ Manager** and **Super Queue Monitor** on the system.

🙀 AltiGen SuperQ - AltiGen Installatio	n Wizard		×
<b>Custom Setup</b> Select the program features you want ins	talled.	<u>^</u>	ALTIGEN
Click on an icon in the list below to change h	now a feature is in	nstalled.	
SuperQ Server SuperQ Manager SuperQ Monitor		Feature Descrip This feature will local hard drive: This feature rec your hard drive	ition remain on your uires 168KB on
InstallShield	< Park		Cancel
Help	< <u>B</u> ack	<u>N</u> ext >	Cancel

After installation, you can run SuperQ Monitor or SuperQ Manager from Start > Programs > AltiGen SuperQ > SuperQ Monitor or SuperQ Manager.

### **Application Extension Configuration**

A SuperQ pilot number is assigned by creating an application extension on the MAXCS system. The application extension number is used to route the calls to SuperQ from IVR/AA, Trunk In Call Routing, DNIS Routing, and so on.

Before configuring AltiGen SuperQ, the administrator needs to add an application extension to each AltiGen system that will be part of the super queue. AltiGen SuperQ will log in to the application extension in each AltiGen system to create a data link to process call events. All calls to this application extension will be under AltiGen SuperQ control, which will assign the call to a queue or transfer the call to an available workgroup agent.

The application extension number in each system must be the same as the SuperQ number. The administrator must make sure the application extension number and password in all AltiGen systems are the same, in order to ensure that the application extensions act for a particular SuperQ logon as one SuperQ.

Application Extension Configuration - 272	×
AppExt List	AppExt Information
App Ext App Name Description	Name: SuperQ
272	Password: xxxxxxxxxxxxxx
	Description: SuperQ
	Application Failover Plan
	If application is not
	StarCreditUnion Day
	App Information
	Application Source: 00
	Spec Doc Location:
	Designed by:
	Implemented by:
	Implementation Date: 9/27/2004
	Revision Number:
	Revision Date: 9/27/2004
Add Delete	
	on cancer Apply Help

Application Extension Page, MaxAdministrator

If the SuperQ cannot determine how to transfer the call (for example, SuperQ Server is not running or the data link to the SuperQ Server is down), the SuperQ will follow the **Application Extension Failover Plan** specified in the Application Extension Configuration dialog box.

**Important:** The password used for the application extension should be the same as the SuperQ password, so that SuperQ can log into each application when service is starting up.

# Using AltiGen SuperQ Manager

### Login

To log in to SuperQ Manager, go to **Start > Programs > AltiGen SuperQ** > **SuperQ Manager**. In the login window, **Server Name** field, enter the SuperQ Service server name or IP address, enter the **Password**, and click the **Login** button. The default password is 22222 to log into SuperQ Manager.

SuperQ Manager I	.ogin		X
Server Name:	build60		
Password:			
Login		Cancel	

After login, the SuperQ Manager main configuration window appears:

oupera	Status	Server Wor	group Call Distribution	Queue Management	Quit Queue	Option	
05 (5005) 05 (5005) 33 (3333) 4 (444) 22 (2222)	Stopped Stopped Stopped Stopped Stopped	ID 1 622-61 2 ACP-6 3 moon	Server 106 (10.100.1.235) 106 (10.100.1.234) 10ay (10.100.1.237)	Maximum In-use IP Cl 24 24 24 24	hannels / /	Time Zone sia/Shanghai sia/Shanghai sia/Shanghai	Status Disconnected Disconnected Disconnected

Using AltiGen SuperQ Manager, the administrator can set up AltiGen SuperQ routing rules, add and delete workgroups, and start and stop AltiGen SuperQ.

### Toolbar

The toolbar contains buttons to access SuperQ functions.



### **Network Configuration**

### Adding a SuperQ

To add a SuperQ:

- 1. Click the **Add** button in the SuperQ list pane, or right-click on the pane and select **Add**.
- In the Add SuperQ dialog box, enter the Name, Application Extension Number and Password for the SuperQ. Select the Auto start when service restarted option to have the SuperQ start automatically the next time the AltiGen SuperQ Service is restarted.

# **Important:** The **password** used here must be the same application extension password used for all systems

SuperQ			
Name:			_
App Ext Number:			_
Password:			_
🗙 Auto start wh	en service resta	arted	
ОК		Cancel	

- 3. Click OK.
- 4. Repeat steps to add additional SuperQs. (Up to 10 SuperQs may be added.)

Once added, the SuperQ appears in the **SuperQ List** displayed in the left pane.

🍖 SuperQ Manager						
🕑 Start	🗸 Password 🔍					
SuperQ	Status					
5000 (5000)	Stopped					
5005 (5005)	Stopped					
3333 (3333)	Stopped					
444 (444)	Stopped					
2222 (2222)	Stopped					

Use the **Edit** or **Delete** buttons to modify or delete a selected SuperQ, or right-click on the SuperQ List pane and select **Edit** or **Delete**.

### Adding a MAXCS Server to SuperQ

To add a MAXCS server to a SuperQ:

- 1. Select a SuperQ from the **SuperQ List**, then click the **Add** button at the bottom of the pane, or right-click on the blank space of the SuperQ List pane and click **Add**.
- 2. In the Add Server dialog box, enter the Server Name, IP Address, Maximum In-use IP Channels, and use the drop-down box to select the local Time Zone for this MAXCS server.
  - **Note:** Maximum In-use IP Channels is the maximum number of VoIP trunks that can be used simultaneously in this server (due to network bandwidth considerations). "In use" includes all calls, not only the calls distributed by SuperQ.

If not enough VoIP trunks are available, calls will not be dispatched from SuperQ to that server.

Add Server	X
Server Name:	
IP Address:	
Maximum In-use IP Channels:	
Time Zone:	(GMT-11:00) Pacific/Midway 🔻
ОК	Cancel

- 3. Click OK.
- 4. Repeat steps to add additional MAXCS servers to the SuperQ.

Use the Edit or Delete buttons to modify or delete a server.

Once added, the MAXCS server appears in the server list displayed in the right pane.

CDF	RBad	kup 🔊 Report	About			
	Serve	er Workgroup Cal	Distribution	Queue Management Quit Qu	eue Option	
	ID	Ser	ver	Maximum In-use IP Channel	S Time Zone	Status
	1	622-6006 (10.100.	1.235)	24	Asia/Shanghai	Disconnected
	2	ACP-6006 (10.100	.1.234)	24	Asia/Shanghai	Disconnected
	3	moonbay (10.100.)	1.237)	24	Asia/Shanghai	Disconnected

### **Workgroup Configuration**

An administrator can add multiple workgroups in one server or the workgroups in different servers to a SuperQ. When the SuperQ receives a call from an application extension with the same workgroup number, SuperQ will dispatch the call to a workgroup based on call distribution rules or queue the call if no agent is available.

### Adding a Workgroup to SuperQ

To add a workgroup to a SuperQ:

- 1. Click the **Workgroup** tab, select a SuperQ from the **SuperQ List** pane, then click the **Add** button in the **Workgroup** page.
- 2. In the Add Workgroup dialog box, use the drop-down arrow to select the workgroup Server Name, Workgroup Number/Name, and Priority (for SuperQ call distribution purposes).
- **Important:** If two workgroups have the same priority, the first available workgroup will get the call.

Add Workgroup		×
Server:	Heavy Metal (10.10.0.8)	•
Workgroup:	120 (Satisfaction Hotline)	•
Priority:	5	•
-Workgroup Busi	iness Hours (Server Local Time Zone)	
Day	AM Schedules	PM Schedules
🗙 Monday	08:00 AM 🔻 to 12:00 PM 👻	01:00 PM 🔻 to 05:00 PM 👻
🗙 Tuesday	08:00 AM 🔻 to 12:00 PM 👻	01:00 PM 🔻 to 05:00 PM 👻
🔀 Wednesday	/ 08:00 AM 💌 to 12:00 PM 💌	01:00 PM 💌 to 05:00 PM 💌
🔀 Thursday	08:00 AM 🔻 to 12:00 PM 👻	01:00 PM 🔻 to 05:00 PM 👻
🗙 Friday	08:00 AM 🔻 to 12:00 PM 👻	01:00 PM 🔻 to 05:00 PM 👻
📃 Saturday	08:00 AM 🔻 to 12:00 PM 👻	01:00 PM 🔻 to 05:00 PM 👻
🔲 Sunday	08:00 AM • to 12:00 PM •	01:00 PM - to 05:00 PM -
Workgroup Bu	siness Hours Quick Set	OK Cancel

- 3. In the **Workgroup Business Hours** field, select the workgroup's operating hours. The workgroup's time zone is the same as the time zone of its own server. It may or may not be the same time zone of SuperQ Server.
- 4. You can also click the **Workgroup Business Hours Quick Set** button as a quick way to set the **Workgroup Business Hours** for the workgroup.

Set Working Tim	e				×
Operation Hour					
	AM Sched	ules	PM Schedules		
08:00 AM 🔻	) to	12:00 PM 🔻	01:00 PM 👻	to	05:00 PM 🔻
Apply To					
🗙 Monday 🗶	) Tuesday	🗙 Wednesday	🗙 Thursday 🕱 Friday	🗆 s	aturday 📃 Sunday
	ОК	)	C	ancel	)

- 5. Click OK.
- 6. Repeat steps to add additional workgroups to the SuperQ.

Once added, the **Workgroup** appears in the **Member List** displayed in the **Workgroup Configuration** pane.

SuperQ	Status	Server	Workgroup Ca	II Distribution	Queue Management	Quit Queue Option	
00 (5000)	Stopped	ID	Server	Ĭ	Workgroup	WG Priority	
22 (2222)	Stopped	1 6	322-6006 (10 100	1 235) 30	11()	5	
A (AAA)	Stopped	2 6	322-6006 (10.100	1 235) 30	12()	5	
22 (2222)	Stopped	3 6	22-6006 (10.100	1 235) 30	13()	5	
22 (2222)	Stopped	4 6	22-6006 (10.100	1 235) 30	n4 ()	5	
		5 6	322-6006 (10 100	1 235) 30	15()	5	
		6 4	CP-6006 (10 100	1 234) 30	11()	5	
		7 4	CP-6006 (10 100	1 2 34) 30	12()	5	
		8 4	ACP-6006 (10.100	1 234) 30	13()	5	
		9.4	ACP-6006 (10 100	1 2 3 4 3 0	14()	5	
		10 4	ACP-6006 (10.100	1 234) 30	15()	5	
		11 r	noonbay (10 100	1 237) 30	11()	5	
		12 r	noonbay (10.100	1 237) 30	12 ()	5	
		13 r	moonbay (10.100	1 237) 30	13()	5	
		14 r	moonbay (10.100	1 237) 30	14()	5	
		15 r	moonbay (10 100	1 237) 30	15 ()	5	
						, , , , , , , , , , , , , , , , , , ,	

Use the **Edit** or **Delete** buttons or right-click on the workgroup list pane and select **Edit** or **Delete** to modify or delete a Workgroup.

#### Important Workgroup Configuration Note

When configuring a SuperQ group on a MAXCS system that already has a well-known workgroup number, the administrator should consider replacing the old workgroup number with the SuperQ pilot number.

For example, suppose a MAXCS system has 300 as the existing Technical Support workgroup number and 400 is assigned as the new SuperQ number. Customers are already familiar with workgroup 300, so when calling in, they most likely will directly dial 300 to reach the Technical Support group. In this case, calls directly to 300 will not be handled by SuperQ 400.

To replace the old workgroup extension with the new SuperQ extension:

- 1. Delete workgroup *300* and set the same configuration to a new replacement workgroup, such as *301*.
- **Important:** All existing voice mails for the workgroup will be deleted once the workgroup has been deleted. Please make sure to transfer or note any important workgroup voice mail before deleting the workgroup.
- 2. Create an application extension for 300 (instead of 400).

- 3. Create SuperQ *300* to control the application extension *300* (instead of *400*).
- 4. Also, set the **Application Extension Fail Over Plan** to Workgroup 301.

### **Call Distribution**

After workgroups have been added to the SuperQ, the administrator can configure call distribution rules for each SuperQ.

When configuring call distribution for a SuperQ, consider workgroup business hours and time zone first. If all workgroups in the SuperQ are out of working hours, AltiGen SuperQ will follow the application failover plan in the system's application extension configuration.

To apply call distribution settings, select a SuperQ from the **SuperQ List** window, then select from the following options:

a SuperQ Manage	er			_ 🗆 🗙
🕑 Start 🍥 Sto	P 🕾 Password 🔩	CDR Backup 🔊 Report 🛐 A	bout	
SuperQ	Status	Server Workgroup Call Dis	tribution Queue Management Quit Queue Option	
5000 (5000) 5005 (5005) 3333 (3333) 444 (444) 2222 (2222)	Stopped Stopped Stopped Stopped Stopped	Preference Dispatch calls to local WO Call Distribution Method	S first if any local agent is available	
		WG Priority	Distribute calls based on priority assigned to each WG	
		🔘 Max Agents Available	Distribute calls to WG with maximum number of agents available	
		O Load Balancing	Distribute calls to WG based on Load Index (Load Index = Distributed WG Calls / Login Agents)	
		O Performance	Distribute calls to WG with shortest average talk time	
Add Ed	dit Delete		C	Apply

- **Preference** if selected, delivers SuperQ calls to the call entry point's local workgroup first, if a local agent is available. This reduces VoIP trunk usage and saves IP bandwidth.
- Call Distribution Methods: select from one of the following call distribution options that will apply when multiple remote workgroups have agents available at the same time:

- Priority distributes call based on priority assigned to each workgroup; 1 is the highest priority, 9 is the lowest priority.
- Max Agent Avail distributes call to workgroup with maximum number of agents available (login and idle); this option disregards priority.
- Load Balancing distributes call to workgroup with smallest Load Index. (Load Index = Distributed WG calls / Login agents.)
- Performance distributes call to workgroup with highest Performance Index, calculated from the shortest average talk time since midnight. The workgroup with the shortest average talk time will be the highest performing workgroup.
- **Note:** The call with highest call priority will leave the queue first. If call priority is the same, the call with the longest queue time will leave the queue first. Call priority is assigned by the entry point's server.

### **Queue Management**

The administrator can set up queue announcements for a SuperQ.

Stopped           3000 (5000)         Stopped           333 (3333)         Stopped           144 (444)         Stopped           222 (222)         Stopped	Announcement
	Greeting phrase: Update phrase1: Update phrase2: Update phrase2: Update phrase3: Update phrase3: Update phrase3: Update phrase4: Update phrase5: Update phrase5: Update Interval: 15  Seconds Enter phrase file name without directory path (e.g. phrase0138). This phrase file should be copied to the AbiServ/Phrases/LangCustom folder Service Level Threshold 100  Seconde

To set up queue announcements:

- 1. Select a SuperQ from the **SuperQ List** window to set up queue announcements.
- 2. Enable or disable the options to announce the **Queue Position** and **Expected Wait Time**.
- 3. Then enter a phrase number in the fields for the **Greeting Phrase** and **Update Phrase 1-5**, then select **Update interval** in seconds, or highlight the field and enter the numbers.
- **Note:** All phrases selected for the SuperQ must be available on all servers, in the AltiServ\Phrases\LangCustom directory. The valid entry must be the entire phrase file name, not just the phrase number. If the phrase file does not exist on a particular system, the caller on that particular system will not hear the phrase.

The **Service Level Threshold** field allows you to select the length of time in seconds that a call can be in queue before the call is logged in SuperQ statistics as having exceeded the allowable service level limits. You can set the value to any number between 1-1200 seconds.

### **Quit Queue Option**

The administrator can configure one of two methods for callers to quit Super Queue: pressing "**0**" or "**#**". With either method, the administrator can specify the target to forward the call to:

- Voice Mail
- Extension
- IVR
- Group
- Operator

6000 (600)       Stopped         3333 (333)       Stopped         44 (444)       Stopped         2222 (222)       Stopped         10.100.1.235 622-6006       Forward to:         10.100.1.237 moonbay       Enable Quit Queue Option when caller presses # to leave th         Forward to:       Vocte Mail         Porward to:       Vocte Mail	SuperQ	Status	Server Workgroup Call Distrib	ution Queue Management Quit Queue Option
	5000 (5000) 5005 (5005) 3333 (3333) 444 (444) 2222 (2222)	Btopped Stopped Stopped Stopped Stopped	Server 10.100.1.235 622-6006 10.100.1.234 ACP-6006 10.100.1.237 moonbay	<ul> <li>Enable Quit Queue Option when caller presses # to leave th</li> <li>Forward to: Voice Mail</li> <li>Enable Quit Queue Option when caller presses "0" to leave t</li> <li>Forward to: Voice Mail</li> </ul>

To specify a quit queue option:

- 1. Select a server from the server list.
- 2. Click one of the following options:
  - Enable Quit Queue Option when caller presses # to leave the queue

or

- Enable Quit Queue Option when caller presses 0 to leave the queue
- 3. Click Apply.
- **Note:** Quit Queue Option only defines the option in the caller's entry system. For example, if the caller enters SuperQ via system A, when the caller presses # or 0, only the configuration for system A will apply to this caller.

### **CDR Backup Settings**

There are two kinds of databases for SuperQ CDR: active and backup.

To change CDR backup settings:

1. Click the **CDR Backup** button on the SuperQ toolbar.



- 2. In the Active Database Retaining Period field, specify how many months you want the active database to keep data.
  - **Note:** The active database will actually keep data for one month longer than specified. For example, if at the beginning of the year you set the retaining period to 3 months and now it is April, the data in the active database is from Jan. 1 to present, and the data before Jan. 1 will be deleted or moved to backup files (as you specify in steps 3 and 4).

**Note:** Only the records in the active database can be searched by SuperQ Report.

- Check Archive Purged Record(s) if you want SuperQ to move out-of-date records to the backup database. If Archive Purged Record(s) is not checked, out-of-date records will be deleted.
- 4. In the **Month(s) Per Archive File** field, specify for how long you want SuperQ to collect backup data in one file before starting a *new* backup file.
- 5. Click OK.

If you want to delete backup files, you must do this manually. Backup files are located at <SuperQ install folder>\bk\.

# **Running SuperQ Reports**

To launch SuperQ Report, click the **Report** button in the SuperQ Manager toolbar.



SuperQ provides the following detailed reports by SuperQ group or by server:

- Call Detail—shows the call detail information of SuperQ activity
- SuperQ Group Activity—shows the information about how many calls enter into a SuperQ, how many have been distributed or abandoned, and total/average queue time.
- **Distributed Calls Activity**—shows the number and the percentage of calls distributed to each server/workgroup from SuperQ.
- **Call Source**—shows information about the call entry point and the result of calls processed by SuperQ
- Queue Time—shows queue time by different intervals
- Daily Longest Queue Time—shows longest queue time in every 15 minutes
- Cumulative SuperQ Activity—shows accumulated number of call activities in each time period
- Cumulative Server and Workgroup Activity—shows the number of calls received by each local workgroup in different periods
- Call Priority—shows number of calls by different call priority
- **Note:** Any change of Workgroup priority will not affect the Call Priority Reports. Call priority is assigned by MAXCS at the call entry point.

### **Query/Print Reports**

To access a report:

- 1. From the SuperQ Report window, select a category from the tab choices.
- 2. Once the report is chosen, use the mouse to select one or more SuperQs from the Group list (window pane on the left side).
- 3. Where applicable, select the **Summary Interval** for the report.
- 4. In the **Report Range** field, select either:
  - **Time Period** (use the drop-down menu to select, for example, *This Week, Last Month*, and so on)

or

- From (specified date: day/month/year format) To (specified date: day/month/year format)
- 5. In the **Filtered By** field, select the day(s) of week for the report and/or the **Time** period for each day (use the drop-down menu to select Hour and Minute).
- 6. In the **Options** field, group the report by selecting one of the following radio buttons: **SuperQ Group** or **Server**.

Where applicable, you may also have the following options:

- A checkbox to Show Empty Results or Show Empty Record.
- Increment in seconds.
- Radio buttons to show All Calls, Distributed Calls or Abandoned Calls.
- 7. Click the **Next** button to view the report results. The generated report appears in a new window.

From the report results window, you can **Print** the call data, **Save** the data to another format, or **Close** the window.

### Call Detail

Shows the call detail information of SuperQ activity.



Figure 1. Call Detail Report

			Call	Detail Rep	ort by Supe	rQ					
eport ID: 245											
ime Range: 07/31	2005-08/06/2005	Filte	r By:				Group	By: Supert	o		
he number of records	exceeds the limit. The	display is trunca	led.						5000		
Call Detail Report by 1	SuperQ [5000]										
[ ]		Calle		Inc	oming		-		Target		
Start Time	End Time	ID	Name	Server ID	Session ID	QTime	Exit State	Server ID	Session ID	WG	Priority
08/01/2005 16:05:41	08/01/2005 16:05:42	02164000101		ACP-6006	1128429750	00:00:01	Distributed	ACP-6006	1128429750	3001	5
08/01/2005 16:05:42	08/01/2005 16:05:42	02164000101		622-6006	1134256653	00:00:00	Distributed	ACP-6006	1128429762	3001	5
08/01/2005 16:05:42	08/01/2005 16:05:42	02164000101		622-6006	1134256654	00:00:00	Distributed	ACP-6006	1128429763	3002	5
08/01/2005 16:05:41	08/01/2005 16:05:42	02164000101		622-6006	1134256639	00:00:01	Distributed	622-6006	1134256639	3001	5
08/01/2005 16:05:42	08/01/2005 16:05:42	02164000101		622-6006	1134258855	00:00:00	Distributed	ACP-6006	1128429772	3001	5
08/01/2005 16:05:41	08/01/2005 16:05:43	02164000101		622-6006	1134256641	00:00:02	Distributed	622-6006	1134256641	3002	5
08/01/2005 16:05:41	08/01/2005 16:05:43	02164000101		622-6006	1134256644	00:00:02	Distributed	622-6006	1134256644	3003	5
08/01/2005 16:05:43	08/01/2005 16:05:43	02164000101		ACP-6006	1128429776	00:00:00	Distributed	622-6006	1134256671	3002	5
08/01/2005 16:05:41	08/01/2005 16:05:44	02164000101		622-6006	1134256645	00:00:03	Distributed	622-6006	1134256645	3004	5
08/01/2005 16:05:41	08/01/2005 16:05:44	02164000101		622-6006	1134256642	00:00:03	Distributed	622-6006	1134256642	3005	5
08/01/2005 16:05:41	08/01/2005 16:05:45	02164000101		622-6006	1134256638	00:00:04	Distributed	622-6006	1134256638	3001	5
08/01/2005 16:05:41	08/01/2005 16:05:45	02164000101		622-6006	1134256640	00:00:04	Distributed	622-6006	1134256640	3002	5
08/01/2005 16:05:41	08/01/2005 16:05:46	02164000101		622-6006	1134256643	00:00:05	Distributed	622-6006	1134256643	3003	5
08/01/2005 16:05:41	08/01/2005 16:05:46	02164000101		ACP-6006	1128429747	00:00:05	Distributed	ACP-6006	1128429747	3002	5
08/01/2005 16:05:41	08/01/2005 16:05:46	02164000101		ACP-6006	1128429748	00:00:05	Distributed	ACP-6006	1128429748	3003	5
08/01/2005 16:05:41	08/01/2005 16:05:47	02164000101		ACP-6006	1128429749	00:00:06	Distributed	ACP-6006	1128429749	3004	5
08/01/2005 16:05:41	08/01/2005 16:05:47	02164000101		ACP-6006	1128429751	00:00:06	Distributed	ACP-6006	1128429751	3005	5
08/01/2005 16:05:41	08/01/2005 16:05:47	02164000101		622-6006	1134256650	00:00:06	Distributed	622-6006	1134256650	3004	5
08/01/2005 16:05:41	08/01/2005 16:05:48	02164000101		622-6006	1134256651	00:00:07	Distributed	622-6006	1134256651	3005	5
08/01/2005 16:05:41	08/01/2005 16:05:49	02164000101		622-6006	1134256652	00:00:08	Distributed	moonbay	1122864117	3001	5
08/01/2005 16:05:42	08/01/2005 16:05:49	02164000101		622-6006	1134256657	00:00:07	Distributed	ACP-6006	1128429784	3002	5
08/01/2005 16:05:42	08/01/2005 16:05:49	02164000101		ACP-6006	1128429762	00:00:07	Distributed	ACP-6006	1128429762	3001	5
		********				** ** **	AT 1 1 1 1	*** ****		****	

Figure 2. Call Detail Report Results

# SuperQ Group Activity

Shows how many calls enter a SuperQ, how many have been distributed or abandoned, and total/average queue time.



Figure 3. SuperQ Group Activity



Figure 4. SuperQ Group Activity Report Results

# **Distributed Calls Activity**

Shows the number and percentage of calls distributed to each server/workgroup from SuperQ.

Daily Longest Queue Time Cumula	tive SuperQ Activity Cumulative Server & WG Activity Call Priority
Call Detail SuperQ Group Activity	Distributed Calls Activity Call Source Queue Time
Please choose one or more SuperQ Group	Report Range
ALL 5000 (5000)	Time Period This      Month
5005 (5005)	O From To
3333 (3333)	Filtered By
2222 (2222)	Week Day       S       M       T       F       S         Image: Source of the second seco

Figure 5. Distributed Calls Activity Report

ID: 504		Activity Summary an	nd Analysis				
tange: 06/01/2005-06/30/2005	Filter By:		Group By: SuperQ				
					5000		
and WG Activity Summary and Analysis If	50001				5000		
Server (WG)		Total		%	5005		
bay (3001)	1531		7%		3333		
bay (3002)	1561		7%		444		
bay (3003)	1542		7%		2222		
Jay (3004)	1542		7%				
bay (3005)	1532		7%				
306 (3001)	1563		7%				
306 (3002)	1511		6%				
306 (3003)	1498		6%				
306 (3004)	1521		7%				
306 (3005) -	1515		7%				
006 (3001)	1582		7%				
006 (3002)	1573		7%				
006 (3003)	1618		7%				
006 (3004)	1595		7%				
006 (3005)	1572		7%				
Ital	23256		100%				
006 (3002) 006 (3003) 006 (3004) 006 (3005) 551	1573 1618 1595 1572 23256 7%	6% 7%	7% 7% 7% 7% 100%				

Figure 6. Distributed Calls Activity Results

# **Call Source**

Shows information about the call entry point and the result of calls processed by SuperQ.



Figure 7. Call Source Report

		Call Source	e Summary and A	nalysis						
eport ID: 506		Summary Interva	l: Week							
ime Range: 05/01/2005-	05/31/2005	Filter By:		Group By: SuperQ						
						5000				
Call Source Summary and A	nalysis (5000)									
			Dist	ributed Calls	Aba	ndoned Calls				
Start Date	Server	Totoal	Calls	96	Calls	%				
05/01/2005-05/07/2005	moonbay	0	0		0					
05/01/2005-05/07/2005	ACP-6006	0	0		0					
05/01/2005-05/07/2005	622-6006	0	0		0					
05/08/2005-05/14/2005	622-6006	0	0		0					
05/08/2005-05/14/2005	moonbay	0	0		0					
05/08/2005-05/14/2005	ACP-6006	0	0		0					
05/15/2005-05/21/2005	622-6006	0	0		0					
05/15/2005-05/21/2005	ACP-6006	0	0		0					
05/15/2005-05/21/2005	moonbay	0	0		0					
05/22/2005-05/28/2005	ACP-6886	73701	67498	92%	6203	8%				
05/22/2005-05/28/2005	622-6006	46936	39937	85%	6999	15%				
05/22/2005-05/28/2005	moonbay	20651	18466	89%	2185	11%				
05/29/2005-05/31/2005	ACP-6006	35506	24813	70%	10693	30%				
05/29/2005-05/31/2005	moonbay	10730	7714	72%	3016	28%				
05/29/2005-05/31/2005	622-6006	35790	24544	69%	11246	31%				
Sub Total		223314	182972	82%	40342	18%				

Figure 8. Call Source Report Results

### Queue Time

Shows queue time by different intervals.

Daily Longest Queue Time Cumula Call Detail SuperQ Group Activity	Distributed Calls Activity Cumulative Server & WG Activity Call Pro										
Please choose one or more SuperQ Group											
ALL	Summary interval Week 🔊										
5000 (5000) 5005 (5005)	Report Range										
3333 (3333)	💿 Time Period This 🔍 Quarter 👻										
144 (444)											
2222 (2222)	O From To (										
	Filtered By										
	Week Day										
	Time From 09 : 00 To 17 : 00										
	Options										
	Group By 💿 SuperQ Group										
	Show Empty Result 🔄 Show Empty Record										
	Increment 10 Seconds										
	All Calls <ul> <li>Distributed Calls</li> <li>Abandoned Calls</li> </ul>										

Figure 9. Queue Time Report

Trine Analysis U401/2005-06/30/2005         Summary Interval: Week         Summary					Qu	eue Tir	ne Analy	sis by	SuperQ	Group	)						
Group By: Super-C         Group By: Super-C           Date         OTIME         Group By: Super-C           Date         OTIME         OTIME           OTIME         OTIME           OTIME         OTIME         OTIME         Super-C         OTIME           OTIME         OTIME         OTIME         OTIME           OTIME         OTIME         OTIME         Super-C         OTIME           OTIME         OTIME         OTIME         Super-C         OTIME           OTIME         OTIME         OTIME         OTIME         OTIME         Super-C         OTIME           OTIME         OTIME         OTIME         OTIME           OTIME         OTIME         OTIME         OTIME           OTIME         OTIME         OTIME         OTIME           OTIME         OTIME <th col<="" th=""><th>eport ID: 510</th><th></th><th></th><th></th><th>Summ</th><th>ary Inte</th><th>erval: We</th><th>ek</th><th></th><th></th><th></th><th></th><th></th><th></th><th></th><th></th></th>	<th>eport ID: 510</th> <th></th> <th></th> <th></th> <th>Summ</th> <th>ary Inte</th> <th>erval: We</th> <th>ek</th> <th></th> <th></th> <th></th> <th></th> <th></th> <th></th> <th></th> <th></th>	eport ID: 510				Summ	ary Inte	erval: We	ek								
Useuer Time Analysis by SuperO Group (5000)           Date         Total         0-10-sec.         10-20 sec.         20-30 sec.         30-40 sec.         40-40 sec.         50-60 sec.         >50-60 sec.<	me Range: 04/01/20	05-06/30	/2005		Filter	By:					Grou	ip By: S	SuperQ	0	5000		
Date         OTIME           Date         Totoal           Totoal         Total         Totalis         Totalis         Totali	Queue Time Analysis by	SuperQ Gr	oup (5000)														
Date         10-10         sec.         20.20         sec.         30.40         etc.         40.50         sec.         40.50         sec.         30.40         sec.         30.40         sec.         40.50         sec.         30.40         30.		1	· · · · · · · · ·						QT	ime							
Operation         Callie         Vis         Vis <t< td=""><td>Date</td><td colspan="2">Totoal 0-</td><td>sec.</td><td>10-2</td><td>0 sec.</td><td>20-3</td><td>sec.</td><td colspan="2">30-40 sec.</td><td>40-50</td><td>) sec.</td><td colspan="2">50-60 sec.</td><td>&gt;60</td><td>sec.</td></t<>	Date	Totoal 0-		sec.	10-2	0 sec.	20-3	sec.	30-40 sec.		40-50	) sec.	50-60 sec.		>60	sec.	
NU12105-0402/2005         0         0         0%         0	1010005 01000005		Calls	70	Calls	70	Calls	96	Calls	76	Calls	70	Calls	90	Calls	90	
No.2120-05-01         O         <	4/01/2005-04/02/2005	0	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	
N12205504223005         0         0%         0	4/103/2005-04/06/2005	0	0	0.96	0	0.96	0	0%	0	0%	0	0%	0	0.96	0	0%	
Lizz 2005 - 604,202,205         0         0         0%         0%	4/17/2005-04/23/2005	0	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	
Stoll 2005-05/07/2005         0         0         0%         0	4/24/2005-04/20/2005	0	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	
Display         Display <t< td=""><td>01/2005-05/07/2005</td><td>0</td><td>0</td><td>096</td><td>0</td><td>0%</td><td>0</td><td>0%</td><td>0</td><td>0%</td><td>0</td><td>0%</td><td>0</td><td>0%</td><td>0</td><td>0%</td></t<>	01/2005-05/07/2005	0	0	096	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	
1/152005-05/217200         0         0         0%         0%	/08/2005-05/14/2005	0	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	
u222005-062/02/005         12560         6686         6896         146/2         12/%         0757         7%         11135         9%         3875         3%         881         1%         622         1%           12/2005-06/04/2005         0327         47802         60%         140%         674         11%         3262         4%         684         1%         162         1%           02/2005-06/01/2005         0         0%         0	15/2005-05/21/2005	0	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	
1/292/2005-06/04/2005         60/327         47/802         60/%         10/408         13%         92/24         10%         67/94         11%         23/262         4%         68/4         1%         11%3         1%           0/05/2005-06/11/2005         0         0%         <	/22/2005-05/28/2005	125901	85666	68%	14625	12%	8757	7%	11135	9%	3875	3%	981	1%	862	1%	
0052005-060172005 0 0 0% 0 0% 0 0% 0 0% 0 0% 0 0% 0 0	/29/2005-06/04/2005	80327	47802	60%	10408	13%	8224	10%	8794	11%	3262	4%	684	1%	1153	1%	
11/22065-0621792005 0 0 0% 0 0% 0 0% 0 0% 0 0% 0 0% 0 0	/05/2005-06/11/2005	0	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	
1/192005-062252005 0 0 0% 0 0% 0 0% 0 0% 0 0% 0 0%	5/12/2005-06/18/2005	0	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	
3/28/2005-06/30/2005 0 0 0% 0 0% 0 0% 0 0% 0 0% 0 0% 0 0	3/19/2005-06/25/2005	0	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	
ub Total 206228 133468 65% 25033 12% 16981 8% 19929 10% 7137 3% 1665 1% 2015 1%	3/26/2005-06/30/2005	0	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	
	ab Total	206228	133468	65%	25033	12%	16981	8%	19929	10%	7137	3%	1665	1%	2015	1%	

Figure 10. Queue Time Report Results

### **Daily Longest Queue Time**

Shows longest queue time in every 15 minutes.



Figure 11. Longest Queue Time Report



Figure 12. Longest Queue Time Report Results

### Cumulative SuperQ Activity

Shows accumulated number of call activities in each time period.

Call Detail SuperQ Grou	p Activity	Distributed (	alls Activity	Call Source	Queue Time					
Daily Longest Queue Time	Cumula	tive SuperQ Activity	Cumulativ	e Server & WG Activity	Call Priority					
Please choose one or more Super(	Group	Report Range								
5000 (5000)		● Time Period Last  Month								
5005 (5005)		- Cum								
3333 (3333)		OFIOI								
444 (444)		Filtered By								
2222 (2222)		Filtered By Week Day S M T W T F S Week Day N N N N T Time From 09 : 00 To 12 : 00 Options Group By SuperQ Group Hour of Day Day of Week								
	I									
		$\frown$								

Figure 13. Cumulative SuperQ Activity Report

				Cumulative	SuperQ Activ	rity					
eport ID: 518	3										
ime Range: (	05/01/2005-0	5/31/2005	Filter	By:			Group By: S	uperQ			
								50	00		
Cumulative Sur	nerQ Activity (50)	101						5000	1		
	1		Dist	ibuted Calls	Abandoned Calls						
Hour-of-Day	Total	Calls	%	Total QTime	Ava, QTime	Calls	%	Total QTime	Ava, QTime		
4:00 - 15:00	5357	3171	59%	21:17:53	00:00:24	2186	41%	38:09:20	00:01:03		
5:00 - 16:00	5462	5425	99%	15:17:59	00:00:10	37	1%	00:13:29	00:00:22		
6:00 - 17:00	5810	5739	99%	15:04:15	00:00:09	71	1%	00:24:26	00:00:21		
7:00 - 18:00	7960	7812	98%	29:12:31	00:00:13	148	2%	04:43:47	00:01:55		
18:00 - 19:00	13585	13368	98%	42:41:57	00:00:11	217	2%	03:00:34	00:00:50		
19:00 - 20:00	16419	16353	100%	76:08:39	00:00:17	66	0%	01:01:08	00:00:56		
20:00 - 21:00	15564	15446	99%	46:15:03	00:00:11	118	1%	01:06:37	00:00:34		
21:00 - 22:00	15473	15369	99%	45:08:44	00:00:11	104	1%	01:07:09	00:00:39		
22:00 - 23:00	15195	15060	99%	48:44:26	00:00:12	135	1%	01:17:24	00:00:34		
23:00 - 24:00	15432	15147	98%	47:05:40	00:00:11	285	2%	03:42:37	00:00:47		
Sub Total	223314	182972	82%	618:42:55	00:00:12	40342	18%	958:40:47	00:01:26		
	21,259										
	20,000-										
	18,000-										
	16.000-						1	_			
	14,000							1111			
	8 14,0001										
	8 12,000										
	直 10,000-										
	5 8,000-										
	6.000+				1						
	0,0001				1 1 1	-11					

Figure 14. Cumulative SuperQ Activity Report Results

### **Cumulative Server & Workgroup Activity**

Shows the number of received calls by each local workgroup in different time periods.



Figure 15. Cumulative Server & Workgroup Activity Report



Figure 16. Cumulative Server & Workgroup Activity Report Results

# **Call Priority**

Shows the number of calls by different call priority.

Call Detail SuperQ Group	Activity Distributed Calls Activity Call Source Queue Time								
Daily Longest Queue Time	Cumulative SuperQ Activity Cumulative Server & WG Activity Call Priority								
Please choose one or more SuperQ (	3roup								
LL.	Summary interval Day								
000 (5000)	Report Report								
005 (5005)	Report Range								
1333 (3333)	💿 Time Period 🛛 Last 🔍 Month 👻								
44 (444)									
222 (2222)	O From To								
	Filtered By								
	( morea b)								
	SMTWTFS WeekDav								
	Time From 09 : 00 To 17 : 00								
	Options								
	Group By 💿 SuperQ Group								
	Show Empty Result 🔀 Show Empty Record								

Figure 17. Call Priority Report

							Call Prior	ity An	alysis							
port ID: 522	2				Summ	ary Int	erval: Day	1								
ne Range: 0	5/01/200	05-05/31	/2005		Filter	By:					Grou	p By: S	SuperQ			
														e	5000	
all Priority Ana	alysis (500	0]														
						Call Priority										
Date		Totoal				1	3		-	4		5	6		Ot	her
5/21/2005		0	Calls	%	Calls	%	Calls	%	Calls	%	Calls	%	Calls	%	Calls	%
5/21/2005		0	0	0%	0	0.96	0	0%	0	0%	0	0%	0	0%	0	0.96
5/23/2005		4141	0	0%	0	0.96	0	0%	0	0%	4141	100%	0	0%	0	0.96
5/24/2005		18746	0	0%	0	0%	0	0%	0	0%	18746	100%	0	0%	0	0%
5/25/2005		31700	0	0%	0	0%	0	0%	0	0%	31700	100%	0	0%	0	0%
/26/2005		28491	0	0%	0	0%	0	0%	0	0%	28491	100%	0	0%	0	0%
/27/2005		23251	0	0%	0	0%	0	0%	0	0%	23251	100%	0	0%	0	0%
5/28/2005		34959	0	0%	0	0%	0	0%	0	0%	34959	100%	0	0%	0	0%
5/29/2005		1912	0	0%	0	0%	0	0%	0	0%	1912	100%	0	0%	0	0%
5/30/2005		36159	0	0%	0	0%	0	0%	0	0%	36159	100%	0	0%	0	0%
5/31/2005		43955	0	0%	0	0%	0	0%	0	0%	43955	100%	0	0%	0	0%
ub Total		223314	0	0%	0	0%	0	0%	0	0%	223314	100%	0	0%	0	0%
	290.3081	1								299.3081						
	260,000-					_				260,000-						
	240,000		5000 All	calls						240,000-	500	IO All call	s Cumula	tive		
	220,000-									220,000-						
	180,000-			_		_				200,000-						
	160,000-	-		_		_				160,000						
le le	140,000	-				-			lie	140.000-					-	
	120,000-								0	120,000-						
	100,000-									100,000-						
	80,000-	1								80,000-						

Figure 18. Call Priority Report Results

# **CDR Files**

Currently, CDR records only save call information into files located at \program files\Altigen\AGJServices\SuperQ\CDRLogofxxxx.csv.

### Call Table

SuperQ call information is saved in the following format:

Field Name	Field Type	Memo
SessionId	integer	Session ID of source site
SiteId	integer	ID of source site
SuperQNum	integer	SuperQ number
InQTime	integer	Real Time of entering queue
InQDate	integer	Date of entering queue
InQDaytime	integer	Time of entering queue (HHMMSS)
InQWeekday	integer	Day of entering queue
InQTimeZoneOffset	integer	The Timezone offset between source site and SuperQ service
DestSiteId	integer	ID of target site
DestWgNum	integer	Target workgroup number
DestSessionId	integer	Session ID of target site
OutQTime	integer	Real Time of quitting queue
OutQDate	integer	Date of quitting queue
OutQDaytime	integer	Time of quitting queue (HHMMSS)
OutQWeekday	integer	Day of quitting queue
OutQTimeZoneOffset	integer	The Timezone offset between target site and SuperQ service
CallerId	varchar(50)	Caller ID
CallerName	varchar(50)	Caller Name
Туре	integer	Quit queue state
Priority	integer	Call priority
InQHour	integer	Hour of entering queue

### Summary Table

SuperQ summary information is saved every 15 minutes in the following format:

Field Name	Field Type	Memo
SuperQNum	integer	SuperQ workgroup Number
OutQDate	integer	Date of quitting queue
OutQDaytime	integer	Time of quitting queue
OutQWeekday	integer	Day of quitting queue
CallInQueue	integer	Number of calls in queue
LongestQueueTime	integer	Longest waiting time
AvgQueueTime	integer	Average waiting time

# **Using AltiGen SuperQ Monitor**

A separate tool for monitoring AltiGen SuperQ service status is automatically installed with the AltiGen SuperQ program.

To run AltiGen SuperQ Monitor, to go Start > Programs > AltiGen SuperQ > SuperQ Monitor. Enter the server name or IP address, and password (can be different from SuperQ Manager).

In the next dialog box, select the SuperQ workgroup to monitor, then click **OK**.

	×
	•
Cancel	
	Cancel

Use the **SuperQ** drop-down list to select which SuperQ to monitor in an AltiGen SuperQ.

<u>(</u>										(	Supe	rQ Stat	us						
Super	Q Queu	e Statu	us:																
ID	1	Serve	er		С	aller ID		Ca	iller Na	me		DNIS		Queue T	ime	Calle	r Priority		
Workg	roup St	atus:																	
ID 8	Server	WG	Stat	Age	Login	Avail	DND	Wra	Not	Busy	Error	Logout	Unstaft	Queue	SL	Calls	Answered	Abandoned	Overflow
1 62	2-60	100	Log	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
2 AC	CP-60	100	Log	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Super Curren In Sup Servic	Q Statis nt Calls berQ Ex se Level	stics: in Sup ceed T	oerQ 'hreshi	old			0001	00				Total Calls Calls	Inbound Distribu Abando	Calls S ted ned	ince 1	Midnight	t	0 0 0	
Servic	e Level	Thres	hold				1	20				Calls	Distribu	ted with	in SL'	Г		0	
Longe Averag Averag	est Que ge Que ge Que	ue Tim ue Tim ue Tim	ie ie for A	band	loned	Calls	0 0 0	0:00:0 0:00:0 0:00:0	0 0 0			Max C	alls in S	uperQ S	Since	Midnigh	it	0	
<u>B</u>							S	uper	Q Call	Log	- Paci	ific Stan	ndard 1	rime)					
Server	r C:	aller N	ame		Call	ler ID	G	Queue	Entry T	ïme	Que	ue Durat	ion	Destin	ation				

The top section displays the **SuperQ Workgroup Queue Status**. The second section displays **Local Workgroup Status**. The third section displays **SuperQ Statistics**. The bottom section displays **Call Log View Status**.

#### Window Button

Use the **Window** button to select how to view the SuperQ display window: **Tile Horizontally**, **Tile Vertically** or **Cascade**. You can also use the button to change the SuperQ Monitor password or exit SuperQ Monitor.



### SuperQ Status

The **SuperQ Status** window displays the following fields for each SuperQ: *ID*, *Server*, *Caller ID*, *Caller Name*, *DNIS*, *Queue Time* and *Caller Priority*.

### Local Workgroup Status

The **Workgroup Status** window displays—for *each* workgroup—real time workgroup activity and performance, workgroup performance since midnight, and a summary of workgroup data. The statistics displayed are for workgroup calls only.

These statistics are reset every night at midnight.

Most of the statistics are self-explanatory, but you may want to note the following:

- Wrapup—whether or not to allow wrap-up time, and the duration that can be used to wrap up after hanging up a workgroup call, are determined in MaxAdministrator. The statistic shows the number of agents that are currently in the wait state. The Agent Statistics window displays the average wrap-up time per agent.
- **Busy**—the number of agents whose phones are off hook, or the extension is in the **Forward All Calls** or **Do Not Disturb** state.
- SL (Service Level)—the percentage of queued calls within the service level threshold.
- Abandoned—the number of calls abandoned in the local workgroup since midnight.
- Average talk time—the average amount of time workgroup agents are actually talking to callers.

# **SuperQ Statistics**

The **SuperQ Statistics** window displays—for each workgroup—real time workgroup activity and performance, workgroup performance since midnight, and a summary of workgroup data. The statistics displayed are for workgroup calls only.

These statistics are reset every night at midnight.

Most of the statistics are self-explanatory, but you may want to note the following:

- Service level—the percentage of queued calls within the service level threshold.
- Average Queue Time (for answered calls)—the average amount of time a caller is in queue before being answered.
- Average Queue Time for Abandoned Calls—the average amount of time calls were in SuperQ before they were abandoned. *Abandoned* means that the caller has hung up before the call was answered.
- **Calls abandoned**—the number of calls abandoned in SuperQ since midnight.

# Call Log View

The SuperQ Call Log window displays the following fields:

- Server—name of server, and server IP address
- Caller Name—name of caller
- Caller ID—ID of caller
- Queue Entry Time—the time that the call entered SuperQ
- Queue Duration—length of time call in SuperQ
- **Destination**—shows the workgroup where the queued call went; if the call did not go to a workgroup, the field will either show "App Ext nnn Call Handling" or "Dropped by User."
  - App Ext nnn Call Handling the call follows the MAXCS application extension's Application Failover Plan setting when all agents are logged out from all workgroups or all workgroups are out of business hours.
  - Dropped by User call abandoned from SuperQ.

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