

UC & Collaboration Solutions



Business Applications and Solutions for
Unified IP Telephony

Queue Manager



QueueManager is integrated and supported by CommSouth is the application for Automatic Call Distribution (ACD) and Routing of incoming VOIP phone calls.

QueueManager is used for the management of the incoming calls, it may be integrated with systems of Operator Console in order to manage incoming and outgoing calls by means of an application console. It's useful in VoIP infrastructures in order allow local management for different sites, with a centralized and optimized architecture and management with low infrastructural and economic impact

It allows forwarding of incoming calls to one or more extensions (operators or queue agents or different company sites), managing waiting time in a flexible manner, with customizable behavior and voice prompts. Each queue may have its customized messages, working hours, timeouts, agents, overflows, voice messages and routing algorithm (e.g. skill-based, round-robin, idle-time).

The screenshot displays the Queue Manager administration interface. The top navigation bar shows the user is an administrator. The left sidebar contains a menu with options like Home, Utenti, Interni, Contatti, Configurazione, Monitor, Tenant, Applicazioni, Modulo di benvenuto, Configurazione, and Servizi. The main content area shows a 'Servizi' section with a search bar and a table of services.

| Stato | Nome | Numero | Modalità | Opzioni |
|--------------------------|------------|--------|----------|---------|
| <input type="checkbox"/> | Servizio 1 | 101 | Manuale | |
| <input type="checkbox"/> | Servizio 2 | 102 | Manuale | |
| <input type="checkbox"/> | Servizio 3 | 103 | Manuale | |

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How it works

Queue Manager is an application dedicated to the automatic distribution of the incoming calls. The application manages one or more queues, each one linked to an extension number to which the incoming calls are forwarded, based on the configured routing algorithm. If the operator is free, the phone call is immediately forwarded to him; otherwise the phone call goes to the waiting queue, until the next operator with the relevant skills is available. The system provides different messages: welcome message, music, short waiting time message, long waiting time message. All messages and parameters are configurable by the customer.

Queue Type:

Basic Queues: system of calls queueing with time intervals management, customizable voice prompts and call routing to destination number;

Advanced Queues: system of call queueing with agent's availability management (login/logout) through xml service, web interface or operator console.

Other available options:

- **historical statistics;**
- **SmartCallPark:** a virtual queue for "Camp On" actions on internal number; requeueing policy are configurable;
- **operator console** (Operator Console)

Admin interface

Administrators can configure the virtual unit through a simple and intuitive web based interface. Therefore a PC with a standard web browser, such as Internet Explorer or Firefox, is required to access the system. Proper username and password shall be used to grant user or administration access

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General Features

- Intuitive web based interface accessible from any standard PC
- Incoming call forwarding to operators, using different configurable skill based algorithms (idle time, linear, round-robin)
- Operator availability check (Login/Logout)
- Operator skill level management
- message customization and flexible working time management, with the possibility to configure different values for different queues
- waiting time management, with the possibility of call forwarding
- escalation process management
- unlimited queues (allows the management of unlimited number of queues and services in order to allow the management of complex and distributed system)

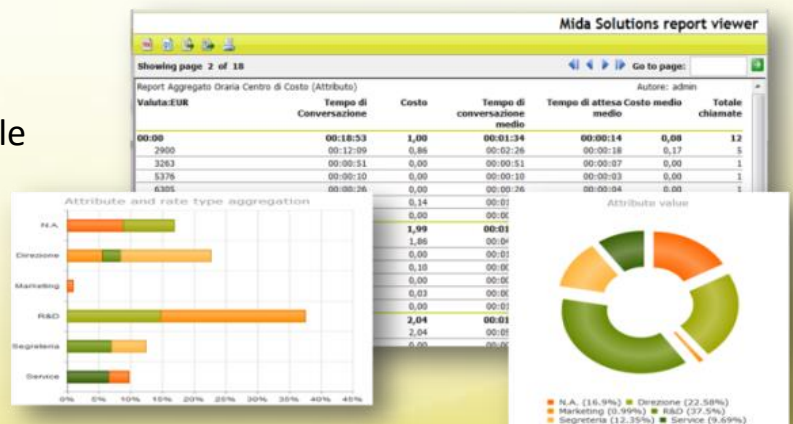
Reports

The solution also provides a set of historical statistics (advanced reporting option), and ability to schedule reports. They allow you to track:

- received calls;
- transferred calls (router to agents);
- abandoned calls (caller hangup) ;
- overflowed/done calls (cause by timeout and/or max number of calls in queue);
- average of waiting time.

Specific reports are also available with this filters:

- time(hourly, daily, monthly)
- queue/site/service
- agent



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Sizing and Packing

QueueManager is available in different versions, and can be sized on many parameters depending on service requirements.

QueueManager Base: allows speech call forwarding to one or more extensions in different company sites, managing the waiting time in a flexible manner, with customizable behavior and voice prompts. Each queue may have its customized messages, working hours, timeouts, agents, overflows and system parameters. Waiting calls are managed with welcome messages, waiting messages, and escalation messages in case of maximum waiting time exceeded, maximum number of calls in queue exceeded, or unavailability.

QueueManager Advanced: adds advanced call routing algorithms based on skill level, availability... Login/logout on selected queues or all (XML service for Cisco phones or Web interface). Reporting on call waiting time based on HTML web interface.

Available options with advanced module:

Historical Reporting: provides advanced historical reports; the reports may be viewed with a Web interface, they are configurable and may be exported in PDF, CSV,...format;

SmartPark: this option provides a virtual queue for each internal user, to optimize call management in case of busy or unavailable users. Basically the operator can park a given call to a busy internal number and the system deals automatically with it. The call can return to the original operator (or to another configurable number) if the destination is not reachable after a predefined timeout. Therefore the proposed solution automates the manual operations that usually operators are forced to do when they decide to park a call to a given user.

Operator Console: web based console for the operator with call control and queue management (please refer to Operator Console datasheet for further information's)

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Technical Features

The server hosting the application must be connected to the local LAN with proper QoS and guaranteed bandwidth. This will then guarantee stable server client connections and high quality of service. The server and the PC clients must be on the same LAN of the IP phones and of the IP-PBX. The server must be reachable from the remote client PCs.

Technical Notes:

The solution supports the following IP-PBXs:

- Cisco Unified Communications Manager® V. 6.x, 7.x, 8.x, 9.x, 10.x
- PBX Innovaphone
- IP-PBX SIP 2.0

Supported protocols:

- SIP
- G.711, G.729 a/b

For more information, please contact

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The application web portal supports the following web browsers:

- Internet Explorer 7 or later
- Chrome 5 or later
- Firefox 3 or later
- Safari 3 or later

Distribution

QueueManager is distributed as preinstalled virtual appliance. CommSouth distributes the application using standard OVA/OVF formats. Supported platforms and hypervisors are:

- vmware ESXi 4.x or 5.x
- KVM

The virtual machine is based on linux kernel v.2.6.18 and has an internal database PostgreSQL; so software activation requires just a License and the Virtual Appliance is fully manageable from an easy and intuitive administration web portal.

Please refer to the hypervisor vendor documentation for further information.

The virtual appliance is a ready to deploy model.