



iceMonitor
User Manual
Server Version 14.x

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Welcome to iceMonitor

As email and web-based communications become more common in today's business world, many call centers are evolving into **contact centers**. While call centers handle calls, contact centers allow users to interact with clients over the telephone, through email messages, and chat.

ice is a powerful contact center solution that allows for the integrated handling of **contacts** (calls, email messages, chat requests, etc.) that are directed to your contact center. **iceMonitor** is the tool that helps you monitor daily activity in your contact center.

The iceMonitor User Manual will help supervisors and administrators to understand how to locate and interpret the statistics and real-time information available in iceMonitor.

This manual will cover the following topics:

Chapter 1: Getting Started

- How to log on
- Overview of the major components of iceMonitor
- How data is updated
- User types

Chapter 2: The Queues Gallery

- Overview of statistics that can be found on this table
- How to configure the gallery view
- How to use the table to conduct simple contact center administration

Chapter 3: The Users Gallery

- Overview of statistics that can be found on this table
- How to configure the gallery view
- How to use the table to conduct simple contact center administration

Chapter 4: The Teams Gallery

- Overview of statistics that can be found on this table
- How to configure the gallery view
- How to use the table to conduct simple contact center administration

Chapter 5: Home Gallery

- Overview of statistics that can be found in this gallery
- How to configure the gallery view

Chapter 6: Settings

- How to configure custom alerts for your contact center
- How to change thresholds for your statistics
- How to change display settings

In discussing how this application works, this manual assumes that you:

- Are familiar with the contents of the iceAdministrator User Manual;
- Are familiar with the contents of the iceBar for ice User Manual;
- Understand basic telephony terms and concepts, such as queues and contacts;
- Have basic navigating skills for standard Windows-based graphical user interfaces. This includes the ability to right-click and left-click, select *options* from a right-click menu, resize and minimize windows, and navigate and scroll with a mouse pointer.

The following conventions are used in this manual:

- **Notes** highlight important information.
- **Cautions** bring attention to functions and features that can impact the information that is displayed
- Words displayed in **bold** are defined in the paragraph.
- Italics are used to indicate buttons found on the software interface.
- The term 'right-click' indicates that the secondary mouse button, which is by default the button on the right, should be clicked. Mouse configurations can be changed so that the left mouse button is the secondary button (for personal preference, for example, the user is left-handed).



Chapter 1: Getting Started

The iceMonitor equips users with the ability to keep track of contact center performance. Users can also conduct simple contact center administration through this tool.

To fully utilize iceMonitor and the real-time and daily statistics it provides, you must have the following:

- Access to iceMonitor through an internet browser
- Knowledge of how to interpret real-time statistics (which are provided in this manual)

This chapter includes information about login procedures, components of iceMonitor, data updates in iceMonitor, and permissions for each user type.

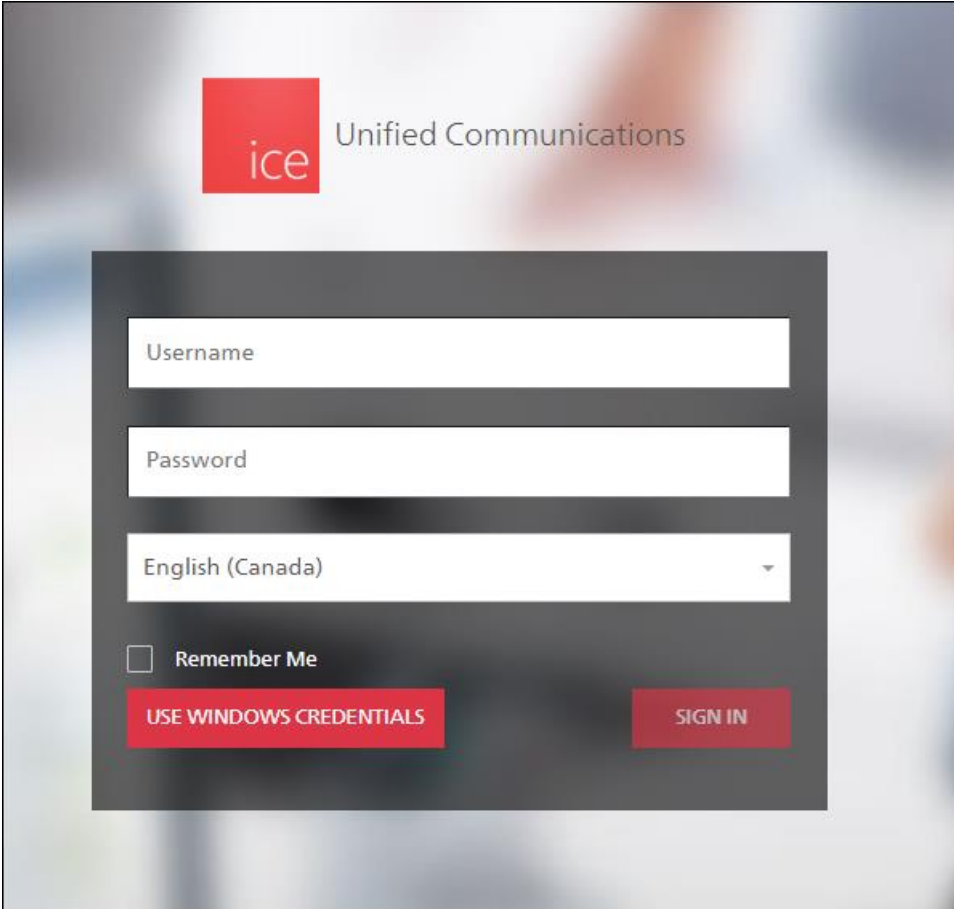
Once familiar with the iceMonitor interface, you may proceed to subsequent chapters for detailed information on the graphs and details that correspond to each level.

To access iceMonitor, you must first log onto iceManager.

iceManager is a web-based application and can be used on any computer that is running a web browser. To sign in, you must provide a user ID and password. Contact the ice administrator if you do not have this information.

To sign into iceManager:

1. Open your web browser and go to your iceManager site.



The screenshot shows the sign-in interface for ice Unified Communications. At the top left is the 'ice' logo, followed by the text 'Unified Communications'. The main sign-in area is a dark grey box containing three white input fields: 'Username', 'Password', and a language dropdown menu set to 'English (Canada)'. Below the fields is an unchecked checkbox labeled 'Remember Me'. At the bottom of the sign-in box are two red buttons: 'USE WINDOWS CREDENTIALS' and 'SIGN IN'.

2. In the 'Username' field, enter your four-digit user ID.
3. In the 'Password' field, enter your password.
4. If you wish to view iceManager in a language other than English, click the drop-down and select the language of choice.
5. Select the 'Remember Me' check box if you want your Username to be pre-populated the next time you go to the Sign In page.

Note: this option is not recommended for shared computers.

6. Click *Sign In*.

7. Once you have signed in, you will see the journal page.
8. Click the *Monitor* button in the Navigation Pane.

The screenshot shows the iceMonitor web application interface. The top navigation bar includes links for HOME, MONITOR, JOURNAL, SURVEY, REPORTS, ADMINISTRATOR, CAMPAIGN, ICEBAR, and ACTIVE CONTACTS. The user profile in the top right shows DIANE (1111) Administrator and the time 00:09:28.

The left navigation pane is titled 'MONITOR' and contains links for Home, Queues, Users, Teams, and Settings.

The main content area is divided into two panels:

- QUEUES**: A table with columns for ID, Name, Short Name, Status, TASA, TASA2, and Server. It lists various queues such as 'Default Name (S...)', 'Sales Voice Que...', 'Tech Support Vo...', 'Customer Servic...', 'Sales Voice Fren...', 'Tech Support V...', 'Customer Servic...', 'Email Queue', 'Training Queue', 'French Training ...', 'IM Queue', and 'IM French Queue'.
- USERS**: A table with columns for ID, Name, Display Name, Role Name, State, and State Dur... It lists users including Laura, Lucas, Paula, Francis, QA Andrei, User 1, User 2, Team Lead 1, Supervisor 1, Administrator 1, Sylvie, Antonio, Diane, Andrea, Marcel, Julie, and Mark.

Both tables have a 'Drag here to set row groups' header and a 'Columns' dropdown menu. The 'QUEUES' table shows 14 rows, and the 'USERS' table shows 17 rows.

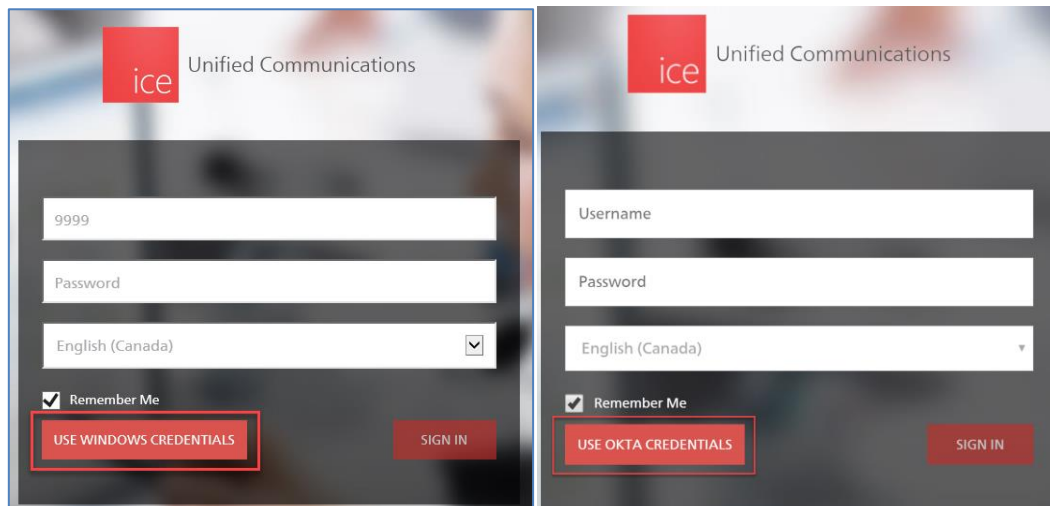
Single Sign-On

If your organization has enabled Single Sign-On for iceManager, you will be able to sign on using one of the identity management platforms, including ADFS (Active Directory Federation Services) or Okta.

Note: To enable Single Sign-On, it will need to be configured using Active Directory in iceAdministrator. For further information on how to enable Single Sign-On, please review the *iceAdministrator User Manual*.

Signing On with Single Sign-On

Once Single Sign-On is properly configured, when launching the iceManager website, click the *Use Windows Credentials* or the *Use Okta Credentials* button rather than entering the username and password.

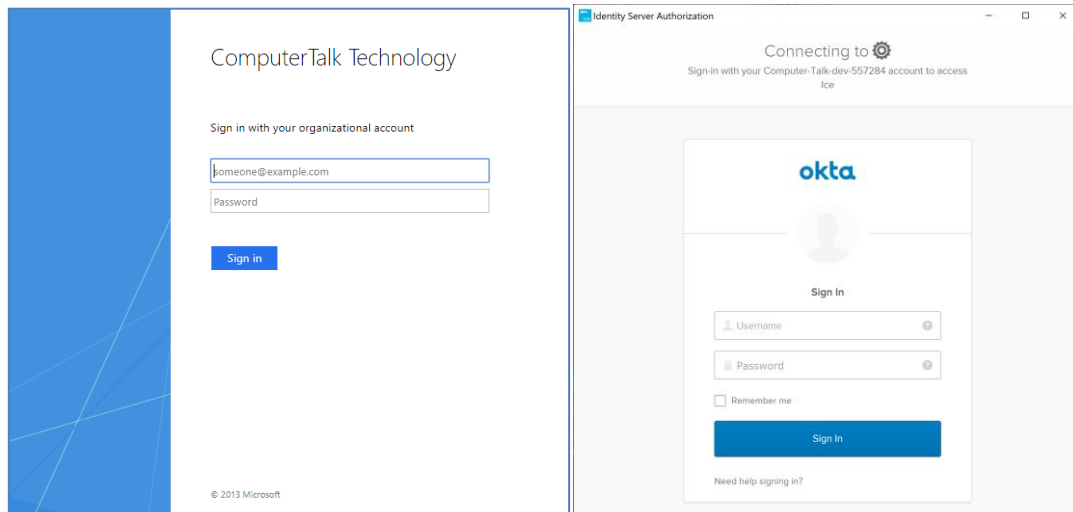


1. Click the *Use Windows Credentials* or the *Use Okta Credentials* button.

Note: If you wish to skip this step for future logins, check the box for *Remember Me*. This way, you will not have to enter your user ID each time you sign in.

2. You will be prompted to log in or redirected to a page where you can log in using your ADFS or Okta credentials.
3. Enter your ADFS or Okta username and password and log in.

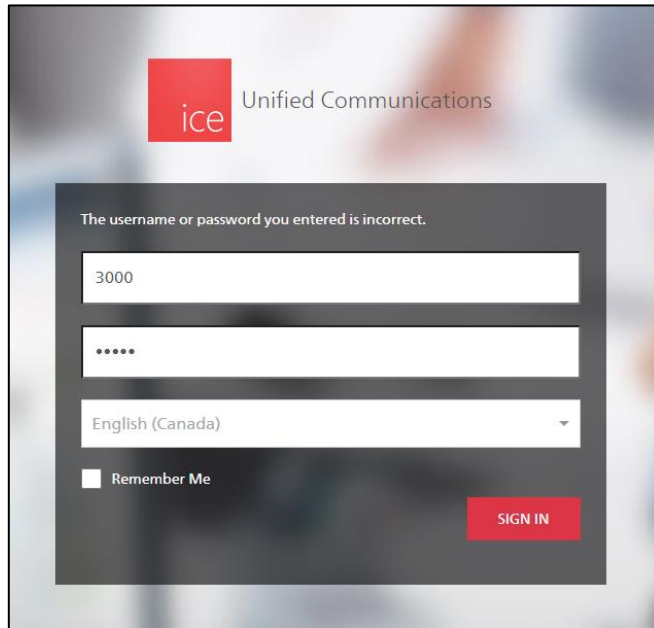
Note: This dialog box may look different, depending on the way your administrator has configured the system.



Common Error and Warning Messages

Authentication error

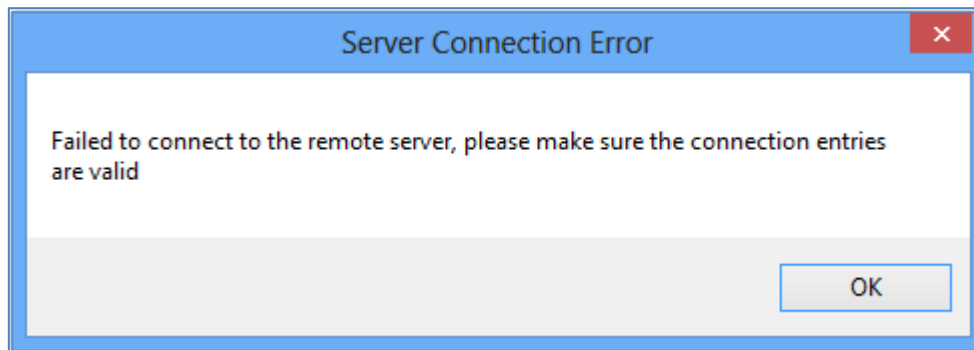
If a user types the wrong User ID or the wrong password, the following message appears.



If you cannot remember your password or User ID, an ice administrator can reset it in iceAdministrator. For more information refer to the iceAdministrator User Manual.

Server Connection Error

iceManager must have network connectivity to the ice server through the IMRService to function properly. If your contact center experiences network problems, you may see this error message.

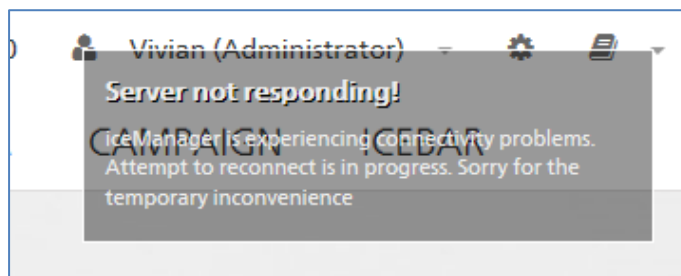


This error message indicates that the server needs to be restarted. Please contact your ice administrator.

Loss of connection

A few seconds after connection is lost, an error message appears in the top right corner of the screen:

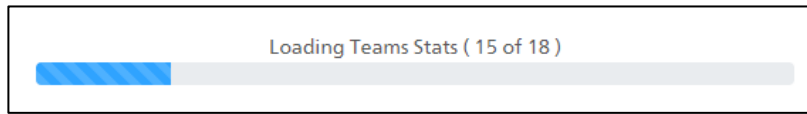
“Server not responding! iceManager is experiencing connectivity problems. Attempt to reconnect is in progress. Sorry for the temporary inconvenience.”



The message fades away after a few minutes. iceManager will keep attempting to reconnect until it is successful.

Verify that you are connected to the internet. If you are connected, but still receive the Server not responding message, contact your ice administrator.

Once you have successfully logged in, contact center statistics will load.



Once data has loaded, you will be directed to the Home screen.

Components of iceMonitor

iceMonitor is composed the menu bar, the display options, and the gallery.

The screenshot displays the iceMonitor interface. At the top, there is a menu bar with options: HOME, MONITOR (selected), JOURNAL, SURVEY, REPORTS, ADMINISTRATOR, CAMPAIGN, ICEBAR, and ACTIVE CONTACTS. On the right, user information for DIANE (1111) Administrator is shown, along with a status of READY and a timestamp of 00:09:28. The main area is divided into two sections: QUEUES and USERS. The QUEUES section shows a table with columns: ID, Name, Short Name, Status, TASA, TASA2, and Server. The USERS section shows a table with columns: ID, Im..., Name, Display Name, Role Name, State, and State Dur... Both tables have a 'Filters' sidebar on the left and a 'Columns' sidebar on the right. The QUEUES table has 14 rows, and the USERS table has 17 rows.

| ID | Name | Short Name | Status | TASA | TASA2 | Server |
|------|---------------------|------------|-------------|----------|----------|-----------|
| 5000 | Default Name (S... | Df5000 | Day Service | 00:00:45 | 00:01:00 | Aggregate |
| 6000 | Default Name (S... | Df6000 | Day Service | 00:00:45 | 00:01:00 | Aggregate |
| 6001 | Sales Voice Que... | Sales VQ | Day Service | 00:00:45 | 00:01:00 | Aggregate |
| 6002 | Tech Support Vo... | TechSupp | Day Service | 00:00:45 | 00:01:00 | Aggregate |
| 6003 | Customer Servic... | CustServ | Day Service | 00:00:45 | 00:01:00 | Aggregate |
| 6101 | Sales Voice Fren... | FrSales | Day Service | 00:00:45 | 00:01:00 | Aggregate |
| 6102 | Tech Support V... | FrTchSpp | Day Service | 00:00:45 | 00:01:00 | Aggregate |
| 6103 | Customer Servic... | FrCstSrv | Day Service | 00:00:45 | 00:01:00 | Aggregate |
| 6500 | Email Queue | Email | Day Service | 00:00:45 | 00:01:00 | Aggregate |
| 6510 | Email French Qu... | FrEmail | Day Service | 00:00:45 | 00:01:00 | Aggregate |
| 6900 | Training Queue | Training | Day Service | 00:00:45 | 00:01:00 | Aggregate |
| 6910 | French Training ... | FrTrning | Day Service | 00:00:45 | 00:01:00 | Aggregate |
| 7000 | IM Queue | IM | Day Service | 00:00:45 | 00:01:00 | Aggregate |
| 7100 | IM French Queue | FrIM | Day Service | 00:00:45 | 00:01:00 | Aggregate |

| ID | Im... | Name | Display Name | Role Name | State | State Dur... |
|------|-------|-----------------|---------------------|---------------|------------|--------------|
| 1001 | | Laura | Laura (1001) | User | Logged Off | 3:01:19:5 |
| 1002 | | Lucas | Lucas (1002) | User | Logged Off | 3:01:19:5 |
| 1003 | | Paula | Paula (1003) | User | Logged Off | 3:01:19:5 |
| 1004 | | Francis | Francis (1004) | User | Logged Off | 3:01:19:5 |
| 1005 | | QA Andrei | QA Andrei (1005) | User | Logged Off | 3:01:19:5 |
| 1071 | | User 1 | User 1 (1071) | User | Logged Off | 3:01:19:5 |
| 1072 | | User 2 | User 2 (1072) | User | Logged Off | 3:01:19:5 |
| 1077 | | Team Lead 1 | Team Lead 1 (10... | Team Lead | Logged Off | 3:01:19:5 |
| 1078 | | Supervisor 1 | Supervisor 1 (10... | Supervisor | Logged Off | 3:01:19:5 |
| 1079 | | Administrator 1 | Administrator 1 ... | Administrator | Logged Off | 3:01:19:5 |
| 1101 | | Sylvie | Sylvie (1101) | Team Lead | Logged Off | 3:01:19:5 |
| 1102 | | Antonio | Antonio (1102) | Team Lead | Logged Off | 3:01:19:5 |
| 1111 | | Diane | Diane (1111) | Administrator | Ready | 0:00:09:2 |
| 1201 | | Andrea | Andrea (1201) | Supervisor | Logged Off | 3:01:19:5 |
| 1202 | | Marcel | Marcel (1202) | Supervisor | Logged Off | 3:01:19:5 |
| 1301 | | Julie | Julie (1301) | Administrator | Logged Off | 0:01:33:4 |
| 1302 | | Mark | Mark (1302) | Administrator | Logged Off | 3:01:19:5 |

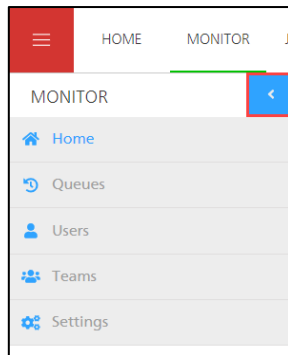
- Menu bar
 - Allows you to navigate to different pages in iceMonitor.
- Display options
 - Provides tools to configure the organization of Queues, Users, and Teams information on the page.
- Gallery
 - Information about your contact center is displayed here.
 - By right clicking on rows in the tables, you can perform simple administrative operations of the contact center.

In the sections below, each page will be explained in detail.

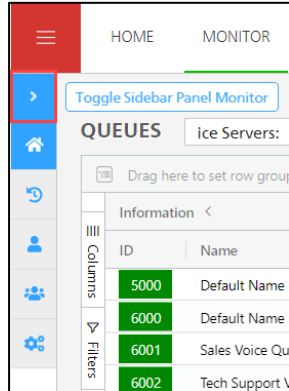
The Menu bar

The menu options in the menu bar provide access to different views of the gallery. You can navigate to the Home screen, the Queues screen, the Users screen, the Teams screen, and the Settings screen.

To maximize the space available for the gallery, you can hide menu options. To hide menu options, click the arrow (indicated by the red box in the screenshot below).



The menu will shrink so you will have more space for information.



Home

Once you have successfully logged onto iceMonitor, you will see the Home screen. You can also access this gallery by clicking *Home* in the Menu bar.

The Home screen is configurable to show information that you want easy access to. For information on the Home screen, refer to Chapter 5: The Home Screen.

The screenshot shows the iceMonitor Home screen. The top navigation bar includes HOME, MONITOR, JOURNAL, SURVEY, REPORTS, ADMINISTRATOR, CAMPAIGN, ICEBAR, and ACTIVE CONTACTS. The user is logged in as DIANE (1111) Administrator. The main area is divided into two galleries: QUEUES and USERS.

QUEUES Gallery: Displays a list of queues with columns: ID, Name, Short Name, Status, TASA, TASA2, and Server. The queues listed include Default Name (S...), Default Name (L...), Sales Voice Que..., Tech Support Vo..., Customer Servic..., Sales Voice Fren..., Tech Support V..., Customer Servic..., Email Queue, Email French Qu..., Training Queue, French Training..., IM Queue, and IM French Queue.

USERS Gallery: Displays a list of users with columns: ID, Im..., Name, Display Name, Role Name, State, and State Dir... The users listed include Laura, Lucas, Paula, Francis, QA Andrei, User 1, User 2, Team Lead 1, Supervisor 1, Administrator 1, Sylvie, Antonio, Diane, Andrea, Marcel, Julie, and Mark.

Queues

When you click Queues on the Menu bar, the gallery updates to display information about the queues in your contact center.

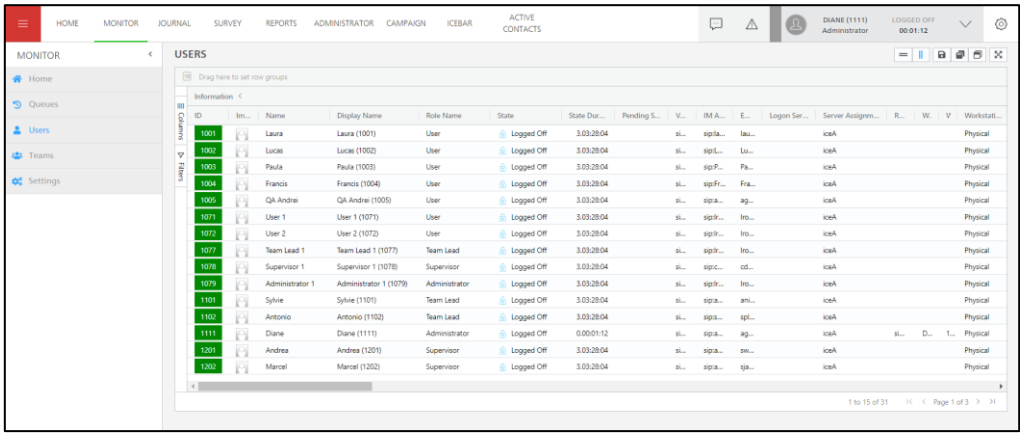
The screenshot shows the iceMonitor Queues gallery. The top navigation bar is the same as in the Home screen. The user is logged in as DIANE (1111) Administrator. The main area displays a detailed view of the queues with columns: ID, Name, Short Name, Status, TASA, TASA2, Server, Avg Offered, Avg Hand..., Avg Aban..., EWT, Longest L..., Contacts..., Abandoned, and Offered.

The queues listed include Default Name (S...), Default Name (L...), Sales Voice Que..., Tech Support Vo..., Customer Servic..., Sales Voice Fren..., Tech Support V..., Customer Servic..., Email Queue, Email French Qu..., Training Queue, French Training..., IM Queue, and IM French Queue.

Click on the row to find statistics about that queue. For more information about the Queue gallery view, refer to Chapter 2: The Queues on page 27.

Users

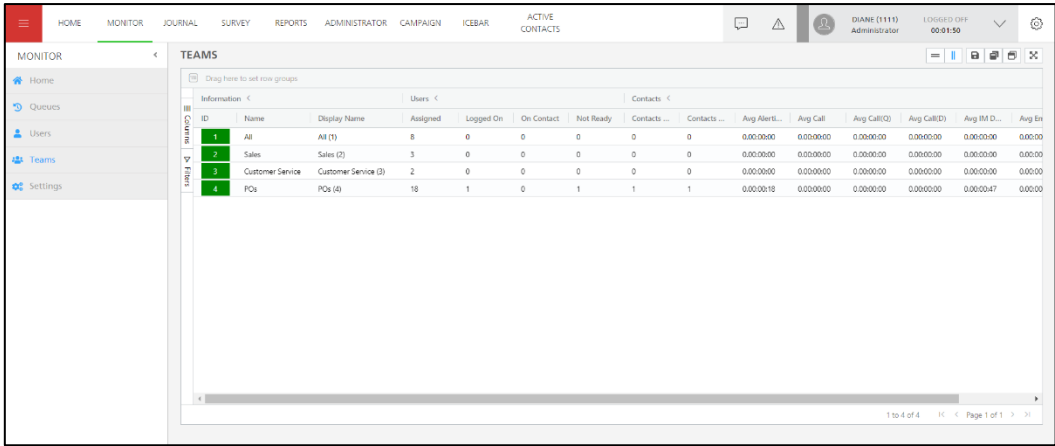
When you click Users on the Menu bar, the gallery updates to display user information for the users in your switch.



Click on a row to find statistics about that user. For more information about the User gallery view, refer to Chapter 3: The Users on page 56.

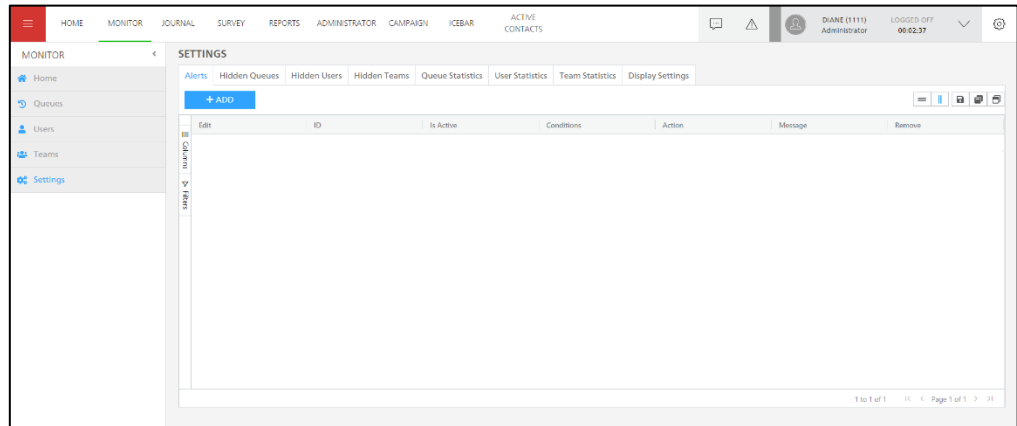
Teams

When you click Teams on the Menu bar, the detail panel updates to display team information for the teams in your switch.



Click on a row to find statistics about that team. For more information about the Teams gallery view, refer to Chapter 4: The Teams .

Settings Screen



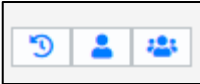



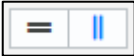

When you click Settings on the Menu bar, the gallery updates to display configurable options. For more information about the Settings gallery view and Settings options, refer to Chapter 6: Settings.

Display options

The display options allow a user to modify the way that information is displayed in the gallery. The toolbar appears in the Home, Queues, Users, and Teams pages of iceMonitor.

The table below provides information on the toolbar options.

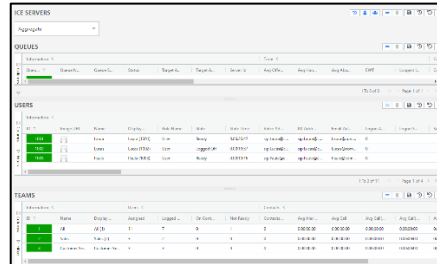


| iceMonitor Display Options | |
|--------------------------------------|---|
| Toolbar Item | Function |
| Show Queues, Users, and Teams | <p>These options allow you to show and hide the information for Queues, Users, and Teams.</p>  <p>Note: These options are only available on the home page.</p> <p> Use this button to show and hide queue information on the home page.</p> <p> Use this button to show and hide user information on the home page.</p> <p> Use this button to show and hide team information on the home page.</p> |
| Layout Options | <p>These options will modify the arrangement of the queue, user, and teams tables.</p>  <p> Use this button to display the tables horizontally.</p> |

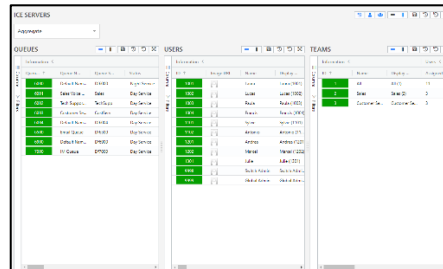
iceMonitor Display Options

Toolbar Item

Function



Use this button to display the tables vertically.



Layout Saving Options

These options will allow you to save your layout changes or revert your changes.



Use this button to save the layout changes.



Use this button to restore your layout to a previously saved layout.



Use this button to reset your layout to the default settings.




Use the button to enter Full Screen Mode. To exit full screen, use the ESC button on your keyboard.

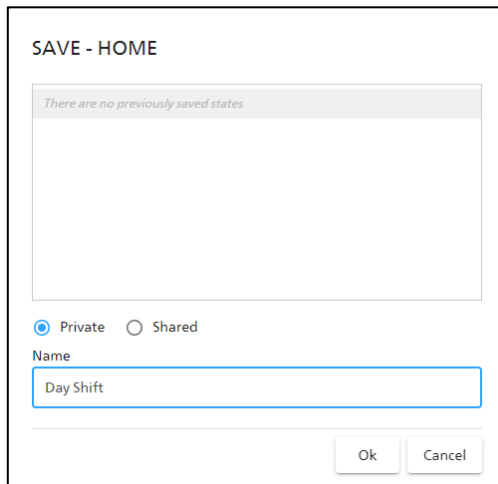
Note:

- Any changes you make to the way information is displayed will be saved to your account and will only affect your instance of iceMonitor. Your changes will not affect other users' galleries.
- The next time you log on, any changes you had made the last time you logged on will be displayed.

Saving a Layout

To save a layout that you have just created, use the following steps:

1. Select the Save icon  to open the Save Layouts window.
2. Enter a name for your new layout.



SAVE - HOME

There are no previously saved states

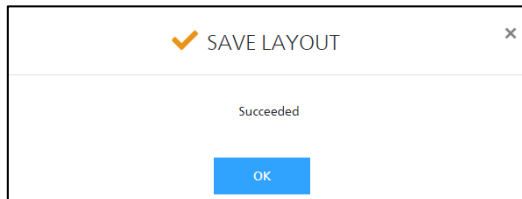
Private Shared

Name

Day Shift

Ok Cancel

3. Choose between saving your layout as Private or Shared.
4. Click Ok to save your changes.
5. Click Ok on the Save Layout confirmation window.



✓ SAVE LAYOUT

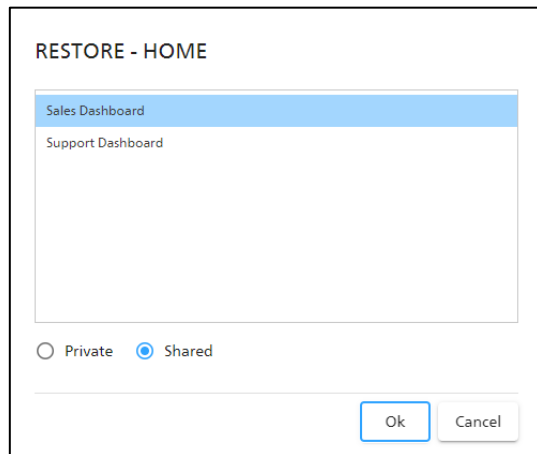
Succeeded

OK

Restoring a Layout

To restore a layout that is already saved, use the following steps:



1. Select the Restore icon  to open the Restore Layouts window.
2. Choose between restoring a Private or Shared layout.

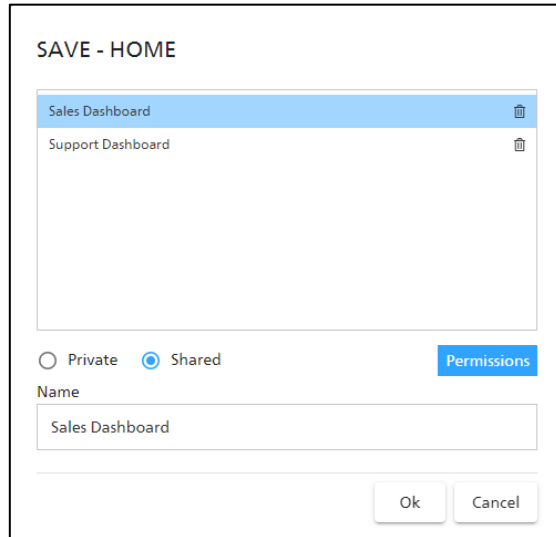


3. Select a layout from the list.
4. Click Ok to restore the selected layout.

Deleting a Layout

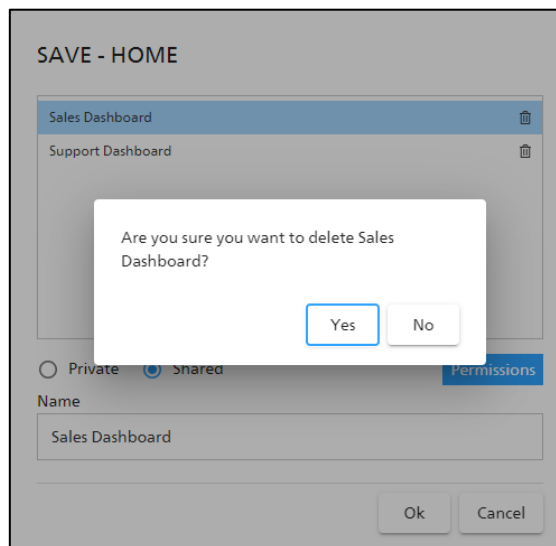
To delete a layout that is already saved, use the following steps:

1. Select the Save icon  to open the Save Layouts window.
2. Select the trash icon  beside the layout you want to delete.




3. Click Yes in the confirmation window to successfully delete the selected layout.

If you do not want to delete the layout, click No in the confirmation window.



Layout Permissions

To manage the permissions for your shared layouts, use the following steps:

1. Select the Save icon  to open the Save Layouts window.

2. Select a layout in the list and click the Permissions button to open the Layout Permissions window.

SAVE - HOME

Sales Dashboard

Support Dashboard

Private Shared Permissions

Name

Sales Dashboard

Ok Cancel

3. Modify the permissions in the window. You can manage which users have access to View, Edit, or have Full Control of the layout.

PERMISSIONS

| ID ↑ | Name | <input checked="" type="checkbox"/> View (View) | <input checked="" type="checkbox"/> Edit (View / ...) | <input checked="" type="checkbox"/> Full Control (...) |
|------|---------|---|---|--|
| 1001 | Laura | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> |
| 1002 | Lucas | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> |
| 1003 | Paula | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> |
| 1004 | Francis | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> |
| 1101 | Sylvie | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> |
| 1102 | Antonio | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> |
| 1201 | Andrea | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> |
| 1202 | Marcel | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> |

Ok Cancel

4. Click Ok to save the changes.

Note:

- All users can manage permissions.
- By default, all users will have Full Control access to new layouts.

Gallery

The Gallery displays statistics and detailed information about your contact center.

The screenshot displays three panels from the iceMonitor Gallery:

- QUEUES:** A table with columns: Queue N..., Status, Target A...

| Queue N... | Status | Target A... |
|------------|---------------|-------------|
| 6000 | Night Service | 0.00:00:45 |
| 6001 | Day Service | 0.00:00:45 |
| 6002 | Day Service | 0.00:00:45 |
| 6003 | Day Service | 0.00:00:45 |
| 6004 | Day Service | 0.00:00:45 |
| 6500 | Day Service | 0.00:00:45 |
| 6900 | Day Service | 0.00:00:45 |
| 7000 | Day Service | 0.00:00:45 |
- USERS:** A table with columns: ID ↑, Name, Role Name, State

| ID ↑ | Name | Role Name | State |
|------|--------------|---------------|------------|
| 1001 | Luana | User | Ready |
| 1002 | Lucas | User | Logged Off |
| 1003 | Paula | User | Ready |
| 1004 | Francis | User | Ready |
| 1101 | Sylvie | Team Lead | Ready |
| 1102 | Antonio | Team Lead | Ready |
| 1201 | Andrea | Supervisor | Ready |
| 1202 | Marcel | Supervisor | Not Ready |
| 1301 | Julie | Administrator | Logged Off |
| 9998 | Switch Admin | Administrator | Logged Off |
| 9999 | Global Admin | Global Admin | Logged Off |
- TEAMS:** A table with columns: ID ↑, Name, Assigned, Logged ...

| ID ↑ | Name | Assigned | Logged ... |
|------|----------------|----------|------------|
| 1 | All | 11 | 7 |
| 2 | Sales | 3 | 2 |
| 3 | Customer Se... | 3 | 3 |

Right-click Menu Options

When you right-click on a table row on a main page or a details panel, a menu appears. This menu allows you to perform additional operations. Your ability to use menu items is based on your iceBar status and the iceBar status of users you are interacting with. For more information, refer to the subsequent chapters.

The right-click options also differ based on the gallery view you selected – Home, Queues, Users, or Teams. For more information on these menu functionalities, refer to the subsequent chapters.

This section discussed the components of iceMonitor. The next section provides information on user roles and permissions.

User Roles and the iceMonitor Tool

Your ability to view information in each row is determined by your user type. The table below explains what you can expect to see and do when you are logged onto iceMonitor, based on your user type. For more information on users and user types, refer to the iceAdministrator User Manual.

| What Different User Types Can Do | | | | | | |
|----------------------------------|-------------|---------------------|---------------------------------------|-----------------|------------------------|---|
| User Type | See Gallery | Right-click control | See user Stats | See Queue stats | See Team Stats | State Control |
| User | Yes | Yes | Only for self | Yes | Only for assigned team | Only for self |
| Team Leader | Yes | Yes | See stats of team members | Yes | Only for assigned team | For self and team members |
| Supervisor | Yes | Yes | See stats of those in the same queues | Yes | Yes | For self, team leads, and users that are assigned to a shared queue |
| Administrator | Yes | Yes | Yes | Yes | Yes | For self, supervisors, team leads, and users |

Note: All user types can see every user, queue, and team in the contact center.

There are additional restrictions on the statistics that Team Leaders and Supervisors can see for users of the same role type or higher.

The following list of statistics are not viewable for Team Leaders if the team member in question is a Team Leader or above, and for Supervisors if the user with whom they share queues is a Supervisor or above.

- TotalContactDuration
- TotalContactsReceived
- TotalContacts
- TotalCallDurationDirect
- AverageEmailDuration
- AverageIMDuration
- AverageAlerting
- AverageAlertingDirect

- TotalEmailDuration
- TotalIMDuration
- TotalAlerting
- TotalAlertingDirect
- CallsHandled
- CallTransfersMade
- DirectCallsReceived
- ExternalCallsPlaced
- InternalCallsPlaced
- DirectTransfersReceived
- EmailsReceived
- IMsReceived
- TransferredEmailsDirect
- TransferredEmailsFromQueue
- EmailTransfersMade
- AverageCallDuration
- AverageDirectCallDuration
- ExternalIMsPlaced
- InternalIMsPlaced
- ExternalEmailsPlaced
- InternalEmailsPlaced
- TransferredIMsDirect
- TransferredIMsFromQueue
- IMTransfersMade
- IMsFromQueue
- EmailsFromQueue
- AnsweredQueuedIMsReceived
- DirectIMsReceived
- AnsweredQueuedEmailsReceived
- DirectEmailsReceived

In the example below, the differences in statistic visibility are displayed. The screenshots are taken from the perspective of Supervisor 1201 who shares a common queue with users 1001, 1101, 1202, and 1301. User 1201 does not share any queues in common with user 9997.

| Information | State Time | Alerting Time | Total Cont... | Total Cont... | Contact O... | Calls | | | | | | | | | | |
|---------------|------------|------------------|---------------|---------------|--------------|-------------|---------------|---------------|---------------|------------|-------------|-------------|---------------|---------------|--------------|-------|
| Role Name | ID | Display Name | Total Ready | Total NR | Total Wra... | Avg Wrap... | Avg Alerti... | Avg Alerti... | Avg Alerti... | Alerting | Alerting(D) | Alerting(Q) | Total Cont... | Total Cont... | Contact O... | Calls |
| User | 1001 | Laura (1001) | 0.00:00:00 | 0.11:08:19 | 0.00:00:00 | 0.00:00:00 | 0.00:00:00 | 0.00:00:00 | 0.00:00:00 | 0.00:00:00 | 0.00:00:00 | 0.00:00:00 | 0 | 0 | 0.00:00:00 | 0 |
| Team Lead | 1101 | Sylvie (1101) | 0.00:00:00 | 0.00:00:00 | 0.00:00:00 | 0.00:00:00 | 0.00:00:00 | 0.00:00:00 | 0.00:00:00 | 0.00:00:00 | 0.00:00:00 | 0.00:00:00 | 0 | 0 | 0.00:00:00 | 0 |
| Supervisor | 1202 | Mance (1202) | 0.00:00:00 | 0.00:00:00 | 0.00:00:00 | 0.00:00:00 | 0.00:00:00 | 0.00:00:00 | 0.00:00:00 | 0.00:00:00 | 0.00:00:00 | 0.00:00:00 | 0 | 0 | 0.00:00:00 | 0 |
| Administrator | 1301 | Julie (1301) | 0.00:00:00 | 0.00:00:00 | 0.00:00:00 | 0.00:00:00 | 0.00:00:00 | 0.00:00:00 | 0.00:00:00 | 0.00:00:00 | 0.00:00:00 | 0.00:00:00 | 0 | 0 | 0.00:00:00 | 0 |
| Administrator | 9997 | Ice Admin (9997) | 0.00:00:00 | 0.00:00:00 | 0.00:00:00 | 0.00:00:00 | 0.00:00:00 | 0.00:00:00 | 0.00:00:00 | 0.00:00:00 | 0.00:00:00 | 0.00:00:00 | 0 | 0 | 0.00:00:00 | 0 |

As such, for users 1001 and 1101 who share a common queue with the supervisor and who are not supervisors or above, all statistics are visible.

| Information | State Time | Alerting Time | Total Cont... | | | | | | | | | | |
|-------------|------------|---------------|---------------|------------|--------------|-------------|---------------|---------------|---------------|------------|-------------|-------------|---------------|
| Role Name | ID | Display Name | Total Ready | Total NR | Total Wra... | Avg Wrap... | Avg Alerti... | Avg Alerti... | Avg Alerti... | Alerting | Alerting(D) | Alerting(Q) | Total Cont... |
| User | 1001 | Laura (1001) | 0.00:00:00 | 0.11:08:19 | 0.00:00:00 | 0.00:00:00 | 0.00:00:00 | 0.00:00:00 | 0.00:00:00 | 0.00:00:00 | 0.00:00:00 | 0.00:00:00 | 0 |
| Team Lead | 1101 | Sylvie (1101) | 0.00:00:00 | 0.00:00:00 | 0.00:00:00 | 0.00:00:00 | 0.00:00:00 | 0.00:00:00 | 0.00:00:00 | 0.00:00:00 | 0.00:00:00 | 0.00:00:00 | 0 |

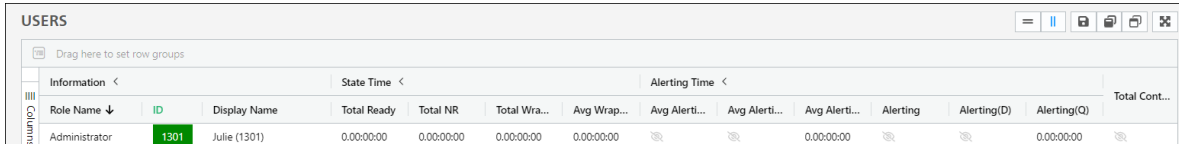
However, for user 1202 who the supervisor shares both a common queue and a role type, the statistics in the list above are hidden.



The screenshot shows the 'USERS' page in iceMonitor. The table displays the following data for user 1202:

| Role Name | ID | Display Name | Total Ready | Total NR | Total Wra... | Avg Wrap... | Avg Alerti... | Avg Alerti... | Avg Alerti... | Alerting | Alerting(D) | Alerting(Q) | Total Cont... |
|------------|------|---------------|-------------|------------|--------------|-------------|---------------|---------------|---------------|----------|-------------|-------------|---------------|
| Supervisor | 1202 | Marcel (1202) | 0.00:00:00 | 0.00:00:00 | 0.00:00:00 | 0.00:00:00 | | | 0.00:00:00 | | | 0.00:00:00 | |

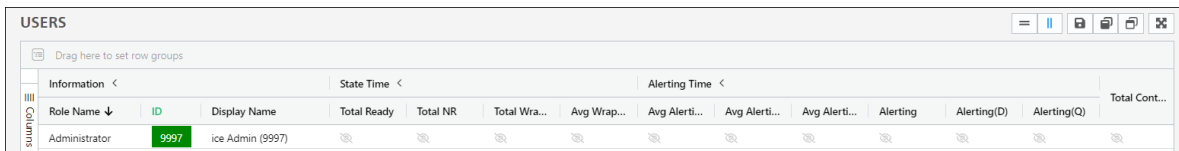
Similarly for user 1301, although they share a common queue, because user 1301 is an administrator, the same statistics from the list above are not visible.



The screenshot shows the 'USERS' page in iceMonitor. The table displays the following data for user 1301:

| Role Name | ID | Display Name | Total Ready | Total NR | Total Wra... | Avg Wrap... | Avg Alerti... | Avg Alerti... | Avg Alerti... | Alerting | Alerting(D) | Alerting(Q) | Total Cont... |
|---------------|------|--------------|-------------|------------|--------------|-------------|---------------|---------------|---------------|----------|-------------|-------------|---------------|
| Administrator | 1301 | Julie (1301) | 0.00:00:00 | 0.00:00:00 | 0.00:00:00 | 0.00:00:00 | | | 0.00:00:00 | | | 0.00:00:00 | |

Lastly, from the screenshot below, administrator 9997 does not share any queues in common with user 1201 and has a higher user type. All statistics on the Users page are hidden.



The screenshot shows the 'USERS' page in iceMonitor. The table displays the following data for user 9997:

| Role Name | ID | Display Name | Total Ready | Total NR | Total Wra... | Avg Wrap... | Avg Alerti... | Avg Alerti... | Avg Alerti... | Alerting | Alerting(D) | Alerting(Q) | Total Cont... |
|---------------|------|------------------|-------------|----------|--------------|-------------|---------------|---------------|---------------|----------|-------------|-------------|---------------|
| Administrator | 9997 | ice Admin (9997) | | | | | | | | | | | |

This chapter has provided you with the basic information you need to start using iceMonitor. The next chapter provides information on the Queues screen and tips on how to use it effectively.

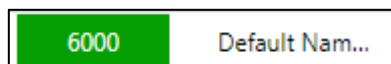


Chapter 2: The Queues Gallery

For information about the queues in your contact center, click *Queues* in the left side menu.

| ID | Name | Short Name | Status | TASA | TASA2 | Server | Avg Offered | Avg Hand. | Avg Aban. | EWT | Longest L. | Contacts | Abandoned | Offered |
|------|---------------------|------------|-------------|----------|----------|-----------|-------------|------------|------------|------------|------------|----------|-----------|---------|
| 5000 | Default Name (S... | DF5000 | Day Service | 00:00:45 | 00:01:00 | Aggregate | 0:00:00:00 | 0:00:00:00 | 0:00:00:00 | 0:00:00:00 | 0:00:00:00 | 0 | 0 | 0 |
| 6000 | Default Name (S... | DF6000 | Day Service | 00:00:45 | 00:01:00 | Aggregate | 0:00:00:00 | 0:00:00:00 | 0:00:00:00 | 0:00:00:00 | 0:00:00:00 | 0 | 0 | 0 |
| 6001 | Sales Voice Que... | Sales VQ | Day Service | 00:00:45 | 00:01:00 | Aggregate | 0:00:00:00 | 0:00:00:00 | 0:00:00:00 | 0:00:00:00 | 0:00:00:00 | 0 | 0 | 0 |
| 6002 | Tech Support Vo... | TechSupp | Day Service | 00:00:45 | 00:01:00 | Aggregate | 0:00:00:00 | 0:00:00:00 | 0:00:00:00 | 0:00:00:00 | 0:00:00:00 | 0 | 0 | 0 |
| 6003 | Customer Servic... | CustSrv | Day Service | 00:00:45 | 00:01:00 | Aggregate | 0:00:00:00 | 0:00:00:00 | 0:00:00:00 | 0:00:00:00 | 0:00:00:00 | 0 | 0 | 0 |
| 6101 | Sales Voice Fem... | FSales | Day Service | 00:00:45 | 00:01:00 | Aggregate | 0:00:00:00 | 0:00:00:00 | 0:00:00:00 | 0:00:00:00 | 0:00:00:00 | 0 | 0 | 0 |
| 6102 | Tech Support V... | FTechSp | Day Service | 00:00:45 | 00:01:00 | Aggregate | 0:00:00:00 | 0:00:00:00 | 0:00:00:00 | 0:00:00:00 | 0:00:00:00 | 0 | 0 | 0 |
| 6103 | Customer Servic... | FCustSrv | Day Service | 00:00:45 | 00:01:00 | Aggregate | 0:00:00:00 | 0:00:00:00 | 0:00:00:00 | 0:00:00:00 | 0:00:00:00 | 0 | 0 | 0 |
| 6500 | Email Queue | Email | Day Service | 00:00:45 | 00:01:00 | Aggregate | 0:00:00:00 | 0:00:00:00 | 0:00:00:00 | 0:00:00:00 | 0:01:17:24 | 0 | 0 | 0 |
| 6130 | Email French Que... | HFemail | Day Service | 00:00:45 | 00:01:00 | Aggregate | 0:00:00:00 | 0:00:00:00 | 0:00:00:00 | 0:00:00:00 | 0:00:00:00 | 0 | 0 | 0 |
| 6900 | Training Queue | Training | Day Service | 00:00:45 | 00:01:00 | Aggregate | 0:00:00:00 | 0:00:00:00 | 0:00:00:00 | 0:00:00:00 | 0:00:00:00 | 0 | 0 | 0 |
| 6910 | French Training ... | FTtraining | Day Service | 00:00:45 | 00:01:00 | Aggregate | 0:00:00:00 | 0:00:00:00 | 0:00:00:00 | 0:00:00:00 | 0:00:00:00 | 0 | 0 | 0 |
| 7000 | IM Queue | IM | Day Service | 00:00:45 | 00:01:00 | Aggregate | 0:00:09:38 | 0:00:09:38 | 0:00:00:00 | 0:00:00:00 | 0:01:19:16 | 0 | 0 | 1 |
| 7100 | IM French Queue | IFIM | Day Service | 00:00:45 | 00:01:00 | Aggregate | 0:00:00:00 | 0:00:00:00 | 0:00:00:00 | 0:00:00:00 | 0:00:00:00 | 0 | 0 | 0 |

Each row represents a queue. Each row presents all information about the queue – Queue Name, Queue ID, the state of the queue, and much more. The background color of the Queue ID indicates whether the queue is meeting threshold requirements. For information on how to configure thresholds, refer to Thresholds on page 139. To modify threshold colors, refer to Display Settings on page 141.

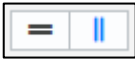




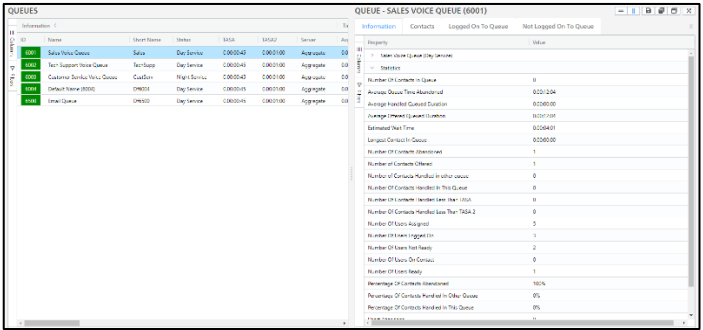
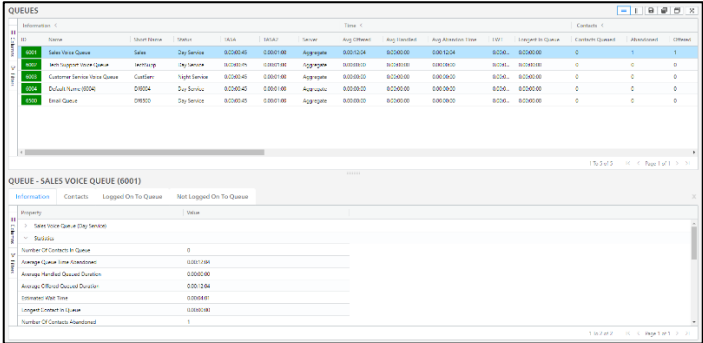
Note:






- All user types have access to Queues. For more information, refer to 'User Roles and the iceMonitor Tool.'
- The supervisor can only issue queue commands to the queues to which he or she is assigned. For more information refer to 'What Different User Types Can Do' on page 24.

The Queues Gallery Toolbar

You can configure the gallery view by using the following options:

| iceMonitor Display Options | |
|------------------------------|--|
| Toolbar Item | Function |
| Layout Options | <p>These options will modify the arrangement of the queue table and the queue detail table.</p>   Use this button to display the tables horizontally. |
| |  Use this button to display the tables vertically. |
| Layout Saving Options | <p>These options will allow you to save your layout changes or revert your changes.</p> |



| iceMonitor Display Options | |
|----------------------------|---|
| Toolbar Item | Function |
| |   Use this button to save the layout changes.  Use this button to restore your layout to a previously saved layout.  Use this button to reset your layout to the default settings.  Use the button to enter Full Screen Mode. To exit full screen, use the ESC button on your keyboard. <p>For more information on how to manage your layouts, please refer to page 17.</p> |

Columns Options

The Queue Table provides all information and data points for each queue. Click the Columns heading on the left of the table and use the checkboxes to show and hide the information.

The screenshot shows the 'ICE SERVERS' interface with a 'QUEUES' table. On the left, a 'Columns' menu is open, allowing users to select or deselect various data points. The table itself has columns for 'Queue ID', 'Queue Name', 'Queue Short Name', 'Status', 'Target Average Sp', 'Avg Offered', 'Avg Handled', 'Avg Abandon Time', and 'EWT'. The 'Columns' menu includes categories like 'Information', 'Time', 'Contacts', and 'Users'.

The gallery will refresh with the selected columns.

The table below explains the columns you can display.

| Queues Table Columns | |
|-------------------------|---|
| Column Name | Explanation |
| Information | |
| Queue ID | The four-digit ID number assigned to the queue, as selected in iceAdministrator |
| Queue Name | The name of the queue as entered using iceAdministrator |
| Queue Short Name | The short name of the queue as entered using iceAdministrator. |
| Status | The status of the queue can be one of three states: Day Service, Night Service, or Busy. Day Service: at least one user is logged onto the queue. (Note: queues can also be forced to day mode in which case no users are |

| Queues Table Columns | |
|---|---|
| Column Name | Explanation |
| | <p>logged in, however, the queue is still open. Examples of this would be voicemail, callback, or email queues).</p> <p>Night Service: no users are logged onto the queue.</p> <p>Busy Mode: the number of contacts in the queue has reached the Busy Queue Threshold that was configured in iceAdministrator.</p> <p>The statistics update in real time. For example, when the last user has logged off a queue, the queue status will change to show Night Service.</p> <p>For more information on queue configuration and queue status, refer to the iceAdministrator User Manual.</p> |
| Target Average Speed Of Answer | The time threshold configured in iceAdministrator for each queue – the goal is to have contacts answered in less than this amount of time. |
| Target Average Speed Of Answer 2 | A second time threshold configured in iceAdministrator for each queue – the goal is to have contacts answered in less than this amount of time if the Target Average Speed of Answer has not been met. |
| Server ID | The ID of the ice server corresponding to the queue statistics. If the information displayed is aggregate statistics, the ID displayed is 'Aggregate'. |
| Time | |
| Average Offered | The average amount of time a contact stays in the queue, either before the contact is offered to a user or the contact abandons the queue. |
| Average Handled | The average amount of time a contact waits in the queue before reaching a user. |
| Average Abandoned Time | The average time a contact waits in the queue before the call is abandoned. |
| EWT (Estimated Wait Time) | <p>This is based on the wait time in queue of the last handled contact, provided that the number of users logged on to the queue has not changed since the contact was handled.</p> <p>If the number of users logged onto the queue has changed since the last contact was handled, then an equation is used to determine the estimated wait time.</p> |

| Queues Table Columns | |
|----------------------------------|---|
| Column Name | Explanation |
| Longest In Queue | The number of seconds the oldest contact has been waiting in the queue. |
| Contacts | |
| Contacts Queue | The number of contacts currently waiting in the queue. |
| Abandoned | The number of callers that hung up before reaching a user. Note: Abandoned contacts refer to calls, instant messages and SMS. |
| Offered | The number of contacts placed into the queue for the current day |
| Handled | The number of contacts that have been handled in the queue for the current day. |
| Handled Elsewhere | The number of contacts offered to the queue but handled in another queue. |
| Handled < TASA | The number of handled contacts that were handled in less than the Target ASA. For example, if your TASA is 45, the numbers here would show the number of contacts that were answered within 44 seconds. |
| Handled < TASA2 | The number of handled contacts that were handled in less than the TASA2. For example, if your TASA2 is 90, the numbers here would show the number of contacts that were answered within 89 seconds. |
| % Abandoned | The percentage of contacts that abandoned, calculated based on offered contacts. |
| % Handled In Queue | The percentage of offered contacts handled in the queue, calculated based on offered calls |
| % Handled Elsewhere | The percentage of contacts offered to this queue but handled in another queue, calculated based on offered calls. |
| Short Abandons | Displays the number of calls that were abandoned in less than the number of seconds specified as the GOS Short Abandoned threshold in iceAdministrator. |
| Users | |
| Number of Users Assigned | The number of users that have been assigned to the queue. Users are assigned to queues using iceAdministrator. For information on user assignments, refer to the iceAdministrator User Manual. |
| Number Of Users Logged On | The number of users that are logged onto the queue. |

| Queues Table Columns | |
|-----------------------------------|---|
| Column Name | Explanation |
| Number Of Users Ready | The number of users in the Ready state, meaning they are waiting to handle a contact. |
| Number Of Users Not Ready | The number of users currently logged on minus the number of users on contact and number of users ready. |
| Number Of Users On Contact | The number of users currently handling a contact. |
| Grade of Service | |
| Grade Of Service | <p>The percentage of offered contacts that have been handled in less than the Target ASA. This statistic includes transferred contacts.</p> <p>To arrive at the GOS for a call, ice looks at handled callers wait time in the queue. A caller's queue time starts once they have successfully passed through the Queue Object action in workflow and the caller's queue time ends when they are connected to a user.</p> $GOS = \frac{\text{Number of Calls handled in less than the TASA}}{\text{Number of calls offered to the queue}} \times 100$ <p>GOS is calculated on a per queue basis, not a per medium basis. To have GOS calculated for emails and IMs, you must configure email queues and IM queues. For more information, refer to the iceAdministrator User Manual and the iceWorkflow Designer User Manual.</p> |
| Grade Of Service 2 | <p>The percentage of offered contacts that have been handled in less than the Target ASA2. This statistic includes contacts handled in queues other than the originating queue.</p> <p>To arrive at the GOS2 for a call, ice looks at handled callers wait time in the queue. A caller's queue time starts once he or she has successfully passed through the Queue Object action in workflow and the caller's queue time ends when they are connected to a user.</p> $GOS2 = \frac{\text{Number of Calls handled in less than the TASA2}}{\text{Number of calls offered to the queue}} \times 100$ <p>GOS2 is calculated on a per queue basis, not a per medium basis. To have GOS2 calculated for emails and IMs, you must configure email queues and IM queues. For more information, refer to the</p> |

| Queues Table Columns | |
|----------------------|--|
| Column Name | Explanation |
| | iceAdministrator User Manual and the iceWorkflow Designer User Manual. |

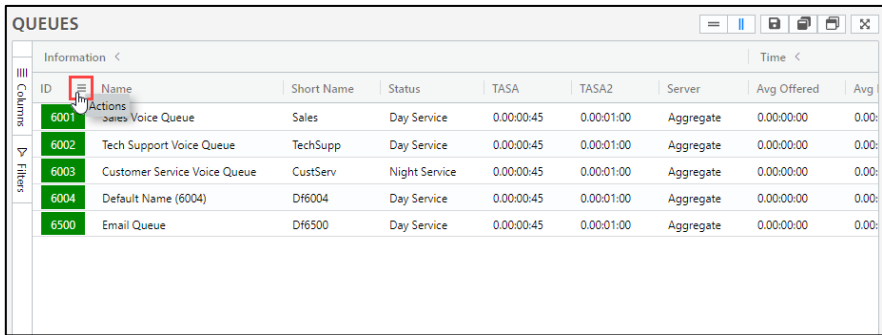
By default, all columns are displayed on the table.


Note: Use the search field to find a column name in the list.

Column Headers

Column Header Actions

Click the *Actions* button on the right side of the column name as shown below to open the menu of options.

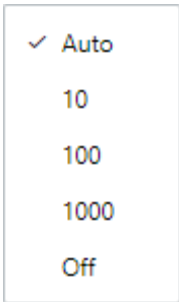


| | | |
|---|--------------------------------|--------------|
|  | Pin Column | Ctrl+Alt+P > |
| | Autosize This Column | Ctrl+Alt+Q |
| | Autosize All Columns | Ctrl+Alt+A |
| | Size Columns To Fit | Ctrl+Alt+F |
| | Expand Column Groups | Ctrl+Alt+E |
| | Collapse Column Groups | Ctrl+Alt+G |
| | Clear Filter From This Column | Ctrl+Alt+C |
| | Clear Filters From All Columns | Ctrl+Alt+X |
| | Save Columns | Ctrl+Alt+S |
| | Restore Columns | Ctrl+Alt+R |
| | Reset Columns | Ctrl+Alt+Z |
| | Pagination | Ctrl+Alt+I > |
| | Show Sidebar | Ctrl+Alt+T > |
| | Hide Sidebar | Ctrl+Alt+T |

Select an option from the menu to configure the columns and rows in the table.

The table below explains the menu options provided.

| Column Heading Menu Options | |
|-------------------------------|--|
| Menu Option | Function |
| Pin Column | Select this option to lock the column on to one side of the table. Options include: <ul style="list-style-type: none"> ▪ Pin Left ▪ Pin Right ▪ No Pin |
| Autosize This Column | Resize the selected column to only the necessary width. |
| Autosize All Columns | Resize all columns to only the necessary width. |
| Size Columns To Fit | Resize all columns to only the minimum width. |
| Expand Column Groups | Display all columns within each group. |
| Collapse Column Groups | Hide columns to display Group Names. |

| Column Heading Menu Options | |
|---------------------------------------|--|
| Menu Option | Function |
| Clear Filter From This Column | Remove all filters added to the selected column. |
| Clear Filters From All Columns | Remove all filters from all columns in the table. |
| Save Columns | Save the current column settings. |
| Restore Columns | Revert column settings to the previous version. |
| Reset Columns | Reset column settings to the default settings. |
| Pagination | <p>Sets the number of rows displayed in the table.</p>  <p>Auto will fit as many rows as possible without using a scrollbar. Off to turn off pagination and display all rows on the same page.</p> |
| Show Sidebar | Display sidebar options including Filter and Column settings. |
| Hide Sidebar | Hide sidebar options including Filter and Column settings. |

Column Header Sorting

Select the column name to sort the rows in the table by the selected column.

QUEUES

Information <

| Queue_... | Queue_Name | Queue_ShortName | Status | TASA | TASA2 | Queu |
|-----------|------------------------------|-----------------|---------------|------------|------------|-------|
| 6001 | Sales Voice Queue | Sales | Day Service | 0.00:00:45 | 0.00:01:00 | Aggre |
| 6002 | Tech Support Voice Queue | TechSupp | Day Service | 0.00:00:45 | 0.00:01:00 | Aggre |
| 6003 | Customer Service Voice Queue | CustServ | Night Service | 0.00:00:45 | 0.00:01:00 | Aggre |
| 6004 | Default Name (6004) | Df6004 | Night Service | 0.00:00:45 | 0.00:01:00 | Aggre |
| 6500 | Email Queue | Df6500 | Day Service | 0.00:00:45 | 0.00:01:00 | Aggre |

QUEUES

Information <

| Queue_... | Queue_Name | Queue_ShortName | Status | TASA | TASA2 | Queu |
|-----------|------------------------------|-----------------|---------------|------------|------------|-------|
| 6500 | Email Queue | Df6500 | Day Service | 0.00:00:45 | 0.00:01:00 | Aggre |
| 6004 | Default Name (6004) | Df6004 | Night Service | 0.00:00:45 | 0.00:01:00 | Aggre |
| 6003 | Customer Service Voice Queue | CustServ | Night Service | 0.00:00:45 | 0.00:01:00 | Aggre |
| 6002 | Tech Support Voice Queue | TechSupp | Day Service | 0.00:00:45 | 0.00:01:00 | Aggre |
| 6001 | Sales Voice Queue | Sales | Day Service | 0.00:00:45 | 0.00:01:00 | Aggre |

Filter Options

Click the Filters heading on the left of the table and use the data points available to filter your list of queues.

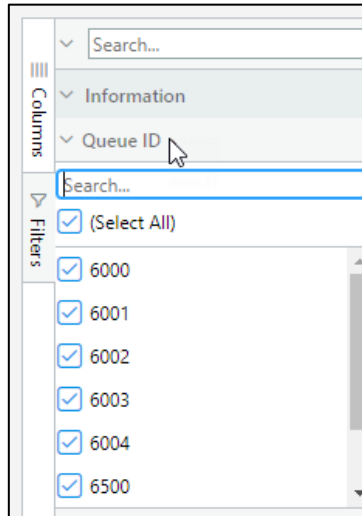
QUEUES

Information < Time <

Search...

| Queue_... | Queue N... | Queue S... | Status | Target A... | Target A... | Server Id | Avg Offe... | Avg Han... | Avg Aba... | EWT |
|-----------|-----------------|------------|---------------|-------------|-------------|-----------|-------------|------------|------------|---------|
| 6000 | Default Nam... | Df6000 | Night Service | 0.00:00:45 | 0.00:01:00 | | 0.00:00:00 | 0.00:00:00 | 0.00:00:00 | 0.00:00 |
| 6001 | Sales Voice ... | Sales | Day Service | 0.00:00:45 | 0.00:01:00 | | 0.00:00:00 | 0.00:00:00 | 0.00:00:00 | 0.00:00 |
| 6002 | Tech Suppor... | TechSupp | Day Service | 0.00:00:45 | 0.00:01:00 | | 0.00:00:00 | 0.00:00:00 | 0.00:00:00 | 0.00:00 |
| 6003 | Customer Se... | CustServ | Day Service | 0.00:00:45 | 0.00:01:00 | | 0.00:00:00 | 0.00:00:00 | 0.00:00:00 | 0.00:00 |
| 6004 | Default Nam... | Df6004 | Day Service | 0.00:00:45 | 0.00:01:00 | | 0.00:00:00 | 0.00:00:00 | 0.00:00:00 | 0.00:00 |
| 6500 | Email Queue | Df6500 | Day Service | 0.00:00:45 | 0.00:01:00 | | 0.00:00:00 | 0.00:00:00 | 0.00:00:00 | 0.00:00 |
| 6900 | Default Nam... | Df6900 | Day Service | 0.00:00:45 | 0.00:01:00 | | 0.00:00:00 | 0.00:00:00 | 0.00:00:00 | 0.00:00 |
| 7000 | IM Queue | Df7000 | Day Service | 0.00:00:45 | 0.00:01:00 | | 0.00:00:00 | 0.00:00:00 | 0.00:00:00 | 0.00:00 |

Columns: Avg Offered, Avg Handled, Avg Abandon Time, EWT, Longest In Queue, Contacts, Contacts Queued, Abandoned, Offered, Handled, Handled Elsewhere, Handled-TASA, Handled-TASA2, % Abandoned, % Handled In Queue, % Handled Elsewhere, Short Abandons, Users, Assigned, Logged On



The gallery will refresh according to the filter conditions selected.

Note: Use the search field to find a column name in the list.

Row Groups

Click and drag columns to the top of the grid to categorize or group the rows in the grid.

An example of using Row Groups:

| ID | Name | Short Name | Status | TASA | TASA2 | Server | Avg Offered | Avg Handl... | Avg Aban... | EWFT | Longest L... | Contacts ... | Abandoned | Offered |
|------|---------------------|------------|-------------|----------|----------|-----------|-------------|--------------|-------------|------------|--------------|--------------|-----------|---------|
| 5000 | Default Name (S... | DF5000 | Day Service | 00:00:45 | 00:01:00 | Aggregate | 0.00:00:00 | 0.00:00:00 | 0.00:00:00 | 0.00:00:00 | 0.00:00:00 | 0 | 0 | 0 |
| 5000 | Default Name (S... | DF6000 | Day Service | 00:00:45 | 00:01:00 | Aggregate | 0.00:00:00 | 0.00:00:00 | 0.00:00:00 | 0.00:00:00 | 0.00:00:00 | 0 | 0 | 0 |
| 5001 | Sales Voice Que... | Sales VQ | Day Service | 00:00:45 | 00:01:00 | Aggregate | 0.00:00:00 | 0.00:00:00 | 0.00:00:00 | 0.00:00:00 | 0.00:00:00 | 0 | 0 | 0 |
| 5002 | Tech Support Vo... | TechSupp | Day Service | 00:00:45 | 00:01:00 | Aggregate | 0.00:00:00 | 0.00:00:00 | 0.00:00:00 | 0.00:00:00 | 0.00:00:00 | 0 | 0 | 0 |
| 5003 | Customer Servic... | CustServ | Day Service | 00:00:45 | 00:01:00 | Aggregate | 0.00:00:00 | 0.00:00:00 | 0.00:00:00 | 0.00:00:00 | 0.00:00:00 | 0 | 0 | 0 |
| 6101 | Sales Voice Fre... | FSales | Day Service | 00:00:45 | 00:01:00 | Aggregate | 0.00:00:00 | 0.00:00:00 | 0.00:00:00 | 0.00:00:00 | 0.00:00:00 | 0 | 0 | 0 |
| 6102 | Tech Support V... | FTechSup | Day Service | 00:00:45 | 00:01:00 | Aggregate | 0.00:00:00 | 0.00:00:00 | 0.00:00:00 | 0.00:00:00 | 0.00:00:00 | 0 | 0 | 0 |
| 6103 | Customer Servic... | FCustSrv | Day Service | 00:00:45 | 00:01:00 | Aggregate | 0.00:00:00 | 0.00:00:00 | 0.00:00:00 | 0.00:00:00 | 0.00:00:00 | 0 | 0 | 0 |
| 6500 | Email Queue | Email | Day Service | 00:00:45 | 00:01:00 | Aggregate | 0.00:00:00 | 0.00:00:00 | 0.00:00:00 | 0.01:17.24 | 0.00:00:00 | 0 | 0 | 0 |
| 6510 | Email French Qu... | FEEmail | Day Service | 00:00:45 | 00:01:00 | Aggregate | 0.00:00:00 | 0.00:00:00 | 0.00:00:00 | 0.00:00:00 | 0.00:00:00 | 0 | 0 | 0 |
| 6900 | Training Queue | Training | Day Service | 00:00:45 | 00:01:00 | Aggregate | 0.00:00:00 | 0.00:00:00 | 0.00:00:00 | 0.00:00:00 | 0.00:00:00 | 0 | 0 | 0 |
| 6910 | French Training ... | FRTraining | Day Service | 00:00:45 | 00:01:00 | Aggregate | 0.00:00:00 | 0.00:00:00 | 0.00:00:00 | 0.00:00:00 | 0.00:00:00 | 0 | 0 | 0 |
| 7000 | IM Queue | IM | Day Service | 00:00:45 | 00:01:00 | Aggregate | 0.00:09:38 | 0.00:09:38 | 0.00:00:00 | 0.01:18.16 | 0.00:00:00 | 0 | 0 | 1 |
| 7100 | IM French Queue | FRIM | Day Service | 00:00:45 | 00:01:00 | Aggregate | 0.00:00:00 | 0.00:00:00 | 0.00:00:00 | 0.00:00:00 | 0.00:00:00 | 0 | 0 | 0 |

1. Click and drag the Status column to the top of the grid.

QUEUES ice Servers: Aggregate

Information <

| ID | Status | Name |
|------|---------------|--------------------------|
| 6000 | Night Service | Default Name (6000) |
| 6001 | Day Service | Sales Voice Queue |
| 6002 | Day Service | Tech Support Voice Queue |

2. The rows are now grouped by Status:

Information <

| Group | ID | Status | Name | Short Name | TASA |
|---------------------|----|--------|------|------------|------|
| > Night Service (9) | | | | | |
| > Day Service (4) | | | | | |

Note: You can add multiple columns to the top of the grid to create nested groups.

Right-click menu options

Right-click on a row in the table to perform additional tasks, such as log off all users from the queue.

QUEUES

Information <

| ID | Name | Short Name | Status | TASA | TASA2 |
|------|------------------------------|------------|-------------|------------|-------------|
| 6001 | Sales Voice Queue | Sales | Day Service | 0.00:00:45 | 0.00:01:... |
| 6002 | Tech Support Voice Queue | | | | 0.00:01:... |
| 6003 | Customer Service Voice Queue | | | | 0.00:01:... |
| 6004 | Default Name (6004) | | | | 0.00:01:... |
| 6500 | Email Queue | Df6500 | Day Service | 0.00:00:45 | 0.00:01:... |

Send Quick Message To All Assigned Users In Queue

Send Quick Message To Logged On Users In Queue

Log Off All Users From This Queue

The table below provides information on right click menu options in the Queue gallery.

| Queues Table Right-Click Menu | |
|--|---|
| Menu Option | Function |
| Send Quick Message to All Assigned Users In Queue | Select this option to use the Quick Text feature and send a message to all users assigned to the selected Queue. |
| Send Quick message to Logged On Users In Queue | Select this option to use the Quick Text feature and send a message to all logged on users assigned to the selected Queue. |
| Log Off All Users From This Queue | Logs all users off from this queue. All users who were logged on to this queue are now logged off. Users are still logged onto ice. |

This section has discussed the Queue gallery, Queue statistics, and the right click options. The next section describes how to drill down into statistics for individual queues.

Details Table for the Queues Gallery

To find more information about a queue:

1. Click on the row in the queue table.
2. The Details Table for that queue will display.

The screenshot displays the 'QUEUES' gallery on the left and the 'QUEUE - SALES VOICE QUEUE (6001)' details panel on the right. The 'QUEUES' table lists several queues, with 'Sales Voice Queue' selected. The details panel shows various statistics for this queue.

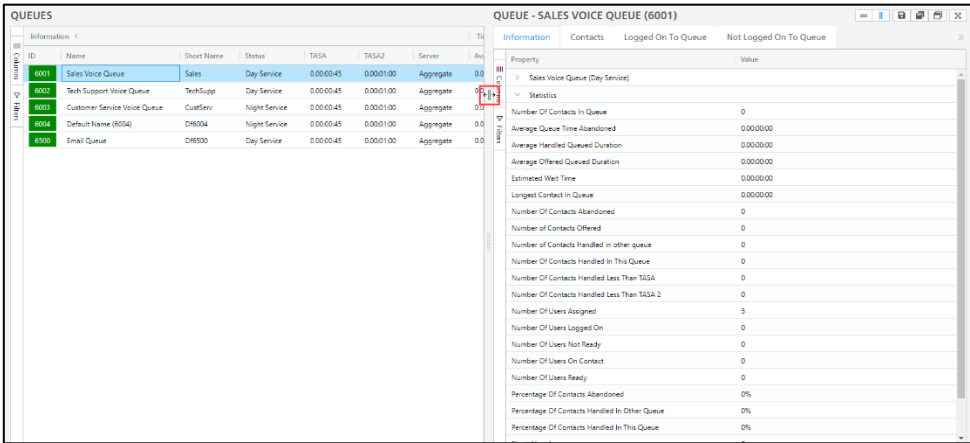
| ID | Name | Short Name | Status | TASA | TASA2 | Server | Av |
|------|------------------------------|------------|---------------|----------|----------|-----------|-----|
| 6001 | Sales Voice Queue | Sales | Day Service | 0.000045 | 0.000100 | Aggregate | 0.0 |
| 6002 | Tech Support Voice Queue | TechSupp | Day Service | 0.000045 | 0.000100 | Aggregate | 0.0 |
| 6003 | Customer Service Voice Queue | CustServ | Night Service | 0.000045 | 0.000100 | Aggregate | 0.0 |
| 6004 | Default Name (6004) | DH6004 | Night Service | 0.000045 | 0.000100 | Aggregate | 0.0 |
| 6000 | Email Queue | DH6500 | Day Service | 0.000045 | 0.000100 | Aggregate | 0.0 |

| Property | Value |
|---|----------|
| Sales Voice Queue (Day Service) | |
| Statistics | |
| Number Of Contacts In Queue | 0 |
| Average Queue Time Abandoned | 0.000000 |
| Average Handled Queued Duration | 0.000000 |
| Average Offered Queued Duration | 0.000000 |
| Estimated Wait Time | 0.000000 |
| Longest Contact In Queue | 0.000000 |
| Number Of Contacts Abandoned | 0 |
| Number Of Contacts Offered | 0 |
| Number Of Contacts Handled in other queue | 0 |
| Number Of Contacts Handled In This Queue | 0 |
| Number Of Contacts Handled Less Than TASA | 0 |
| Number Of Contacts Handled Less Than TASA 2 | 0 |
| Number Of Users Assigned | 5 |
| Number Of Users Logged On | 0 |
| Number Of Users Not Ready | 0 |
| Number Of Users On Contact | 0 |
| Number Of Users Ready | 0 |
| Percentage Of Contacts Abandoned | 0% |
| Percentage Of Contacts Handled In Other Queue | 0% |
| Percentage Of Contacts Handled In This Queue | 0% |

The Details Table consists of the following sections:

- Information
 - Summary statistics for the queue
- Contacts
 - A list of all contacts currently queued
- Logged On To Queue
 - Which assigned users have logged onto the queue
- Not Logged On To Queue
 - Which assigned users are logged off from the queue

Each section can be resized so that you can fit the information you want to see. The information inside each section of the Details Panel will readjust as necessary. Each section of the details panel can also be maximized to fill the entire panel space. Scrollbars appear where information does not fit into a section of the panel (i.e., when there is too much information and not enough room on the display).



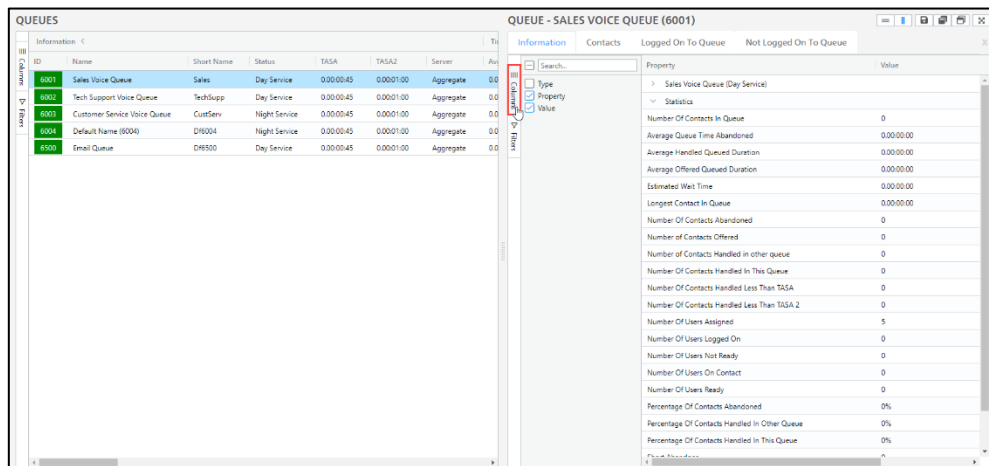
The list of all queues are displayed on the left, allowing for easy comparison among queues. You can view the Details Table for other queues by clicking on the rows housed in the table on the left.

Information Tab

This is the largest portion of the Queue Details Table.

Columns Options

The Detail Table for Queues provides all information and data points for the selected queue. Click the Columns heading on the left of the table and use the checkboxes to show and hide the information.



The gallery will refresh with the selected columns.

The table below explains the columns you can display.

| Queue Information Tab Columns | |
|-------------------------------|---|
| Statistics | Explanation |
| Type | Type of queue data. Options include Information and Statistics. |
| Property | All informational and statistic properties for queues. |
| Value | The value of the information and statistic properties for the selected queue. |

By default, all columns are displayed on the table.

Note: Use the search field to find a column name in the list.

Filter Options

Click the Filters heading on the left of the table and use the options available to filter your list of data points.

The screenshot displays the 'QUEUES' table in the iceMonitor application. The table has columns for ID, Name, Short Name, Status, TASA, TASA2, Server, and Age. The 'Sales Voice Queue' is selected. To the right, the 'QUEUE - SALES VOICE QUEUE (6001)' details are shown, including a search field and a list of properties with their values.

The 'Filters' sidebar is expanded to show the following options:

- Search...
- Type (expanded)
- Search...
- (Select All)
- Information
- Statistics
- Reset Filter
- Property

The gallery will refresh according to the filter conditions selected.

Note: Use the search field to find a property name in the list.

Contacts Tab

The Contacts Tab will provide information on the contacts currently waiting in the selected queue.

To view details for the contacts waiting in the queue, click the arrow under the ID column:

The screenshot shows the 'QUEUES' interface. On the left, a list of queues is displayed with columns for ID, Name, Short Name, Status, TASA, TASA2, Server, and Av. The 'Sales Voice Queue' (ID 6001) is highlighted. On the right, a detailed view for 'QUEUE - SALES VOICE QUEUE (6001)' is shown, with tabs for Information, Contacts, Logged On To Queue, and Not Logged On To Queue. The 'Contacts' tab is active, showing a table with columns for ID, Type, Name, Address, State, User Data, Time In This ..., and Server. A contact with ID 84 is highlighted.

| ID | Name | Short Name | Status | TASA | TASA2 | Server | Av |
|------|------------------------------|------------|---------------|------------|------------|-----------|-----|
| 6001 | Sales Voice Queue | Sales | Day Service | 0.00:00:45 | 0.00:01:00 | Aggregate | 0.0 |
| 6002 | Tech Support Voice Queue | TechSupp | Day Service | 0.00:00:45 | 0.00:01:00 | Aggregate | 0.0 |
| 6003 | Customer Service Voice Queue | CustServ | Night Service | 0.00:00:45 | 0.00:01:00 | Aggregate | 0.0 |
| 6004 | Default Name (8004) | DR6004 | Day Service | 0.00:00:45 | 0.00:01:00 | Aggregate | 0.0 |
| 6005 | Email Queue | DR6005 | Day Service | 0.00:00:45 | 0.00:01:00 | Aggregate | 0.0 |

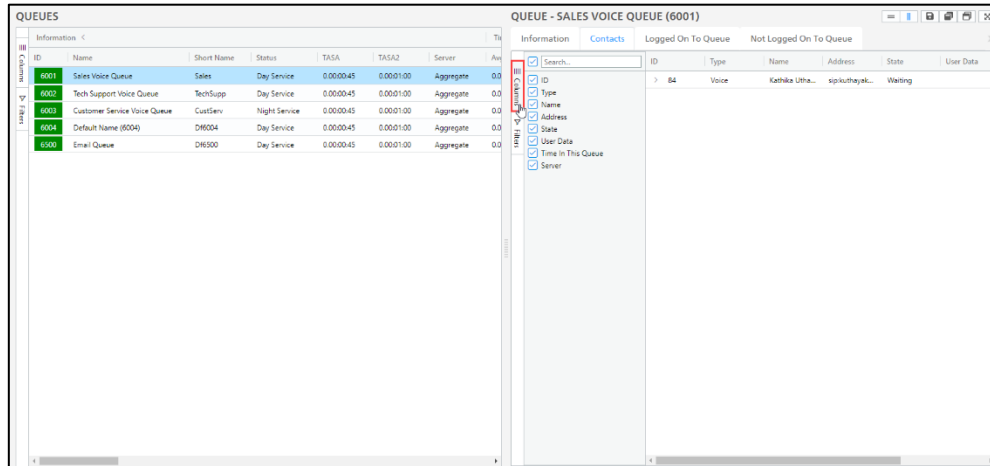
The screenshot shows a detailed view of the 'QUEUE - SALES VOICE QUEUE (6001)'. The 'Contacts' tab is active, displaying a table with columns for ID, Type, Name, Address, State, User Data, Time In This ..., and Server. The contact with ID 84 is selected. Below the table, there is a section for 'Timestamp', 'Event', 'Event Detail', and 'Activities'.

| ID | Type | Name | Address | State | User Data | Time In This ... | Server |
|----|-------|---------|----------------|---------|-----------|------------------|--------|
| 84 | Voice | Kathika | sip:kathika... | Waiting | | 0.00:00:45 | |

| Timestamp | Event | Event Detail | Activities |
|--------------------------------|-------------|----------------|------------|
| December 06, 2020 06:35:45 ... | Created | sip:kathika... | |
| December 06, 2020 06:35:45 ... | Voice Added | 1 | |
| December 06, 2020 06:35:45 ... | In Workflow | | |
| December 06, 2020 06:35:51 ... | Queued | Queue ID: 6001 | |

Columns Options

The Contacts tab provides information regarding the contacts waiting in the selected queue. Click the Columns heading on the left of the table and use the checkboxes to show and hide the information.



The gallery will refresh with the selected columns.

The table below explains the columns you can display.

| Queue Contacts Tab Columns | |
|----------------------------|--|
| Statistics | Explanation |
| Contact ID | The unique ID for the contact waiting in the queue. |
| Contact Name | The name of the contact waiting in the queue. |
| Contact Address | The address of the contact waiting in the queue – e.g., phone number, email, or SIP address. |
| State | The state of the contact waiting in the queue. |
| User Data | Contents of the User Data field for the contact waiting in the queue. |
| Time in This Queue | The amount of time the contact has been waiting in the queue. |
| Server | The server that the contact is waiting on. |

By default, all columns are displayed on the table.

Note: Use the search field to find a column name in the list.

Filter Options

Click the Filters heading on the left of the table and use the data points available to filter your list of queues.

The screenshot shows the 'QUEUES' section of the iceMonitor interface. On the left, a table lists various queues with columns for ID, Name, Short Name, Status, TASA, TASA2, Server, and Av. The 'Sales Voice Queue' (ID 6001) is highlighted. On the right, a detailed view for 'QUEUE - SALES VOICE QUEUE (6001)' is shown, including a search bar and a table for 'Logged On To Queue' and 'Not Logged On To Queue'. The 'Logged On To Queue' table shows a single entry with ID 84, Type Voice, Name Kathika Utha..., Address sip:kurthyak..., State Waiting, and User Data.

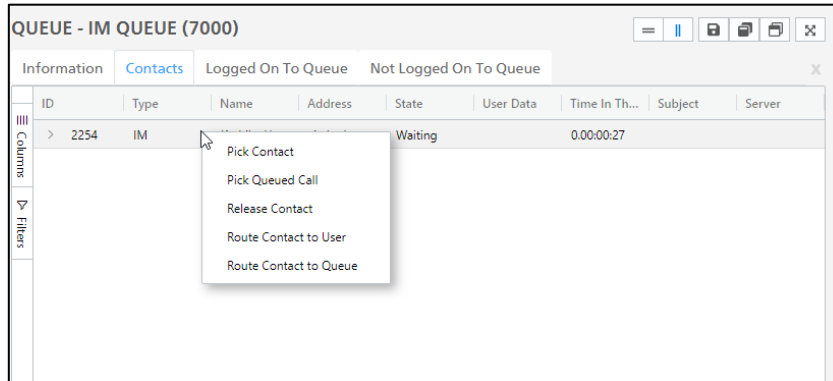
The screenshot shows the 'Filters' panel in the iceMonitor interface. It includes a search bar at the top, followed by a list of filterable properties: ID, Type, and a search bar. Below the search bar, there are several filter options with checkboxes: (Select All), Voice, IM, Autodial, and Email. A 'Reset Filter' button is located at the bottom of the panel.

The gallery will refresh according to the filter conditions selected.

Note: Use the search field to find a property name in the list.

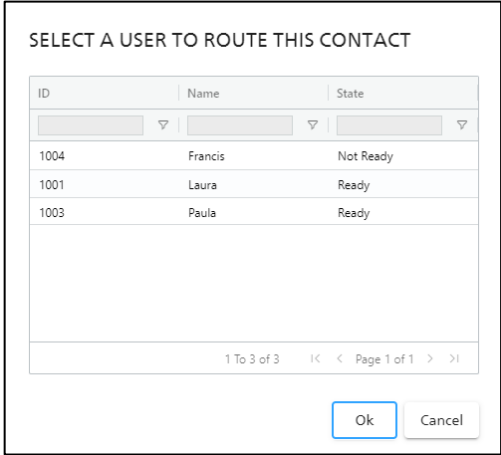
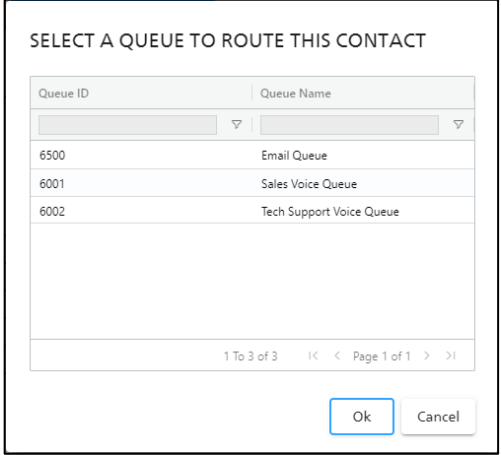
Right-click menu Options

Right-click on a row in the table to perform additional tasks, such as route contacts to users from queue.



The table below provides information on right click menu options in the Queue gallery Contacts Tab.

| Queue Gallery Contacts Tab Right-Click Menu | |
|---|---|
| Menu Option | Function |
| Pick Contact | Use this option to pick the selected contact from queue and handle it. Note: When this option is selected, the contact will be routed to your connection address. |
| Pick Queued Call | Use this option to pick the selected call from queue and handle it. Note: When this option is selected, the call will be routed to your connection address. |
| Release Contact | Select this option to release (end) the contact. When this option is selected, the following window appears: <div data-bbox="527 1465 1211 1745" style="border: 1px solid black; padding: 10px; margin: 10px 0;"> </div> Click Yes to release the contact or click No or x to close the window. |

| Queue Gallery Contacts Tab Right-Click Menu | |
|---|--|
| Menu Option | Function |
| Route Contact to User | <p>Route the contact to a specific user.</p> <p>When this option is selected, the following window appears to select a user from:</p>  |
| Route Contact to Queue | <p>Route the contact to a specific queue.</p> <p>When this option is selected, the following window appears to select a queue from:</p>  |
| View Email | Select this option to view the email interaction history. |

| Queue Gallery Contacts Tab Right-Click Menu | | | | | | | | | |
|---|--|------------|----------|-----------|----------|--------------|---------|------------|--|
| Menu Option | Function | | | | | | | | |
| | <div style="border: 1px solid black; padding: 10px;"> <p>EMAIL</p> <p>Subject: Re: Service From: Michael<Michael@gmail.com> To: ice<ice> Cc:</p> <p>Hi Erin, Thanks very much for the quick and helpful response.</p> <p>ATTACHMENTS:</p> <table border="1"> <thead> <tr> <th>Name</th> <th>Size</th> <th>Mime Type</th> <th>Download</th> </tr> </thead> <tbody> <tr> <td>image001.jpg</td> <td>2241888</td> <td>image/jpeg</td> <td></td> </tr> </tbody> </table> <p style="text-align: right;"><input type="button" value="Ok"/></p> </div> <p>Note: This option is only available for email contacts.</p> | Name | Size | Mime Type | Download | image001.jpg | 2241888 | image/jpeg | |
| Name | Size | Mime Type | Download | | | | | | |
| image001.jpg | 2241888 | image/jpeg | | | | | | | |

Assignments

In the Assignments section, you can see which assigned users are logged on and which assigned users are logged off.

1. Click *Logged On To Queue* to see the users that are logged on to the queue.

| ID | Image | Name | State | State Duration | Role Name | Logon Server |
|------|-------|--------|-----------|----------------|-----------|--------------|
| 1001 | | Laura | No Reason | 0.00:21:49 | User | |
| 1002 | | Lucas | Ready | 0.00:00:36 | User | |
| 1101 | | Sylvie | No Reason | 0.00:00:29 | Team Lead | |

2. Click *Not Logged On To Queue* to see the users who are not logged on to the queue.

| ID | Image | Name | State | State Duration | Role Name | Logon Server |
|------|-------|--------|------------|----------------|---------------|--------------|
| 1201 | | Andrea | Logged Off | 11.07:33:01 | Supervisor | |
| 1301 | | Julie | Ready | 2.01:59:38 | Administrator | |

Columns Options

Click the Columns heading on the left of the table and use the checkboxes to show and hide the information.

| ID | Name | Short Name | Status | TASA | TASAZ | Server | Avg |
|------|------------------------------|------------|---------------|------------|------------|-----------|-----|
| 6001 | Sales Voice Queue | Sales | Day Service | 0.00:00.45 | 0.00:01.00 | Aggregate | 0.0 |
| 6002 | Tech Support Voice Queue | TechSupp | Day Service | 0.00:00.45 | 0.00:01.00 | Aggregate | 0.0 |
| 6003 | Customer Service Voice Queue | CustServ | Night Service | 0.00:00.45 | 0.00:01.00 | Aggregate | 0.0 |
| 6004 | Default Name (6004) | DR6004 | Day Service | 0.00:00.45 | 0.00:01.00 | Aggregate | 0.0 |
| 6000 | Email Queue | DR6000 | Day Service | 0.00:00.45 | 0.00:01.00 | Aggregate | 0.0 |

| ID | Image | Name | State | State Duration | Role Name |
|------|-------|--------|-----------|----------------|-----------|
| 1001 | | Laura | No Reason | 0.00:23:20 | User |
| 1002 | | Lucas | Ready | 0.00:02:07 | User |
| 1011 | | Sylvie | No Reason | 0.00:02:00 | Team |

The gallery will refresh with the selected columns.

The table below explains the columns you can display.

| Queue Logged On/Off Users Tab Columns | |
|---------------------------------------|---|
| Statistics | Explanation |
| ID | User ID as per the user's profile in iceAdministrator. |
| Image URL | URL of the image as per the user's profile in iceAdministrator. |
| Name | Name of the user as per the user's profile in iceAdministrator. |
| State | The current state of the user. |
| State Time | The current state time of the user. |

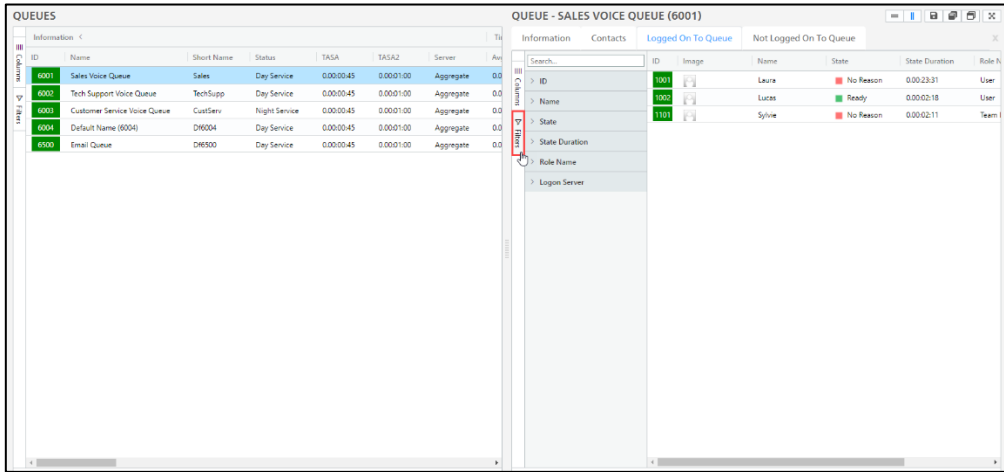
| Queue Logged On/Off Users Tab Columns | |
|---------------------------------------|---|
| Statistics | Explanation |
| Role Name | The user's role name as per the user's profile in iceAdministrator. |
| User_LogonServer | The server the user is logged into. |

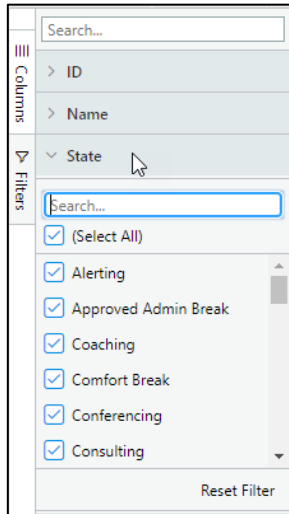
By default, all columns are displayed on the table.

Note: Use the search field to find a column name in the list.

Filter Options

Click the Filters heading on the left of the table and use the data points available to filter your list of queues.





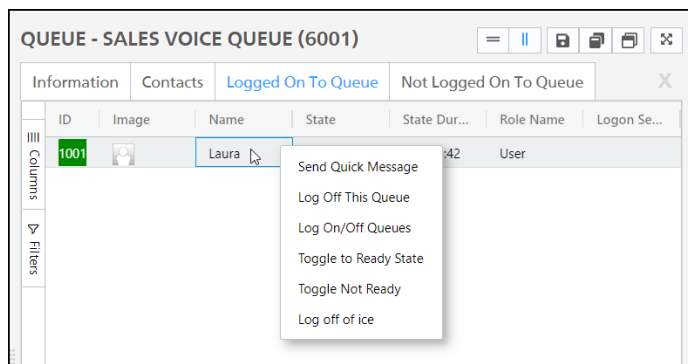
The gallery will refresh according to the filter conditions selected.

Note: Use the search field to find a property name in the list.

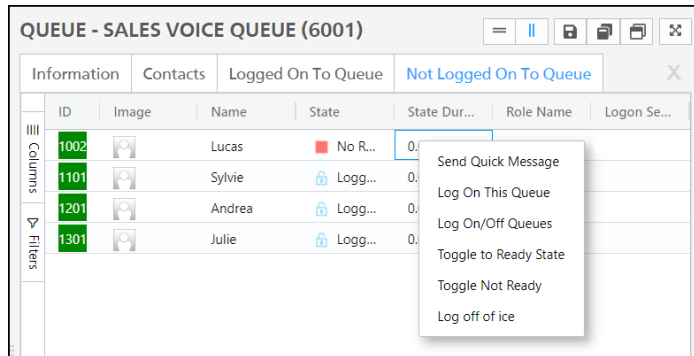
Right-click menu options

Right-click on a row in the table to perform additional tasks, such as logging a user in and changing their state.

The following shows a list of right-click options that are available under the Logged On To Queue tab.



The following shows a list of right-click options that are available under the Not Logged On To Queue tab.



The menu options that are available to you depends on your access level, whether or not you are logged on, and whether or not the user you wish to interact with is logged on. For more information, refer to Chapter 3: The Users Screen Right-click menu options on page 70.



Chapter 3: The Users Gallery

The next available gallery view is the Users gallery. It displays information for all users in your contact center.

| ID | Name | Display Name | Role Name | Status | State Dur... | Pending S... | V... | IM A... | E... | Logon Ser... | Server Assignem... | R... | W... | V | Workstat... |
|------|-----------------|------------------------|---------------|------------|--------------|--------------|------|----------|---------|--------------|--------------------|------|------|------|-------------|
| 1001 | Luca | Luca (1001) | User | Logged Off | 3.03.2004 | | | spita... | lu... | | iceA | | | | Physical |
| 1002 | Lucas | Lucas (1002) | User | Logged Off | 3.03.2004 | | | spit... | lu... | | iceA | | | | Physical |
| 1003 | Paula | Paula (1003) | User | Logged Off | 3.03.2004 | | | spR... | Pa... | | iceA | | | | Physical |
| 1004 | Francis | Francis (1004) | User | Logged Off | 3.03.2004 | | | spfr... | Fra... | | iceA | | | | Physical |
| 1005 | QA Andrei | QA Andrei (1005) | User | Logged Off | 3.03.2004 | | | spqa... | aq... | | iceA | | | | Physical |
| 1071 | User 1 | User 1 (1071) | User | Logged Off | 3.03.2004 | | | spit... | ho... | | iceA | | | | Physical |
| 1072 | User 2 | User 2 (1072) | User | Logged Off | 3.03.2004 | | | spit... | ho... | | iceA | | | | Physical |
| 1077 | Team Lead 1 | Team Lead 1 (1077) | Team Lead | Logged Off | 3.03.2004 | | | spit... | ho... | | iceA | | | | Physical |
| 1078 | Supervisor 1 | Supervisor 1 (1078) | Supervisor | Logged Off | 3.03.2004 | | | spit... | os... | | iceA | | | | Physical |
| 1079 | Administrator 1 | Administrator 1 (1079) | Administrator | Logged Off | 3.03.2004 | | | spit... | ho... | | iceA | | | | Physical |
| 1101 | Sylvie | Sylvie (1101) | Team Lead | Logged Off | 3.03.2004 | | | spia... | sh... | | iceA | | | | Physical |
| 1102 | Antonio | Antonio (1102) | Team Lead | Logged Off | 3.03.2004 | | | spia... | spit... | | iceA | | | | Physical |
| 1111 | Diana | Diana (1111) | Administrator | Logged Off | 02/01/12 | | | spia... | sp... | | iceA | 8... | D... | L... | Physical |
| 1201 | Andrea | Andrea (1201) | Supervisor | Logged Off | 3.03.2004 | | | spia... | an... | | iceA | | | | Physical |
| 1202 | Marcel | Marcel (1202) | Supervisor | Logged Off | 3.03.2004 | | | spia... | sa... | | iceA | | | | Physical |

Each row represents a user, and all the information associated with the user – User Name, User ID, the state of the user, and much more. The background colour of the User ID indicates whether the user is meeting threshold requirements. For information on how to configure thresholds, refer to Thresholds on page 139. To modify threshold colors, refer to Display Settings on page 141.





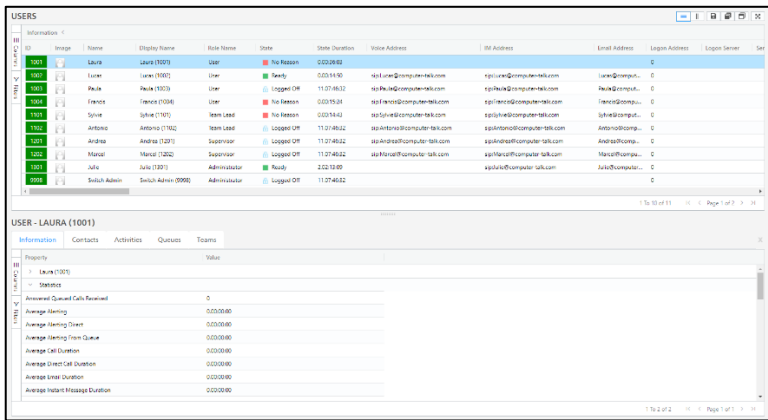

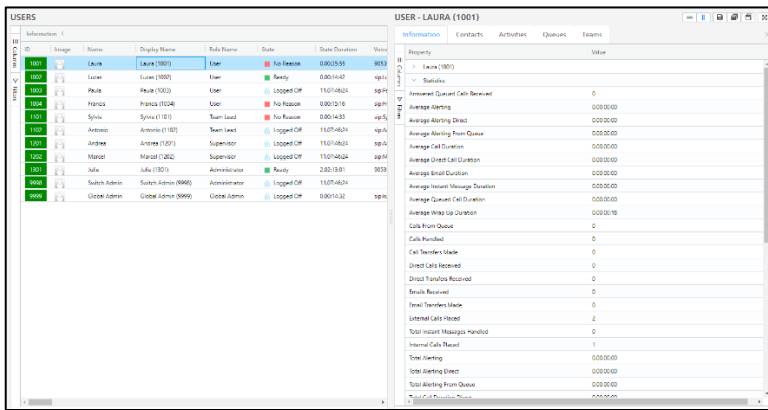
Note:






- All user types have access to the Users screen.
- Your user type controls your ability to view information about the different users.

For example, Administrators can view all the information for all the users, team leaders, and supervisors in the switch. In contrast, Team Leaders can only view the information for users in the same teams. For more information on user types and levels of access, refer to What Different User Types Can Do on page 24.

The User Gallery Toolbar

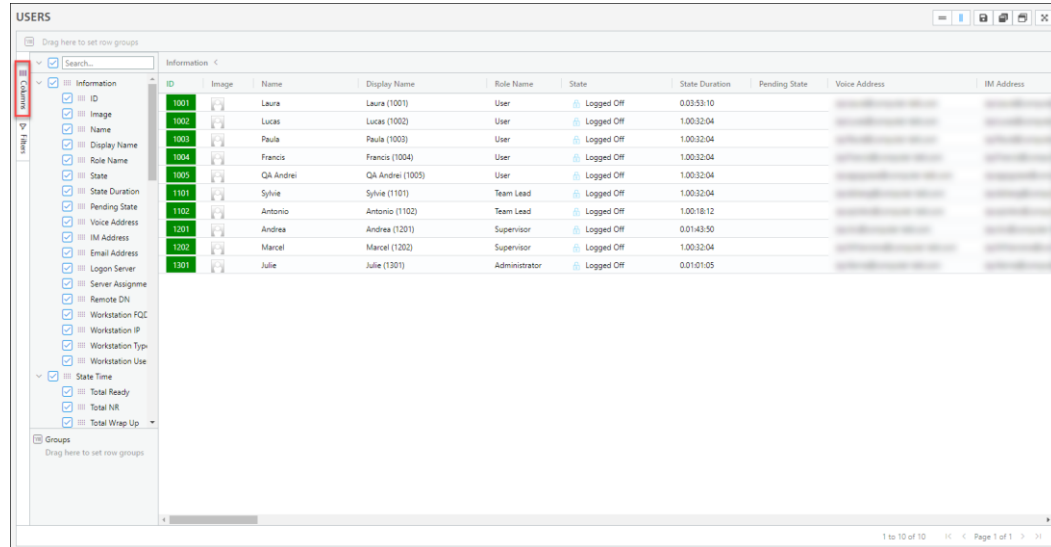
You can configure the gallery view by using the following options:

| iceMonitor Display Options | |
|----------------------------|---|
| Toolbar Item | Function |
| Layout Options | <p>These options will modify the arrangement of the user table and the user detail table.</p> <p></p> <p> Use this button to display the tables horizontally.</p> <p></p> <p> Use this button to display the tables vertically.</p> <p></p> |

| iceMonitor Display Options | |
|------------------------------|--|
| Toolbar Item | Function |
| Layout Saving Options | <p>These options will allow you to save your layout changes or revert your changes.</p>  <p> Use this button to save the layout changes.</p> <p> Use this button to restore your layout to a previously saved layout.</p> <p> Use this button to reset your layout to the default settings.</p> <p> Use the button to enter Full Screen Mode. To exit full screen, use the ESC button on your keyboard.</p> <p>For more information on how to manage your layouts, please refer to page 17.</p> |

Columns Options

The User Table provides all information and data points for each user. Click the Columns heading on the left of the table and use the checkboxes to show and hide the information.



The gallery will refresh with the selected columns.

The table below explains the columns you can display.

| Users Table Columns | |
|-----------------------|---|
| Column Name | Explanation |
| Information | |
| ID | Refers to the User ID. |
| Image | Displays the Image as per the user's profile in iceAdministrator. |
| Name | Refers to the Username. |
| Display Name | Refers to the Username and User ID. |
| Role Name | User role: user, team lead, supervisor, and administrator. |
| State | Refers to the iceBar state that a user is in. |
| State Duration | Refers to the iceBar state time. |
| Pending State | Refers to the iceBar pending state that a user selects while on a contact or in Wrapup state. |

| Users Table Columns | |
|----------------------------|---|
| Column Name | Explanation |
| Voice Address | Refers to user's phone number or SIP address used for voice contacts. |
| IM Address | Refers to user's SIP address used for IM contacts. |
| Email Address | Refers to user's email address used for email contacts. |
| Logon Server ID | Server name that the user is logged into. |
| Server Assignment | User's server assignment as per the associated configuration group. |
| Remote DN | Refers to user's phone number or SIP address used for voice contacts. |
| Workstation FQDN | Refers to the FQDN configured for the workstation. |
| Workstation IP | Refers to the IP address configured on the workstation. |
| Workstation Type | Refers to the type as configured on the workstation. |
| Workstation User | Refers to the Username as configured on the workstation. |
| State Time | |
| Total Ready | The total amount of time the user spent in the Ready state, based on the total amount of time the user was logged on to ice. For more information on the Ready state, refer to the iceBar User Manual. |
| Total NR | The total amount of time the user spent in the Not Ready state, based on the total amount of time the user was logged on to ice. For more information on the Not Ready state, refer to the iceBar User Manual. |
| Total Wrap | The total amount of time the user spent in the Wrapup state. |
| Avg Wrap | The average time the user spent in the Wrapup state. |
| Alerting Time | |
| Avg Alerting | The average amount of time contacts alerted at the user's workstation, based on the total number of contacts that were presented to the user. This can be summarized by the following equation: |

| Users Table Columns | |
|--------------------------------|--|
| Column Name | Explanation |
| | $\frac{\text{Total time calls alerted}}{\text{Total number of calls received since user logged on}}$ |
| Avg Alerting (D) | <p>The average amount of time direct contacts alerted at the user's workstation, based on the total number of direct contacts that were presented to the user.</p> <p>This can be summarized by the following equation:</p> $\frac{\text{Total time direct calls alerted}}{\text{Total number of direct calls received since user logged on}}$ |
| Avg Alerting (Q) | <p>The average amount of time queued contacts alerted at the user's workstation, based on the total number of queued contacts that were presented to the user.</p> <p>This can be summarized by the following equation:</p> $\frac{\text{Total time queued calls alerted}}{\text{Total number of queued calls received since user logged on}}$ |
| Alerting | <p>The total amount of time the calls have alerted at the user's workstation since the user first logged on for the current day.</p> <p>Note: does not include alerting time for calls that were rejected or not answered. This number includes both Total Alerting From Queue and Total Alerting Direct.</p> |
| Alerting (D) | <p>The total amount of time direct voice contacts have alerted at the user's workstation.</p> |
| Alerting (Q) | <p>The total amount of time queued voice contacts have alerted at the user's workstation.</p> |
| Total Contacts | <p>Refers to the total number of contacts the user handled.</p> <p>Note: this statistic includes contacts placed and contacts received.</p> |
| Total Contacts Received | <p>Refers to the total number of received.</p> |
| Contact Duration | <p>Refers to the total amount of time that a user spent on direct and queued contacts.</p> <p>Direct calls are those that do not arrive from the queue. They could be user-to-user calls or calls that are directed to a specific user through a dial-by-extension workflow.</p> |
| Calls | |
| Calls Handled | <p>The total number of calls received or placed since the user first logged on for the day.</p> |

| Users Table Columns | |
|------------------------------|--|
| Column Name | Explanation |
| Queued Calls | The number of queued calls (presented directly from the queue or through a transfer) that the user received for the current day. |
| Direct Calls | The number of direct calls presented directly to the user on the current day. |
| Answered Calls (Q) | The number of queued calls that the user answered. |
| Queued Transfers | The number of transferred queued calls that the user answered. |
| Direct Transfers | The number of direct calls the user answered. |
| External Calls Placed | The number of outbound calls (including calls that users began to dial but did not complete due to invalid or busy destination) the user placed. |
| Internal Calls Placed | The number of calls the user placed to other users in the contact center. |
| Call Transfers | <p>The number of direct or outbound calls that were transferred to and answered by the user.</p> <p>For example, if User X has received a direct call or placed an outbound call, and then transferred the call to User Y, it will show in User Y statistics as a Direct Transfer Received.</p> |
| Avg Call | <p>The average amount of time a user spent handling direct and queued calls, based on the total number of calls the user received since the user first logged on for the current day.</p> <p>This can be summarized by the following equation:</p> $\frac{\text{Total time spent handling calls}}{\text{Total number of calls received since user logged on}}$ |
| Avg Call (Q) | <p>The average amount of time a user spent handling calls from the queue, based on the total number of queued calls the user received since the user first logged on for the current day.</p> <p>This can be summarized by the following equation:</p> $\frac{\text{Total time spent handling queued calls}}{\text{Total number of queued calls received since user logged on}}$ |
| Avg Call (D) | <p>The average amount of time a user spent handling direct calls, based on the total number of direct calls the user received since the user first logged on for the current day.</p> <p>This can be summarized by the following equation:</p> |

| Users Table Columns | |
|--------------------------|--|
| Column Name | Explanation |
| | $\frac{\text{Total time spent handling direct calls}}{\text{Total number of direct calls received since user logged on}}$ |
| Call Duration (Q) | The total amount of time a user spent on handling voice contacts from the queue. |
| Call Duration (D) | The total amount of time a user spent on handling direct voice contacts. |
| IMs | |
| IMs Handled | The total number of instant messages the user handled, including direct IMs, IMs from the queue, and/or inbound and outbound IMs placed by the user. |
| Ext IMs | The number of outbound instant messages placed. |
| Int IMs | The number of instant messages the user placed to other users in the contact center. |
| Avg IM | The average time a user spent on handling instant message contacts. |
| Queued IMs | The number of instant messages the user received from the queue. |
| Answered IMs(Q) | The total number of instant messages the user handled from the queue. |
| Direct IMs | The total number of instant messages the user received directly from other ice users. |
| Xfered IMs(D) | The total number of direct instant messages the user transferred. |
| Xfered IMs(Q) | The total number of queued instant messages the user transferred. |
| Xfered IMs | The total number of instant messages the user transferred, including direct and queued. |
| IM Duration | The total amount of time a user spent on handling instant message contacts. Note: This statistic includes Transferred IMs From Queue, Transferred IMs Direct, and IM Transfers Made. |
| Emails | |
| Emails (R) | The number of direct and queued email messages the user received. |
| Ext Emails | The number of outbound email messages placed. |
| Int Emails | The number of email messages the user placed to other users in the contact center. |

| Users Table Columns | |
|---------------------------|---|
| Column Name | Explanation |
| Xfered Emails (D) | The number of transferred emails that the user received directly. |
| Xfered Emails (Q) | The number of transferred emails that the user received from the queue. |
| Xfered Emails | The number of emails the user transferred to another user. |
| Avg Email | The average time a user spent on handling email contacts. |
| Queued Email | The number of email messages the user received from the queue. |
| Answered Emails(Q) | The total number of email messages the user handled from the queue. |
| Direct Emails | The total number of email messages the user received directly from other ice users. |
| Email Duration | The total amount of time a user spent on handling email contacts. |
| Active Contacts | |
| Active Contacts | The total number of contacts the user is actively handling. |
| Active Voice | The total number of voice contacts the user is actively handling. |
| Active IMs | The total number of IM contacts the user is actively handling. |
| Active Emails | The total number of Email contacts the user is actively handling. |
| Active Autodial | The total number of Autodial contacts the user is actively handling. |

By default, all columns are displayed on the table.

Note: Use the search field to find a column name in the list.

Column Headers

Column Header Actions

Click the *Actions* button on the right side of the column name as shown below to open the menu of options.

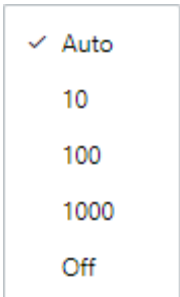
| ID | Image | Name | Display Name | Role Name | State | State Duration | Voice Address | IM A |
|------|-------|---------|----------------|------------|------------|----------------|-------------------|--------|
| 1001 | | Laura | Laura (1001) | User | No Reason | 0.01:57:16 | | |
| 1002 | | Lucas | Lucas (1002) | User | No Reason | 0.05:50:43 | sip:Lucas@com... | sip:Lu |
| 1003 | | Paula | Paula (1003) | User | Logged Off | 12.02:08:51 | sip:Paula@com... | sip:Pa |
| 1004 | | Francis | Francis (1004) | User | No Reason | 0.18:37:43 | sip:Francis@co... | sip:Fi |
| 1101 | | Sylvie | Sylvie (1101) | Team Lead | No Reason | 0.18:37:02 | sip:Sylvie@com... | sip:S |
| 1102 | | Antonio | Antonio (1102) | Team Lead | Logged Off | 12.02:08:51 | sip:Antonio@co... | sip:A |
| 1201 | | Andrea | Andrea (1201) | Supervisor | Logged Off | 12.02:08:51 | sip:Andrea@co... | sip:A |

| | |
|--------------------------------|--------------|
| Pin Column | Ctrl+Alt+P > |
| Autosize This Column | Ctrl+Alt+Q |
| Autosize All Columns | Ctrl+Alt+A |
| Size Columns To Fit | Ctrl+Alt+F |
| Expand Column Groups | Ctrl+Alt+E |
| Collapse Column Groups | Ctrl+Alt+G |
| Clear Filter From This Column | Ctrl+Alt+C |
| Clear Filters From All Columns | Ctrl+Alt+X |
| Save Columns | Ctrl+Alt+S |
| Restore Columns | Ctrl+Alt+R |
| Reset Columns | Ctrl+Alt+Z |
| Pagination | Ctrl+Alt+I > |
| Show Sidebar | Ctrl+Alt+T > |
| Hide Sidebar | Ctrl+Alt+T |

Select an option from the menu to configure the columns and rows in the table.

The table below explains the menu options provided.

| Column Heading Menu Options | |
|-----------------------------|--|
| Menu Option | Function |
| Pin Column | Select this option to lock the column on to one side of the table. Options include: <ul style="list-style-type: none"> ▪ Pin Left ▪ Pin Right ▪ No Pin |
| Autosize This Column | Resize the selected column to only the necessary width. |

| Column Heading Menu Options | |
|---------------------------------------|---|
| Menu Option | Function |
| Autosize All Columns | Resize all columns to only the necessary width. |
| Size Columns To Fit | Resize all columns to only the minimum width. |
| Expand Column Groups | Display all columns within each group. |
| Collapse Column Groups | Hide columns to display Group Names. |
| Clear Filter From This Column | Remove all filters added to the selected column. |
| Clear Filters From All Columns | Remove all filters from all columns in the table. |
| Save Columns | Save the current column settings. |
| Restore Columns | Revert column settings to the previous version. |
| Reset Columns | Reset column settings to the default settings. |
| Pagination | <p>Sets the number of rows displayed in the table.</p>  <p>Auto will fit as many rows as possible without using a scrollbar. Off to turn off pagination and display all rows on the same page.</p> |
| Show Sidebar | Display sidebar options including Filter and Column settings. |
| Hide Sidebar | Hide sidebar options including Filter and Column settings. |

Column Header Sorting

Select the column name to sort the rows in the table by the selected column.

The screenshot shows a table titled "USERS" with the following columns: ID, Image, Name, Display Name, Role Name, State, State Duration, Voice Address, IM Address, and Email. The "ID" column header is highlighted in green, and a mouse cursor is pointing at it. The table contains 8 rows of user data.

| ID | Image | Name | Display Name | Role Name | State | State Duration | Voice Address | IM Address | Email / |
|------|-------|---------|----------------|------------|------------|----------------|-------------------|------------------|---------|
| 1001 | | Laura | Laura (1001) | User | No Reason | 0:02:05:35 | | | |
| 1002 | | Lucas | Lucas (1002) | User | No Reason | 0:05:59:02 | sip:Lucas@com... | sip:Lucas@co... | Lucas@ |
| 1003 | | Paula | Paula (1003) | User | Logged Off | 12:02:17:10 | sip:Paula@com... | sip:Paula@co... | Paula@ |
| 1004 | | Francis | Francis (1004) | User | No Reason | 0:18:46:02 | sip:Francis@co... | sip:Francis@c... | Francis |
| 1101 | | Sylvie | Sylvie (1101) | Team Lead | No Reason | 0:18:45:21 | sip:Sylvie@com... | sip:Sylvie@c... | Sylvie@ |
| 1102 | | Antonio | Antonio (1102) | Team Lead | Logged Off | 12:02:17:10 | sip:Antonio@co... | sip:Antonio... | Antoni |
| 1201 | | Andrea | Andrea (1201) | Supervisor | Logged Off | 12:02:17:10 | sip:Andrea@co... | sip:Andrea@... | Andres |
| 1202 | | Marcel | Marcel (1202) | Supervisor | Logged Off | 12:02:17:10 | sip:Marcel@co... | sip:Marcel@c... | Marcel |

The screenshot shows the same "USERS" table, but the rows are sorted by ID. The "ID" column header is still highlighted. The table now contains 8 rows of user data, including Global Admin, Switch Admin, and other roles.

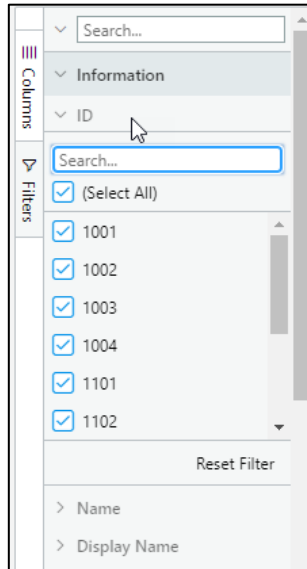
| ID | Image | Name | Display Name | Role Name | State | State Duration | Voice Address | IM Address | Email / |
|------|-------|--------------|---------------------|---------------|------------|----------------|-------------------|------------------|---------|
| 9999 | | Global Admin | Global Admin (9999) | Global Admin | Logged Off | 0:18:45:29 | | | |
| 9998 | | Switch Admin | Switch Admin (9998) | Administrator | Logged Off | 12:02:17:21 | | | |
| 1301 | | Julie | Julie (1301) | Administrator | Ready | 0:18:21:56 | sip:Julie@comp... | sip:Julie@co... | Julie@ |
| 1202 | | Marcel | Marcel (1202) | Supervisor | Logged Off | 12:02:17:21 | sip:Marcel@co... | sip:Marcel@c... | Marcel |
| 1201 | | Andrea | Andrea (1201) | Supervisor | Logged Off | 12:02:17:21 | sip:Andrea@co... | sip:Andrea@... | Andres |
| 1102 | | Antonio | Antonio (1102) | Team Lead | Logged Off | 12:02:17:21 | sip:Antonio@co... | sip:Antonio... | Antoni |
| 1101 | | Sylvie | Sylvie (1101) | Team Lead | No Reason | 0:18:45:32 | sip:Sylvie@com... | sip:Sylvie@c... | Sylvie@ |
| 1004 | | Francis | Francis (1004) | User | No Reason | 0:18:46:13 | sip:Francis@co... | sip:Francis@c... | Francis |

Filter Options

Click the Filters heading on the left of the table and use the data points available to filter your list of users.

The screenshot shows the "USERS" table with the "Filters" heading on the left side selected. A context menu is open over the table, showing options like "Send Quick Message", "Log On/Off Queues", "Toggle to Ready State", and "Log off of ice". The table contains 15 rows of user data.

| ID | Image | Name | Display Name | Role Name | State | State Duration | Voice Address | IM Address | Email Address | Login Address | Logon Server | See |
|------|-------|--------------|---------------------|---------------|------------|----------------|-------------------------------|-------------------------------|-------------------|---------------|--------------|-----|
| 1001 | | Laura | Laura (1001) | User | No Reason | 0:00:03:42 | | | | | | 0 |
| 1002 | | Lucas | Lucas (1002) | User | Ready | 0:00:27:14 | sip:Lucas@computer-talk.com | sip:Lucas@computer-talk.com | Lucas@comput... | | | 0 |
| 1003 | | Paula | Paula (1003) | User | Logged Off | 11:07:58:56 | sip:Paula@computer-talk.com | sip:Paula@computer-talk.com | Paula@comput... | | | 0 |
| 1004 | | Francis | Francis (1004) | User | No Reason | 0:00:27:48 | sip:Francis@computer-talk.com | sip:Francis@computer-talk.com | Francis@comput... | | | 0 |
| 1101 | | Sylvie | Sylvie (1101) | Team Lead | No Reason | 0:00:27:07 | sip:Sylvie@computer-talk.com | sip:Sylvie@computer-talk.com | Sylvie@comput... | | | 0 |
| 1102 | | Antonio | Antonio (1102) | Team Lead | Logged Off | 11:07:58:56 | sip:Antonio@computer-talk.com | sip:Antonio@computer-talk.com | Antonio@comp... | | | 0 |
| 1201 | | Andrea | Andrea (1201) | Supervisor | Logged Off | 11:07:58:56 | sip:Andrea@computer-talk.com | sip:Andrea@computer-talk.com | Andrea@comp... | | | 0 |
| 1202 | | Marcel | Marcel (1202) | Supervisor | Logged Off | 11:07:58:56 | sip:Marcel@computer-talk.com | sip:Marcel@computer-talk.com | Marcel@compu... | | | 0 |
| 1301 | | Julie | Julie (1301) | Administrator | Ready | 0:00:03:31 | sip:Julie@computer-talk.com | sip:Julie@computer-talk.com | Julie@comput... | | | 0 |
| 9998 | | Switch Admin | Switch Admin (9998) | Administrator | Logged Off | 11:07:58:56 | | | | | | 0 |
| 9999 | | Global Admin | Global Admin (9999) | Global Admin | Logged Off | 0:00:27:04 | | | | | | 0 |



The gallery will refresh according to the filter conditions selected.

Note: Use the search field to find a column name in the list.

Row Groups

Click and drag columns to the top of the grid to categorize or group the rows in the grid.

An example of using Row Groups:

| ID | Im... | Name | Display Name | Role Name | State | State Dur... | Pending S... | V... | IM A... | E... | Logon Ser... | Server Assignm... | R... | W... | V | Worksta... |
|------|-------|-----------------|------------------------|---------------|------------|--------------|--------------|----------|---------|------|--------------|-------------------|-------|------|------|------------|
| 1001 | | Lucas | Lucas (1001) | User | Logged Off | 3:03:28:04 | St... | sgpN... | lka... | | | iceA | | | | Physical |
| 1002 | | Lucas | Lucas (1002) | User | Logged Off | 3:03:28:04 | St... | sgpN... | lca... | | | iceA | | | | Physical |
| 1003 | | Paula | Paula (1003) | User | Logged Off | 3:03:28:04 | St... | sgpP... | Pa... | | | iceA | | | | Physical |
| 1004 | | Francis | Francis (1004) | User | Logged Off | 3:03:28:04 | St... | sgpFr... | Fr... | | | iceA | | | | Physical |
| 1005 | | QA Andrei | QA Andrei (1005) | User | Logged Off | 3:03:28:04 | St... | sgpA... | ag... | | | iceA | | | | Physical |
| 1071 | | User 1 | User 1 (1071) | User | Logged Off | 3:03:28:04 | St... | sgpN... | ho... | | | iceA | | | | Physical |
| 1072 | | User 2 | User 2 (1072) | User | Logged Off | 3:03:28:04 | St... | sgpN... | ho... | | | iceA | | | | Physical |
| 1077 | | Team Lead 1 | Team Lead 1 (1077) | Team Lead | Logged Off | 3:03:28:04 | St... | sgpN... | ho... | | | iceA | | | | Physical |
| 1078 | | Supervisor 1 | Supervisor 1 (1078) | Supervisor | Logged Off | 3:03:28:04 | St... | sgpC... | cs... | | | iceA | | | | Physical |
| 1079 | | Administrator 1 | Administrator 1 (1079) | Administrator | Logged Off | 3:03:28:04 | St... | sgpN... | ho... | | | iceA | | | | Physical |
| 1191 | | Sylvie | Sylvie (1191) | Team Lead | Logged Off | 3:03:28:04 | St... | sgpA... | ah... | | | iceA | | | | Physical |
| 1192 | | Antonio | Antonio (1192) | Team Lead | Logged Off | 3:03:28:04 | St... | sgpA... | sp... | | | iceA | | | | Physical |
| 1111 | | Diane | Diane (1111) | Administrator | Logged Off | 0:00:01:12 | St... | sgpA... | ag... | | | iceA | St... | D... | 1... | Physical |
| 1201 | | Andrea | Andrea (1201) | Supervisor | Logged Off | 3:03:28:04 | St... | sgpA... | sa... | | | iceA | | | | Physical |
| 1202 | | Mance | Mance (1202) | Supervisor | Logged Off | 3:03:28:04 | St... | sgpA... | sa... | | | iceA | | | | Physical |

1. Click and drag the Role Name column to the top of the grid.

USERS

Role Name

Information <

| ID | Role Name | Image | Name | Display Name |
|------|-----------|-------|-------|--------------|
| 1001 | User | | Laura | Laura (1001) |
| 1002 | User | | Lucas | Lucas (1002) |
| 1003 | User | | Paula | Paula (1003) |

2. The rows are now grouped by Role Name:

USERS

Role Name

Information <

| Group | ID | Image | Name | Role Name | Display Name | State |
|---------------------|----|-------|------|-----------|--------------|-------|
| > User (4) | | | | | | |
| > Team Lead (2) | | | | | | |
| > Supervisor (2) | | | | | | |
| > Administrator (2) | | | | | | |
| > Global Admin (1) | | | | | | |

Note: You can add multiple columns to the top of the grid to create nested groups.

Right-click menu options

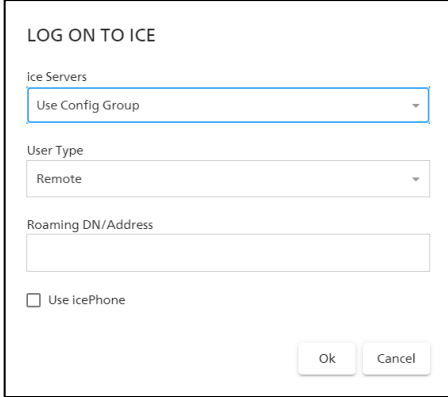
Right-click on a row in the table to perform additional tasks, such as log in the user or toggle their state from Ready to Not Ready.

USERS

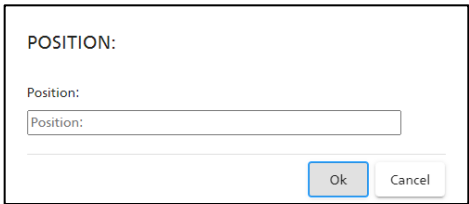
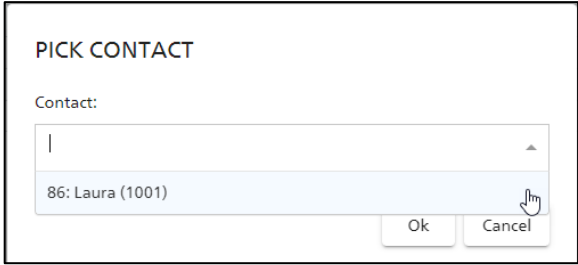
Information <

| ID | Image | Name | Display Name | Role Name | State | State Duration | Voice Address | IM Address | Email Address | Login Address | Login Server | Set |
|------|-------|--------------|---------------------|---------------|------------|----------------|-------------------------------|-------------------------------|-------------------|---------------|--------------|-----|
| 1001 | | Laura | Laura (1001) | User | No Reason | 0:00:03:42 | | | | | | |
| 1002 | | Lucas | Lucas (1002) | User | Ready | 0:00:27:14 | sip:Lucas@computer-talk.com | sip:Lucas@computer-talk.com | Lucas@comput... | | | |
| 1003 | | Paula | Paula (1003) | User | Logged Off | 11:07:58:56 | sip:Paula@computer-talk.com | sip:Paula@computer-talk.com | Paula@comput... | | | |
| 1004 | | Francis | Francis (1004) | User | No Reason | 0:00:27:48 | sip:Francis@computer-talk.com | sip:Francis@computer-talk.com | Francis@comput... | | | |
| 1101 | | Sylvie | Sylvie (1101) | Team Lead | No Reason | 0:00:27:07 | sip:Sylvie@computer-talk.com | sip:Sylvie@computer-talk.com | Sylvie@comput... | | | |
| 1102 | | Antonio | Antonio (1102) | Team Lead | Logged Off | 11:07:58:56 | sip:Antonio@computer-talk.com | sip:Antonio@computer-talk.com | Antonio@comp... | | | |
| 1201 | | Andrea | Andrea (1201) | Supervisor | Logged Off | 11:07:58:56 | sip:Andrea@computer-talk.com | sip:Andrea@computer-talk.com | Andrea@comp... | | | |
| 1202 | | Marcel | Marcel (1202) | Supervisor | Logged Off | 11:07:58:56 | sip:Marcel@computer-talk.com | sip:Marcel@computer-talk.com | Marcel@comp... | | | |
| 1301 | | Julie | Julie (1301) | Administrator | Ready | 0:00:03:31 | sip:Julie@computer-talk.com | sip:Julie@computer-talk.com | Julie@comput... | | | |
| 9999 | | Switch Admin | Switch Admin (9999) | Administrator | Logged Off | 11:07:58:56 | | | | | | |
| 9999 | | Global Admin | Global Admin (9999) | Global Admin | Logged Off | 0:00:27:04 | | | | | | |

The table below provides information on right-click menu options in the Users gallery.

| User Table Right-Click Menu | |
|-----------------------------|--|
| Menu Option | Function |
| Log on to ice | <p>Log the user onto ice.</p>  <p>Select the 'Use icePhone' box to set the user's connectivity to the icePhone for the user.</p> <p>Note: This option is only available when the user is logged off. The 'ACS Settings' COS must be enabled in iceAdministrator in order for the user to use the icePhone feature.</p> |
| Send Quick Message | Select this option to use the Quick Text feature and send a message to the selected user. |
| Log On/Off Queues | <p>Logs the user on or off select queues.</p> <ol style="list-style-type: none"> 1. Select this right-click option. 2. A pop up will appear, prompting you to select queue(s) to log the user on or off. Select the checkbox next to Log On to log the user on to all queues. |

| User Table Right-Click Menu | | | | | | | | | | | | | | | | | | | | | | | | | |
|---------------------------------|--|---------------------------------|----------|------------|--|----------------------|----------------------|--------------------------|------|-------------------------|--------------------------|------|-------------------------|--------------------------|------|--------------------------|--------------------------|------|-------------|--------------------------|------|----------------|--------------------------|------|----------|
| Menu Option | Function | | | | | | | | | | | | | | | | | | | | | | | | |
| | <div style="border: 1px solid black; padding: 10px;"> <p style="text-align: center;">LOG ON/OFF QUEUES</p> <table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="text-align: left;"><input type="checkbox"/> Log On</th> <th style="text-align: left;">Queue ID</th> <th style="text-align: left;">Queue Name</th> </tr> </thead> <tbody> <tr> <td></td> <td><input type="text"/></td> <td><input type="text"/></td> </tr> <tr> <td><input type="checkbox"/></td> <td>6002</td> <td>Tech Support Voice Q...</td> </tr> <tr> <td><input type="checkbox"/></td> <td>6003</td> <td>Customer Service Voi...</td> </tr> <tr> <td><input type="checkbox"/></td> <td>6101</td> <td>Sales Voice French Qu...</td> </tr> <tr> <td><input type="checkbox"/></td> <td>6500</td> <td>Email Queue</td> </tr> <tr> <td><input type="checkbox"/></td> <td>6900</td> <td>Training Queue</td> </tr> <tr> <td><input type="checkbox"/></td> <td>7000</td> <td>IM Queue</td> </tr> </tbody> </table> <p style="text-align: right; margin-top: 10px;"> <input type="button" value="Ok"/> <input type="button" value="Cancel"/> </p> </div> <p>Note: This option is only available when the user is logged on and if <i>Force Logon All Queues</i> is disabled.</p> | <input type="checkbox"/> Log On | Queue ID | Queue Name | | <input type="text"/> | <input type="text"/> | <input type="checkbox"/> | 6002 | Tech Support Voice Q... | <input type="checkbox"/> | 6003 | Customer Service Voi... | <input type="checkbox"/> | 6101 | Sales Voice French Qu... | <input type="checkbox"/> | 6500 | Email Queue | <input type="checkbox"/> | 6900 | Training Queue | <input type="checkbox"/> | 7000 | IM Queue |
| <input type="checkbox"/> Log On | Queue ID | Queue Name | | | | | | | | | | | | | | | | | | | | | | | |
| | <input type="text"/> | <input type="text"/> | | | | | | | | | | | | | | | | | | | | | | | |
| <input type="checkbox"/> | 6002 | Tech Support Voice Q... | | | | | | | | | | | | | | | | | | | | | | | |
| <input type="checkbox"/> | 6003 | Customer Service Voi... | | | | | | | | | | | | | | | | | | | | | | | |
| <input type="checkbox"/> | 6101 | Sales Voice French Qu... | | | | | | | | | | | | | | | | | | | | | | | |
| <input type="checkbox"/> | 6500 | Email Queue | | | | | | | | | | | | | | | | | | | | | | | |
| <input type="checkbox"/> | 6900 | Training Queue | | | | | | | | | | | | | | | | | | | | | | | |
| <input type="checkbox"/> | 7000 | IM Queue | | | | | | | | | | | | | | | | | | | | | | | |
| Call User | <p>Select this option to call the selected user.</p> <p>Note: If you are on-hook, you will receive a call to your Connection Address/Remote DN.</p> | | | | | | | | | | | | | | | | | | | | | | | | |
| Monitor User | <p>Select this option to perform silent monitoring on the selected user.</p> <p>Note: You may only monitor one user at a time. The monitor, coach and call user buttons will not be available for any other users while you are in the monitoring state.</p> | | | | | | | | | | | | | | | | | | | | | | | | |
| Coach User | <p>Select this option to perform coaching on the selected user.</p> | | | | | | | | | | | | | | | | | | | | | | | | |
| Toggle to Monitor | <p>Select this option to toggle from coaching to monitoring the selected user.</p> <p>Note: This option is only available when you are in the coaching state.</p> | | | | | | | | | | | | | | | | | | | | | | | | |
| Stop Monitoring User | <p>Select this option to stop monitoring the selected user.</p> <p>Note: This option is only available when you are in the monitoring state.</p> | | | | | | | | | | | | | | | | | | | | | | | | |

| User Table Right-Click Menu | |
|------------------------------|--|
| Menu Option | Function |
| Stop Coaching | Select this option to stop coaching. Note: This option is only available when you are in the coaching state. |
| Toggle to Ready State | Change the user's state to Ready. Note: This option is only available when the user is logged on. |
| Toggle Not Ready | Change the user's state to Not Ready. Note: This option is only available when the user is logged on. |
| Pick PAQ Call | Select this option to pick a call from the user's PAQ. In the window that appears, enter the position number to pick from:  |
| Pick Contact | Select this option to pick the contact that the user is currently handling.  Note: This option is only available when the user is handling a contact. |
| Pick Held Call | Select this option to pick the call that the user has placed on hold. Note: This option is only available when the user has a caller on hold. |
| Log off of ice | Log the user off ice. Note: This option is only available when the user is logged on. |

This section has discussed the User gallery, User statistics, and the right-click options. The next section describes how to drill down into statistics for individual users.

Note: The statistics are updated in real time. For example, when a call is picked up from the queue, the total call duration statistic will increase accordingly.

Details Table for the Users Gallery

To find more information about a user:

1. Click on the row in the user table.
2. The Details Table for that user will display.

| ID | Image | Name | Display Name | Role Name | State | State Duration | Voice |
|------|-------|--------------|---------------------|---------------|------------|----------------|--------|
| 1001 | | Laura | Laura (1001) | User | Logged Off | 1:04:10:40 | sip:U |
| 1002 | | Lucas | Lucas (1002) | User | Logged Off | 8:03:53:37 | sip:U |
| 1003 | | Paula | Paula (1003) | User | Logged Off | 8:03:53:37 | sip:P |
| 1004 | | Francis | Francis (1004) | User | Logged Off | 8:03:53:37 | sip:P |
| 1101 | | Sylvie | Sylvie (1101) | Team Lead | Logged Off | 8:03:53:37 | sip:Sy |
| 1102 | | Antonio | Antonio (1102) | Team Lead | Logged Off | 8:03:53:37 | sip:A |
| 1201 | | Andrea | Andrea (1201) | Supervisor | Logged Off | 8:03:53:37 | sip:A |
| 1302 | | Marcel | Marcel (1302) | Supervisor | Logged Off | 8:03:53:37 | sip:M |
| 1301 | | Julie | Julie (1301) | Administrator | Logged Off | 8:03:53:37 | sip:J |
| 9998 | | Switch Admin | Switch Admin (9998) | Administrator | Logged Off | 8:03:53:37 | |
| 9999 | | Global Admin | Global Admin (9999) | Global Admin | Logged Off | 8:03:53:37 | |

| Property | Value |
|----------------------------------|------------|
| Lucas (1002) | |
| Statistics | |
| Answered Queued Calls Received | 0 |
| Average Alerting | 0:00:00:00 |
| Average Alerting Direct | 0:00:00:00 |
| Average Alerting From Queue | 0:00:00:00 |
| Average Call Duration | 0:00:00:00 |
| Average Direct Call Duration | 0:00:00:00 |
| Average Email Duration | 0:00:00:00 |
| Average Instant Message Duration | 0:00:00:00 |
| Average Queued Call Duration | 0:00:00:00 |
| Average Wrap Up Duration | 0:00:00:00 |
| Calls From Queue | 0 |
| Calls Handled | 0 |
| Call Transfers Made | 0 |
| Direct Calls Received | 0 |
| Direct Transfers Received | 0 |
| Emails Received | 0 |
| Email Transfers Made | 0 |
| External Calls Placed | 0 |
| Total Instant Messages Handled | 0 |
| Internal Calls Placed | 0 |
| Total Alerting | 0:00:00:00 |
| Total Alerting Direct | 0:00:00:00 |
| Total Alerting From Queue | 0:00:00:00 |
| Total Call Duration Placed | 0:00:00:00 |

The Details Table consists of the following sections:

- Information
 - Summary statistics for the user.
- Contacts
 - A list of all contacts handled by the user today.
- Activities
 - A list of all activities and state changes by the user today.
- Queues
 - Which queues the user is assigned to.
- Teams
 - Which teams the user is assigned to.

Each section can be resized, so you can fit the information you want to see. Scrollbars are available when information does not fit into a section of the panel (i.e., there is too much information).

The screenshot displays the 'USERS' interface in iceMonitor. On the left, a table lists all users with the following columns: ID, Image, Name, Display Name, Role Name, State, State Duration, and Voice. The right pane shows the 'USER - LAURA (1001)' details, including an 'Information' tab and a table of statistics.

| ID | Image | Name | Display Name | Role Name | State | State Duration | Voice |
|------|-------|--------------|---------------------|---------------|------------|----------------|--------|
| 1001 | | Laura | Laura (1001) | User | No Reason | 0:00:10:02 | sip:R |
| 1002 | | Lucas | Lucas (1002) | User | Ready | 0:00:33:34 | sip:LL |
| 1003 | | Paula | Paula (1003) | User | Logged Off | 11:08:05:16 | sip:Pj |
| 1004 | | Francis | Francis (1004) | User | No Reason | 0:00:34:08 | sip:Ff |
| 1101 | | Sylvie | Sylvie (1101) | Team Lead | No Reason | 0:00:33:27 | sip:Pj |
| 1102 | | Antonio | Antonio (1102) | Team Lead | Logged Off | 11:08:05:16 | sip:R |
| 1201 | | Andrea | Andrea (1201) | Supervisor | Logged Off | 11:08:05:16 | sip:A |
| 1202 | | Marcel | Marcel (1202) | Supervisor | Logged Off | 11:08:05:16 | sip:M |
| 1301 | | Julie | Julie (1301) | Administrator | Ready | 0:00:09:51 | sip:U |
| 9998 | | Switch Admin | Switch Admin (9998) | Administrator | Logged Off | 11:08:05:16 | sip:U |
| 9999 | | Global Admin | Global Admin (9999) | Global Admin | Logged Off | 0:00:33:24 | sip:K |

| Property | Value |
|----------------------------------|--------------|
| Statistics | Laura (1001) |
| Answered Queued Calls Received | 0 |
| Average Alerting | 0:00:00:00 |
| Average Alerting Direct | 0:00:00:00 |
| Average Alerting From Queue | 0:00:00:00 |
| Average Call Duration | 0:00:00:00 |
| Average Direct Call Duration | 0:00:00:00 |
| Average Email Duration | 0:00:00:00 |
| Average Instant Message Duration | 0:00:00:00 |
| Average Queued Call Duration | 0:00:00:00 |
| Average Wrap Up Duration | 0:00:00:18 |
| Calls From Queue | 0 |
| Calls Handled | 0 |
| Call Transfers Made | 0 |
| Direct Calls Received | 0 |
| Direct Transfers Received | 0 |
| Emails Received | 0 |
| Email Transfers Made | 0 |
| External Calls Placed | 2 |
| Total Instant Messages Handled | 0 |
| Internal Calls Placed | 1 |
| Total Alerting | 0:00:00:00 |
| Total Alerting Direct | 0:00:00:00 |
| Total Alerting From Queue | 0:00:00:00 |
| Total Full Duration Placed | 0:00:00:00 |

The list of all users are displayed on the left, allowing for easy comparison among users. You can view the Details Table for other users by clicking on the rows housed in the table on the left.

Information Tab

This is the largest portion of the Users Details Table.

Columns Options

The Detail Table for Users provides all information and data points for the selected user. Click the Columns heading on the left of the table and use the checkboxes to display and hide the information.

The screenshot shows the 'USERS' gallery on the left and the 'USER - LAURA (1001)' detailed view on the right. The gallery table has columns: ID, Image, Name, Display Name, Role Name, State, State Duration, and Voice. The detailed view shows tabs for Information, Contacts, Activities, Queues, and Teams. The 'Information' tab is active, displaying a search field and a table with columns for Property and Value. The table lists various statistics for Laura (1001), such as 'Average Alerting Direct' and 'Total Alerts Placed'.

The gallery will refresh with the selected columns.

The table below explains the columns you can display.

| User Information Tab Columns | |
|------------------------------|--|
| Column Name | Explanation |
| Type | Type of user data. Options include Information and Statistics. |
| Property | All informational and statistic properties for users. |
| Value | The value of the information and statistic properties for the selected user. |

By default, all columns are displayed on the table.

Note: Use the search field to find a column name in the list.

Filter Options

Click the Filters heading on the left of the table and use the options available to filter your list of data points.

The screenshot displays the 'USERS' section of the iceMonitor interface. On the left, a table lists various users with columns for ID, Image, Name, Display Name, Role Name, State, State Duration, and Value. The user 'Laura (1001)' is selected. On the right, the 'USER - LAURA (1001)' view is open, showing a detailed view of the user's statistics and activities. The 'Statistics' tab is active, displaying a list of metrics such as 'Answered Queued Calls Received', 'Average Alerting', 'Average Call Duration', and 'Total Calls Placed'.

The screenshot shows a filter gallery with a search field at the top. Below the search field, there are several filter categories: 'Type', 'Columns', 'Filters', 'Property', and 'Value'. The 'Filters' section is expanded, showing three checked items: '(Select All)', 'Information', and 'Statistics'. A 'Reset Filter' button is located at the bottom of the gallery.

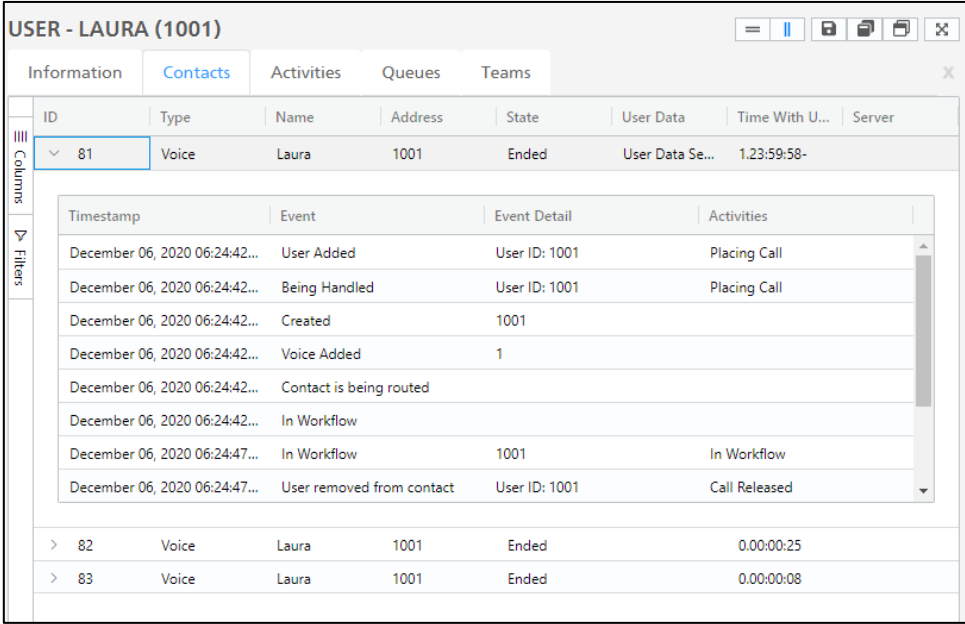
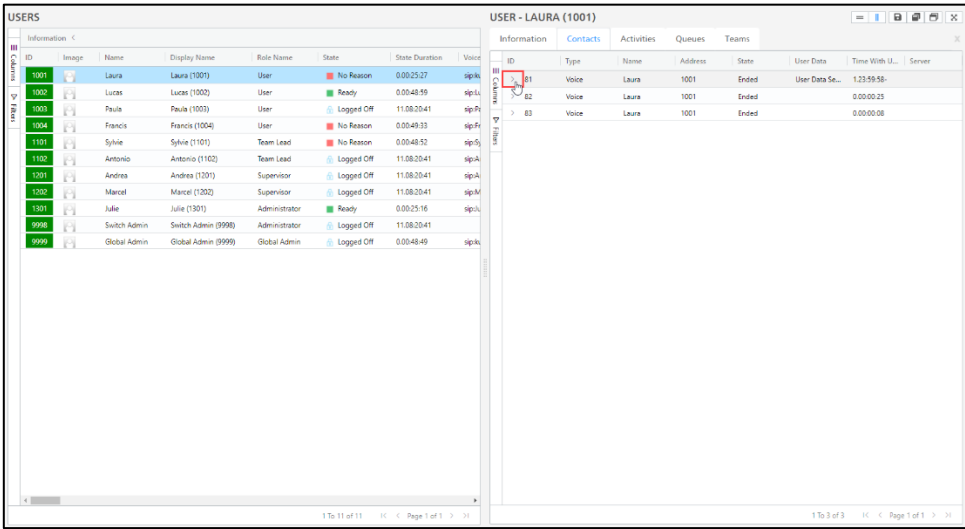
The gallery will refresh according to the filter conditions selected.

Note: Use the search field to find a property name in the list.

Contacts Tab

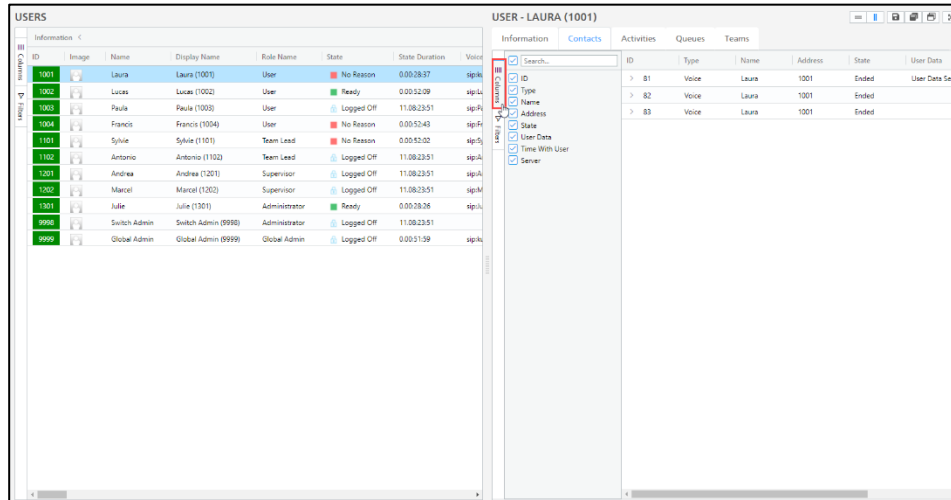
The Contacts Tab will provide information on the contacts handled by the selected user today.

To view details for the contacts handled by the selected user, click the arrow under the ID column:



Columns Options

The Contacts tab provides information regarding the contacts handled by the selected user today. Click the Columns heading on the left of the table and use the checkboxes to show and hide the information.



The gallery will refresh with the selected columns.

The table below explains the columns you can display.

| User Contacts Tab Columns | |
|---------------------------|---|
| Column Name | Explanation |
| ID | The unique ID for the contact handled by the user. |
| Type | The type of contact. Options include Voice, IM, Autodial, and Email. |
| Name | The name of the contact handled by the user. |
| Address | The address of the contact handled by the user – e.g., phone number, email, or SIP address. |
| State | The state of the contact handled by the user. |
| User Data | Contents of the User Data field for the contact handled by the user. |
| Time With User | The amount of time the user spent handling the contact. |
| Server | The server that the contact was handled on. |

By default, all columns are displayed on the table.

Note: Use the search field to find a column name in the list.

Filter Options

Click the Filters heading on the left of the table and use the data points available to filter your list.

| ID | Image | Name | Display Name | Role Name | State | State Duration | Voice |
|------|-------|--------------|---------------------|---------------|------------|----------------|--------|
| 1001 | | Laura | Laura (1001) | User | No Reason | 0:00:28:44 | sip/A |
| 1002 | | Lucas | Lucas (1002) | User | Ready | 0:00:32:16 | sip/L |
| 1003 | | Paula | Paula (1003) | User | Logged Off | 11:08:23:58 | sip/F |
| 1004 | | Francis | Francis (1004) | User | No Reason | 0:00:52:50 | sip/Fr |
| 1101 | | Sylvie | Sylvie (1101) | Team Lead | No Reason | 0:00:32:09 | sip/S |
| 1102 | | Antonio | Antonio (1102) | Team Lead | Logged Off | 11:08:23:58 | sip/A |
| 1201 | | Andrea | Andrea (1201) | Supervisor | Logged Off | 11:08:23:58 | sip/A |
| 1202 | | Manoel | Manoel (1202) | Supervisor | Logged Off | 11:08:23:58 | sip/M |
| 1401 | | Julie | Julie (1401) | Administrator | Ready | 0:00:28:33 | sip/A |
| 9998 | | Switch Admin | Switch Admin (9998) | Administrator | Logged Off | 11:08:23:58 | sip/A |
| 9999 | | Global Admin | Global Admin (9999) | Global Admin | Logged Off | 0:00:02:00 | sip/A |

Search...

Columns

- > ID
- > Type

Filters

Search...

- (Select All)
- Voice
- IM
- Autodial
- Email

Reset Filter

> Name

The gallery will refresh according to the filter conditions selected.

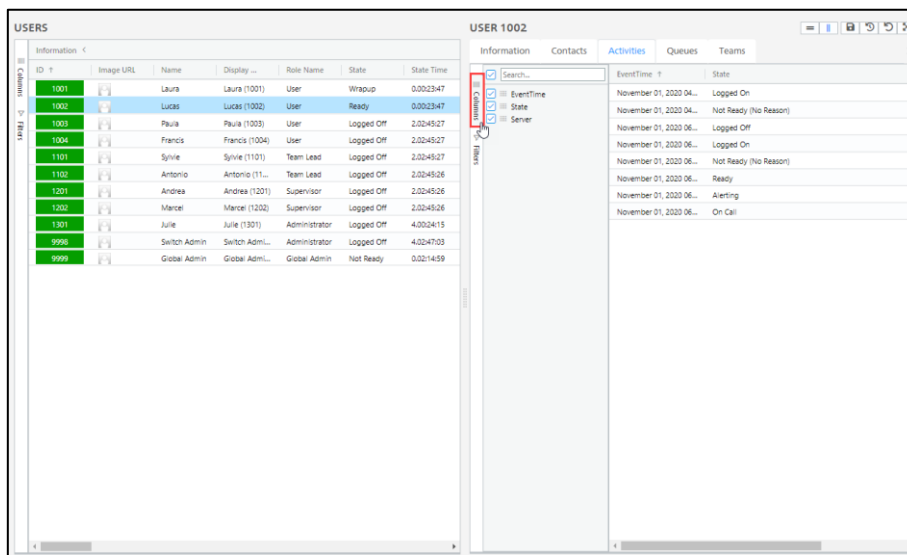
Note: Use the search field to find a property name in the list.

Activities

In this section, you can see the user's activities and various state changes for the current date.

Columns Options

Click the Columns heading on the left of the table and use the checkboxes to show and hide the information.



The gallery will refresh with the selected columns.

The table below explains the columns you can display.

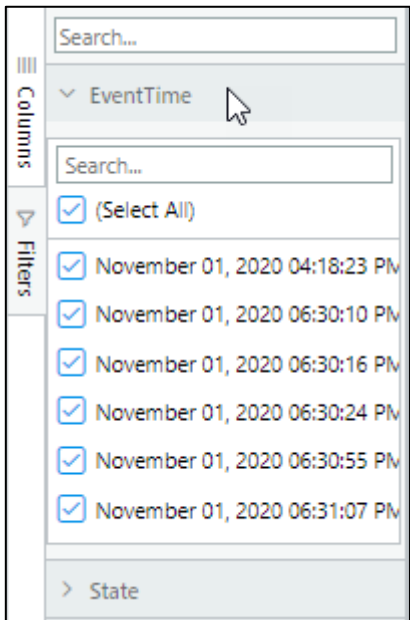
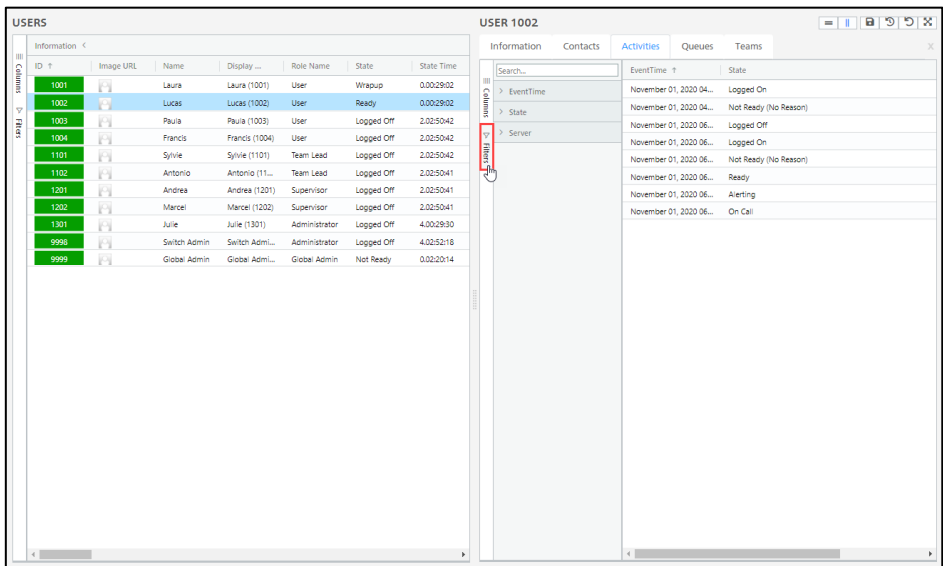
| User Activities Tab Columns | |
|-----------------------------|---|
| Column Name | Explanation |
| Event Time | Date and time of the event. |
| State | The state associated with the event. |
| Server | The server that the user is logged into for the associated event. |

By default, all columns are displayed on the table.

Note: Use the search field to find a column name in the list.

Filter Options

Click the Filters heading on the left of the table and use the data points available to filter your list.



The gallery will refresh according to the filter conditions selected.

Note: Use the search field to find a property name in the list.

Queues Tab

In this section, you can see the queues the user is assigned to by clicking the *Queues* tab.

USER - LAURA (1001)

Information Contacts Activities **Queues** Teams

| ID | Name | Short Name | Status | TASA | TASA2 |
|------|-------------------------|------------|-------------|------------|------------|
| 6001 | Sales Voice Queue | Sales | Day Service | 0.00:00:45 | 0.00:01:00 |
| 6002 | Tech Support Voice Q... | TechSupp | Day Service | 0.00:00:45 | 0.00:01:00 |
| 6004 | Default Name (6004) | Df6004 | Day Service | 0.00:00:45 | 0.00:01:00 |
| 6500 | Email Queue | Df6500 | Day Service | 0.00:00:45 | 0.00:01:00 |

Columns Options

Click the Columns heading on the left of the table and use the checkboxes to show and hide the information.

USERS

| ID | Image | Name | Display Name | Role Name | Status | State | Duration | Voicemail |
|------|-------|--------------|---------------------|---------------|------------|-------------|----------|-----------|
| 1001 | | Laura | Laura (1001) | User | No Reason | 0.00:14:04 | spk | |
| 1002 | | Lucas | Lucas (1002) | User | Ready | 0.00:37:36 | spk | |
| 1003 | | Paula | Paula (1003) | User | Logged Off | 11.08:29:18 | spk | |
| 1004 | | Francis | Francis (1004) | User | No Reason | 0.00:08:10 | spk | |
| 1101 | | Sylvie | Sylvie (1101) | Team Lead | No Reason | 0.00:37:28 | spk | |
| 1201 | | Antonio | Antonio (1201) | Team Lead | Logged Off | 11.08:29:18 | spk | |
| 1202 | | Andrea | Andrea (1202) | Supervisor | Logged Off | 11.08:29:18 | spk | |
| 1203 | | Marcel | Marcel (1203) | Supervisor | Logged Off | 11.08:29:18 | spk | |
| 1301 | | Julie | Julie (1301) | Administrator | Ready | 0.00:33:53 | spk | |
| 1900 | | Switch Admin | Switch Admin (1900) | Administrator | Logged Off | 11.08:29:18 | spk | |
| 1909 | | Global Admin | Global Admin (1909) | Global Admin | Logged Off | 0.00:17:26 | spk | |

USER - LAURA (1001)

Information Contacts Activities **Queues** Teams

| ID | Name | Short Name | Status | TASA |
|------|-------------------------|------------|-------------|------------|
| 6001 | Sales Voice Queue | Sales | Day Service | 0.00:00:45 |
| 6002 | Tech Support Voice Q... | TechSupp | Day Service | 0.00:00:45 |
| 6004 | Default Name (6004) | Df6004 | Day Service | 0.00:00:45 |
| 6500 | Email Queue | Df6500 | Day Service | 0.00:00:45 |

The gallery will refresh with the selected columns.

The table below explains the columns you can display.

| User Queue Assignment Columns | |
|-------------------------------|--|
| Column Name | Explanation |
| ID | Queue ID as per the queue's profile in iceAdministrator. |
| Name | Queue Name as per the queue's profile in iceAdministrator. |
| Short Name | Queue Short Name as per the queue's profile in iceAdministrator. |
| Status | The current status of the queue. |
| TASA | The queue's Target Average Speed of Answer as per the queue's profile in iceAdministrator. |
| TASA2 | The queue's Target Average Speed of Answer 2 as per the queue's profile in iceAdministrator. |

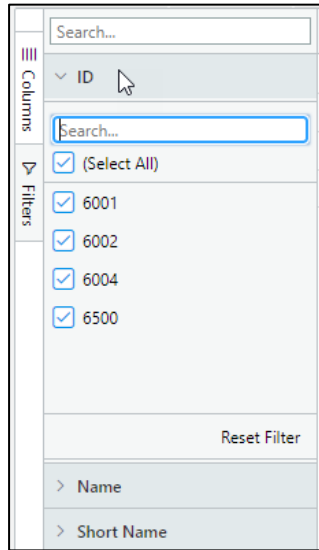
By default, all columns are displayed on the table.

Note: Use the search field to find a column name in the list.

Filter Options

Click the Filters heading on the left of the table and use the data points available to filter your list.

The screenshot displays the iceMonitor interface. On the left, a table titled 'USERS' lists various users with columns for ID, Image, Name, Display Name, Role Name, Status, State Duration, and Voice. The user 'Laura (1001)' is highlighted. On the right, a detailed view for 'USER - LAURA (1001)' is shown, featuring a 'Columns' dropdown menu with a search field and a list of queue assignment columns: ID, Name, Short Name, Status, TASA, and TASA2. The 'Queues' tab is active, showing a table of queue assignments with columns for ID, Name, Short Name, Status, and TASA. The table lists four queues: Sales Voice Queue, Tech-Support Voice Queue, Default Name (8034), and Email Queue.



The gallery will refresh according to the filter conditions selected.

Note: Use the search field to find a property name in the list.

Right-click menu options

Right-click on a row in the table to perform additional tasks, such as log off all users from the queue.

| ID | Image | Name | Display Name | Role Name | State | State Duration | Voice |
|------|-------|--------------|---------------------|---------------|------------|----------------|-------|
| 1001 | | Laura | Laura (1001) | User | No Reason | 0:00:39:20 | sipA |
| 1002 | | Lucas | Lucas (1002) | User | Ready | 0:01:01:52 | sipA |
| 1003 | | Paula | Paula (1003) | User | Logged Off | 11:08:33:34 | sipA |
| 1004 | | Francis | Francis (1004) | User | No Reason | 0:01:00:28 | sipA |
| 1101 | | Sylvie | Sylvie (1101) | Team Lead | No Reason | 0:01:01:45 | sipA |
| 1102 | | Antonio | Antonio (1102) | Team Lead | Logged Off | 11:08:33:34 | sipA |
| 1201 | | Andrea | Andrea (1201) | Supervisor | Logged Off | 11:08:33:34 | sipA |
| 1202 | | Marcel | Marcel (1202) | Supervisor | Logged Off | 11:08:33:34 | sipM |
| 1301 | | Julie | Julie (1301) | Administrator | Ready | 0:00:38:09 | sipU |
| 9998 | | Switch Admin | Switch Admin (9998) | Administrator | Logged Off | 11:08:33:34 | sipU |
| 9999 | | Global Admin | Global Admin (9999) | Global Admin | Logged Off | 0:01:01:42 | sipA |

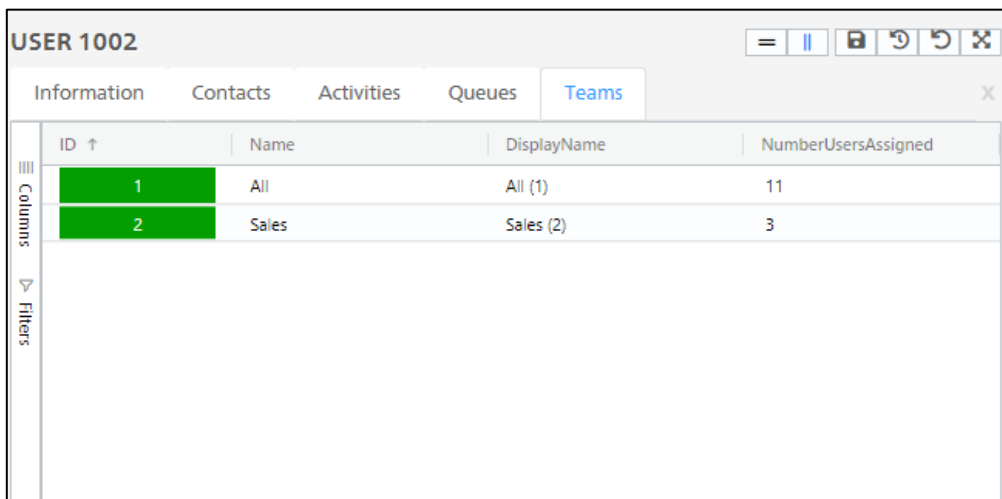
| ID | Name | Short Name | Status | TASA | TASA2 |
|------|-------------------------|------------|-------------|------------|------------|
| 6001 | Sales Voice Queue | Sales | Day Service | 0:00:00:45 | 0:00:01:00 |
| 6002 | Tech Support Voice Q... | TechSupp | | | 0:00:01:00 |
| 6004 | Default Name (6004) | D16004 | | | 0:00:01:00 |
| 6500 | Email Queue | D16500 | | | 0:00:01:00 |

The menu options that are available to you depends on whether or not you are logged on and whether or not the user you wish to interact with is logged on. For more information, refer to Chapter 2: The Queues Screen Right-click menu options on page 40.

Teams Tab

In this section, you can see the teams the user is assigned to by clicking the *Teams* tab.

Click *Teams* to see the teams that this user has been assigned to.



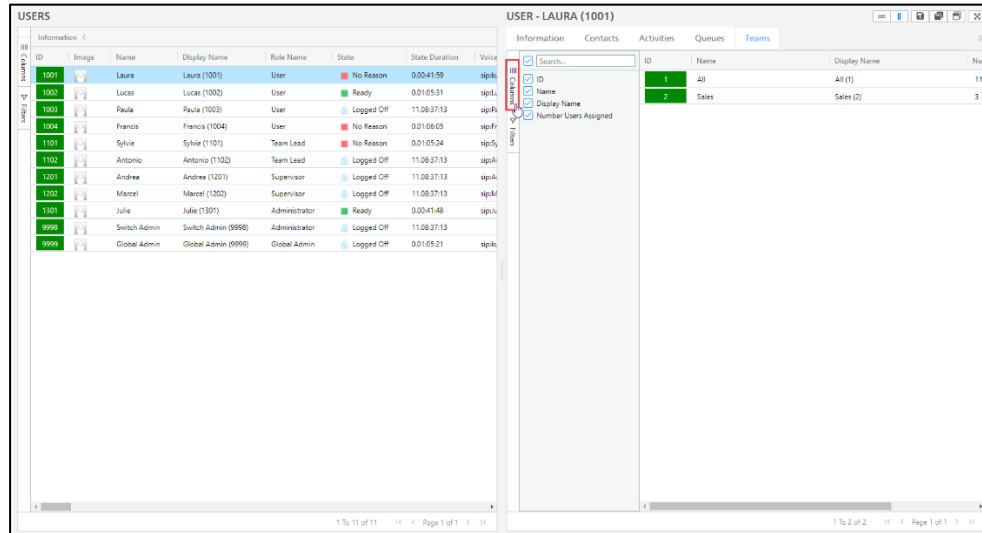
The screenshot shows a user profile for 'USER 1002' with a toolbar containing icons for settings, help, refresh, and close. Below the toolbar are tabs for 'Information', 'Contacts', 'Activities', 'Queues', and 'Teams'. The 'Teams' tab is active, displaying a table with the following data:

| ID ↑ | Name | DisplayName | NumberUsersAssigned |
|------|-------|-------------|---------------------|
| 1 | All | All (1) | 11 |
| 2 | Sales | Sales (2) | 3 |

On the left side of the table, there are vertical labels 'Columns' and 'Filters' with corresponding icons.

Columns Options

Click the Columns heading on the left of the table and use the checkboxes to show and hide the information.



The gallery will refresh with the selected columns.

The table below explains the columns you can display.

| User Team Assignment Columns | |
|------------------------------|--|
| Column Name | Explanation |
| ID | Team ID as per the team's profile in iceAdministrator. |
| Name | Team Name as per the team's profile in iceAdministrator. |
| Display Name | Refers to the Team Name and Team ID. |
| Number Users Assigned | The number of users assigned to the team. |

By default, all columns are displayed on the table.

Note: Use the search field to find a column name in the list.

Filter Options

Click the Filters heading on the left of the table and use the data points available to filter your list of teams.

The screenshot displays the 'USERS' management interface. On the left, a table lists various users with columns for ID, Image, Name, Display Name, Role Name, State, State Duration, and Voice. The user 'Laura (1001)' is selected. On the right, the 'USER - LAURA (1001)' detail view is shown, featuring tabs for 'Information', 'Contacts', 'Activities', 'Queues', and 'Teams'. The 'Information' tab is active, showing a search field and a table with columns for ID, Name, and Display Name. The table contains three rows: 'All (1)' with ID 1, 'Sales' with ID 2, and 'Sales (2)' with ID 3. Below the table, there is a section for 'Number Users Assigned'.

This screenshot shows the 'Columns' and 'Filters' sidebar. The 'Columns' section has a search field and a list of columns: 'ID' and 'Name'. The 'Filters' section has a search field and a list of filter options: '(Select All)', 'All', and 'Sales'. A 'Reset Filter' button is located at the bottom of the sidebar.

The gallery will refresh according to the filter conditions selected.

Note: Use the search field to find a property name in the list.

Right-click menu options

Right-click on a row in the table to perform additional tasks, such as logging off all users in the team.

The screenshot displays the iceMonitor interface. On the left, a table lists users with columns for ID, Name, Display Name, Role Name, State, State Duration, and Voice. The 'USER - LAURA (1001)' panel on the right shows a detailed view of the selected user, including tabs for Information, Contacts, Activities, Queues, and Teams. A right-click menu is open over the 'Sales' team, showing options: 'Send Quick Message To All Assigned Users In Team', 'Send Quick Message To Logged On Users In Team', and 'Log Off All Users In This Team'.

| ID | Name | Display Name | Role Name | State | State Duration | Voice |
|------|--------------|---------------------|---------------|------------|----------------|-------|
| 1001 | Laura | Laura (1001) | User | No Reason | 0:00:44:43 | sip:A |
| 1000 | Lucas | Lucas (1002) | User | Ready | 0:01:08:15 | sip:L |
| 1003 | Paula | Paula (1003) | User | Logged Off | 11:08:39:57 | sip:A |
| 1004 | Francis | Francis (1004) | User | No Reason | 0:01:08:49 | sip:F |
| 1101 | Sylvie | Sylvie (1101) | Team Lead | No Reason | 0:01:08:08 | sip:S |
| 1102 | Antonio | Antonio (1102) | Team Lead | Logged Off | 11:08:39:57 | sip:A |
| 1201 | Andrea | Andrea (1201) | Supervisor | Logged Off | 11:08:39:57 | sip:A |
| 1202 | Marcel | Marcel (1202) | Supervisor | Logged Off | 11:08:39:57 | sip:M |
| 1301 | Julie | Julie (1301) | Administrator | Ready | 0:00:44:32 | sip:A |
| 9998 | Switch Admin | Switch Admin (9998) | Administrator | Logged Off | 11:08:39:57 | sip:A |
| 9999 | Global Admin | Global Admin (9999) | Global Admin | Logged Off | 0:01:08:05 | sip:A |

The menu options that are available to you depends on whether or not the user you wish to interact with is logged on and whether or not you have permission to manage the user. For more information, refer to Chapter 4: The Teams Screen Right-click menu options on page 101.



Chapter 4: The Teams Gallery

The next available gallery view is the Teams gallery, accessible through the Teams icon. It displays statistics for all teams in your contact center.

The screenshot shows a dashboard with a navigation menu on the left and a main content area. The navigation menu includes Home, Queues, Users, Teams, and Settings. The main content area is titled 'TEAMS' and displays a table with the following data:

| ID | Name | Display Name | Assigned | Logged On | On Contact | Not Ready | Contacts ... | Contacts ... | Avg Alert... | Avg Call | Avg Call(C) | Avg Call(C) | Avg IM D... | Avg Ex |
|------------------|----------------------|----------------------|----------|-----------|------------|-----------|--------------|--------------|--------------|----------|-------------|-------------|-------------|--------|
| All | All (1) | All (1) | 8 | 0 | 0 | 0 | 0 | 0 | 0.000000 | 0.000000 | 0.000000 | 0.000000 | 0.000000 | 0.0000 |
| Sales | Sales (2) | Sales (2) | 3 | 0 | 0 | 0 | 0 | 0 | 0.000000 | 0.000000 | 0.000000 | 0.000000 | 0.000000 | 0.0000 |
| Customer Service | Customer Service (3) | Customer Service (3) | 2 | 0 | 0 | 0 | 0 | 0 | 0.000000 | 0.000000 | 0.000000 | 0.000000 | 0.000000 | 0.0000 |
| POs | POs (4) | POs (4) | 18 | 1 | 0 | 1 | 1 | 1 | 0.000018 | 0.000000 | 0.000000 | 0.000000 | 0.000047 | 0.0000 |

Each row represents a Team. Each row presents high level information about the team – Team name, Team ID, and the number of team members. The background colour of the Team ID indicates whether the user is meeting threshold requirements. For information on how to configure thresholds, refer to Thresholds on page 139. To modify threshold colors, refer to Display Settings on page 141.

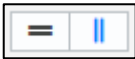



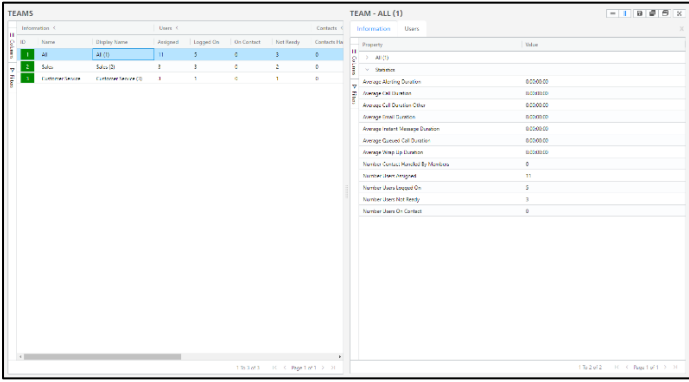







Note:

- All user types have access to the Teams gallery.
- Your user type controls your ability to view information about the different users.
For example, Administrators can view all the information for all the Users, Team Leaders, and Supervisors in the switch. In contrast, Team Leaders can only view the statistics and information on team members. For more information on user types and levels of access, refer to What Different User Types Can Do on page 24.

The Team Gallery Toolbar

You can configure the gallery view by using the following options:

| iceMonitor Tool Bar | |
|-----------------------|---|
| Toolbar Item | Function |
| Layout Options | <p>These options will modify the arrangement of the team table and the team detail table.</p>   Use this button to display the tables horizontally.  Use this button to display the tables vertically. |
| |  |
| |  |

| iceMonitor Tool Bar | |
|------------------------------|--|
| Toolbar Item | Function |
| Layout Saving Options | <p>These options will allow you to save your layout changes or revert your changes.</p>  <p> Use this button to save the layout changes.</p> <p> Use this button to restore your layout to a previously saved layout.</p> <p> Use this button to reset your layout to the default settings.</p> <p> Use the button to enter Full Screen Mode. To exit full screen, use the ESC button on your keyboard.</p> <p>For more information on how to manage your layouts, please refer to page 17.</p> |

Columns Options

The Teams grid provides all information and data points for each Team. Click the Columns heading on the left of the table and use the checkboxes to show and hide the information.

The screenshot shows the TEAMS application interface. On the left, there is a 'Columns' sidebar with a search bar and a list of columns to be displayed, including Information, Users, and Contacts. The main area displays a table with the following data:

| ID | Name | Display ... | Assigned | Logged ... | On Cont... | Not Ready | Contacts... | Avg Aler... | Avg Call | Avg Call[... | Avg Call[... |
|----|---------------|---------------|----------|------------|------------|-----------|-------------|-------------|----------|--------------|--------------|
| 1 | All | All (1) | 11 | 3 | 1 | 0 | 0 | 0.000000 | 0.000000 | 0.000000 | 0.000000 |
| 2 | Sales | Sales (2) | 3 | 2 | 1 | 0 | 0 | 0.000000 | 0.000000 | 0.000000 | 0.000000 |
| 3 | Customer S... | Customer S... | 3 | 0 | 0 | 0 | 0 | 0.000000 | 0.000000 | 0.000000 | 0.000000 |

The gallery will refresh with the selected columns.

The table below explains the columns you can display.

| Teams Table Columns | |
|-----------------------------|---|
| Column Name | Explanation |
| Information | |
| ID | Refers to the Team ID. |
| Name | Refers to the Team Name. |
| Display Name | Refers to the Team Name and Team ID. |
| Users | |
| Assigned | The total number of users assigned to the Team. |
| Logged on | The total number of users logged on from the Team. |
| On Contact | The total number of users handling a contact from the Team. |
| Not Ready | The total number of users in Not Ready state from the Team. |
| Contacts | |
| Contacts Handled | The total contacts handled by members of the Team, includes placed and received contacts. |
| Contacts Handled (R) | The total contacts handled by members of the Team, includes only received contacts. |

| Teams Table Columns | |
|------------------------|---|
| Column Name | Explanation |
| Avg Alerting | The average time spent in alerting state by members of the Team. |
| Avg Call | The average time spent on a call by members of the Team. |
| Avg Call (Q) | The average time spent on a queued call by members of the Team. |
| Avg Call (D) | The average time spent on a direct call by members of the Team. |
| Avg IM Duration | The average time spent on handling an IM by members of the Team. |
| Avg Email | The average time spent on handling an email by members of the Team. |
| Avg Wrap | The average time spent in Wrap Up state by members of the Team. |

By default, all columns are displayed on the table.

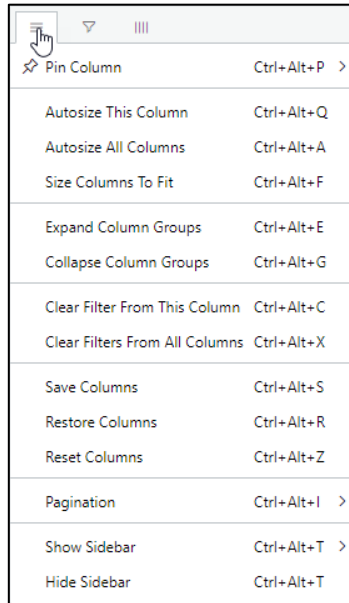
Note: Use the search field to find a column name in the list.

Column Headers

Column Header Actions

Click the *Actions* button on the right side of the column name as shown below to open the menu of options.

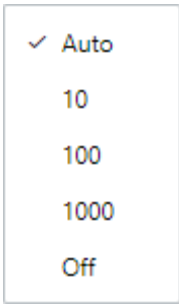
| ID | Name | Display Name | Assigned | Logged On | On Contact | Not Ready | Contacts Handled | Avg Aler |
|----|------------------|----------------------|----------|-----------|------------|-----------|------------------|-----------|
| 1 | All | All (1) | 11 | 5 | 0 | 4 | 0 | 0.00:00:0 |
| 2 | Sales | Sales (2) | 3 | 3 | 0 | 3 | 0 | 0.00:00:0 |
| 3 | Customer Service | Customer Service (3) | 3 | 1 | 0 | 1 | 0 | 0.00:00:0 |



Select an option from the menu to configure the columns and rows in the table.

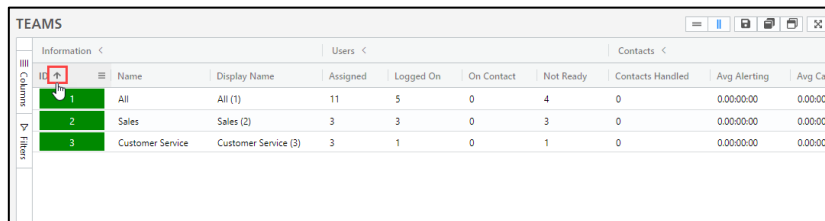
The table below explains the menu options provided.

| Column Heading Menu Options | |
|-------------------------------|--|
| Menu Option | Function |
| Pin Column | Select this option to lock the column on to one side of the table. Options include: <ul style="list-style-type: none"> ▪ Pin Left ▪ Pin Right ▪ No Pin |
| Autosize This Column | Resize the selected column to only the necessary width. |
| Autosize All Columns | Resize all columns to only the necessary width. |
| Size Columns To Fit | Resize all columns to only the minimum width. |
| Expand Column Groups | Display all columns within each group. |
| Collapse Column Groups | Hide columns to display Group Names. |

| Column Heading Menu Options | |
|---------------------------------------|--|
| Menu Option | Function |
| Clear Filter From This Column | Remove all filters added to the selected column. |
| Clear Filters From All Columns | Remove all filters from all columns in the table. |
| Save Columns | Save the current column settings. |
| Restore Columns | Revert column settings to the previous version. |
| Reset Columns | Reset column settings to the default settings. |
| Pagination | <p>Sets the number of rows displayed in the table.</p>  <p>Auto will fit as many rows as possible without using a scrollbar. Off to turn off pagination and display all rows on the same page.</p> |
| Show Sidebar | Display sidebar options including Filter and Column settings. |
| Hide Sidebar | Hide sidebar options including Filter and Column settings. |

Column Header Sorting

Select the column name to sort the rows in the table by the selected column.



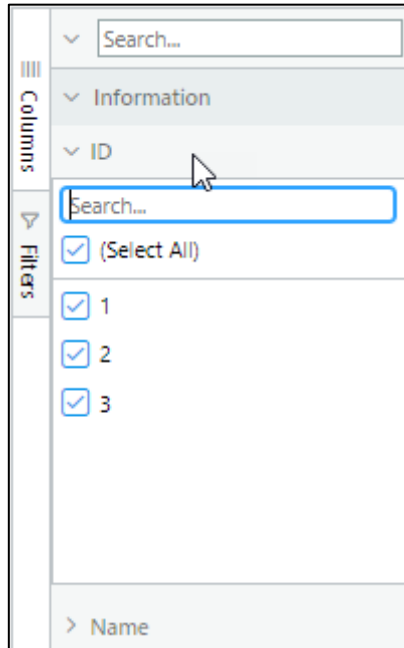
| Information < | Users < | Contacts < | | | | | | |
|--------------------|----------------------|------------|-----------|------------|-----------|------------------|--------------|---------|
| Name | Display Name | Assigned | Logged On | On Contact | Not Ready | Contacts Handled | Avg Alerting | Avg Cal |
| 1 All | All (1) | 11 | 5 | 0 | 4 | 0 | 0.0000:00 | 0.0000: |
| 2 Sales | Sales (2) | 3 | 3 | 0 | 3 | 0 | 0.0000:00 | 0.0000: |
| 3 Customer Service | Customer Service (3) | 3 | 1 | 0 | 1 | 0 | 0.0000:00 | 0.0000: |

| ID | Name | Display Name | Assigned | Logged On | On Contact | Not Ready | Contacts Handled | Avg Alerting | Avg Cal |
|----|------------------|----------------------|----------|-----------|------------|-----------|------------------|--------------|----------|
| 3 | Customer Service | Customer Service (3) | 3 | 1 | 0 | 1 | 0 | 0.000000 | 0.000000 |
| 2 | Sales | Sales (2) | 3 | 3 | 0 | 3 | 0 | 0.000000 | 0.000000 |
| 1 | All | All (1) | 11 | 5 | 0 | 4 | 0 | 0.000000 | 0.000000 |

Filter Options

Click the Filters heading on the left of the table and use the data points available to filter your list of Teams.

| ID | Name | Display ... | Assigned | Logged ... | On Cont... | Not Ready | Contacts... | Avg Aler... | Avg Call | Avg Call(...) | Avg Call(...) |
|----|---------------|---------------|----------|------------|------------|-----------|-------------|-------------|----------|---------------|---------------|
| 1 | All | All (1) | 11 | 3 | 1 | 1 | 0 | 0.000000 | 0.000000 | 0.000000 | 0.000000 |
| 2 | Sales | Sales (2) | 3 | 2 | 1 | 0 | 0 | 0.000000 | 0.000000 | 0.000000 | 0.000000 |
| 3 | Customer S... | Customer S... | 3 | 0 | 0 | 0 | 0 | 0.000000 | 0.000000 | 0.000000 | 0.000000 |



The gallery will refresh according to the filter conditions selected.

Note: Use the search field to find a column name in the list.

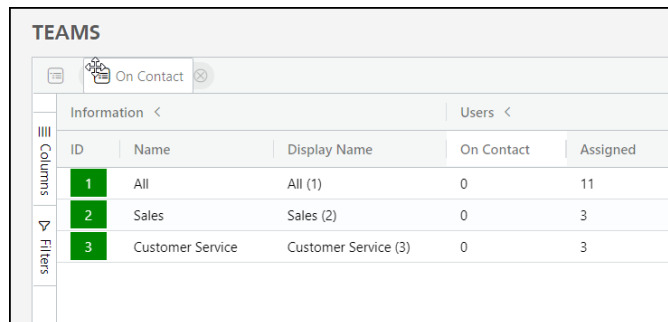
Row Groups

Click and drag columns to the top of the grid to categorize or group the rows in the grid.

An example of using Row Groups:

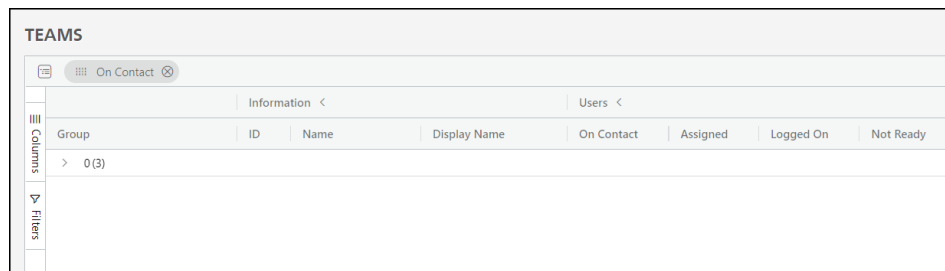
| ID | Name | Display Name | Assigned | Logged On | On Contact | Not Ready | Contacts | Contacts ... | Avg Alert... | Avg Call | Avg Call(Q) | Avg Call(D) | Avg IM D... | Avg En |
|----------------------|----------------------|----------------------|----------|-----------|------------|-----------|----------|--------------|--------------|----------|-------------|-------------|-------------|----------|
| All (1) | All (1) | All (1) | 8 | 0 | 0 | 0 | 0 | 0 | 0.000000 | 0.000000 | 0.000000 | 0.000000 | 0.000000 | 0.000000 |
| Sales (2) | Sales (2) | Sales (2) | 3 | 0 | 0 | 0 | 0 | 0 | 0.000000 | 0.000000 | 0.000000 | 0.000000 | 0.000000 | 0.000000 |
| Customer Service (3) | Customer Service (3) | Customer Service (3) | 2 | 0 | 0 | 0 | 0 | 0 | 0.000000 | 0.000000 | 0.000000 | 0.000000 | 0.000000 | 0.000000 |
| POs (4) | POs (4) | POs (4) | 18 | 1 | 0 | 1 | 1 | 1 | 0.000018 | 0.000000 | 0.000000 | 0.000000 | 0.000047 | 0.000000 |

2. Click and drag the On Contact column to the top of the grid.



| TEAMS | | | | |
|---------------|------------------|----------------------|------------|----------|
| Information < | | | Users < | |
| ID | Name | Display Name | On Contact | Assigned |
| 1 | All | All (1) | 0 | 11 |
| 2 | Sales | Sales (2) | 0 | 3 |
| 3 | Customer Service | Customer Service (3) | 0 | 3 |

3. The rows are now grouped by On Contact:



| TEAMS | | | | | | | |
|---------------|-------|------|--------------|------------|----------|-----------|-----------|
| On Contact | | | | | | | |
| Information < | | | | Users < | | | |
| Group | ID | Name | Display Name | On Contact | Assigned | Logged On | Not Ready |
| > | 0 (3) | | | | | | |

Note: You can add multiple columns to the top of the grid to create nested groups.

Right-click menu options

Right-click on a row in the table to perform additional tasks, such as send quick messages or log off all users in a team.

The screenshot shows the 'TEAMS' interface with a table of teams. A right-click menu is open over the 'Sales' team (ID 2). The table data is as follows:

| ID | Name | Display Name | Assigned | Logged On | On Contact | Not Ready | Contacts Handled | Avg Alerting | Avg Cal |
|----|------------------|----------------------|----------|-----------|------------|-----------|------------------|--------------|------------|
| 3 | Customer Service | Customer Service (3) | 3 | 1 | 0 | 1 | 0 | 0.00:00:00 | 0.00:00:00 |
| 2 | Sales | | | | 0 | 3 | 0 | 0.00:00:00 | 0.00:00:00 |
| 1 | All | | | | 0 | 4 | 0 | 0.00:00:00 | 0.00:00:00 |

The right-click menu options are:

- Send Quick Message To All Assigned Users In Team
- Send Quick Message To Logged On Users In Team
- Log Off All Users In This Team

The table below provides information on right-click menu options in the Team gallery.

| Teams Table Right-Click Menu | |
|---|---|
| Menu Option | Function |
| Send Quick Message to All Assigned Users In Team | Select this option to use the Quick Text feature and send a message to all users assigned to the selected Team. |
| Send Quick message to Logged On Users In Team | Select this option to use the Quick Text feature and send a message to all logged on users assigned to the selected Team. |
| Log Off All Users In This Team | Select this option to log off all users assigned to this team. |

This section has discussed the Team gallery, Team statistics, and the right click options. The next section describes how to drill down into statistics for individual teams.

Note: The statistics are updated in real time.

Details Table for the Teams Gallery

To find more information about a team:

1. Click on the row in the team table.
2. The Details Table for that team will display.

The screenshot displays the iceMonitor interface. On the left, the 'TEAMS' section shows a table with columns: ID, Name, Display Name, Assigned, Logged On, On Contact, Not Ready, and Contacts. The table contains three rows: 'All (1)', 'Sales (2)', and 'Customer Service (3)'. The 'All (1)' row is selected. On the right, the 'TEAM - ALL (1)' details panel is open, showing two tabs: 'Information' and 'Users'. The 'Information' tab is active, displaying a table with columns: Property and Value. The table lists various statistics for the team, such as Average Alerting Duration, Average Call Duration, and Number Users Assigned.

| ID | Name | Display Name | Assigned | Logged On | On Contact | Not Ready | Contacts |
|----|------------------|----------------------|----------|-----------|------------|-----------|----------|
| 1 | All | All (1) | 11 | 0 | 0 | 0 | 0 |
| 2 | Sales | Sales (2) | 3 | 0 | 0 | 0 | 0 |
| 3 | Customer Service | Customer Service (3) | 3 | 0 | 0 | 0 | 0 |

| Property | Value |
|-----------------------------------|------------|
| > All (1) | |
| Statistics | |
| Average Alerting Duration | 0.00:00.00 |
| Average Call Duration | 0.00:00.00 |
| Average Call Duration Other | 0.00:00.00 |
| Average Email Duration | 0.00:00.00 |
| Average Instant Message Duration | 0.00:00.00 |
| Average Queued Call Duration | 0.00:00.00 |
| Average Wrap Up Duration | 0.00:00.00 |
| Number Contact Handled By Members | 0 |
| Number Users Assigned | 11 |
| Number Users Logged On | 0 |
| Number Users Not Ready | 0 |
| Number Users On Contact | 0 |

The Details Table consists of the following sections:

- Information
 - Summary statistics for the team.
- Users
 - Which users are assigned to the team.

Each section can be resized, so you can fit the information you want to see. Scrollbars are available when information does not fit into a section of the panel (i.e., there is too much information).

The screenshot displays the 'TEAMS' section of the iceMonitor interface. On the left, a table lists three teams: 'All', 'Sales', and 'Customer Service'. The 'All' team is selected, and its details are shown in the right-hand pane. The details pane includes a 'Columns' heading with a list of statistics that can be toggled on or off.

| ID | Name | Display Name | Assigned | Logged On | On Contact | Not Ready | Contacts Ha |
|----|------------------|----------------------|----------|-----------|------------|-----------|-------------|
| 1 | All | All (1) | 11 | 5 | 0 | 3 | 0 |
| 2 | Sales | Sales (2) | 3 | 3 | 0 | 2 | 0 |
| 3 | Customer Service | Customer Service (3) | 3 | 1 | 0 | 1 | 0 |

The right-hand pane, titled 'TEAM - ALL (1)', shows the 'Information' tab. It includes a 'Columns' section with the following statistics:

- Average Alerting Duration
- Average Call Duration
- Average Call Duration Other
- Average Email Duration
- Average Instant Message Duration
- Average Queued Call Duration
- Average Wrap Up Duration
- Number Contact Handled By Members
- Number Users Assigned
- Number Users Logged On
- Number Users Not Ready
- Number Users On Contact

The list of all teams are displayed on the left, allowing for easy comparison among teams. You can view the Details Table for other teams by clicking on the rows housed in the table on the left.

Information Tab

This is the largest portion of the Teams Details Table.

Columns Options

The Detail Table for teams provides all information and data points for the selected team. Click the *Columns* heading on the left of the table and use the checkboxes to show and hide the information.

The screenshot shows two windows. The left window, titled 'TEAMS', displays a table with columns: ID, Name, Display Name, Assigned, Logged On, On Contact, Not Ready, and Contacts. The table contains three rows: 'All' (ID 1), 'Sales' (ID 2), and 'Customer Service' (ID 3). The right window, titled 'TEAM - ALL (1)', shows a gallery of columns for the selected team. The gallery has a search field and a list of properties including 'Type', 'Property', and 'Value'. The 'Value' property is selected, showing a list of statistics such as 'Average Alerting Duration', 'Average Call Duration', etc.

The gallery will refresh with the selected columns.

The table below explains the columns you can display.

| Teams Information Tab Columns | |
|-------------------------------|--|
| Column Name | Explanation |
| Type | Type of team data. Options include Information and Statistics. |
| Property | All informational and statistic properties for teams. |
| Value | The value of the information and statistic properties for the selected team. |

By default, all columns are displayed on the table.

Note: Use the search field to find a column name in the list.

Filter Options

Click the Filters heading on the left of the table and use the options available to filter your list of data points.

The screenshot displays two side-by-side panels. The left panel, titled 'TEAMS', shows a table with columns: ID, Name, Display Name, Assigned, Logged On, On Contact, Not Ready, and Contacts Hit. The table contains three rows: 'All' (Assigned: 11, Logged On: 5, On Contact: 0, Not Ready: 3, Contacts Hit: 0), 'Sales' (Assigned: 3, Logged On: 3, On Contact: 0, Not Ready: 2, Contacts Hit: 0), and 'Customer Service' (Assigned: 3, Logged On: 1, On Contact: 0, Not Ready: 1, Contacts Hit: 0). The right panel, titled 'TEAM - ALL (1)', shows a 'Property' list with a search field and a list of properties including 'Average Alerting Duration', 'Average Call Duration', 'Average Call Duration Other', 'Average Email Duration', 'Average Instant Message Duration', 'Average Queued Call Duration', 'Average Wrap Up Duration', 'Number Contact Handled By Members', 'Number Users Assigned', 'Number Users Logged On', 'Number Users Not Ready', and 'Number Users On Contact'. A red box highlights the 'Columns' and 'Filters' sections in the left panel.

This screenshot shows a vertical sidebar with a search field at the top. Below the search field is a 'Type' dropdown menu. Underneath is another search field. The 'Columns' section is expanded, showing a search field and a list of items: '(Select All)', 'Information', and 'Statistics', each with a checked checkbox. Below this is a 'Reset Filter' button. At the bottom, there are two expandable sections: 'Property' and 'Value'.

The gallery will refresh according to the filter conditions selected.

Note: Use the search field to find a property name in the list.

Users Tab

In this section, you can see all the users that are assigned to the team by clicking the *Users* tab.

TEAM - ALL (1)

Information Users

| ID | Image | Name | State | State Duration | Role Name |
|------|-------|--------------|------------|----------------|---------------|
| 1001 | | Laura | No Reason | 0.01:08:34 | User |
| 1002 | | Lucas | Ready | 0.01:32:06 | User |
| 1003 | | Paula | Logged Off | 11.09:03:48 | User |
| 1004 | | Francis | No Reason | 0.01:32:40 | User |
| 1101 | | Sylvie | No Reason | 0.01:31:59 | Team Lead |
| 1102 | | Antonio | Logged Off | 11.09:03:48 | Team Lead |
| 1201 | | Andrea | Logged Off | 11.09:03:48 | Supervisor |
| 1202 | | Marcel | Logged Off | 11.09:03:48 | Supervisor |
| 1301 | | Julie | Ready | 0.01:08:23 | Administrator |
| 9998 | | Switch Admin | Logged Off | 11.09:03:48 | Administrator |
| 9999 | | Global Admin | Logged Off | 0.01:31:56 | Global Admin |

Columns Options

Click the Columns heading on the left of the table and use the checkboxes to show and hide the information.

TEAMS

Information Users Contacts

| ID | Name | Display Name | Assigned | Logged On | On Contact | Not Ready | Contacts Ha |
|----|------------------|----------------------|----------|-----------|------------|-----------|-------------|
| 1 | All | All (1) | 11 | 5 | 0 | 3 | 0 |
| 2 | Sales | Sales (2) | 3 | 3 | 0 | 2 | 0 |
| 3 | Customer Service | Customer Service (3) | 3 | 1 | 0 | 1 | 0 |

TEAM - ALL (1)

Information Users

| ID | Image | Name | State | State Duration | Role Name |
|------|-------|--------------|------------|----------------|---------------|
| 1001 | | Laura | No Reason | 0.01:08:28 | User |
| 1002 | | Lucas | Ready | 0.01:32:58 | User |
| 1003 | | Paula | Logged Off | 11.09:04:40 | User |
| 1004 | | Francis | No Reason | 0.01:33:32 | User |
| 1101 | | Sylvie | No Reason | 0.01:32:51 | Team Lead |
| 1102 | | Antonio | Logged Off | 11.09:04:40 | Team Lead |
| 1201 | | Andrea | Logged Off | 11.09:04:40 | Supervisor |
| 1202 | | Marcel | Logged Off | 11.09:04:40 | Supervisor |
| 1301 | | Julie | Ready | 0.01:08:13 | Administrator |
| 9998 | | Switch Admin | Logged Off | 11.09:04:40 | Administrator |
| 9999 | | Global Admin | Logged Off | 0.01:32:48 | Global Admin |

The gallery will refresh with the selected columns.

The table below explains the columns you can display.

| Team User Assignments Tab Columns | |
|-----------------------------------|---|
| Column Name | Explanation |
| ID | User ID as per the user's profile in iceAdministrator. |
| Image | URL of the image as per the user's profile in iceAdministrator. |
| Name | Name of the user as per the user's profile in iceAdministrator. |
| State | The current state of the user. |
| State Duration | The current state time of the user. |
| Role Name | The user's role name as per the user's profile in iceAdministrator. |

By default, all columns are displayed on the table.

Note: Use the search field to find a column name in the list.

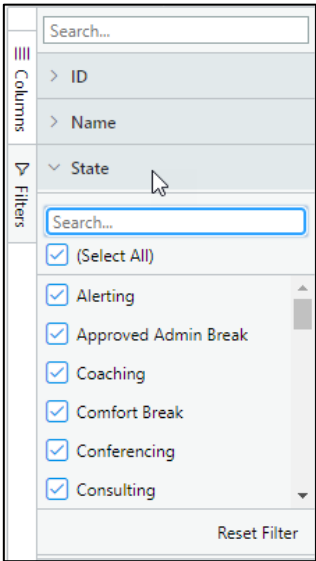
Filter Options

Click the Filters heading on the left of the table and use the data points available to filter your list of users.

The screenshot displays the 'TEAM - ALL (1)' interface. On the left, there is a 'Filters' sidebar with a 'TEAM - ALL (1)' heading and a search field. Below the search field, there are several filter categories: 'ID', 'Image', 'Name', 'State', 'State Duration', and 'Role Name'. Each category has a list of values with checkboxes for selection. The main table on the right shows a list of users with columns for ID, Image, Name, State, and State Duration. The table is currently displaying 11 users, with the first three rows highlighted in blue. The bottom of the interface shows pagination information: '1 to 3 of 3' and 'Page 1 of 1'.

| ID | Name | Assigned | Logged On | On Contact | Not Ready | Contacts Ha |
|----|------------------|----------|-----------|------------|-----------|-------------|
| 1 | All | 11 | 5 | 0 | 3 | 0 |
| 2 | Sales | 3 | 3 | 0 | 2 | 0 |
| 3 | Customer Service | 3 | 1 | 0 | 1 | 0 |

| ID | Image | Name | State | State Duration |
|------|-------|--------------|------------|----------------|
| 0001 | | Laura | No Reason | 0:01:09:31 |
| 0002 | | Lucas | Ready | 0:01:53:09 |
| 0003 | | Paula | Logged Off | 11:09:04:45 |
| 0004 | | Francis | No Reason | 0:01:53:37 |
| 0005 | | Sylvie | No Reason | 0:01:52:56 |
| 0006 | | Antonio | Logged Off | 11:09:04:45 |
| 0007 | | Andrea | Logged Off | 11:09:04:45 |
| 0008 | | Martel | Logged Off | 11:09:04:45 |
| 0009 | | Julie | Ready | 0:01:09:30 |
| 0010 | | Switch Admin | Logged Off | 11:09:04:45 |
| 0011 | | Global Admin | Logged Off | 0:01:52:53 |

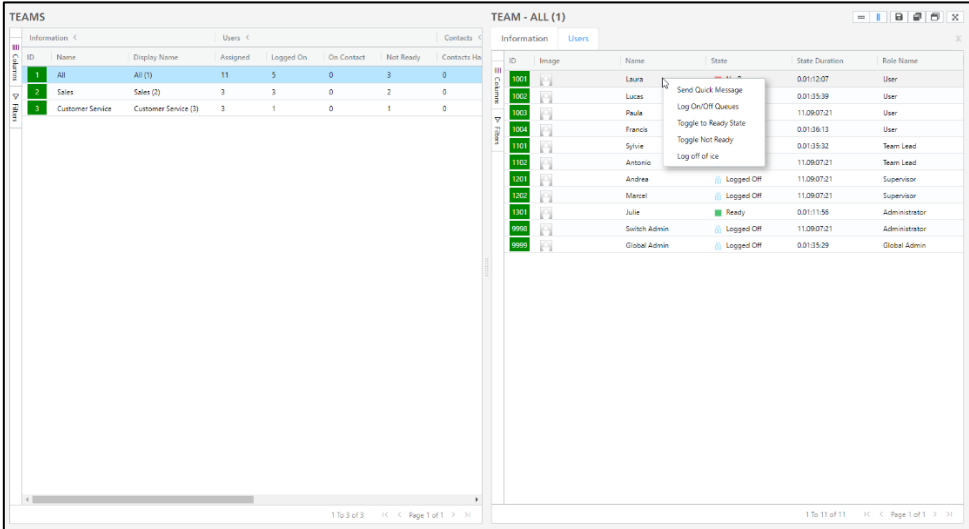


The gallery will refresh according to the filter conditions selected.

Note: Use the search field to find a property name in the list.

Right-click menu options

Right-click on a row in the table to perform additional tasks, such as logging in a user and changing their state.



The menu options that are available to you depends on whether or not you are logged on and whether or not the user you wish to interact with is logged on. For more information, refer to Chapter 3: The Users Screen Right-click menu options on page 70.



Chapter 5: The Home Screen

The Home Screen represents the highest level at which you can view information about your contact center. It can be used to provide a summary of the contact center or a table of contents for quick access to the information that you need frequently.

The screenshot displays the Ice Home Screen interface. The top navigation bar includes HOME, MONITOR, JOURNAL, SURVEY, REPORTS, ADMINISTRATOR, CAMPAIGN, ICEBAR, and ACTIVE CONTACTS. The user profile shows DIANE (1111) Administrator, READY, 09:09:28. The left sidebar contains MONITOR, Home, Queues, Users, Teams, and Settings. The main content area is split into two panels: QUEUES and USERS.

QUEUES (Ice Servers: Aggregate)

| ID | Name | Short Name | Status | TASA | TASA2 | Server |
|------|---------------------|------------|-------------|----------|----------|-----------|
| 5000 | Default Name (S... | DF5000 | Day Service | 00:00:45 | 00:01:00 | Aggregate |
| 6000 | Default Name (E... | DE6000 | Day Service | 00:00:45 | 00:01:00 | Aggregate |
| 6001 | Sales Voice Que... | Sales VQ | Day Service | 00:00:45 | 00:01:00 | Aggregate |
| 6002 | Tech Support Vo... | TechSupp | Day Service | 00:00:45 | 00:01:00 | Aggregate |
| 6003 | Customer Servic... | CusServ | Day Service | 00:00:45 | 00:01:00 | Aggregate |
| 6101 | Sales Voice Fren... | FSales | Day Service | 00:00:45 | 00:01:00 | Aggregate |
| 6102 | Tech Support V... | FTechSupp | Day Service | 00:00:45 | 00:01:00 | Aggregate |
| 6103 | Customer Servic... | FCusServ | Day Service | 00:00:45 | 00:01:00 | Aggregate |
| 6500 | Email Queue | Email | Day Service | 00:00:45 | 00:01:00 | Aggregate |
| 6510 | Email French Qu... | FrEmail | Day Service | 00:00:45 | 00:01:00 | Aggregate |
| 6900 | Training Queue | Training | Day Service | 00:00:45 | 00:01:00 | Aggregate |
| 6910 | French Training ... | FrTraining | Day Service | 00:00:45 | 00:01:00 | Aggregate |
| 7000 | IM Queue | IM | Day Service | 00:00:45 | 00:01:00 | Aggregate |
| 7100 | IM French Queue | FrIM | Day Service | 00:00:45 | 00:01:00 | Aggregate |

USERS

| ID | Name | Display Name | Role Name | State | State Dur... |
|------|-----------------|---------------------|---------------|------------|--------------|
| 1001 | Laura | Laura (1001) | User | Logged Off | 3.01:19.5 |
| 1002 | Lucas | Lucas (1002) | User | Logged Off | 3.01:19.5 |
| 1003 | Paula | Paula (1003) | User | Logged Off | 3.01:19.5 |
| 1004 | Francis | Francis (1004) | User | Logged Off | 3.01:19.5 |
| 1005 | QA Andrei | QA Andrei (1005) | User | Logged Off | 3.01:19.5 |
| 1071 | User 1 | User 1 (1071) | User | Logged Off | 3.01:19.5 |
| 1072 | User 2 | User 2 (1072) | User | Logged Off | 3.01:19.5 |
| 1077 | Team Lead 1 | Team Lead 1 (10... | Team Lead | Logged Off | 3.01:19.5 |
| 1078 | Supervisor 1 | Supervisor 1 (10... | Supervisor | Logged Off | 3.01:19.5 |
| 1079 | Administrator 1 | Administrator 1 ... | Administrator | Logged Off | 3.01:19.5 |
| 1101 | Sylvie | Sylvie (1101) | Team Lead | Logged Off | 3.01:19.5 |
| 1102 | Antonio | Antonio (1102) | Team Lead | Logged Off | 3.01:19.5 |
| 1111 | Diane | Diane (1111) | Administrator | Ready | 00:00:05.2 |
| 1201 | Andrea | Andrea (1201) | Supervisor | Logged Off | 3.01:19.5 |
| 1202 | Marcel | Marcel (1202) | Supervisor | Logged Off | 3.01:19.5 |
| 1301 | Julie | Julie (1301) | Administrator | Logged Off | 0.01:33.4 |
| 1302 | Mark | Mark (1302) | Administrator | Logged Off | 3.01:19.5 |

All user types have access to the Home Screen. For more information on user types, refer to page What Different User Types Can Do on page 24.

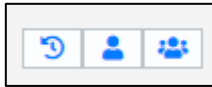
How to configure your Home Screen

This section provides information on how to do the following:

- How to add or remove the tables
- How to lock the tables
- How to configure the columns on the tables
- How to organize the home screen
- How to save and restore your home screen layout

How to Add or Remove the Tables

There are separate tables for users, queues, and team information. Use the following buttons to add or remove the tables from the home screen:



| QUEUES | | | | | USERS | | | | | TEAMS | | | | |
|--------|------------------------------|------------|---------------|-------|-------|-------|--------------|---------------------|---------------|-------|------------------|----------------------|----------|-----------|
| ID | Name | Short Name | Status | TASA | ID | Image | Name | Display Name | Role Name | ID | Name | Display Name | Assigned | Logged On |
| 6001 | Sales Voice Queue | Sales | Day Service | 0.000 | 1001 | | Laura | Laura (1001) | User | 1 | All | All (1) | 11 | 5 |
| 6002 | Tech Support Voice Queue | TechSupp | Day Service | 0.000 | 1002 | | Lucas | Lucas (1002) | User | 2 | Sales | Sales (2) | 3 | 3 |
| 6003 | Customer Service Voice Queue | CustServ | Night Service | 0.000 | 1003 | | Paula | Paula (1003) | User | 3 | Customer Service | Customer Service (3) | 3 | 1 |
| 6004 | Default Name (6004) | D6004 | Day Service | 0.000 | 1004 | | Francis | Francis (1004) | User | | | | | |
| 6005 | Email Queue | D6500 | Day Service | 0.000 | 1101 | | Sylvie | Sylvie (1101) | Team Lead | | | | | |
| | | | | | 1102 | | Antonio | Antonio (1102) | Team Lead | | | | | |
| | | | | | 1201 | | Andrea | Andrea (1201) | Supervisor | | | | | |
| | | | | | 1202 | | Marcel | Marcel (1202) | Supervisor | | | | | |
| | | | | | 1301 | | Julie | Julie (1301) | Administrator | | | | | |
| | | | | | 9998 | | Switch Admin | Switch Admin (9998) | Administrator | | | | | |
| | | | | | 9999 | | Global Admin | Global Admin (9999) | Global Admin | | | | | |

You can change the layout of the table and it will not affect the information displayed on the home screen.

The screen is populated horizontally from the upper left corner. New items are placed after existing items.

You can also toggle to the full-screen mode from the home screen. The full-screen mode is recommended for wallboard displays.

How to lock the tables

Use the lock icon to lock the order of the tables on the Home page.



If locked, the views will remain in the order Queues (left), Users (center), and Teams (right).

If unlocked, the views will be displayed in the order that the tables are added in.

How to configure the columns on the tables

Add columns

1. Select *Columns* on the left side of the table.
2. Review the list of data points and select the checkbox to add the column to the table.

The screenshot shows three panels: QUEUES, USERS, and TEAMS. Each panel has a 'Columns' sidebar on the left with a search bar and a list of data points with checkboxes. The main area of each panel displays a table with columns selected from the sidebar.

| ID | Name | Short Name |
|------|------------------------------|------------|
| 6001 | Sales Voice Queue | Sales |
| 6002 | Tech Support Voice Queue | TechSup |
| 6003 | Customer Service Voice Queue | CustSer |
| 6004 | Default Name (6004) | DH6004 |
| 6500 | Email Queue | DH6500 |

| ID | Image | Name | Display Name |
|------|-------|--------------|--------------|
| 1001 | | Laura | Laura (T) |
| 1002 | | Lucas | Lucas (T) |
| 1003 | | Paula | Paula (T) |
| 1004 | | Francis | Francis (T) |
| 1101 | | Sylvie | Sylvie (T) |
| 1102 | | Antonio | Antonio |
| 1201 | | Andrea | Andrea (T) |
| 1202 | | Marcel | Marcel (T) |
| 1301 | | Julie | Julie (T) |
| 9998 | | Switch Admin | Switch A |
| 9999 | | Global Admin | Global A |

| ID | Name | Display Name |
|----|------------------|----------------------|
| 1 | All | All (1) |
| 2 | Sales | Sales (2) |
| 3 | Customer Service | Customer Service (3) |

Remove columns

1. Select *Columns* on the left side of the table.
2. Review the list of data points and unselect the checkbox to remove the column from the table.

Collapse and expand columns

Use the arrows on the right side of the category names to hide or display all columns within a category.

The screenshot shows three data tables side-by-side. Each table has a title bar with a set of icons, including an expand/collapse arrow. Red boxes highlight these arrows for the 'QUEUES', 'USERS', and 'TEAMS' categories.

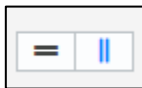
| Queue... | Avg Offe... | Contacts... | Abandon... | Offered |
|----------|-------------|-------------|------------|---------|
| 6000 | 0.000000 | 0 | 0 | 0 |
| 6001 | 0.000000 | 0 | 0 | 0 |
| 6002 | 0.000000 | 0 | 0 | 0 |
| 6003 | 0.000000 | 0 | 0 | 0 |
| 6004 | 0.000000 | 0 | 0 | 0 |
| 6500 | 0.000000 | 0 | 0 | 0 |
| 6900 | 0.000000 | 0 | 0 | 0 |
| 7000 | 0.000000 | 0 | 0 | 0 |

| ID ↑ | Total Rea... | Avg Aler... | Avg Aler... | Avg Aler... |
|------|--------------|-------------|-------------|-------------|
| 1001 | 0.000000 | 0.000000 | 0.000000 | 0.000000 |
| 1002 | 0.000031 | 0.000000 | 0.000000 | 0.000000 |
| 1003 | 0.000000 | 0.000000 | 0.000000 | 0.000000 |
| 1004 | 0.000000 | 0.000000 | 0.000000 | 0.000000 |
| 1101 | 0.000000 | 0.000000 | 0.000000 | 0.000000 |
| 1102 | 0.000000 | 0.000000 | 0.000000 | 0.000000 |
| 1201 | 0.000000 | 0.000000 | 0.000000 | 0.000000 |
| 1202 | 0.000000 | 0.000000 | 0.000000 | 0.000000 |
| 1301 | 0.000000 | 0.000000 | 0.000000 | 0.000000 |
| 9998 | 0.000000 | 0.000000 | 0.000000 | 0.000000 |
| 9999 | 0.000000 | 0.000000 | 0.000000 | 0.000000 |

| ID ↑ | Assigned | Contacts... | Avg Aler... | Avg Aler... |
|------|----------|-------------|-------------|-------------|
| 1 | 11 | 0 | 0.000000 | 0.000000 |
| 2 | 3 | 0 | 0.000000 | 0.000000 |
| 3 | 3 | 0 | 0.000000 | 0.000000 |

How to organize your Home Screen

Use the following buttons to organize the tables on the home screen:



Use the Horizontal View to display all tables side by side:

The screenshot shows the same three data tables as in the previous image, but they are now displayed side-by-side in a horizontal view.

| Queue... | Queue N... | Queue S... | Status | Target A |
|----------|----------------|------------|---------------|----------|
| 6000 | Default Nam... | DF6000 | Night Service | 0.00000 |
| 6001 | Sales Voice... | Sales | Day Service | 0.00000 |
| 6002 | Tech Suppor... | TechSupp | Day Service | 0.00000 |
| 6003 | Customer S... | CustServ | Night Service | 0.00000 |
| 6004 | Default Nam... | DF6004 | Day Service | 0.00000 |
| 6500 | Email Queue | DF6500 | Night Service | 0.00000 |
| 6900 | Default Nam... | DF6900 | Night Service | 0.00000 |
| 7000 | IM Queue | DF7000 | Night Service | 0.00000 |

| ID ↑ | Image URL | Name | Display ... | Role |
|------|-----------|--------------|----------------|--------|
| 1001 | | Laura | Laura (1001) | User |
| 1002 | | Lucas | Lucas (1002) | User |
| 1003 | | Paula | Paula (1003) | User |
| 1004 | | Francis | Francis (1004) | User |
| 1101 | | Sylvie | Sylvie (1101) | Team |
| 1102 | | Antonio | Antonio (11... | Team |
| 1201 | | Andrea | Andrea (1201) | Super |
| 1202 | | Marcel | Marcel (1202) | Super |
| 1301 | | Julie | Julie (1301) | Admin |
| 9998 | | Switch Admin | Switch Admi... | Admin |
| 9999 | | Global Admin | Global Admi... | Global |

| ID ↑ | Name | Display ... | Assigned | Logos |
|------|---------------|---------------|----------|-------|
| 1 | All | All (1) | 11 | 3 |
| 2 | Sales | Sales (2) | 3 | 2 |
| 3 | Customer S... | Customer S... | 3 | 0 |

Use the Vertical View to display all tables one over the other:

| Queue... | Avg Offe... | Contacts... | Abandon... | Offered | Handled | Handled ... | Handled... | Handled... | % Aband... | % Handl... | % Handl... | Short Ab... | Assigned |
|----------|-------------|-------------|------------|---------|---------|-------------|------------|------------|------------|------------|------------|-------------|----------|
| 6000 | 0.00:0000 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0% | 0% | 0% | 0 | 0 |

| ID # | Total Rea... | Avg Aler... | Avg Aler... | Avg Aler... | Alerting | Alerting(... | Alerting(... | Total Co... | Contact ... | Calli Ha... | Queued ... | Direct Ca... | Answer... |
|------|--------------|-------------|-------------|-------------|-----------|--------------|--------------|-------------|-------------|-------------|------------|--------------|-----------|
| 1001 | 0.00:0000 | 0.00:0000 | 0.00:0000 | 0.00:0000 | 0.00:0000 | 0.00:0000 | 0.00:0000 | 0 | 0.00:0000 | 0 | 0 | 0 | 0 |
| 1002 | 0.00:0031 | 0.00:0000 | 0.00:0000 | 0.00:0000 | 0.00:0000 | 0.00:0000 | 0.00:0000 | 0 | 0.00:0000 | 0 | 0 | 0 | 0 |
| 1003 | 0.00:0000 | 0.00:0000 | 0.00:0000 | 0.00:0000 | 0.00:0000 | 0.00:0000 | 0.00:0000 | 0 | 0.00:0000 | 0 | 0 | 0 | 0 |
| 1004 | 0.00:0000 | 0.00:0000 | 0.00:0000 | 0.00:0000 | 0.00:0000 | 0.00:0000 | 0.00:0000 | 0 | 0.00:0000 | 0 | 0 | 0 | 0 |


| ID # | Assigned | Contacts... | Avg Aler... | Avg Call | Avg Call(... | Avg Call(... | Avg IM ... | Avg Email | Avg Wrap |
|------|----------|-------------|-------------|-----------|--------------|--------------|------------|-----------|-----------|
| 1 | 11 | 0 | 0.00:0000 | 0.00:0000 | 0.00:0000 | 0.00:0000 | 0.00:0000 | 0.00:0000 | 0.00:0000 |
| 2 | 3 | 0 | 0.00:0000 | 0.00:0000 | 0.00:0000 | 0.00:0000 | 0.00:0000 | 0.00:0000 | 0.00:0000 |
| 3 | 3 | 0 | 0.00:0000 | 0.00:0000 | 0.00:0000 | 0.00:0000 | 0.00:0000 | 0.00:0000 | 0.00:0000 |

How to save and restore your Home Screen layout


Use the following buttons to save and restore your Home Screen configurations.




Save layout configurations

After configuring your Home Screen, use the disk icon  to save your layout. This layout will remain on your home page the next time you open iceMonitor.

Restore layout configurations


Use the restore button  if you wish to restore your Home Screen to a previously saved layout.

Reset layout configurations

Use the reset button  if you wish to reset your Home Screen to the default iceMonitor layout.

Toggle to full-screen

This iceMonitor can be projected onto a display and monitored regularly throughout the day.

Use the expand button  to toggle to full-screen mode.

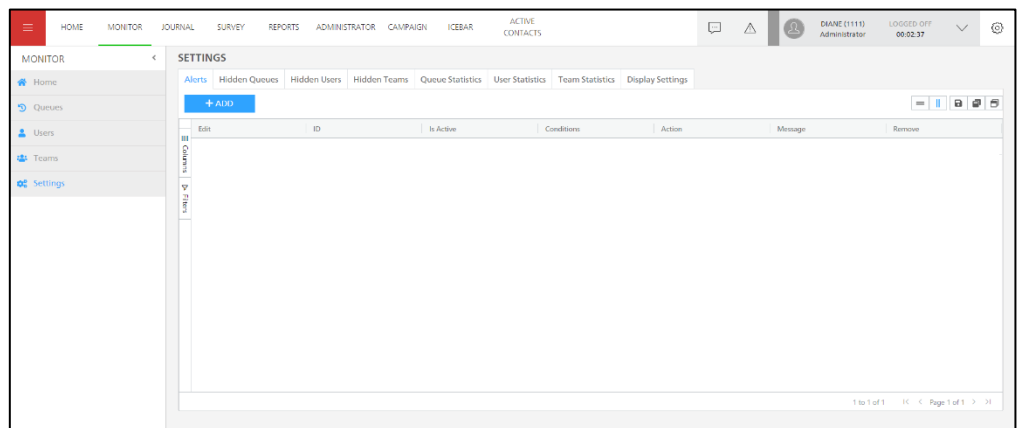
To exit full-screen mode, select ESC on your keyboard.

For more information on how to manage your layouts, please refer to page 17.



Chapter 6: Settings

The last available gallery view is Settings, accessible through the Settings icon. It displays the configurable settings for your iceMonitor tool.



The Settings screen provides options to configure the iceMonitor display.

Note: iceMonitor refreshes after you have made changes to settings. The next time you log on, iceMonitor will still display the new configuration.

By default, the Alerts tab is open. To configure a different part of iceMonitor, click on the appropriate tab.

The tabs and the items you can configure under them are described in the table below:

| iceMonitor Settings | |
|----------------------------|---|
| Tab Name | Function |
| Alerts | Configure alerts that can be sent out through email, appear on the iceMonitor as a pop up, or displayed on a Microsoft Teams channel. |
| Hidden Queues | Hide queues that you do not need to view or show hidden queues. |
| Hidden Users | Hide users that you do not need to view or show hidden users. |
| Hidden Teams | Hide teams that you do not need to view or show hidden teams. |
| Queue Statistics | Configure the names of the statistic columns and the threshold settings for queue statistics. |
| User Statistics | Configure the names of the statistic columns and the threshold settings for user statistics. |
| Team Statistics | Configure the names of the statistic columns and the threshold settings for team statistics. |
| Display Settings | Configure other display settings such as labels used and threshold colors. |

Alerts

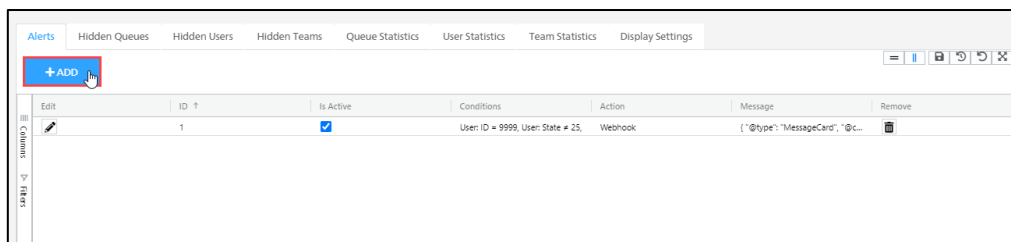
iceMonitor can send alerts to the iceMonitor browser, to email addresses, or to a Microsoft Teams channel when a certain threshold is reached.

Note: These alerts apply to your iceMonitor account – other users will not receive the same alerts unless you configure and send it to them through email or Microsoft Teams channel.

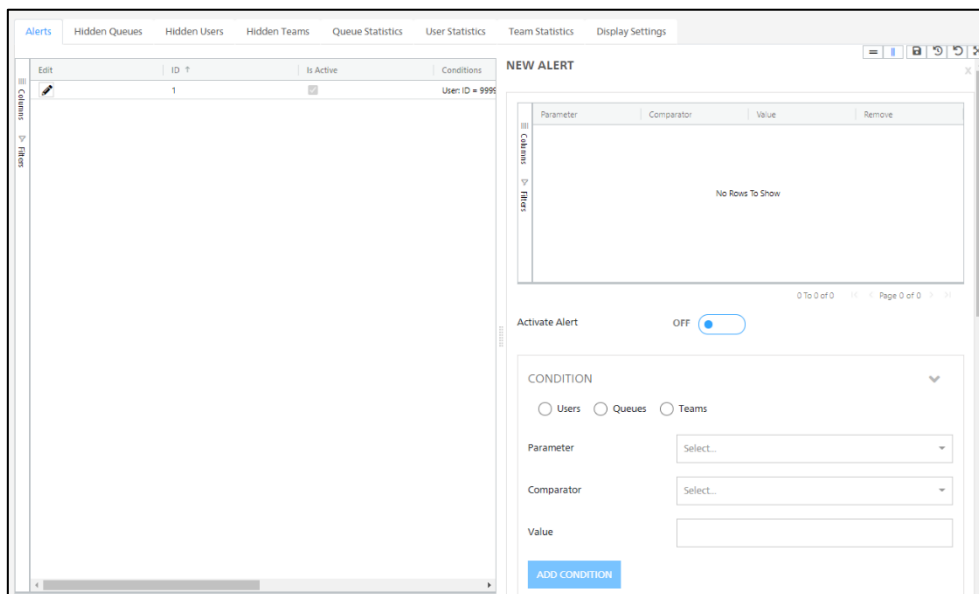
Click the *Alerts* tab to add a new alert or edit an existing alert. This panel is composed of an *Add* button and a table of all existing alerts.

To build a new alert expression, complete the following steps:

1. Click *Add*.



2. The New Alert form expands on the right to include several text boxes, drop-down menus, radio button, and button options. Fields and buttons are greyed out until you have added a condition.

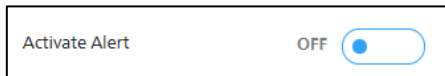


- A notification alert is composed of 4 configurable components: Condition, Server, Notification, and Time.

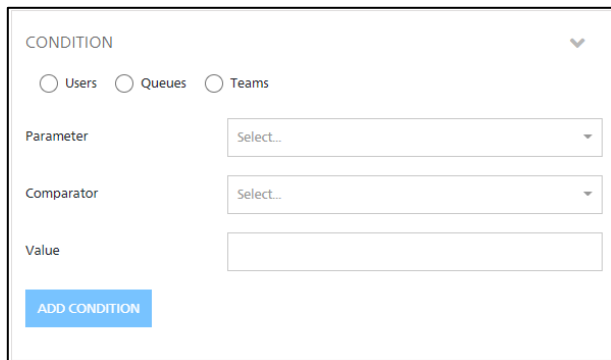
All 4 components must be completed before you can save the alert.

Note:

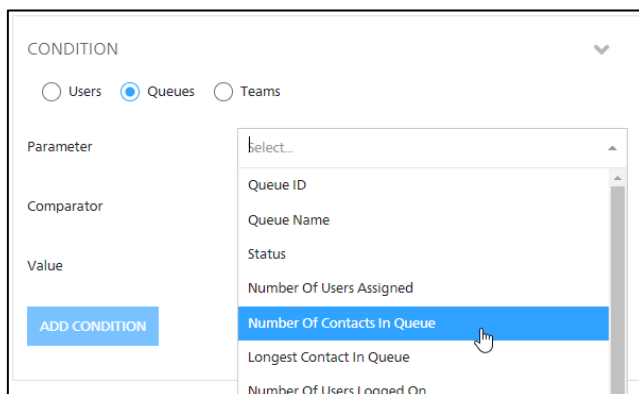
- By default, Activate Alert is disabled.



- Remember to save the alert before leaving this tab. If you leave this tab without saving the alert, when you return to the New Alert form, the information will no longer be available.
- Select the type of condition that you wish to create: User, Queue, or Team. Click the corresponding radio button.

A form titled "CONDITION" with a dropdown arrow on the right. Below the title are three radio buttons: "Users", "Queues", and "Teams". The "Users" radio button is selected. Below the radio buttons are three input fields: "Parameter" with a "Select..." dropdown, "Comparator" with a "Select..." dropdown, and "Value" with a text input field. At the bottom left is a blue button labeled "ADD CONDITION".

- Select a parameter from the Parameter drop-down. This contains the same options as the Sort By options available for that type of condition.

A form titled "CONDITION" with a dropdown arrow on the right. Below the title are three radio buttons: "Users", "Queues", and "Teams". The "Queues" radio button is selected. Below the radio buttons are three input fields: "Parameter" with a dropdown menu open, "Comparator" with a "Select..." dropdown, and "Value" with a text input field. The dropdown menu for "Parameter" is open, showing a list of options: "Queue ID", "Queue Name", "Status", "Number Of Users Assigned", "Number Of Contacts In Queue", "Longest Contact In Queue", and "Number Of Users Logged On". The "Number Of Contacts In Queue" option is highlighted in blue and has a mouse cursor pointing to it. At the bottom left is a blue button labeled "ADD CONDITION".

For information on user parameters, refer to Column Options on page 60.

- After you have selected a parameter, the Comparator dropdown list becomes available. Depending on the parameter you have selected, the options available in the Comparator dropdown changes. For the available options for each Parameter, refer to Appendix B: Conditions for Alerts.

CONDITION

Users Queues Teams

Parameter: Number Of Contacts In Queue

Comparator: Select...
contains
contains any
≠
=
>

Value

ADD CONDITION

- Enter a value for the condition.

CONDITION

Users Queues Teams

Parameter: Number Of Contacts In Queue

Comparator: >

Value: 10

ADD CONDITION

You can enter alphanumeric text or select from a drop-down menu where available. For information on what you can put into the Value field for different Parameters, refer to Appendix B: Conditions for Alerts on page 148. iceMonitor will validate statistics against the condition you have set here.

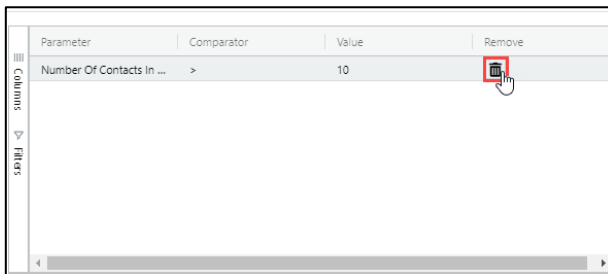
Click *Add Condition* to add the condition to the conditions table.

- Continue until you have all the conditions you need for your alert. After you have finished creating conditions, proceed to the next step.

Note:

- All conditions in the list must be true for the alert to trigger.
- Once you create one condition, the Notification section is no longer greyed out.

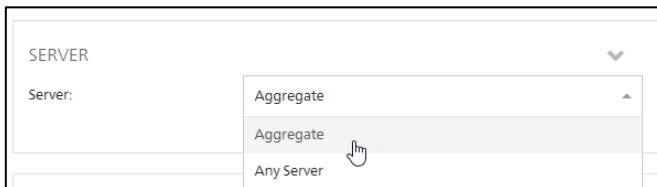
9. To remove an existing condition, highlight the condition and click the trash can icon.



That condition is removed from the Conditions table.

10. Select a Server Name from the drop down that is associated with this alert.

Note: The server dropdown is only available for Queue conditions. This section will not be displayed for User or Teams conditions.



11. Configure the notification of the alert.

Select either Notify me in the UI, Send Email, or Webhook. By default, Notify me in the UI is selected.

NOTIFICATION ▼

Notify me in the UI
 Send Email

Webhook

Message

▼

INSERT VALUE

Notify me in UI:

When this option is selected, the alert will appear in the iceMonitor and iceManager interface.

The screenshot shows the iceMonitor interface with the 'MONITOR' tab selected. The 'QUEUES' section is active, displaying a table of queue information. A yellow alert box is visible at the bottom of the 'QUEUES' section, indicating an alert triggered by the 'Notify me in UI' option.

| ID | Name | Short Name | Status | TASA | TASA2 | Server |
|------|---------------------|------------|-------------|----------|----------|-----------|
| 5000 | Default Name (S... | D15000 | Day Service | 00:00:48 | 00:01:00 | Aggregate |
| 6000 | Default Name (L... | D16000 | Day Service | 00:00:48 | 00:01:00 | Aggregate |
| 6001 | Sales Voice Que... | Sales VO | Day Service | 00:00:48 | 00:01:00 | Aggregate |
| 6002 | Tech Support Vo... | TechSupp | Day Service | 00:00:48 | 00:01:00 | Aggregate |
| 6101 | Customer Servic... | CServ | Day Service | 00:00:45 | 00:01:00 | Aggregate |
| 6102 | Sales Voice Fren... | FSales | Day Service | 00:00:45 | 00:01:00 | Aggregate |
| 6103 | Tech Support V... | FTechSupp | Day Service | 00:00:45 | 00:01:00 | Aggregate |
| 6103 | Customer Servic... | FCServ | Day Service | 00:00:45 | 00:01:00 | Aggregate |
| 6500 | Email Queue | Email | Day Service | 00:00:48 | 00:01:00 | Aggregate |
| 6510 | Email French Qu... | FEEmail | Day Service | 00:00:48 | 00:01:00 | Aggregate |
| 6900 | Training Queue | Training | Day Service | 00:00:48 | 00:01:00 | Aggregate |
| 6910 | French Training ... | FTTraining | Day Service | 00:00:48 | 00:01:00 | Aggregate |
| 7000 | IM Queue | IM | Day Service | 00:00:45 | 00:01:00 | Aggregate |
| 7100 | IM French Queue | IFIM | Day Service | 00:00:45 | 00:01:00 | Aggregate |

Alerts -

12-03 09:30 PM ✕

The number of contact in queue is greater than 20.

1. Type the message you want to send in the Message textbox.
2. Select the appropriate variable that represents the value you would like to display when the alert appears. The *Insert Value* button will remain greyed out until the drop-down is opened and a variable is selected.

NOTIFICATION ▼

Notify me in the UI Send Email

Webhook

Message

Message

▼ INSERT VALUE

An example of the message that appears with the alert that we have set up so far could be as follows:

Message

The number of contacts in queue is
<@NumberContactsQueued@> and Number of Users in
Not Ready is <@NumberUsersNotReady@>..

Number Of Users Not Ready ▼ INSERT VALUE

You will be notified when the threshold has been met.

The screenshot shows the iceMonitor interface with the following data:

| ID | Name | Short Name | Status | TASA | TASA2 | Server |
|------|---------------------|------------|-------------|----------|----------|-----------|
| 5000 | Default Name (S... | DS5000 | Day Service | 00:00:45 | 00:01:00 | Aggregate |
| 6000 | Default Name (S... | DS6000 | Day Service | 00:00:45 | 00:01:00 | Aggregate |
| 6001 | Sales Voice Que... | Sales VQ | Day Service | 00:00:45 | 00:01:00 | Aggregate |
| 6002 | Tech Support Vo... | TechSupp | Day Service | 00:00:45 | 00:01:00 | Aggregate |
| 6003 | Customer Servic... | CustSrv | Day Service | 00:00:45 | 00:01:00 | Aggregate |
| 6101 | Sales Voice Fren... | FrSales | Day Service | 00:00:45 | 00:01:00 | Aggregate |
| 6102 | Tech Support V... | FrTchSpp | Day Service | 00:00:45 | 00:01:00 | Aggregate |
| 6103 | Customer Servic... | FrCstSrv | Day Service | 00:00:45 | 00:01:00 | Aggregate |
| 6500 | Email Queue | Email | Day Service | 00:00:45 | 00:01:00 | Aggregate |
| 6510 | Email French Qu... | FrEmail | Day Service | 00:00:45 | 00:01:00 | Aggregate |
| 6800 | Training Queue | Training | Day Service | 00:00:45 | 00:01:00 | Aggregate |
| 6910 | French Training ... | FrTrng | Day Service | 00:00:45 | 00:01:00 | Aggregate |
| 7000 | IM Queue | IM | Day Service | 00:00:45 | 00:01:00 | Aggregate |
| 7100 | IM French Queue | FrIM | Day Service | 00:00:45 | 00:01:00 | Aggregate |

| ID | Im... | Name | Display Name | Role Name | State | State |
|------|-------|-----------------|------------------------|---------------|------------|-------|
| 1001 | | Laura | Laura (1001) | User | Logged Off | 3.0 |
| 1002 | | Lucas | Lucas (1002) | User | Logged Off | 3.0 |
| 1003 | | Paula | Paula (1003) | User | Logged Off | 3.0 |
| 1004 | | Francis | Francis (1004) | User | Logged Off | 3.0 |
| 1006 | | QA Andrei | QA Andrei (1005) | User | Logged Off | 3.0 |
| 1071 | | User 1 | User 1 (1071) | User | Logged Off | 3.0 |
| 1072 | | User 2 | User 2 (1072) | User | Logged Off | 3.0 |
| 1077 | | Team Lead 1 | Team Lead 1 (1077) | Team Lead | Logged Off | 3.0 |
| 1078 | | Supervisor 1 | Supervisor 1 (1078) | Supervisor | Logged Off | 3.0 |
| 1079 | | Administrator 1 | Administrator 1 (1079) | Administrator | Logged Off | 3.0 |
| 1101 | | Sylvie | Sylvie (1101) | Team Lead | Logged Off | 3.0 |
| 1102 | | Antonio | Antonio (1102) | Team Lead | Logged Off | 3.0 |
| 1111 | | Diane | Diane (1111) | Administrator | No Reason | 0.0 |
| 1201 | | Andrea | Andrea (1201) | Supervisor | Logged Off | 3.0 |

Send Email

- Once you select Send Email, the Message textbox and Address textboxes become available.

NOTIFICATION ▼

Notify me in the UI
 Send Email

Webhook

Message

Address

- Type the message you want to send in the Message textbox.

The screenshot shows a configuration window titled "NOTIFICATION" with a dropdown arrow. It contains three radio buttons: "Notify me in the UI", "Send Email" (which is selected), and "Webhook". Below this is a "Message" section with a text area containing the text: "Number of Contacts in queue is <@NumberContactsQueued@> and Number of Users in Not Ready is". Underneath the text area is a dropdown menu and a blue "INSERT VALUE" button. At the bottom, there is an "Address" section with an input field, a blue "ADD ADDRESS" button, and a blue "REMOVE ADDRESS" button.

Use the drop-down below the text box to select the value you want to be referred to.

3. Enter the email address you wish to send the alert to and click *Add Address*.

The screenshot shows a close-up of the "Address" section. It features an input field containing the email address "supervisors@computer-talk.com". To the right of the input field are two blue buttons: "ADD ADDRESS" and "REMOVE ADDRESS". A mouse cursor is pointing at the "ADD ADDRESS" button.

Repeat until you have inputted all the email addresses you need to.

Note: If you type in an invalid email, iceMonitor will not allow you to add the address. Correct the mistake and continue adding addresses.

Address

supervisors@computer-talk.com

ADD ADDRESS

REMOVE ADDRESS

- To remove existing email addresses in the list, highlight the address and click the checkbox and select *Remove Address*.

Address

ADD ADDRESS

REMOVE ADDRESS

supervisors@computer-talk.com

Play Audio

Select this option to configure audio for the alert.

Note: Audio alerts are only available for the "Notify me in the UI" option.

Play Audio

In Monitor In Manager

Audio Link: ▶

Repeat: Indefinitely

Pause Between Audio (s):

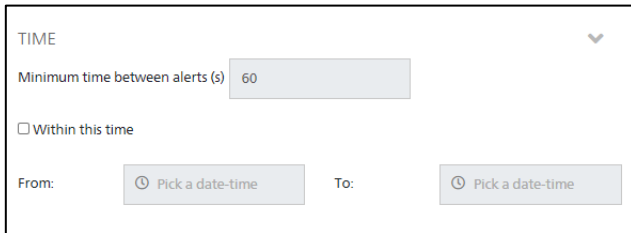
The table below explains the fields available to configure audio for an alert.

| Audio Alert Options | |
|--------------------------------|--|
| Field | Explanation |
| In Monitor | Select this option to play the audio alert only when iceMonitor is open. |
| In Manager | Select this option to play the audio when iceManager is open to any page, including but not limited to iceMonitor. |
| Audio Link | <p>Enter the URL or the audio file name. Use the Play button to play the audio file.</p> <p>Note:</p> <ul style="list-style-type: none"> • Audio files must be placed onto the server in order to have access through iceMonitor. Format includes: <ul style="list-style-type: none"> • url: [https://server:port]/assets/Audio/Alerts/ • Supported formats include: <ul style="list-style-type: none"> • .ogg • .wav • .mp3 • 3 audio files are accessible by default. To use one of the default audios, enter one of the following into the Audio Link field: <ol style="list-style-type: none"> 1. alert1.mp3 2. alert2.mp3 3. alert3.mp3 |
| Repeat | <p>Enter the number of times to repeat the audio file. Select the Indefinitely checkbox to continuously play the audio file.</p> <p>Note: Valid input includes 0 to 2147483647</p> |
| Pause Between Audio (s) | <p>Enter the number of seconds in between repeating the audio file.</p> <p>Note: Valid input includes 0 to 2147483647</p> |

12. In the Time section, you can specify the alert interval and when you wish to receive these alerts.

By default, the minimum time between each alert is 1 minute (or 60 seconds). By default, “Within this time” is disabled.

Note: 60 seconds is the lowest interval time allowed.



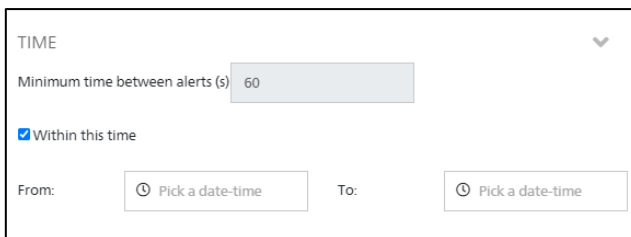
TIME

Minimum time between alerts (s) 60

Within this time

From: To:

To specify a time frame in which you wish to receive these alerts, enable Within this time and click the clock icon.



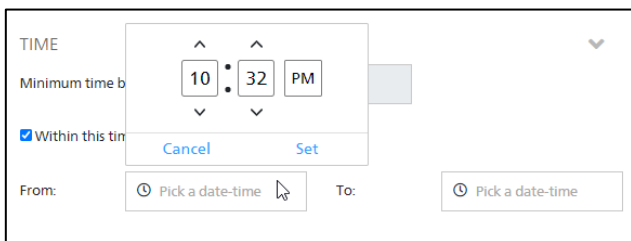
TIME

Minimum time between alerts (s) 60

Within this time

From: To:

When you click the clock icon, a drop-down containing hours appears. Select the appropriate From and To times before proceeding.



TIME

Minimum time between alerts (s) 60

Within this time

From: To:

10 : 32 PM

Cancel Set

13. Click *Save* to add it to the alert list.

| Edit | ID ↑ | Is Active | Conditions | Action | Message | Remove |
|------|------|-------------------------------------|-----------------------------------|------------|----------------------------------|--------|
| | 1 | <input checked="" type="checkbox"/> | User: ID = 9999, User: State = 25 | Webhook | { "@type": "MessageCard", "@c... | |
| | 2 | <input checked="" type="checkbox"/> | Queue: Number Of Contacts in ... | Send Email | Number of Contacts in queue L... | |

You can adjust the size of the columns by dragging the borders.

14. To remove an alert, highlight the alert on the list and click the trash can icon.

Note:

- iceMonitor will validate conditions from the top of the list to the bottom, so add conditions in a logical order. All conditions must be true for an alert to be sent.
- It is recommended that you do not put too many conditions onto one alert – you can always create a new alert to address different thresholds.

Consider the following example:

You have been asked to set an alert to notify you when users have been on lunch for longer than 1 hour.

First, set the following User conditions where Not Ready Reason is equal to Lunch, and State Time is greater than 1 hour.

Note: Your Not Ready Reasons may be configured with different names.

CONDITION ^

Queues Users Teams

Parameter: Not Ready Reason

Comparator: =

Value: Lunch

ADD CONDITION

CONDITION

Queues Users Teams

Parameter:

Comparator:

Value:

[ADD CONDITION](#)

Next, set your preferred notification style. This example shows a message where the name variable will be replaced with the name of the user, indicating that they have exceeded their lunch break.

NOTIFICATION

Notify me in the UI Send Email Webhook

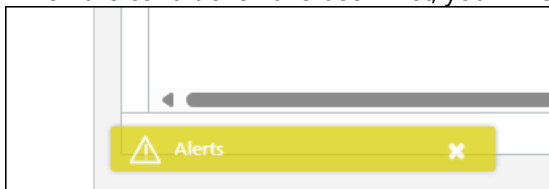
Message

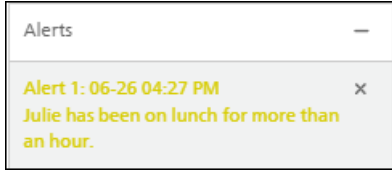
<@Name@> has been on lunch for more than an hour.

The final alert should look similar to the following screenshot.

| Edit | ID | Is Active | Conditions | Action | Message | Remove |
|------|----|-------------------------------------|---|---------------------|---|--------|
| | 1 | <input checked="" type="checkbox"/> | User: Not Ready Reason = Lunch User: State Time > 01:00:00 | Notify me in the UI | <@Name@> has been on lunch for more than an hour. | |

When the conditions have been met, you will see the following alert in iceMonitor:

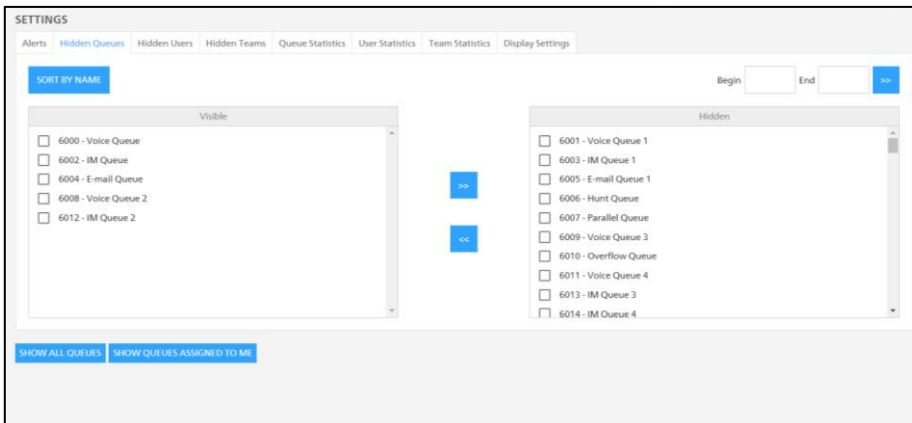




Hidden Users/Queues/Teams

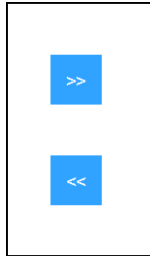
The Hidden Users, Hidden Queues, and Hidden Teams tabs allow you to hide the rows you do not need to see or show the rows that you wish to see in the respective tables. You can also modify the display so that only the Users, Teams, and/or Queues that are assigned to you are shown.

The details panel consists of a Sort By Name button, arrow buttons, range selection, and two columns. This panel is the same for the three tabs, so this topic is covered in one section.



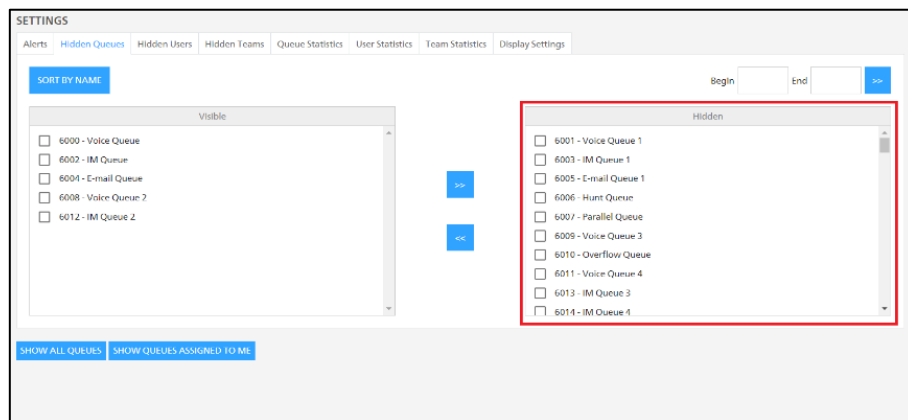
To hide a user, queue, or team:

1. Find the user/queue/team you wish to hide in the left column, using the scroll bar or the search bar.
2. Highlight the row and click the >> button.



To move more than one row, select multiple checkboxes before clicking the >> button.

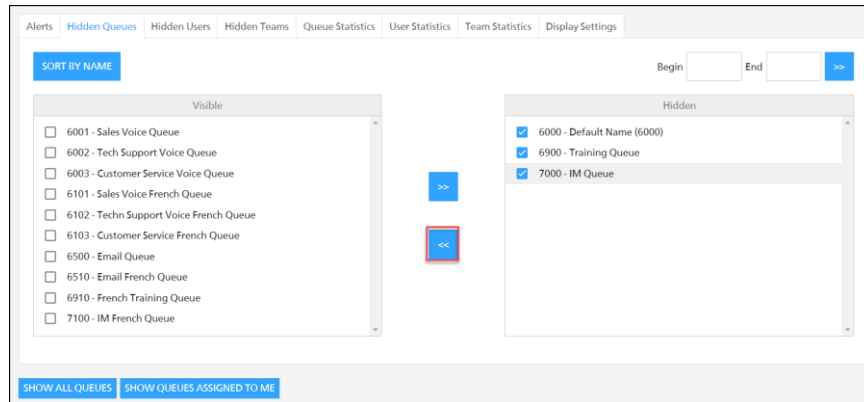
3. The row will appear on the right column.



As you add more rows to the hidden list, a scroll bar will appear so you can navigate through the list.

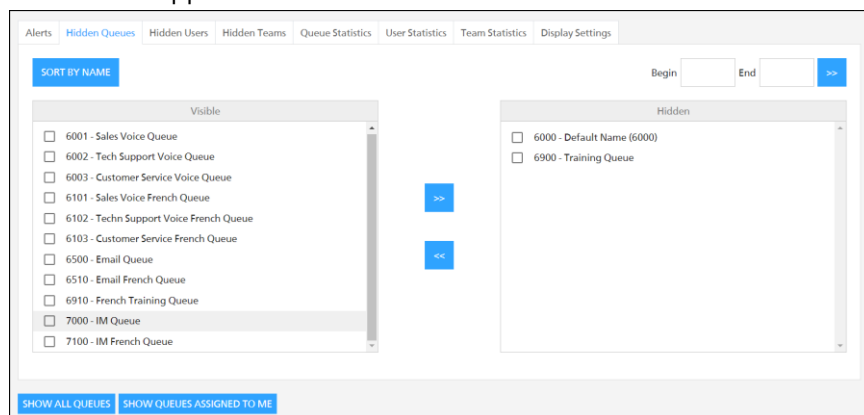
To show a user/queue/team:

1. Find the user/queue/team you wish to show in the right column, using the scroll bar.
2. Select the checkbox next to the row and click the << button.



To move more than one row, select multiple checkboxes before clicking the << button.

3. The row will appear on the left column.



As you add more rows to the visible list, a scroll bar will appear so you can navigate through the list.

Filter Buttons

The filter buttons at the bottom of the Hidden Queues, Hidden Users, and Hidden Teams pages allow you to filter your queues, users and teams list.

The table below outlines the different filter options available on each page.

| Filter | Description |
|--|---|
| Hidden Queues | |
| Show all queues | Select this option to show all queues. |
| Show queues assigned to me | Select this option to only show the queues assigned to you. |
| Hidden Users | |
| Show All Users | Select this option to show all users. |
| Show users in queues assigned to me | Select this option to show only the users who share at least one queue assignment in common with you. |
| Show users in teams assigned to me | Select this option to show users who share at least one team assignment in common with you. |
| Show users in queues/teams assigned to me | Select this option to show users who share either a queue assignment or a team assignment with you. |
| Hidden Teams | |
| Show all teams | Select this option to show all teams. |
| Show teams assigned to me | Select this option to show only show teams assigned to you. |

User Statistics/Queue Statistics/Team Statistics

The User Statistics, Queue Statistics, and Team Statistics tabs allow you change the column names and threshold for each statistic.

The details panel consists of a table. This panel is the same for the three tabs, so this topic is covered in one section.

The User Statistics tab is comprised of a table with eight columns:

- Name
- Short Label
- Relative Value
- Prefer Large Values
- Show Warning Threshold
- Show Critical Threshold
- Warning Level Threshold
- Critical Level Threshold

| Alerts | Hidden Queues | Hidden Users | Hidden Teams | Queue Statistics | User Statistics | Team Statistics | Display Settings | | |
|------------------------------|------------------|----------------|--------------------------|-------------------------------------|-------------------------------------|-------------------|--------------------|--|--|
| Name | Short Label | Relative Value | Prefer Large Values | Show Warning Thresh... | Show Critical Threshold | Warning Threshold | Critical Threshold | | |
| Total Contact Duration | Contact Duration | 0 | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | 70% | 85% | | |
| Total Contacts | Total Contacts | 0 | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> | 70% | 85% | | |
| Total Call Duration From ... | Call Duration(Q) | 0 | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | 70% | 85% | | |
| Total Call Duration Direct | Call Duration(D) | 0 | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | 70% | 85% | | |
| Total Email Duration | Email Duration | 0 | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | 70% | 85% | | |
| Total IM Duration | IM Duration | 0 | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | 70% | 85% | | |
| Total Alerting | Alerting | 0 | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | 70% | 85% | | |
| Total Alerting From Queue | Alerting(Q) | 0 | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | 70% | 85% | | |
| Total Alerting Direct | Alerting(D) | 0 | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | 70% | 85% | | |
| Calls Handled | Calls Handled | 0 | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | 70% | 85% | | |
| Call Transfers Made | Call Transfers | 0 | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | 70% | 85% | | |

To sort the table by a column header, click on the column header. A triangle will appear next to the header name. Upward pointing triangle indicates ascending order and a downwards pointing triangle indicates descending order.

Name

All parameters for the Queue, User, or Team gallery view are listed in this column.

Relative Value

This is used to configure the thresholds:

To modify the Relative Value field, double-click on it.

| Name | Short Label | Relative Value |
|-----------------------------|------------------|----------------|
| Number Of Users Assigned | Assigned | 0 |
| Number Of Contacts In Queue | Contacts Queued | 10 |
| Longest Contact In Queue | Longest In Queue | 0 |
| Number Of Users Logged On | Logged On | 0 |
| Number Of Users On Contact | On Contact | 0 |
| Number Of Users Ready | Ready | 0 |
| Number Of Users Not Ready | Not Ready | 0 |
| Number Of Contacts Offered | Offered | 0 |

Note: iceMonitor collects data before it resets at the conclusion of each day. The reset time can be configured in iceAdministrator. Once the data has been reset, it is no longer part of the statistic calculations displayed in the tables.

Prefer Large Values

Select the checkbox in the Prefer Large Values column to indicate that large values are better than small values for that statistic. By default, Prefer Large Values is disabled (i.e., the checkboxes are unchecked). When Prefer Large Values is enabled, the Color Threshold will adjust accordingly.

Example: For a help desk supervisor, a large number of users on contact indicates that things are operating as expected but a large number of abandoned calls indicates that something requires attention. In this case, large values for one statistic is great but large values for another shows that something is wrong.

To ensure iceMonitor accurately reflects this, enable Prefer Large Values checkbox for the Number of Users On Contact statistic. Verify the Prefer Large Values checkbox for Number of Contacts Abandoned row remains disabled. This will ensure the Color Threshold adjusts accordingly.

Display Settings

The Display Settings for Users, Supervisors, Team Leads, and Administrator contain the following options:

1. User Information Settings
2. Threshold Colour Settings
3. Alert Notification Colour Settings

SETTINGS

Alerts | Hidden Queues | Hidden Users | Hidden Teams | Queue Statistics | User Statistics | Team Statistics | **Display Settings**

User State: Icon and Text ▼

Show Not Ready Reasons: ON

Reset Not Ready Time On Reason Change: ON

User On Call: Show Queue Short Name ▼

Threshold Colours:

Critical











Warning

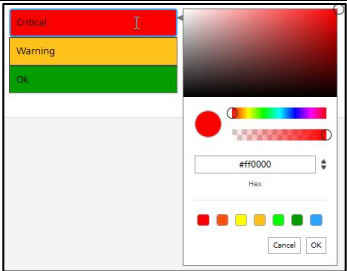
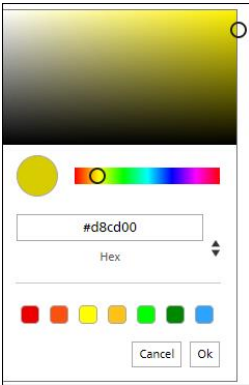
Ok

Alert Notification Colour: Alert Notification Colour

The table below describes the options you can change:






| Name of Field/Drop-down | Description |
|-------------------------|--|
| User State | Select an option from the dropdown to display the user's state in the Users Table. The options include: <ol style="list-style-type: none"> 1. Text Only |














| | |
|---|--|
| | <div data-bbox="565 266 699 342" style="border: 1px solid black; padding: 2px;"> <p>State</p> <p>Logged Off</p> </div> <p>2. Icon Only</p> <div data-bbox="565 434 683 596" style="border: 1px solid black; padding: 2px;"> <p>State</p>    </div> <p>3. Icon and Text</p> <div data-bbox="565 686 727 829" style="border: 1px solid black; padding: 2px;"> <p>State</p> <p> Logged Off</p> <p> Ready</p> <p> Not Ready</p> </div> |
| <p>Show Not Ready Reasons</p> | <p>Select this checkbox to show the specific not ready reason that agents had selected.</p> <div data-bbox="469 963 667 1064" style="border: 1px solid black; padding: 2px;"> <p>State</p> <p> Comfort Break</p> </div> |
| <p>Reset Not Ready Time On Reason Change</p> | <p>Restart the Not Ready timer whenever a user changes their Not Ready reason code. This is used to represent the time spent in each Not Ready reason.</p> |
| <p>User On Call</p> | <p>Select an option from the dropdown to display the queue details for the current call that the user is handling. The options include:</p> <ol style="list-style-type: none"> 1. Show Queue Name 2. Show Queue Short Name 3. Show Queue ID |
| <p>Threshold Colors</p> | <p>Configure the threshold colors for all statistics. To do this:</p> <ol style="list-style-type: none"> 1. Select Critical, Warning, or Ok. <div data-bbox="565 1602 911 1793" style="border: 1px solid black; padding: 5px;"> <p>Critical </p> <p>Warning </p> <p>Ok </p> </div> <ol style="list-style-type: none"> 2. Select a color for the threshold and click OK. |














| | |
|---|--|
| |  |
| <p>Alert Notification Colour</p> | <p>Configure the alert notification colour. To do this, click on the Alert Notification Colour field and select a new colour.</p>  |





Appendix A: User State icons

| User States | |
|---|---|
| Icon | Description |
|  | Logged Off – the user is logged off. |
|  | Logged On – the user is in the process of logging on. |
|  | Ready – the user is in a Ready state, indicating he or she is available to handle incoming calls. |
|  | <p>Not Ready – the user is Not Ready, indicating he or she is unavailable to take incoming calls.</p> <p>The user's Not Ready Reason will be displayed under user information.</p> <p>If a No Reason is displayed this means that the user was placed into the Not Ready state as a result of a missed call.</p> <p>Note: A user with the Disable Auto Not Ready class of service feature enabled stays in the Ready state after a missed call. This class of service feature is usually disabled.</p> |
|  | Wrap Up – This icon is displayed when the user has the class of service feature that allows them to enter a Wrap-up state after each queued call. The user stays in the Wrap-up state until they make themselves Ready again. |

| User States | |
|---|--|
| Icon | Description |
|  | Picking PAQ Call – the user is using the Pick PAQ feature on iceBar to pick a call out of a Personal Access Queue (PAQ). |
|  | Picking Held Call – the user is using the Pick Held feature on iceBar to pick a call that has been placed on hold by another iceBar user. |
|  | Picking Ringing Call – the user is using the Pick Ring feature on iceBar to pick a call that is ringing at another iceBar workstation. |
|  | Picking ACD Call – the user is using the Pick ACD Call feature on iceBar to retrieve a call that is waiting in a queue that they do not normally take calls from. |
|  | Alerting – a contact is alerting at the user's workstation. Depending on the configuration of ice, this can mean the user's phone is ringing, or the user is hearing a beep in his or her headset. |
|  | Placing Call – the user is initiating a call. |
|  | On Call – the user is either on an inbound or outbound call. This symbol is only displayed if you have opened iceMonitor after the user placed or received a call. |
|  | On Call-Internal – the user is on a user-to-user call. |
|  | On Call-Direct – the user is on a call that has been placed directly to the user, as opposed to a call that arrives from a queue. |
|  | On Call-External – the user is on an external call. |
|  | On Call-From Queue – the user is on a call that originated in a queue. |
|  | Swapping PAQ Call – the user is swapping the call they are currently handling for a call that is waiting in their Personal User Queue (PAQ). |
|  | On Email – the user is currently in the Email state. A user enters the Email state upon receiving an email message through ice. |

| User States | |
|---|--|
| Icon | Description |
|  | On IM – the user is handling a queued instant message. |
|  | On Web Chat – the user is handling a queued web chat. |
|  | Consulting – the user is on a consultation call. This allows the user to put their caller into a holding state while they place a call to a third party. A consultation call is initiated with the <i>Consult</i> or <i>Conference</i> button on iceBar. |
|  | Conferencing – the user is on a conference call. This allows the user to have a three-way conversation with the caller and a third party. A conference call is initiated with the <i>Conference</i> button on iceBar. |
|  | Transferring a Call – the user is transferring a call. A transfer is initiated with the <i>Transfer</i> button on iceBar. |
|  | Holding – the user has placed a caller on hold. |
|  | Held – the user is currently on hold. You see this symbol if the user is placed on hold while on a user-to-user call |
|  | Re-routing Call – the user is being re-routed. For example, the user is re-routed if he or she calls another user and is then call-forwarded to voicemail. |
|  | Monitoring – the user is performing Silent Monitoring. |
|  | In PAQ – the user is waiting in another user's Personal User Queue (PAQ). |
|  | Receiving Fast Busy – Indicates a fast busy status. The user has received a fast busy tone because of a dialing error when making an outbound call or other user error. |
|  | Unknown State – Indicates a possible communication problem with ice. |
|  | In Workflow – the user has called a workflow DN. A workflow DN is a four-digit number that acts as an access point to a specific part of the workflow. For example, each queue number is a workflow DN that allows the user to direct calls to the queue or transfer calls to the queue. |

| User States | |
|---|-----------------------------|
| Icon | Description |
|  | Initiating call |
|  | Listening to the audio file |



Appendix B: Conditions for Alerts

To ensure that you receive the information that you need, iceMonitor provides many parameters, enabling you to specify the type of alert you want to receive.

Note the definitions of the symbols and word that follow:

- \neq : does not equal to
- $=$: equal to
- $>$: greater than
- \geq : equal to or greater than
- $<$: less than
- \leq : equal to or less than
- Alphanumeric: sequence of numbers, characters, and symbols such as @

In the table below, parameters, the available comparators, and value to input are displayed.

| User Conditions | | |
|---------------------------------------|------------------------------|---|
| Parameter | Available Comparators | Value to input |
| Voice Address | contains, ≠, = | Alphanumeric |
| ID | >, ≥, <, ≤, =, ≠ | Numeric |
| IM Address | contains, ≠, = | Alphanumeric |
| Image | contains, ≠, = | Alphanumeric |
| Name | contains, ≠, = | Alphanumeric |
| Remote DN | contains, ≠, = | Alphanumeric |
| Role Name | contains, ≠, = | Alphanumeric |
| Email Address | contains, ≠, = | Alphanumeric |
| State | ≠, = | Select from drop-down |
| Handled Queue ID | >, ≥, <, ≤, =, ≠ | Numeric |
| Not Ready Reason | ≠, = | Select from drop-down |
| State Time | >, ≥, <, ≤ | Time hh:mm:ss or number in seconds |
| Total Contacts Duration | >, ≥, <, ≤, =, ≠ | Time hh:mm:ss or number in seconds |
| Total Contacts | >, ≥, <, ≤, =, ≠ | Numeric |
| Total Contacts Received | >, ≥, <, ≤, =, ≠ | Numeric |
| Total Call Duration From Queue | >, ≥, <, ≤, =, ≠ | Time hh:mm:ss or number in seconds |

| User Conditions | | |
|--|------------------|---|
| Total Call Duration Direct | >, ≥, <, ≤, =, ≠ | Time hh:mm:ss or number in seconds |
| Total Email Duration | >, ≥, <, ≤, =, ≠ | Time hh:mm:ss or number in seconds |
| Total Instant Message Duration | >, ≥, <, ≤, =, ≠ | Time hh:mm:ss or number in seconds |
| Total Alerting | >, ≥, <, ≤, =, ≠ | Time hh:mm:ss or number in seconds |
| Total Alerting from Queue | >, ≥, <, ≤, =, ≠ | Time hh:mm:ss or number in seconds |
| Total Alerting Direct | >, ≥, <, ≤, =, ≠ | Time hh:mm:ss or number in seconds |
| Calls Handled | >, ≥, <, ≤, =, ≠ | Numeric |
| Call Transfers Made | >, ≥, <, ≤, =, ≠ | Numeric |
| Calls From Queue | >, ≥, <, ≤, =, ≠ | Numeric |
| Answered Queued Calls Received | >, ≥, <, ≤, =, ≠ | Numeric |
| Transferred Queued Calls Received | >, ≥, <, ≤, =, ≠ | Numeric |
| Direct Calls Received | >, ≥, <, ≤, =, ≠ | Numeric |
| External Calls Placed | >, ≥, <, ≤, =, ≠ | Numeric |
| Internal Calls Placed | >, ≥, <, ≤, =, ≠ | Numeric |

| User Conditions | | |
|---|------------------|---|
| Direct Transfers Received | >, ≥, <, ≤, =, ≠ | Numeric |
| Emails Received | >, ≥, <, ≤, =, ≠ | Numeric |
| Instant Messages Received | >, ≥, <, ≤, =, ≠ | Numeric |
| Transferred Emails From Queue | >, ≥, <, ≤, =, ≠ | Numeric |
| Transferred Emails Direct | >, ≥, <, ≤, =, ≠ | Numeric |
| Email Transfers Made | >, ≥, <, ≤, =, ≠ | Numeric |
| Average Call Duration | >, ≥, <, ≤, =, ≠ | Time hh:mm:ss or number in seconds |
| Average Queued Call Duration | >, ≥, <, ≤, =, ≠ | Time hh:mm:ss or number in seconds |
| Average Direct Call Duration | >, ≥, <, ≤, =, ≠ | Time hh:mm:ss or number in seconds |
| Average Email Duration | >, ≥, <, ≤, =, ≠ | Time hh:mm:ss or number in seconds |
| Average Instant Message Duration | >, ≥, <, ≤, =, ≠ | Time hh:mm:ss or number in seconds |
| Average Wrap Up Duration | >, ≥, <, ≤, =, ≠ | Time hh:mm:ss or number in seconds |

| User Conditions | | |
|---|------------------|---|
| Average Alerting | >, ≥, <, ≤, =, ≠ | Time hh:mm:ss or number in seconds |
| Average Alerting From Queue | >, ≥, <, ≤, =, ≠ | Time hh:mm:ss or number in seconds |
| Average Alerting Direct | >, ≥, <, ≤, =, ≠ | Time hh:mm:ss or number in seconds |
| Total Not Ready Time | >, ≥, <, ≤, =, ≠ | Time hh:mm:ss or number in seconds |
| Total Ready Time | >, ≥, <, ≤, =, ≠ | Time hh:mm:ss or number in seconds |
| Total Wrap Up Duration | >, ≥, <, ≤, =, ≠ | Time hh:mm:ss or number in seconds |
| External Instant Messages Placed | >, ≥, <, ≤, =, ≠ | Numeric |
| Internal Instant Messages Placed | >, ≥, <, ≤, =, ≠ | Numeric |
| External Emails Placed | >, ≥, <, ≤, =, ≠ | Numeric |
| Internal Emails Placed | >, ≥, <, ≤, =, ≠ | Numeric |
| Total Active Contacts | >, ≥, <, ≤, =, ≠ | Numeric |
| Total Active Emails | >, ≥, <, ≤, =, ≠ | Numeric |

| User Conditions | | |
|--|------------------|---------|
| Total Active Instant Messages | >, ≥, <, ≤, =, ≠ | Numeric |
| Total Active Voice | >, ≥, <, ≤, =, ≠ | Numeric |
| Total Active Autodial | >, ≥, <, ≤, =, ≠ | Numeric |
| Transferred Instant Messages From Queue | >, ≥, <, ≤, =, ≠ | Numeric |
| Transferred Instant Messages Direct | >, ≥, <, ≤, =, ≠ | Numeric |
| Instant Message Transfers Made | >, ≥, <, ≤, =, ≠ | Numeric |
| Instant Messages From Queue | >, ≥, <, ≤, =, ≠ | Numeric |
| Emails From Queue | >, ≥, <, ≤, =, ≠ | Numeric |
| Answered Queued Instant Messages Received | >, ≥, <, ≤, =, ≠ | Numeric |
| Direct Instant Messages Received | >, ≥, <, ≤, =, ≠ | Numeric |
| Answered Queued Emails Received | >, ≥, <, ≤, =, ≠ | Numeric |
| Direct Emails Received | >, ≥, <, ≤, =, ≠ | Numeric |

| User Conditions | | |
|---------------------------------------|------------------|---|
| Total Not Ready Reasons Count | >, ≥, <, ≤, =, ≠ | Numeric |
| No Reason: Time | >, ≥, <, ≤, =, ≠ | Time hh:mm:ss or number in seconds |
| No Reason: Count | >, ≥, <, ≤, =, ≠ | Numeric |
| Custom Not Ready Reason: Time | >, ≥, <, ≤, =, ≠ | Time hh:mm:ss or number in seconds |
| Custom Not Ready Reason: Count | >, ≥, <, ≤, =, ≠ | Numeric |

| Queue Conditions | | |
|---------------------------------|-----------------------|--------------------------|
| Parameter | Available Comparators | Value to input |
| Queue ID | >, ≥, <, ≤, =, ≠ | Numeric |
| Queue Name | contains, ≠, = | String |
| Status | ≠, = | Select from drop-down |
| Number Of Users Assigned | >, ≥, <, ≤, =, ≠ | Numeric |

| Queue Conditions | | |
|--|------------------|---------------------------------------|
| Number Of Contacts In Queue | >, ≥, <, ≤, =, ≠ | Numeric |
| Longest Contact In Queue | >, ≥, <, ≤ | Alphanumeric |
| Number Of Users Logged On | >, ≥, <, ≤, =, ≠ | Numeric |
| Number Of Users On Contact | >, ≥, <, ≤, =, ≠ | Numeric |
| Number Of Users Ready | >, ≥, <, ≤, =, ≠ | Numeric |
| Number of Users Not Ready | >, ≥, <, ≤, =, ≠ | Numeric |
| Number of Contacts Offered | >, ≥, <, ≤, =, ≠ | Numeric |
| Number of Contacts Abandoned | >, ≥, <, ≤, =, ≠ | Numeric |
| Percentage of Contacts Abandoned | >, ≥, <, ≤, =, ≠ | Numeric |
| Number of Contacts Handled in This Queue | >, ≥, <, ≤, =, ≠ | Numeric |
| Number of Contacts Handled in Other Queue | >, ≥, <, ≤, =, ≠ | Numeric |
| Percentage of Contacts Handled in This Queue | >, ≥, <, ≤, =, ≠ | Numeric |
| Percentage of Contacts Handled in Other Queue | >, ≥, <, ≤, =, ≠ | Numeric |
| Average Offered Queued Duration | >, ≥, <, ≤, =, ≠ | Time hh:mm:ss or number in seconds |

| Queue Conditions | | |
|--|------------------|---------------------------------------|
| Average Handled Queued Duration | >, ≥, <, ≤, =, ≠ | Time hh:mm:ss or number in seconds |
| Average Queue Time Abandoned | >, ≥, <, ≤, =, ≠ | Time hh:mm:ss or number in seconds |
| Estimated Wait Time | >, ≥, <, ≤, =, ≠ | Time hh:mm:ss or number in seconds |
| Number of Contacts Handled Less Than TASA | >, ≥, <, ≤, =, ≠ | Numeric |
| Number of Contacts Handled Less Than TASA 2 | >, ≥, <, ≤, =, ≠ | Numeric |
| Grade of Service | >, ≥, <, ≤, =, ≠ | Numeric |
| Grade of Service 2 | >, ≥, <, ≤, =, ≠ | Numeric |
| Short Abandons | >, ≥, <, ≤, =, ≠ | Numeric |

| Team Conditions | | |
|----------------------------------|-----------------------|----------------|
| Parameter | Available Comparators | Value to input |
| Team ID | >, ≥, <, ≤, =, ≠ | Numeric |
| Team Name | ≠, = | String |
| Average Alerting Duration | >, ≥, <, ≤, =, ≠ | Numeric |
| Average Call Duration | >, ≥, <, ≤, =, ≠ | Numeric |

| Team Conditions | | |
|--|------------------------------|-----------------------|
| Parameter | Available Comparators | Value to input |
| Average Call Duration Other | >, ≥, <, ≤, =, ≠ | Numeric |
| Average Email Duration | >, ≥, <, ≤, =, ≠ | Numeric |
| Average IM Duration | >, ≥, <, ≤, =, ≠ | Numeric |
| Average Queued Call Duration | >, ≥, <, ≤, =, ≠ | Numeric |
| Average Wrap | >, ≥, <, ≤, =, ≠ | Numeric |
| Number Of Contacts Handled By Members | >, ≥, <, ≤, =, ≠ | Numeric |
| Number Of Users Assigned | >, ≥, <, ≤, =, ≠ | Numeric |
| Number Of Users Logged On | >, ≥, <, ≤, =, ≠ | Numeric |
| Number Of Users Not Ready | >, ≥, <, ≤, =, ≠ | Numeric |
| Number Of Users On Contact | >, ≥, <, ≤, =, ≠ | Numeric |

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