



CooCenter Technical Documentation



Monitor User Guide

software version v3.1.0

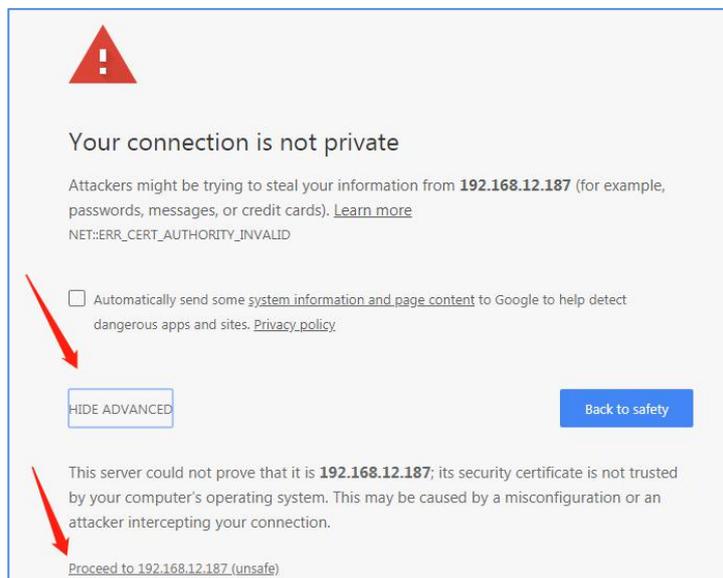
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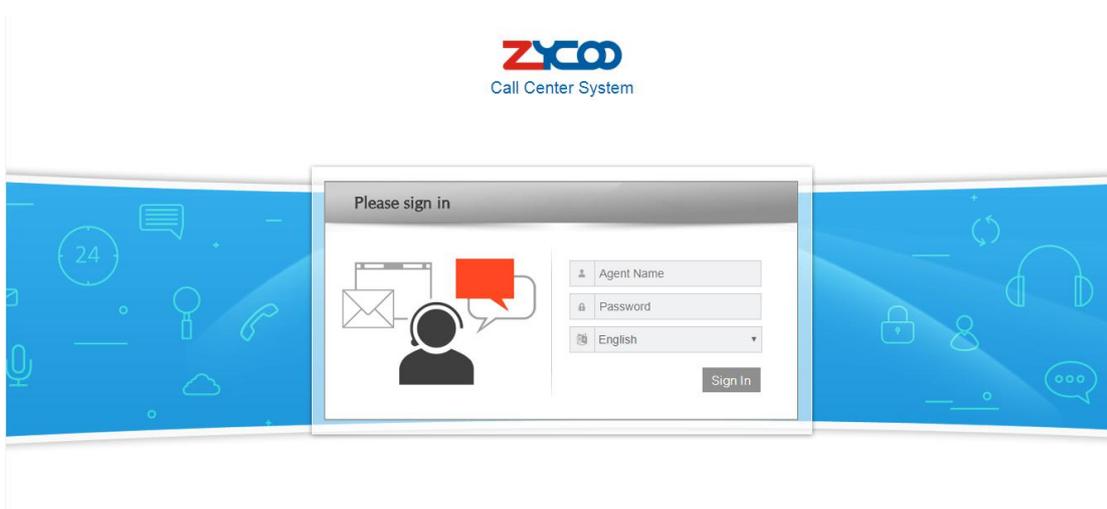
CC (Call Center) monitor Login

Run your web browser, in the address bar input the default URL (The default URL of the WAN port is https://192.168.1.100:8080/ui_callcenter/, the default URL of LAN port is https://192.168.10.100:8080/ui_callcenter/) of CooCenter system Web interface and press Enter.

A warning screen “Your connection is not private” will show up, click on “Advanced” option and then click on “Proceed to...” to open the login page.



The CooCenter Web interface login page is shown as below.



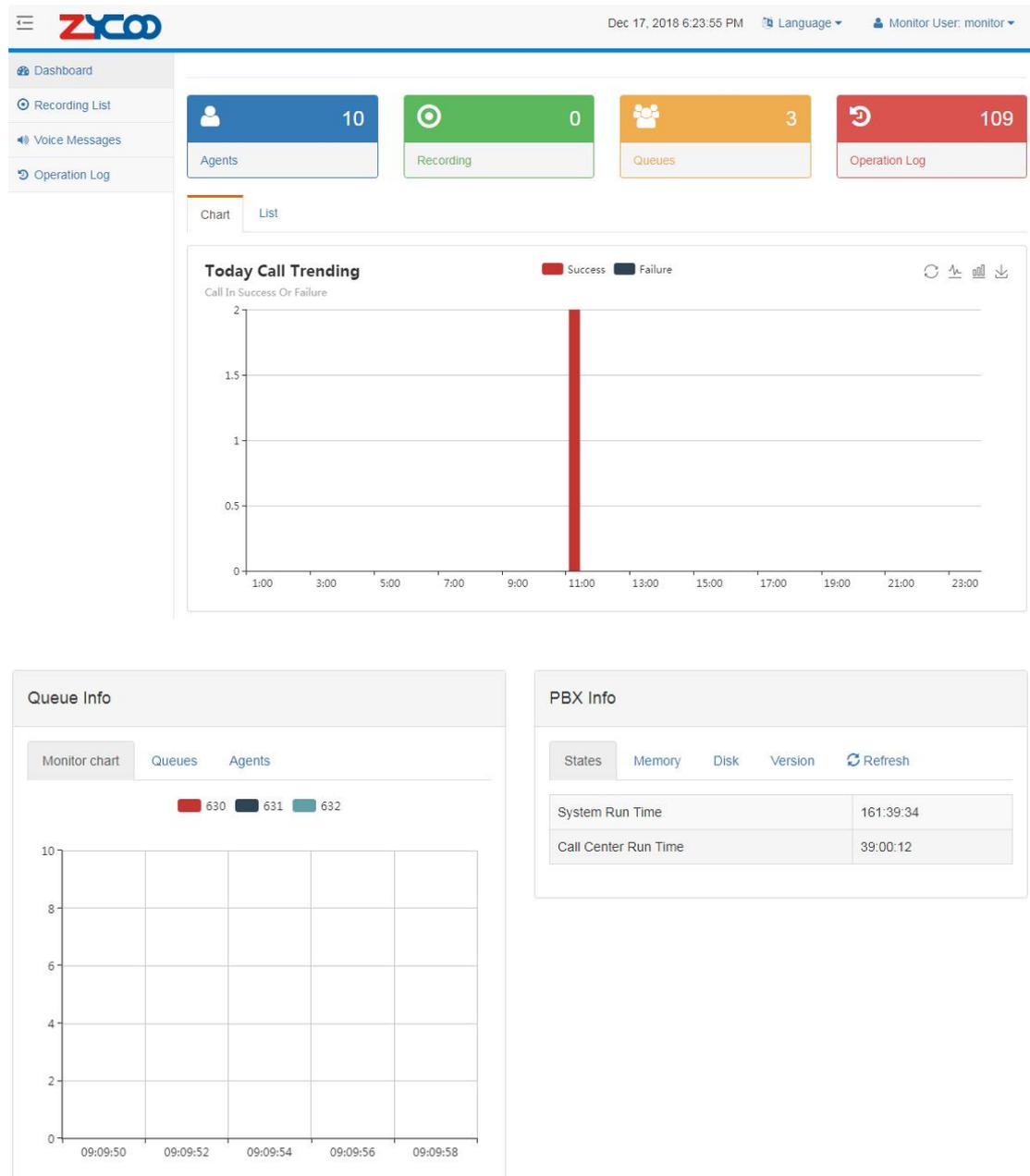
Input the “Agent Name” and “Password”, and then you will enter in the CooCenter Web

GUI.

you can login with monitor and monitor password.

Dashboard

On “Dashboard” screen you can get the real-time Call Center and PBX running states.



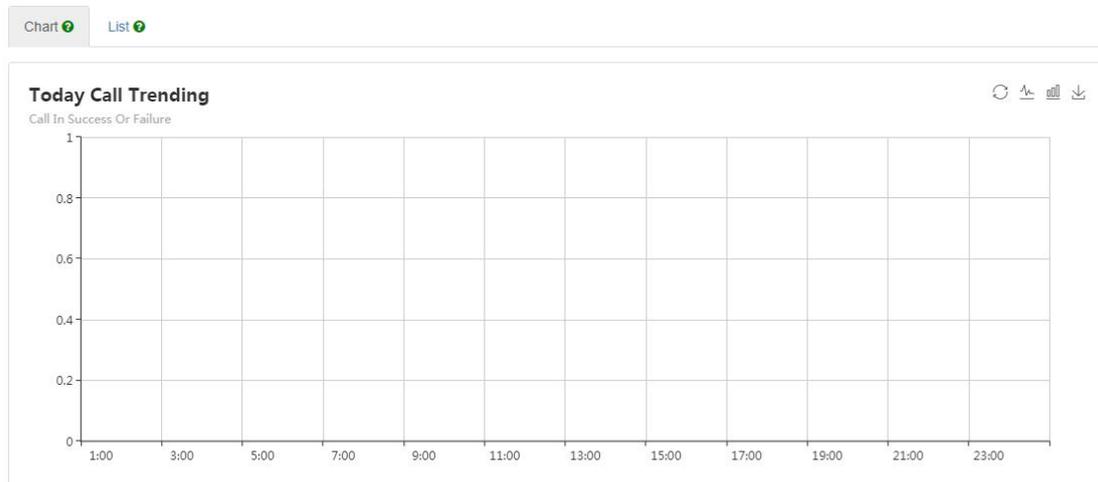
Section1:

| Name | Descriptions |
|------|--------------|
|------|--------------|

| | |
|-------------------------------|---|
| Agents | Show the number of agents (click on the clickable area, you'll enter the Manage Agents page) |
| Extension | Show the number of extensions (click on the clickable area, you'll enter the Extension Configure page) |
| Queues | Show the number of queues (click on the clickable area, you'll enter the Queue Management page) |
| Operating Log | Show the number of operating records including admin, supervisor and agent users (click on the clickable area, you'll enter the Operating Log page) |

Section2:

There are 2 different views for you to check the call trending of today, chart view and list view.



The red lines indicate the calls completed, the blue lines indicate the calls failed.

If you want to view call trending in List view, please click on “List” tab menu.

Calls of Today by Agent

Show entries

| Extension | Agent Name | Total | Rate | Inbound Calls | | | | Manual Outbound Call | | | | Auto Outbound Call | | | |
|----------------------------|------------|-------|------|---------------|----------|------|--------------|----------------------|----------|------|--------------|--------------------|----------|------|--------------|
| | | | | All | Answered | Busy | Not Answered | All | Answered | Busy | Not Answered | All | Answered | Busy | Not Answered |
| No data available in table | | | | | | | | | | | | | | | |

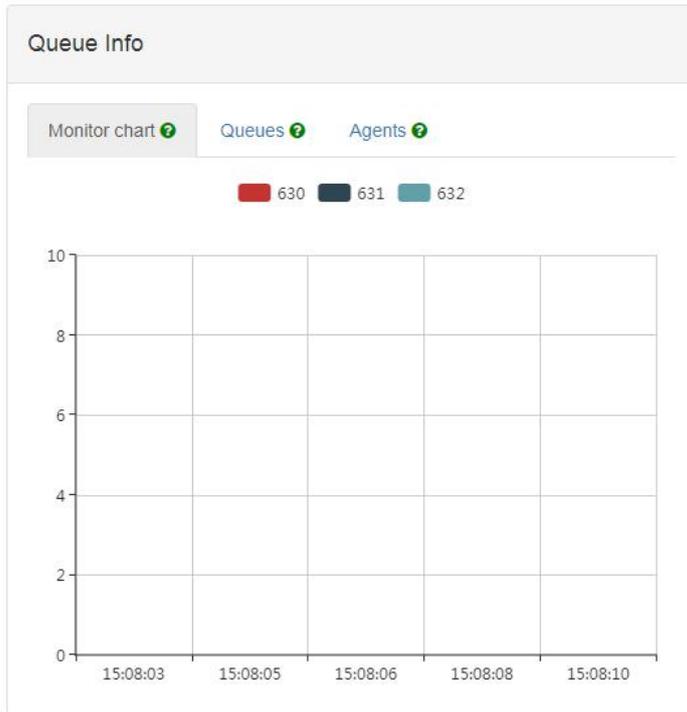
Previous Next

In list view you'll get full information of Inbound Calls, Manual Outbound Calls and Auto Outbound Calls.

Section3:

In this section you get the real-time info of the call queues.

- Monitor Chart: Monitors the calls in processing on the queues in the past 8 seconds.



- Queue: it shows the number of Current waiting, Complete and Unanswered calls on each queue.

| Queue Info | | | |
|---|-----------------|----------|------------|
| Monitor chart Queues Agents | | | |
| Queues | Current waiting | Complete | Unanswered |
| 630 | 0 | 0 | 3 |
| 631 | 0 | 0 | 0 |
| 632 | 0 | 0 | 0 |
| test | 0 | 0 | 0 |

More descriptions as shown below.

| Name | Descriptions |
|-----------------|---|
| Queues | The name of each queue. |
| Current waiting | Show the number of callers currently waiting in the queue. |
| Complete | Number of calls completed in the queue since the last configuration or startup. |

| | |
|------------|--|
| Unanswered | Number of calls not answered in the queue since the last configuration or startup. |
|------------|--|

- Agent: Agent states on each queue.

Queue Info

Monitor chart Queues Agents

| Agent Name | Extension | Queues | States | Queue Pause Status |
|------------|-----------|--------|-------------|--------------------|
| 870 | 870 | 630 | Idle | No |
| 小吴871 | 871 | 630 | Unavailable | No |
| 872 | 872 | 631 | Unavailable | No |
| 873 | 873 | 631 | Unavailable | No |
| 874 | 874 | 632 | Unavailable | No |

More details as shown below.

| Name | Descriptions |
|--------------------|--|
| Agent Name | The agent name. |
| Extension | The extension number associated with the agent. |
| Queues | Show the call queue name that the agents belong to. One agent may belong to one or more queue at the same time. |
| States | Show the agent states; States might be: Idle, Unavailable, busy, keep, offline and ring. |
| Queue Pause Status | Indicates whether the agent is paused or not. |

Section 4:

On the PBX Info section, the CooCenter system info and IP PBX info are displayed.

PBX Info

States Memory Disk Version Refresh

| | |
|----------------------|----------|
| System Run Time | 72:53:24 |
| Call Center Run Time | 72:52:09 |

More details of the PBX Info section as below.

| Name | Descriptions |
|---------|--|
| States | Show the System Run Time and Call Center Run Time. |
| Memory | Show the memory usage. |
| Disk | Show internal system storage and USB storage usage. |
| Version | Show the current software version of CooCenter system. |
| Refresh | Refresh the system info. |

Recording List

Call recordings of those extensions which had enabled call recording can be managed from the “Recording List” screen.

Before searching the recordings, you should know some search conditions that can help you find out the recordings accurately.

| | | | | | |
|-----------|--|---|---|-------------|-----------------------------------|
| Customer: | <input type="text" value="Name"/> | No.: | <input type="text" value="No."/> | Queue Name: | <input type="text" value="630"/> |
| From: | <input type="text" value="2018-04-01"/> | To: | <input type="text" value="2018-04-17"/> | Agent Name: | <input type="text" value="Vela"/> |
| Type: | <input type="text" value="Please Select"/> | <input type="button" value="Download"/> <input type="button" value="Search"/> | | | |

- Search recordings by using “Customer Name” or “Customer Number”, you can get all the call recordings of a specific customer.
- Type could be used to search according to Inbound, Auto Dialed and Manual Dialed calls.

The search results shown in the list contains all recordings corresponding to the search conditions.

| | Customer Name | Customer Number | Agent Name | Queue Name | Type | Record Duration(s) | Date | Note date | Options |
|--|---------------|-----------------|------------|------------|---------|--------------------|---------------------|---------------------|---|
| | 810 | 810 | Vela | 630 | Inbound | 1141 | 2018-04-13 15:02:43 | 2018-04-17 10:53:49 | ▶ Play ⬇ Download ✖ Delete 🗨 Comment |
| | 810 | 810 | Vela | 630 | Inbound | 31 | 2018-04-11 10:18:48 | | ▶ Play ⬇ Download ✖ Delete 🗨 Comment |
| | 810 | 810 | Vela | 630 | Inbound | 330 | 2018-04-11 10:19:37 | | ▶ Play ⬇ Download ✖ Delete 🗨 Comment |
| | 810 | 810 | Yoky | 630 | Inbound | 173 | 2018-04-13 13:53:31 | | ▶ Play ⬇ Download ✖ Delete 🗨 Comment |

More details of the recordings as below.

| Name | Descriptions |
|--------------------|--|
| Customer Name | Customer Name could be used to identify client. |
| Customer Number | Customer Number could be used to dial if need. |
| Agent Name | Alias of this agent which can be the name of the extension user. |
| Queue Name | Queue Name could be used to identify queue. |
| Type | Call types could be Inbound, Auto Dialed and Manual Dialed. |
| Record Duration(s) | The call recording duration. |
| Date | The date and time when the call recording began. |
| Note Date | A comment could be added to the recording by clicking on 🗨 Comment , in the note date field you can see when the comment had been added. |
| Options | <p>Playback: you can click on this button to playback the recording.</p> <p>Download: download one recording by clicking on ⬇ Download , and the recording will be downloaded in WAV format.</p> <p>Delete: delete a recoding by clicking on this button.</p> <p>Comment: if you want to comment one recording, you can click this button, and then input context you wish to add.</p> |

Voice Messages

Voice Messages

Voice Messages

Show entries Search:

| Number | Customer Name | Queue | Date | Duration(s) | Options |
|----------------------------|---------------|-------|------|-------------|---------|
| No data available in table | | | | | |

Showing 0 to 0 of 0 entries Previous Next

| Name | Descriptions |
|---------------|--|
| Number | Voice message from which phone number |
| Customer Name | Voice message from which customer |
| Queue | Voice message leaved for which queue |
| Date | The date and time when the voice message leaved. |
| Duration(s) | The voice message duration. |
| Options | <p>Playback: you can click on this button to playback the voice message.</p> <p>Download: download one recording by clicking on  Download , and the voice message will be downloaded in WAV format.</p> <p>Delete: delete a voice message by clicking on this button.</p> |

Operation Logs

On “[Operation Log](#)” screen you may check all the logs of the web access records. Include admin user, supervisor and normal agents.

| | | |
|--|--|--|
| Agent Name: <input type="text" value="admin"/> | Event Type: <input type="text" value="Login"/> | Agent ID: <input type="text" value="No."/> |
| Extension: <input type="text" value="No."/> | From: <input type="text" value="Please Select"/> | To: <input type="text" value="Please Select"/> |
| | | <input type="button" value="Search"/> <input type="button" value="Refresh"/> |

In the “[From](#)” and “[To](#)” fields set the start and end date, in “[Event Type](#)” dropdown list select the type of event you want to search, optionally if you want to search according to the Agent

ID you may also specify the extension number in the “[Extension](#)” field then finally click on  button.

Show entries

| Agent Name | Agent ID | Extension | Event Type | Event Details | Date |
|------------|----------|-----------|------------|---------------|-------------------|
| Admin | Admin | Admin | Login | Admin Login | 18-04-03 15:43:46 |
| Admin | Admin | Admin | Login | Admin Login | 18-04-03 15:02:58 |
| Admin | Admin | Admin | Login | Admin Login | 18-04-03 11:43:05 |
| Admin | Admin | Admin | Login | Admin Login | 18-04-03 11:21:47 |
| Admin | Admin | Admin | Login | Admin Login | 18-04-03 10:47:19 |
| Admin | Admin | Admin | Login | Admin Login | 18-04-03 10:01:01 |
| Admin | Admin | Admin | Login | Admin Login | 18-04-03 10:00:12 |

The agent name, agent ID, extension, event type, and date and time will all be listed on the searching results screen.