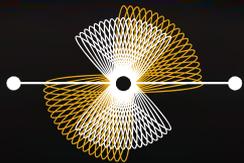


# Business Manager - Supervisor

Product Overview and Training



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# Training Agenda



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1. Business Manager-Supervisor Introduction
  - a. Workspace
  - b. Views/Licenses
  - c. Help
2. System Views
3. Workgroup Views
  - a. Agent Overview
  - b. Agent Detail
  - c. Workgroup Overview
  - d. Workgroup Detail
4. Workgroup Functions
  - a. Listen, Coach, Join
  - b. Activation/De-activation
  - c. Change User Status
5. Graphs
  - a. Agent Graph
  - b. Workgroup Graph
6. Alerts
  - a. Statistic alerts
  - b. Status Change alerts
7. Assistance Response
8. Reports
  - a. Historical Reports
  - b. Report Assistant
  - c. Interaction Reporter
9. Q&A



# Interaction Supervisor Introduction

- Although the Interaction Client provides limited user, workgroup and queue monitoring capabilities, Business Manager-Supervisor is more powerful, summarizes additional operational statistics and provides alerts.
- It allows a user to:
  - Monitor individual agents
  - Monitor multiple agents
  - Monitor single workgroups
  - Monitor multiple workgroups
  - Set alerts to inform of events triggered by statistical changes
    - Display, Sound, Email, .NET client message
  - View real-time statistics in graphs and consolidated tables
  - Respond to agent Assistance requests
  - Run Interaction Reporter

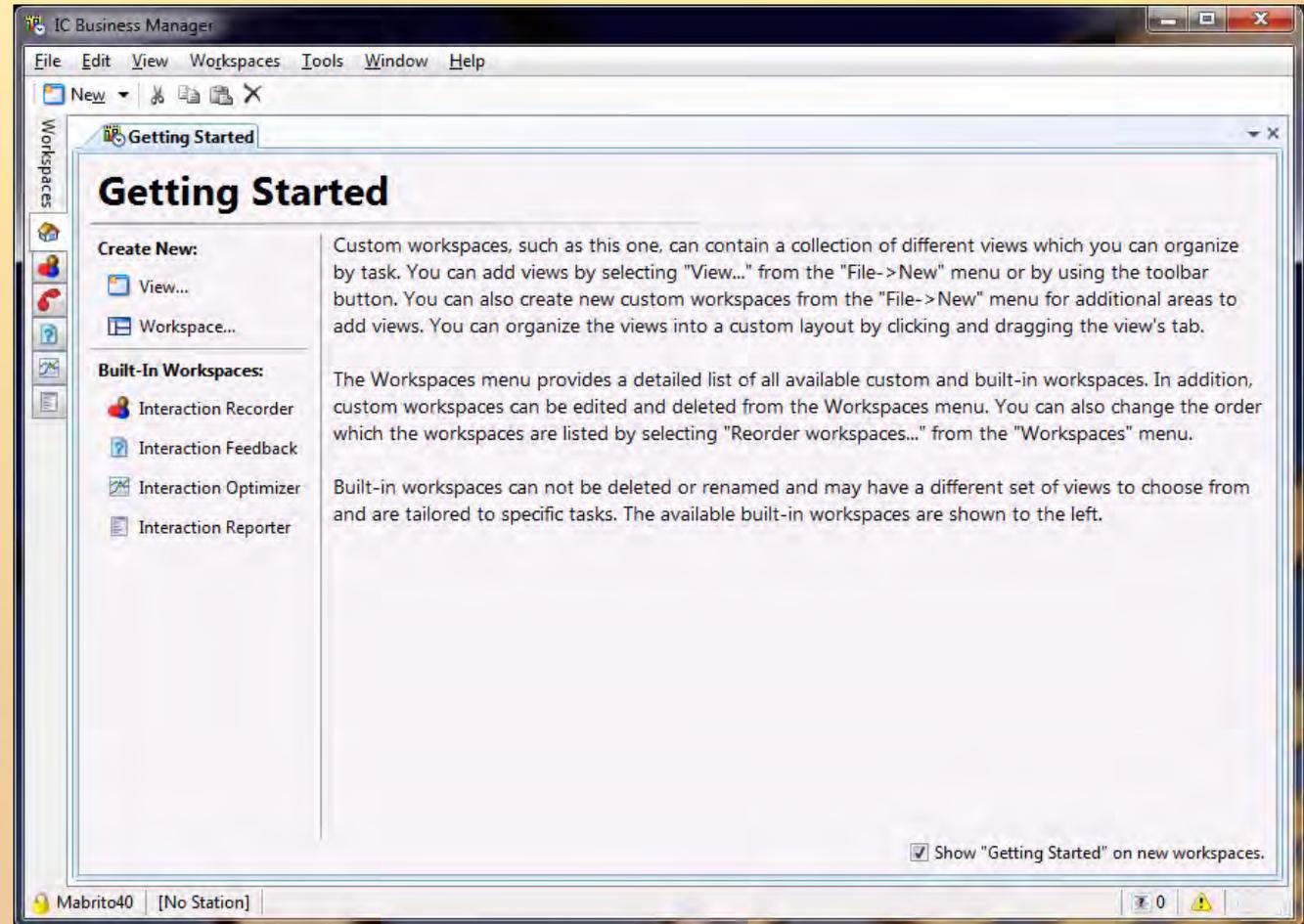
# Interaction Supervisor Introduction



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## Workspace

- Supervisor is a component of IC Business Manager
- When you start IC Business Manager for the first time, the main window or workspace will be blank.
- When views are added, they appear within IC Business Managers workspace as tabs by default.
- Once views are arranged, the workspace will be 'remembered' upon exiting and re-entering Supervisor.

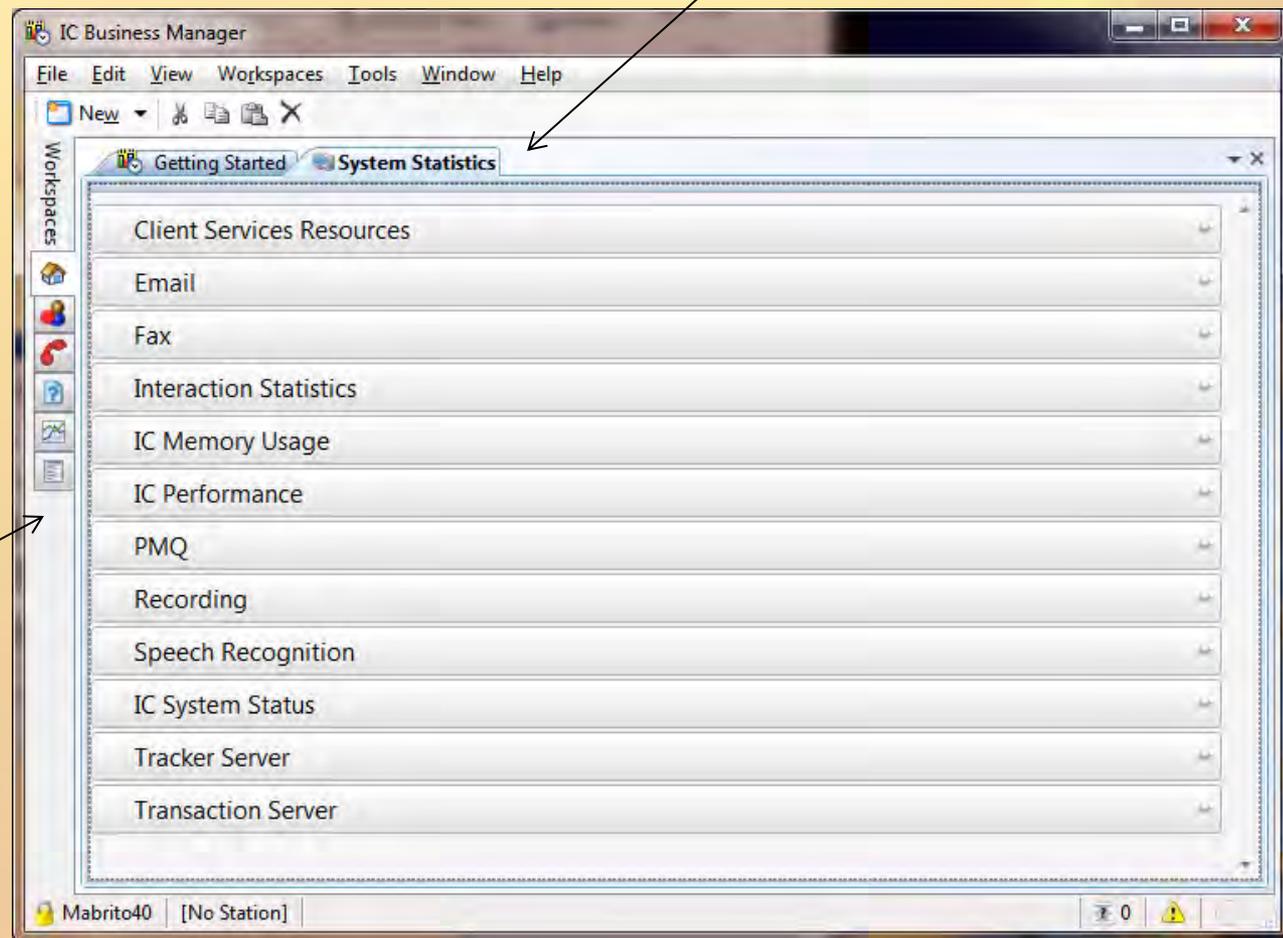




# Interaction Supervisor Introduction

- Workspaces will contain one or more views and can be organized by tasks
- There will be built-in workspaces that can not be deleted
- Ability to create custom workspaces with one or more views for a specific task is available

**View**



**Workspaces**

# Interaction Supervisor Introduction

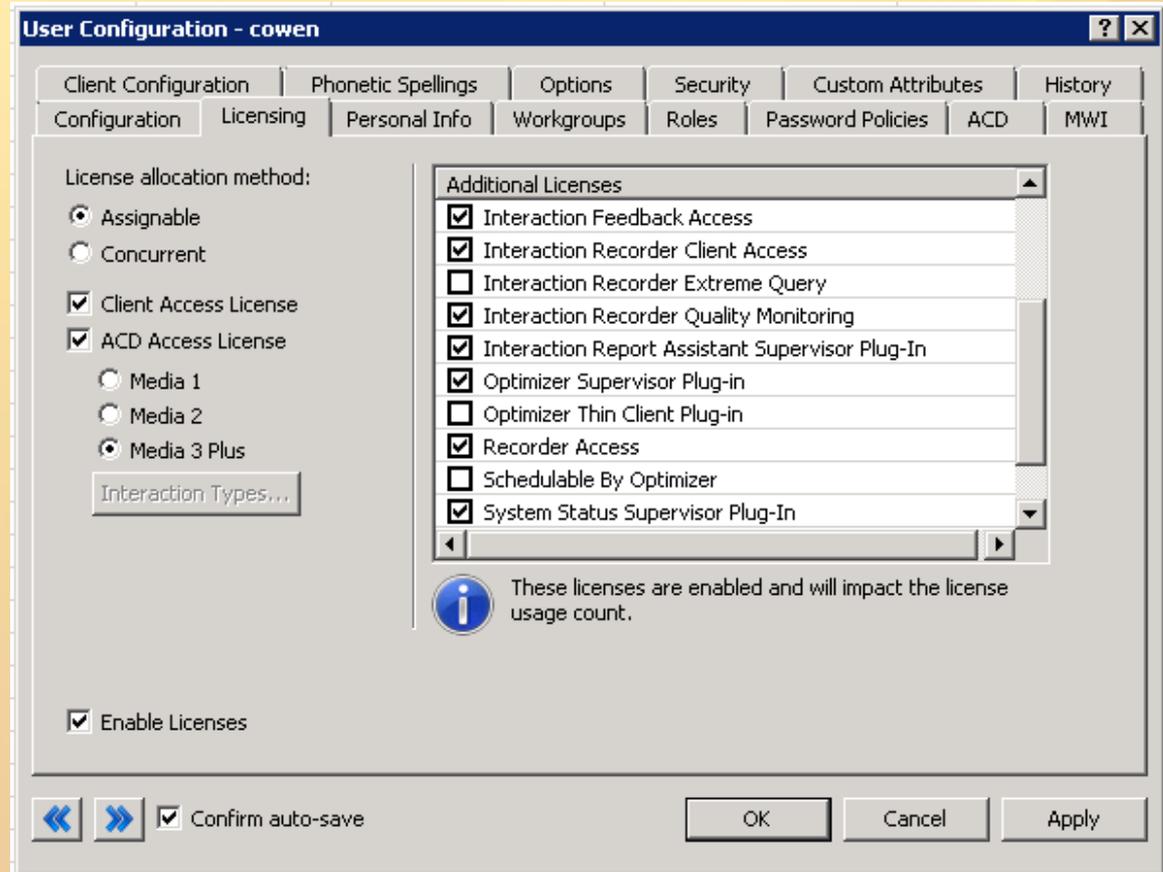


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## Licenses

To view and use views,  
licenses must be assigned to  
your user/station

- Historical Reports Supervisor Plug-In
- Interaction Feedback Access
- Interaction Recorder Client Access
- Interaction Recorder Quality Monitoring
- Optimizer Supervisor Plug-In
- System Status Supervisor Plug-In
- Workgroup Supervisor Plug-In



# Interaction Supervisor Introduction

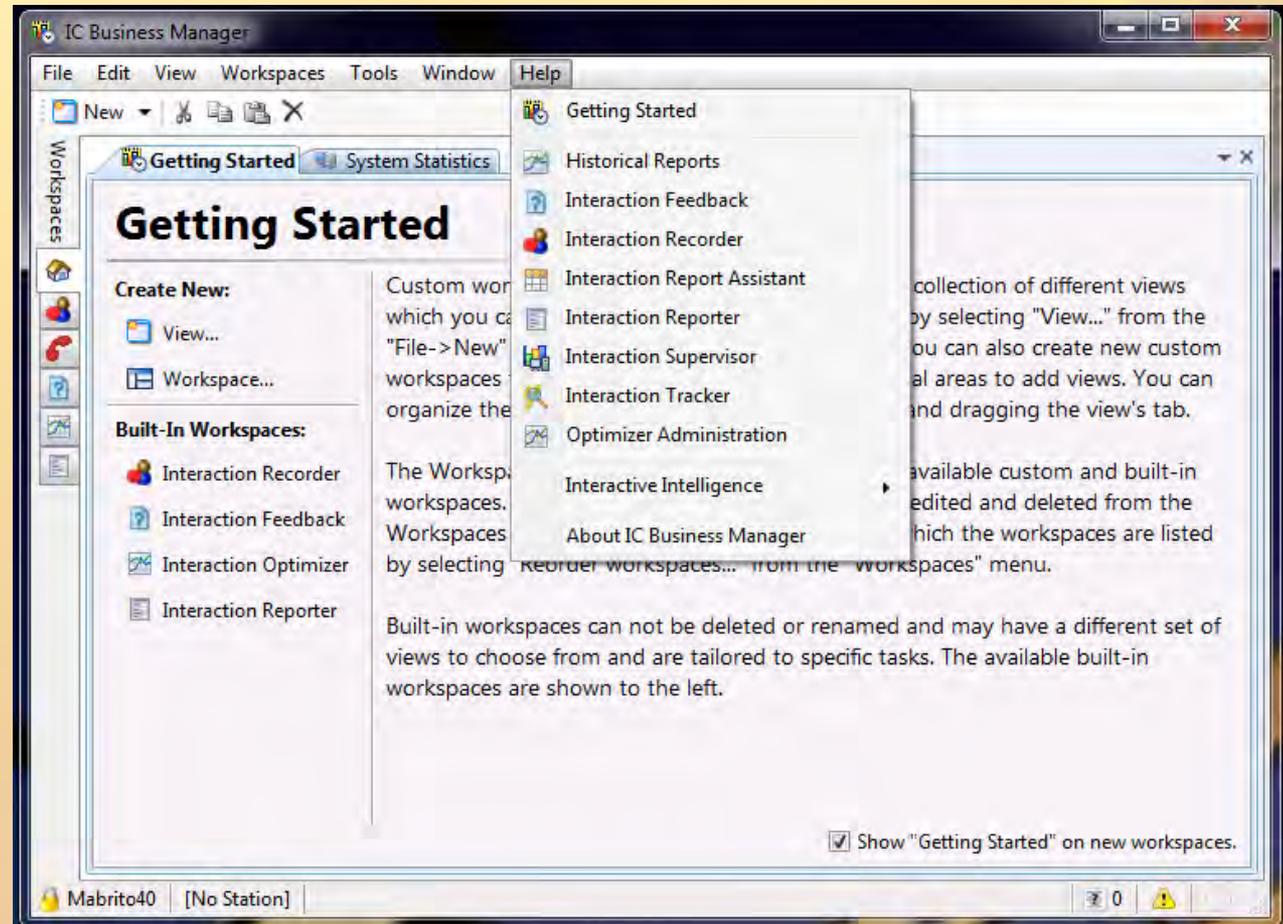


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## Help

Use the Help Menu for information regarding views and how to use them

- Historical Reports
- Interaction Feedback
- Interaction Recorder
- Interaction Report Assistant
- Interaction Reporter
- Interaction Supervisor
- Interaction Tracker
- Optimizer Administration



# Interaction Supervisor - System Views



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Select New

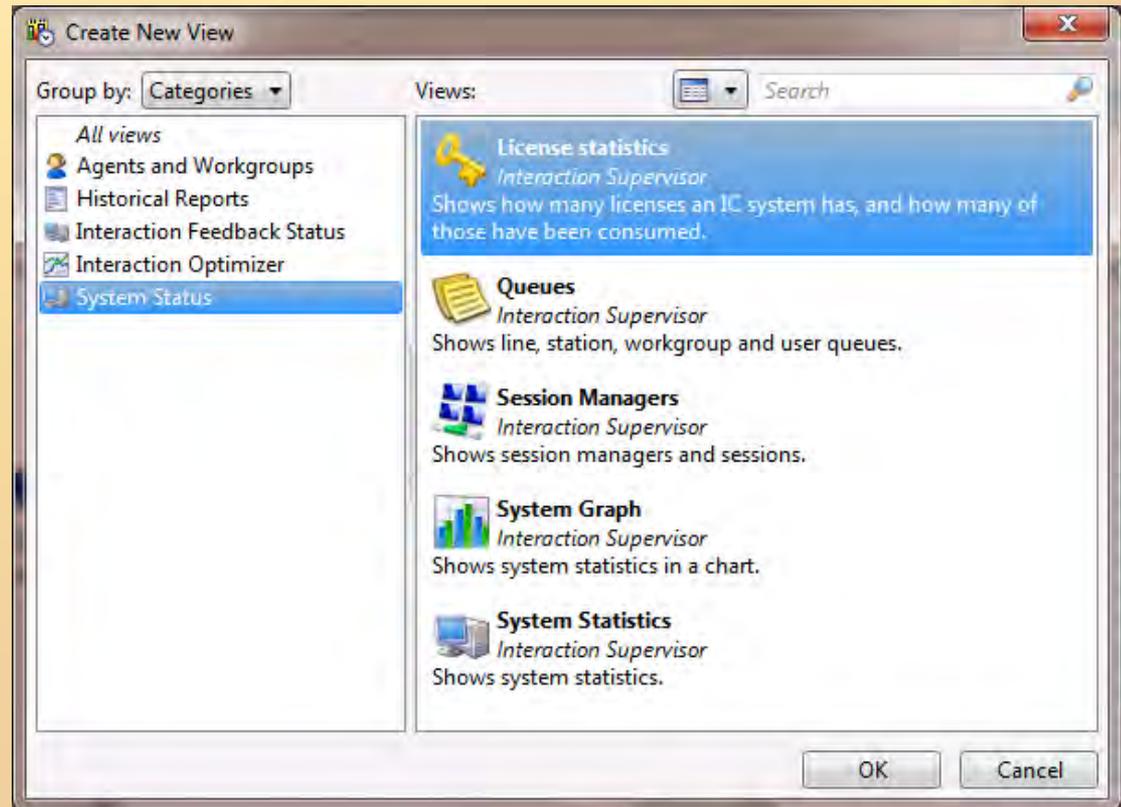
Select View...

Group by: Categories

Select System Status

The following views will be available:

- License statistics
- Queues
- Session Managers
- System Graph
- System Statistics



# System Views – License Statistics



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Shows the license items ordered

Able to see the available and used licenses in both numeric and percentage form

| Concurrent license   | Total number of licenses | Available licenses | Used licenses | Available licenses in percent | Used licenses in percent |
|--|--------------------------|--------------------|---------------|-------------------------------|--------------------------|
| ACD Media 1  | 100                      | 100                | 0             | 100.0                         | 0.0                      |
| ACD Media 2  | 100                      | 100                | 0             | 100.0                         | 0.0                      |
| ACD Media 3 Plus   | 100                      | 100                | 0             | 100.0                         | 0.0                      |
| Interaction Client Access                                    | 300                      | 300                | 0             | 100.0                         | 0.0                      |
| Interaction Supervisor Plug-In: Interaction Dialer           | 100                      | 100                | 0             | 100.0                         | 0.0                      |
| Interaction Feedback Access                                  | 100                      | 100                | 0             | 100.0                         | 0.0                      |
| Interaction Supervisor Plug-In: Interaction Feedback         | 0                        | 0                  | 0             | 0.0                           | 0.0                      |
| Interaction Supervisor Plug-In: Historical Reporting         | 200                      | 200                | 0             | 100.0                         | 0.0                      |
| Interaction Client Operator Add-On                           | 100                      | 100                | 0             | 100.0                         | 0.0                      |
| Interaction Optimizer Access                                 | 100                      | 100                | 0             | 100.0                         | 0.0                      |
| Interaction Optimizer Access Real Time Adherence             | 100                      | 100                | 0             | 100.0                         | 0.0                      |
| Interaction Recorder Access                                  | 100                      | 100                | 0             | 100.0                         | 0.0                      |
| Interaction Recorder Client Access                           | 100                      | 100                | 0             | 100.0                         | 0.0                      |
| Interaction Recorder Extreme Query                           | 100                      | 100                | 0             | 100.0                         | 0.0                      |
| Interaction Recorder Quality Monitoring                      | 100                      | 100                | 0             | 100.0                         | 0.0                      |
| Interaction Supervisor Plug-In: Interaction Report Assistant | 100                      | 100                | 0             | 100.0                         | 0.0                      |
| Interaction Supervisor Plug-In: System Status                | 100                      | 100                | 0             | 100.0                         | 0.0                      |
| Interaction Tracker Access                                   | 100                      | 100                | 0             | 100.0                         | 0.0                      |
| Interaction Supervisor Plug-In: Workgroup                    | 100                      | 100                | 0             | 100.0                         | 0.0                      |
| B_LICENSE_ADVANCED_SESSION_ADDON-Concurrent                  | 0                        | 0                  | 0             | 0.0                           | 0.0                      |
| B_LICENSE_AWL_EASYSRIPTER_REPORTING-Concurrent               | 100                      | 100                | 0             | 100.0                         | 0.0                      |

# System Views – Queues



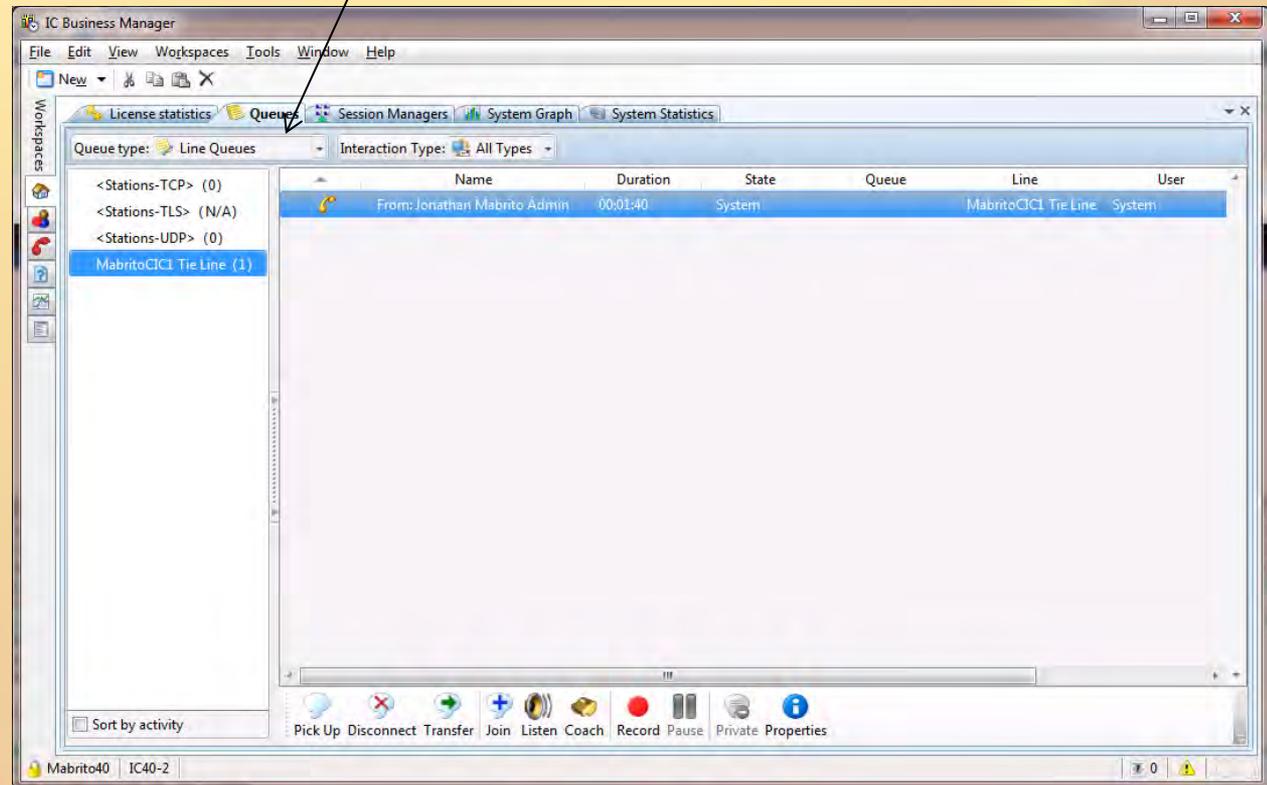
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Allows users to examine Interactions within a queue and pick them up, disconnect them, place them on hold, listen in on them, join them, coach the agent on them, or record them

4 queues are available

- Line Queue
- Station Queue
- Workgroup Queue
- User Queue

Queue Type



# System Views – Session Managers



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Session Managers maintain the state and operation of IC client applications

The Session Manager View allows users to view the session managers and any client connected to them and the statistic related to the client

The screenshot shows the 'IC Business Manager' application window. The 'Session Managers' view is active, displaying a tree view of session managers and a table of session counts. The tree view shows the following structure:

- Server
  - Session Manager
    - Product
      - Mabrito40
        - MABRITO40 [48] (3 sessions)
        - Interaction Recorder Policy Editor App (0 sessions)
        - Admin.Net (1 session)
        - IC Business Manager (1 session)
        - Interaction Client .NET Edition (1 session)

The 'Session count' table is displayed below the tree view, showing the following data:

| Session ID | User ID | User Name | IceLib Version | User Extension | Login Time           | Client ID |
|------------|---------|-----------|----------------|----------------|----------------------|-----------|
| 3548001    | icadmin | icadmin   | 4.0.17.389     |                | 3/27/2012 1:25:23 PM | MABRITO40 |

# System Views – System Graph

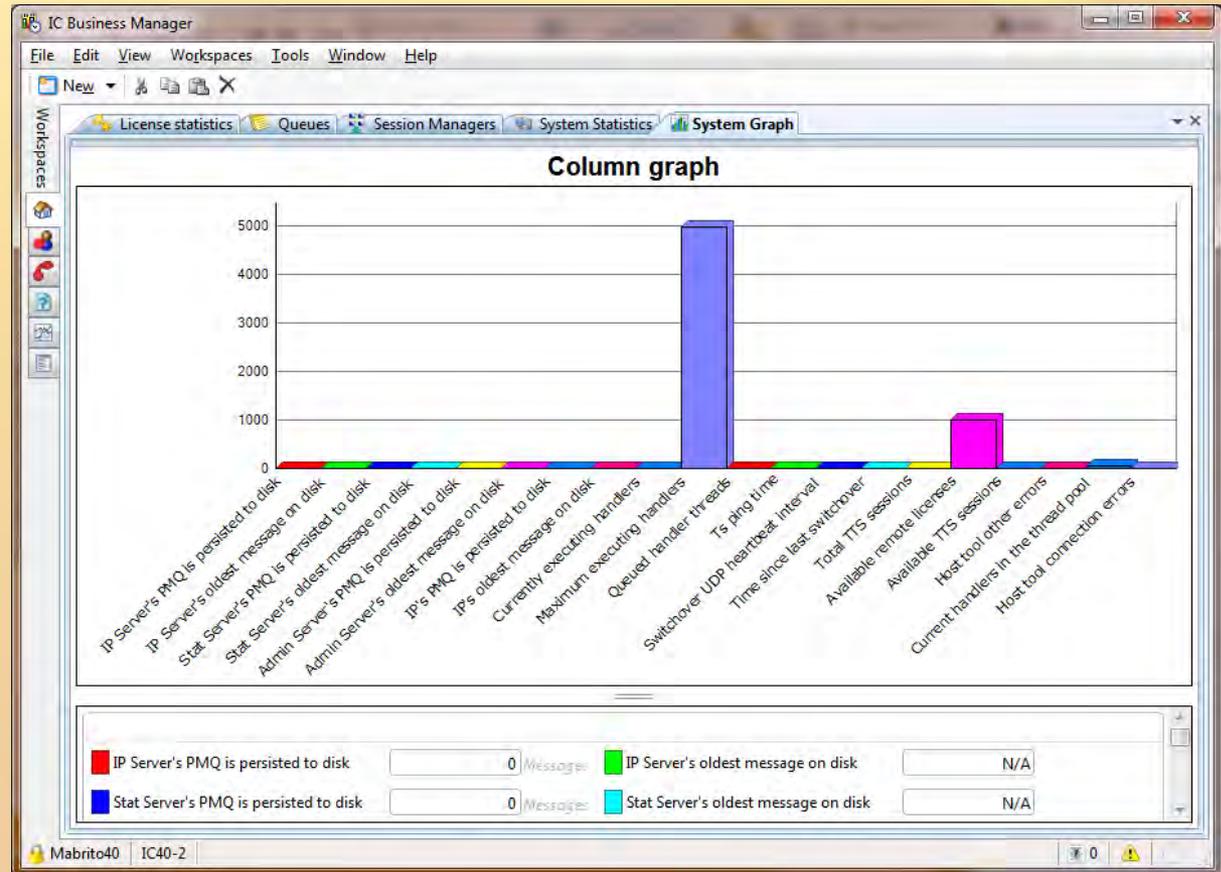


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Presents the relation of various system statistics into a single graph

Categories of System Statistics that are available:

- Email
- Fax
- IC Memory Usage
- IC Performance
- PMQ
- Recording
- Speech Recognition
- IC System Status
- Tracker Server
- Transaction Server



# System Views – System Statistics



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Used to monitor the health of an IC server as it reports activity on the IC subsystems and queues.

The screenshot shows the 'System Statistics' window in IC Business Manager. The window title is 'IC Business Manager' and the menu bar includes 'File', 'Edit', 'View', 'Workspaces', 'Tools', 'Window', and 'Help'. The 'Workspaces' pane on the left lists several categories: Client Services Resources, Email, Fax, Interaction Statistics, IC Memory Usage, IC Performance, PMQ, Recording, Speech Recognition, and IC System Status. The 'IC Performance' section is expanded, displaying a table of metrics:

|                            |                    |                             |                    |
|----------------------------|--------------------|-----------------------------|--------------------|
| Page faults                | 0                  | System latency              | 0 ms               |
| Free disk space system     | 54.71 / 74.50 GB   | Free disk space work        | 150.97 / 158.32 GB |
| Total disk space system    | 74.50 GB           | Total disk space work       | 158.32 GB          |
| Total disk space logs      | 158.32 GB          | Total disk space recordings | 158.32 GB          |
| Free disk space recordings | 150.97 / 158.32 GB | IP CPU usage                | 0.0 %              |
| Notifier CPU usage         | 0.0 %              | Average latency             | 0 ms               |
| Available CPU              | 99.0 %             | Total CPU usage             | 1.0 %              |
| Free disk space logs       | 150.97 / 158.32 GB | TS CPU usage                | 0.0 %              |
| TTS CPU usage              | N/A %              |                             |                    |

The status bar at the bottom shows 'Mabrito40' and 'IC40-2'.



# Interaction Supervisor - Agents and Workgroups

Select New

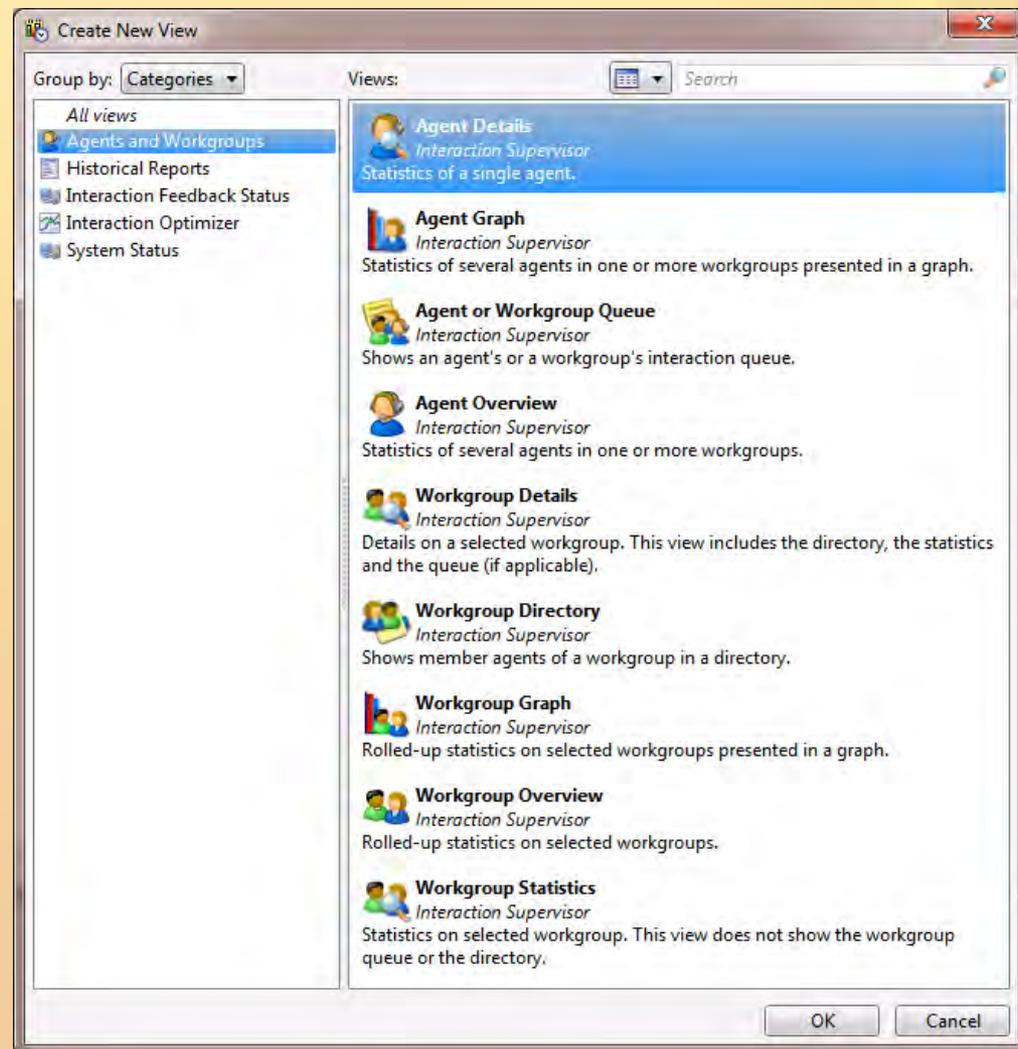
Select View...

Group by: Categories

Select Agents and  
Workgroups

The following views will be  
available:

- Agent Details
- Agent Graph
- Agent or Workgroup Queue
- Agent Overview
- Workgroup Details
- Workgroup Directory
- Workgroup Graph
- Workgroup Overview
- Workgroup Statistics



# Workgroup Views – Agent Overview



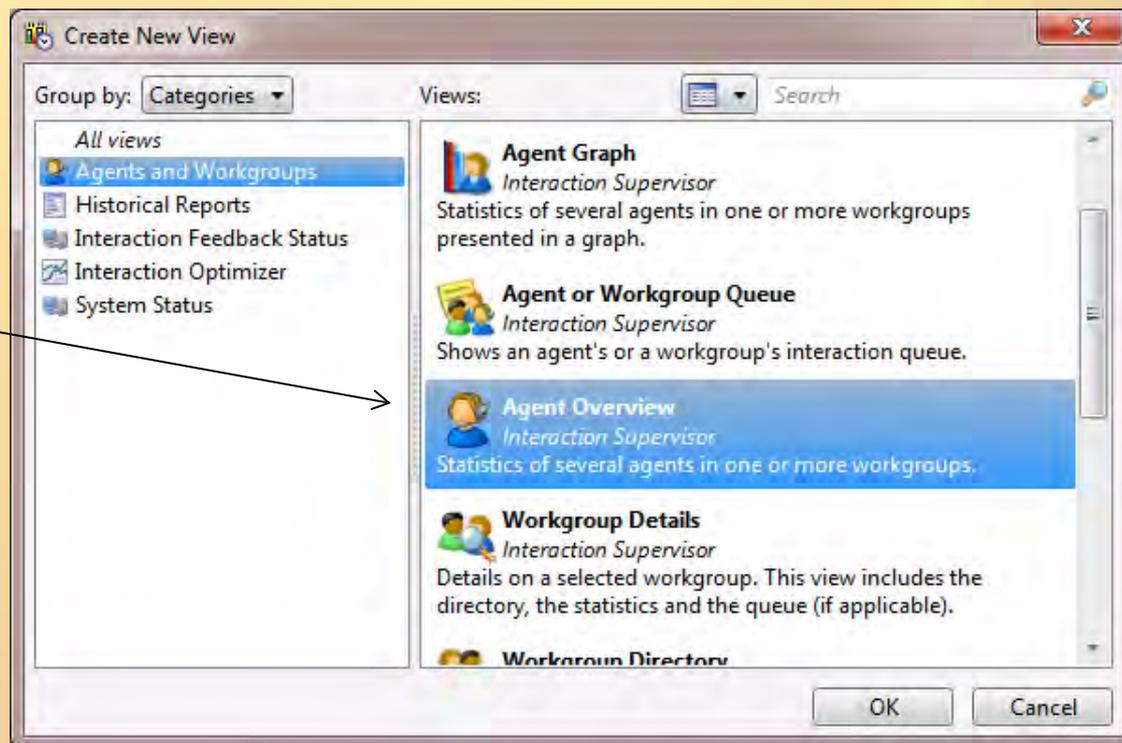
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Select New

Select View...

Group by: Categories

Select the Agent Overview view  
from the right hand menu

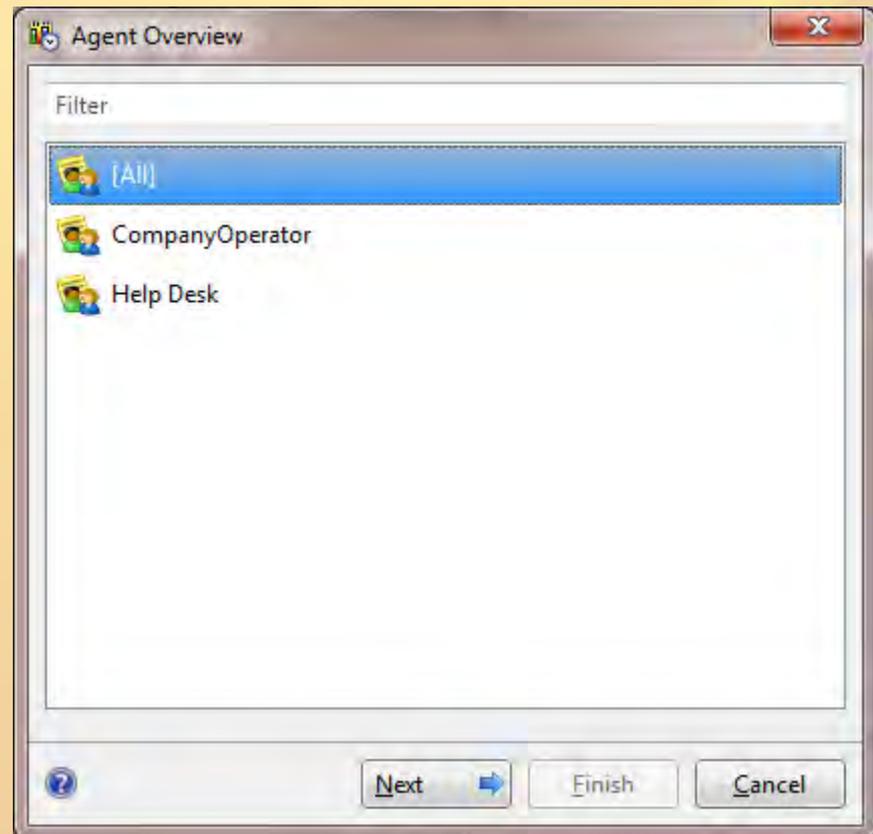


# Workgroup Views – Agent Overview



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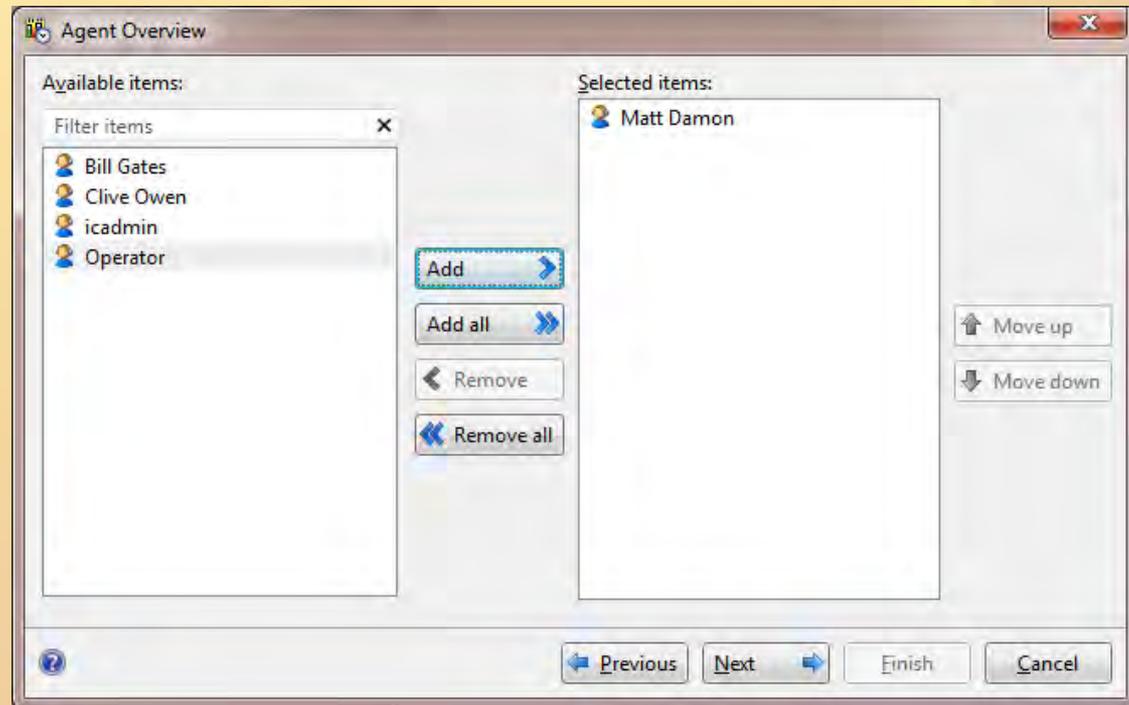
Select the workgroup where the agent belongs or select [All] to see all the agents



# Workgroup Views – Agent Overview



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Select the agents or agents you want to get an overview on



# Workgroup Views – Agent Overview

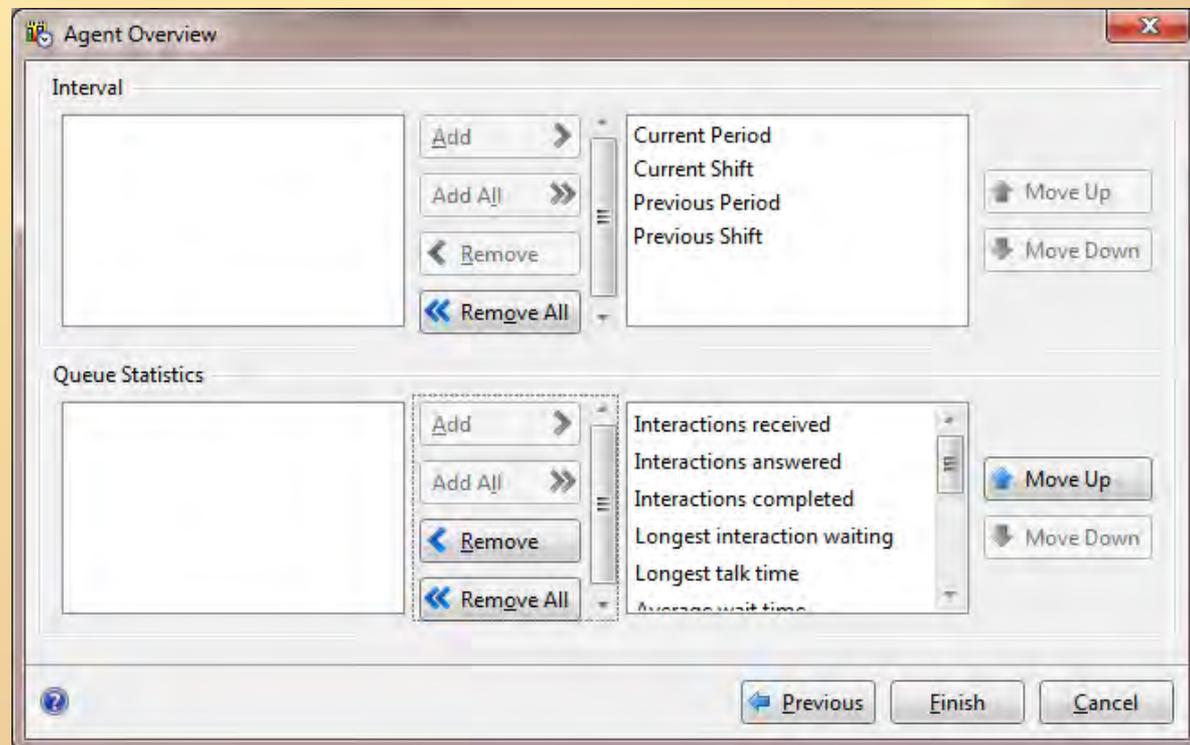
Select the Interval and Queue Statistics you would like to see

## Interval Statistics:

- Current Period
- Current Shift
- Previous Period
- Previous Shift

## Queue Statistics:

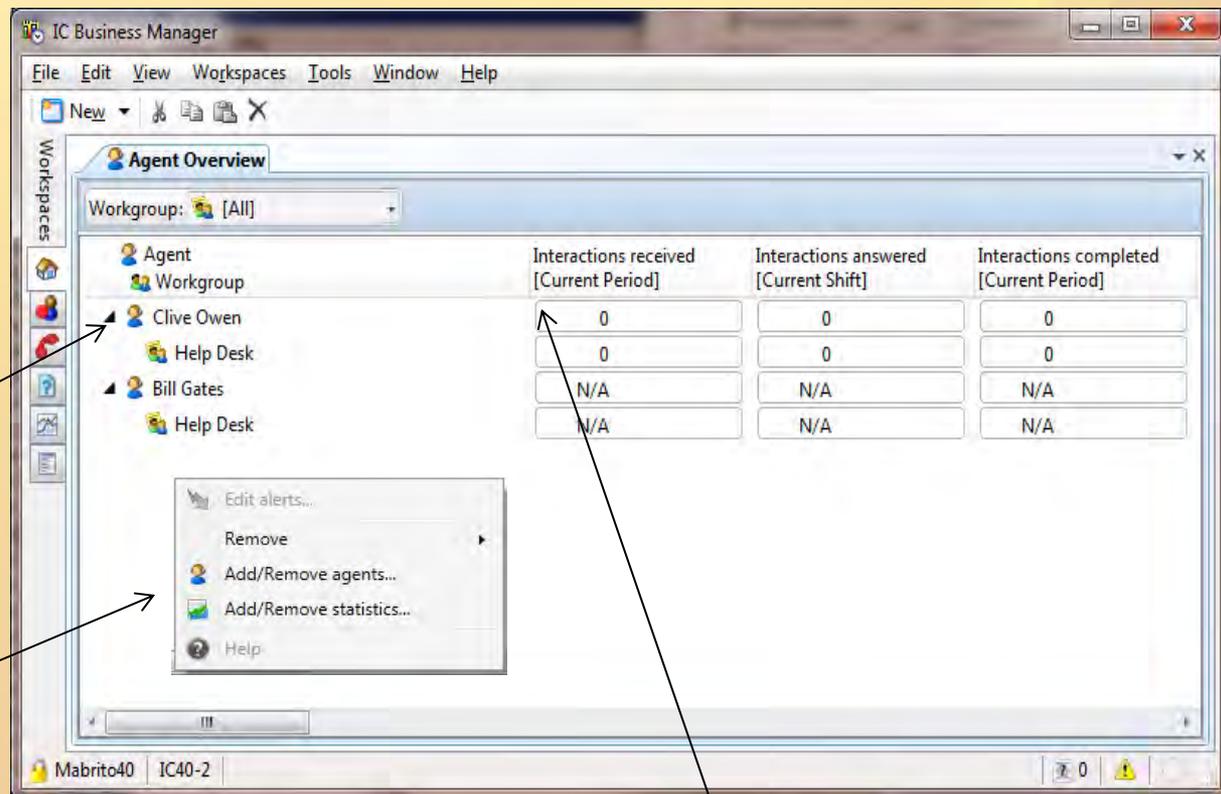
- Interactions Received
- Interactions answered
- Interactions completed
- Longest interaction waiting
- Longest talk time
- Average wait time
- Average talk time
- Non-ACD interactions
- Average agent positive score
- Average agent negative score
- Average customer positive score
- Average customer negative score





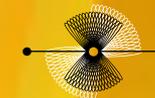
# Workgroup Views – Agent Overview

- The Agent Overview view consolidates multiple agent statistics in an expandable table, so that an agent's performance can be compared to other agents in various workgroups.
- Expand the +/- sign next to the agent names to see statistics per workgroup.
- The statistics you have selected are on the right.
- Right click and choose 'Add/Remove Statistics' to change the agents or statistics.



Column widths can be changed by dragging the vertical split bars. Column order can be changed by dragging column headers to a different order.

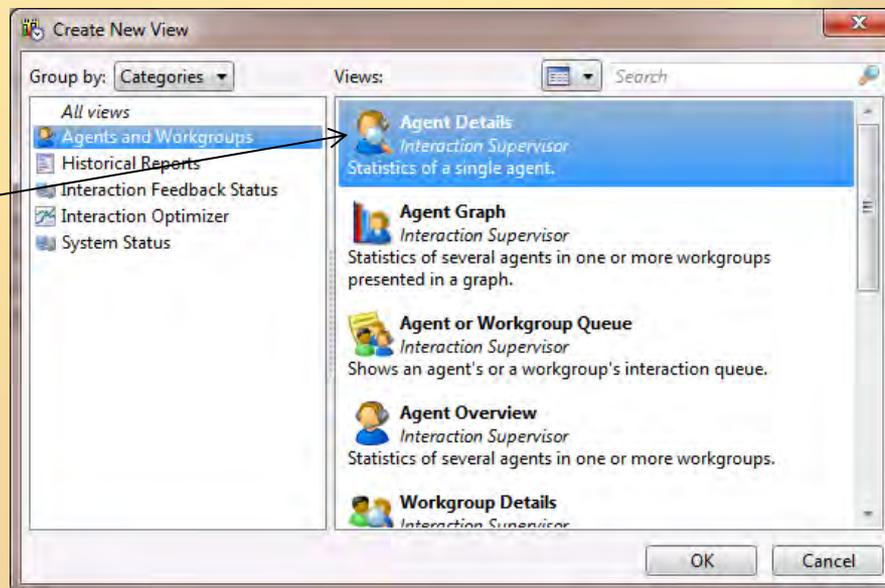
# Workgroup Views – Agent Details



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Select New  
Select View...  
Group by: Categories

Select the Agent Details view from the  
right hand menu

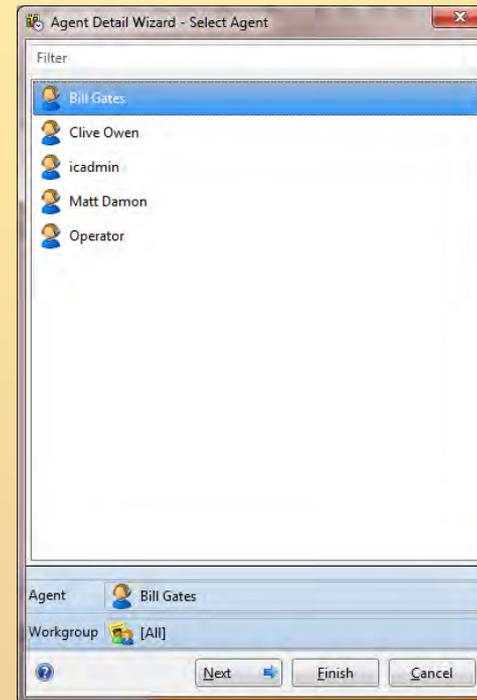


# Workgroup Views – Agent Details



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Select the agent you want a detailed report on

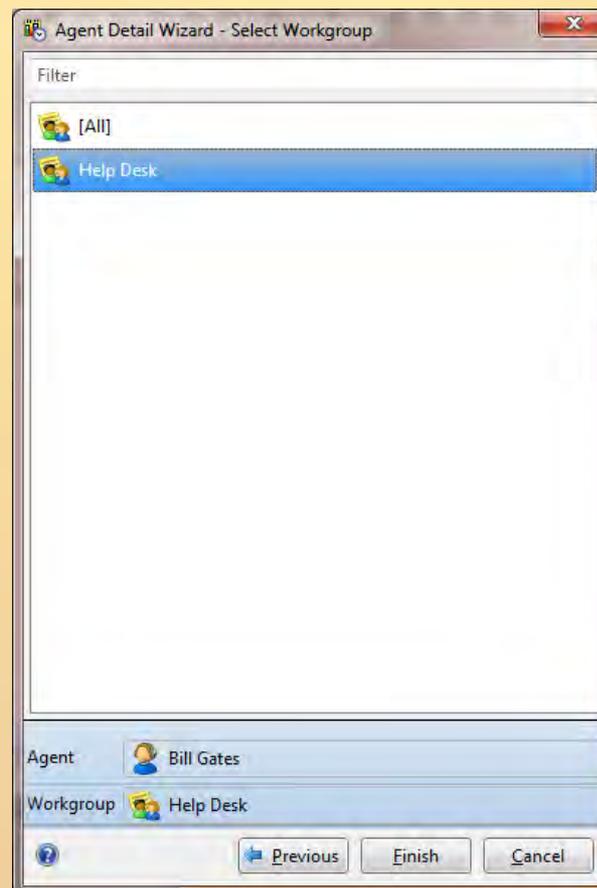


# Workgroup Views – Agent Details



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Select one of the workgroups that agent belongs in or select [All] if you want to include all the workgroups the agent belongs in



# Workgroup Views – Agent Details



This view summarizes the activity of a single agent for a single workgroup or all the workgroups the agent belongs in

The statistics you have selected are in the rows, and the periods/shifts in the columns

Right click and choose 'Add/Remove Statistics' to change the period/shifts or statistics

You can quickly change the Agent/workgroup at the top.

The screenshot shows the 'Agent Details' window in IC Business Manager. At the top, there are dropdown menus for 'Agent: Clive Owen' and 'Workgroup: Help Desk'. Below this is a table titled 'Agent Statistics' with the following data:

|                                 | Current Period | Current Shift | Previous Period | Previous Shift |
|---------------------------------|----------------|---------------|-----------------|----------------|
| Interactions received           | 1              | 1             | 0               | 0              |
| Interactions answered           | 1              | 1             | 0               | 0              |
| Interactions completed          | 1              | 1             | 0               | 0              |
| Longest interaction waiting     | 00:00:04       | 00:00:04      | N/A             | N/A            |
| Longest talk time               | 00:01:50       | 00:01:50      | N/A             | N/A            |
| Average wait time               | 00:00:04       | 00:00:04      | N/A             | N/A            |
| Average talk time               | 00:01:50       | 00:01:50      | N/A             | N/A            |
| Non-ACD interactions            | 0              | 0             | 0               | 0              |
| Average agent positive score    | N/A            | N/A           | N/A             | N/A            |
| Average agent negative score    | N/A            | N/A           | N/A             | N/A            |
| Average customer positive score | N/A            | N/A           | N/A             | N/A            |
| Average customer negative score | N/A            | N/A           | N/A             | N/A            |

A context menu is open over the table with the following options: 'Edit alerts...', 'Remove', 'Add/Remove statistics...', and 'Help'. The 'Add/Remove statistics...' option is highlighted.



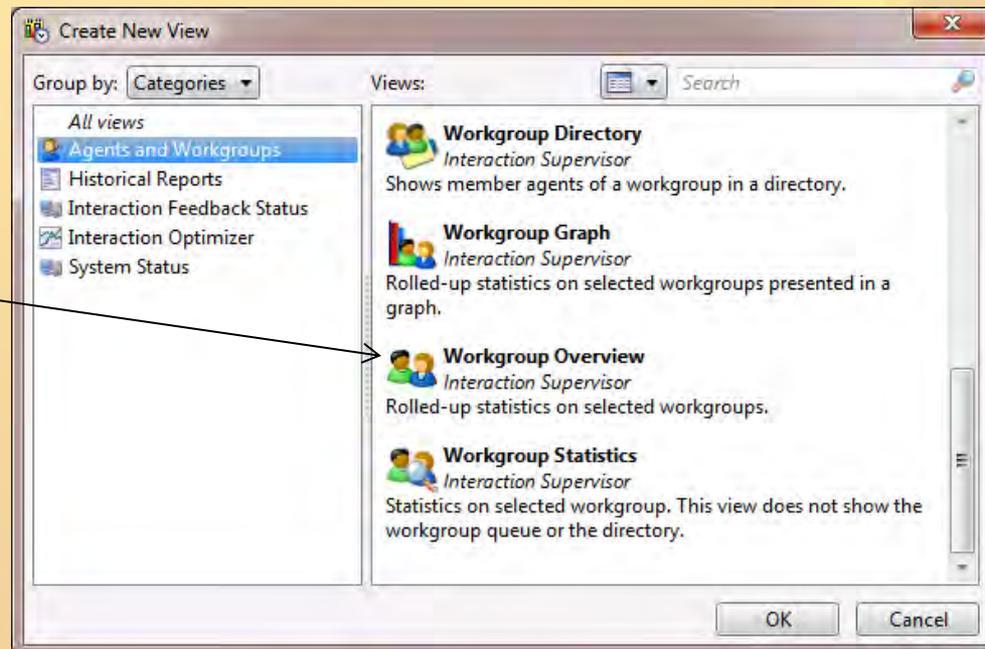
# Workgroup Views – Workgroup Overview

Select New

Select View...

Group by: Categories

Select the Workgroup Overview  
view from the right hand menu

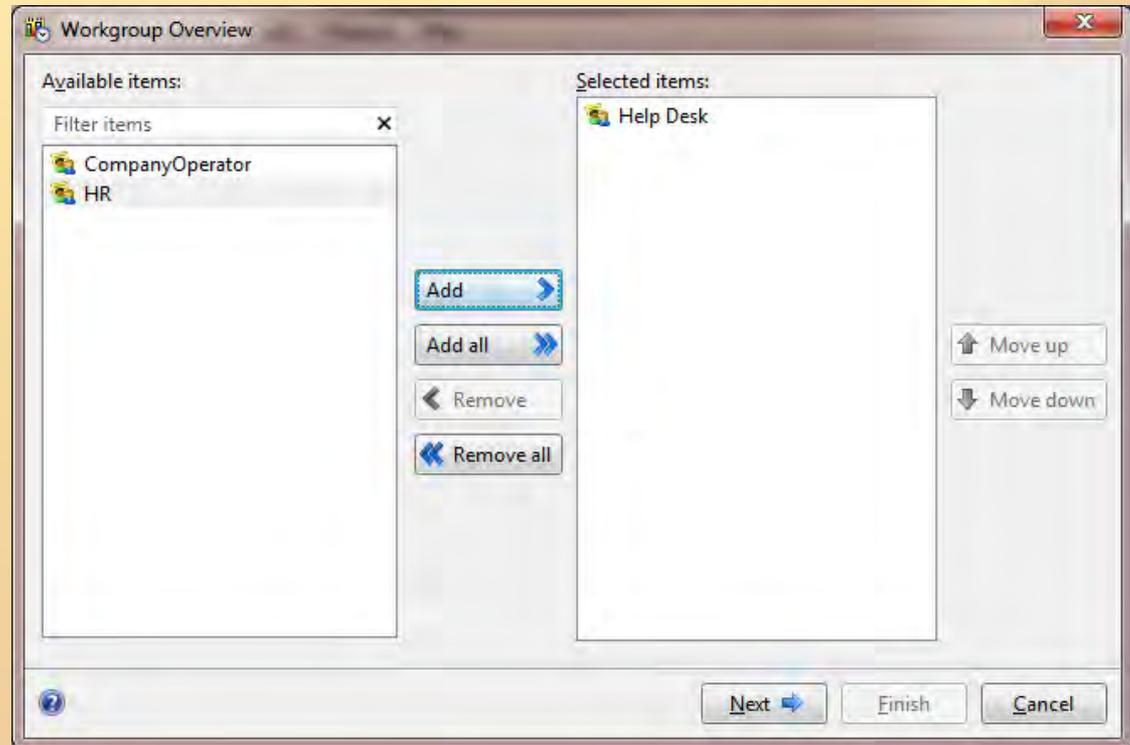


# Workgroup Views – Workgroup Overview



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Select the workgroup or workgroups you like to get an overview on



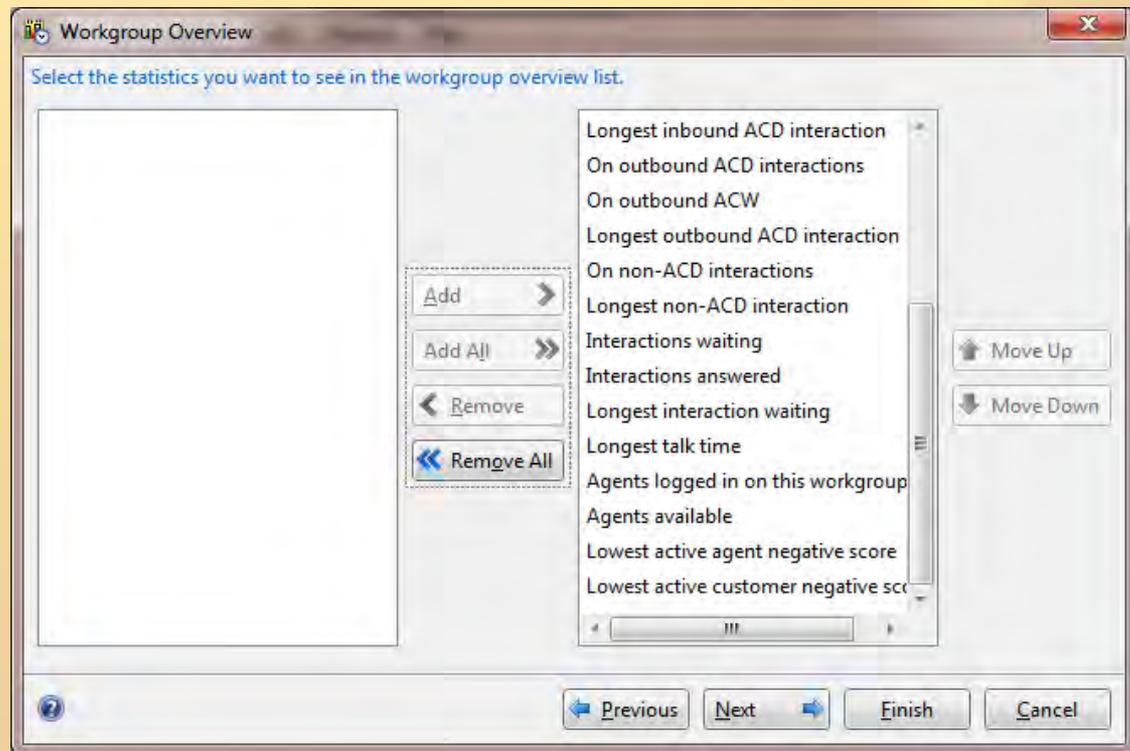


# Workgroup Views – Workgroup Overview

Select the statistics you would like to see in the overview list

## Available Statistics:

- Total Agents
- Logged in
- Available for ACD interactions
- Not available for ACD interactions
- Percent available
- Longest available
- On inbound ACD interactions
- On inbound ACW
- Longest inbound ACD interactions
- On outbound ACD interactions
- On outbound ACW
- Longest outbound ACD interaction
- On no-ACD interactions
- Longest non-ACD interaction
- Interactions waiting
- Interactions answered
- Longest interaction waiting
- Longest talk time
- Agents logged in on this workgroup
- Agents available
- Lowest active agent negative score
- Lowest active customer negative score





# Workgroup Views – Workgroup Overview

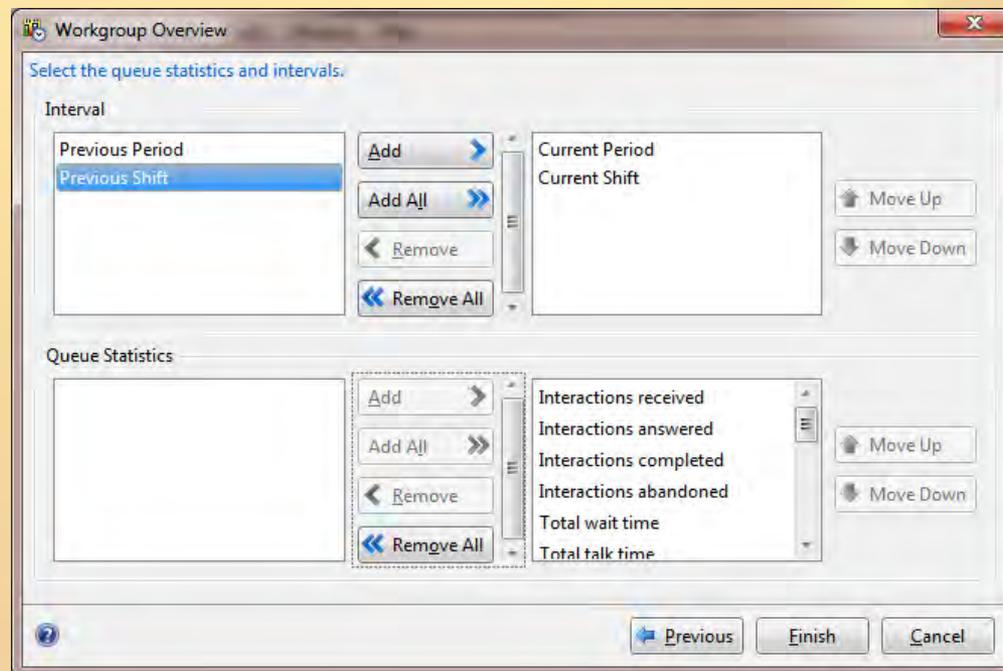
Select the Interval and Queue Statistics you would like to see

## Interval Statistics:

- Current Period
- Current Shift
- Previous Period
- Previous Shift

## Queue Statistics:

- Interactions Received
- Interactions answered
- Interactions completed
- Longest interaction waiting
- Longest talk time
- Average wait time
- Average talk time
- Non-ACD interactions
- Average agent positive score
- Average agent negative score
- Average customer positive score
- Average customer negative score



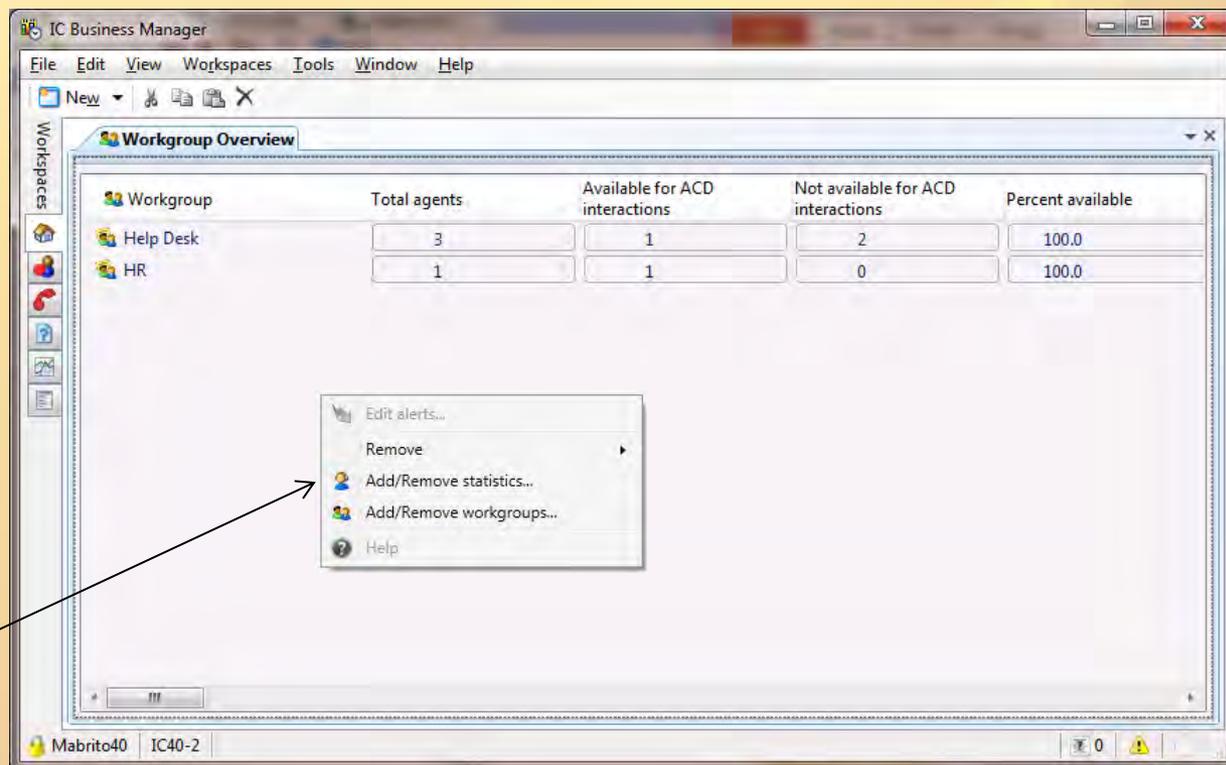


# Workgroup Views – Workgroup Overview

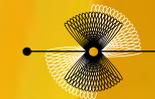
The Workgroup Overview view consolidates multiple workgroup statistics in an expandable table control, so that an workgroup's performance can be compared to each other.

The workgroups you have selected will be the rows. The statistics you have selected are columns on the right.

Right click to change the workgroups or statistics



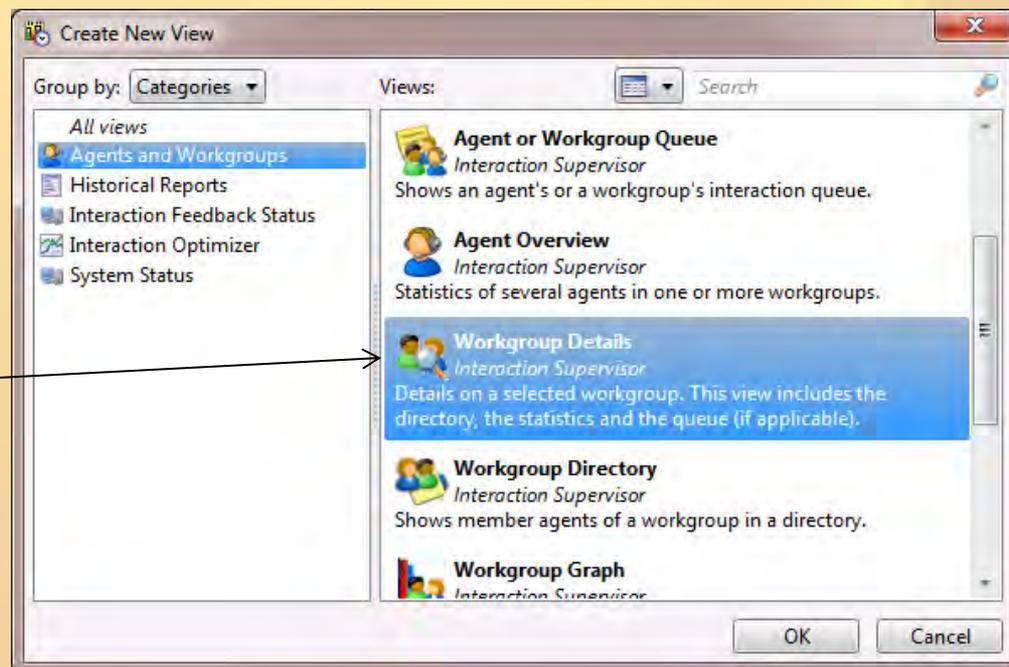
# Workgroup Views – Workgroup Details



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Select New  
Select View...  
Group by: Categories

Select the Workgroup  
Details view from the right  
hand menu

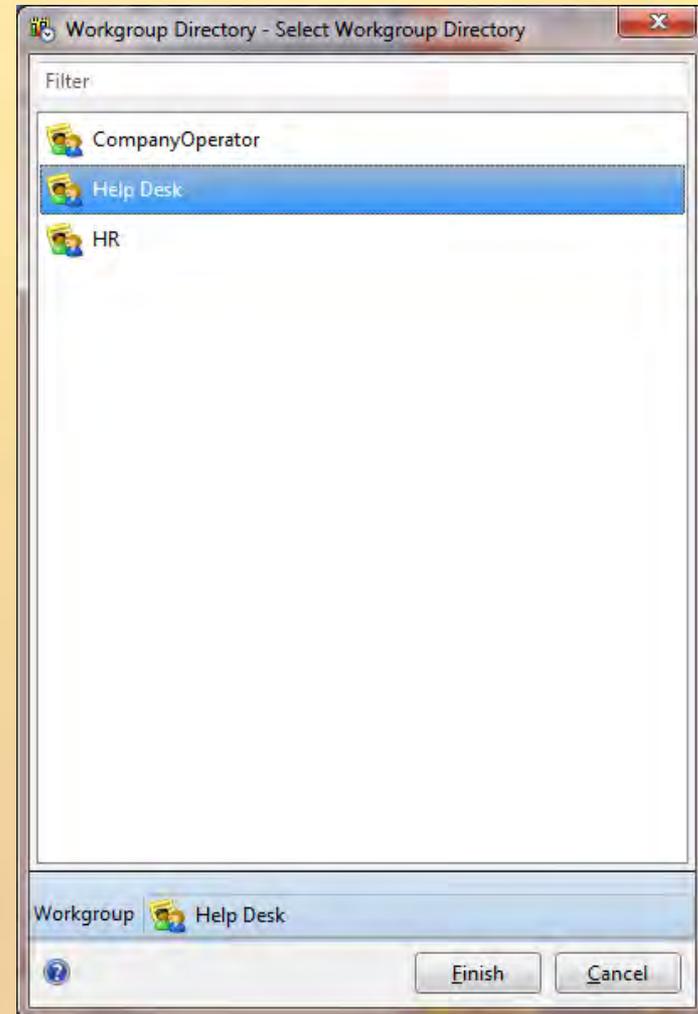


# Workgroup Views – Workgroup Details



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Select the workgroup you like to  
get an detailed overview on



# Workgroup Views – Workgroup Details



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The Workgroup Details view displays details about a selected workgroup such as the status of individual members and statistics on the workgroup itself.

You can see active calls within the queue, whether if the call is assigned or not.

The bottom of the view can show the member's status by clicking on the Members tab.

Right click and choose 'Add/Remove Statistics' to change the period/shifts or statistics.

You can quickly change the workgroup at the top.

The screenshot shows the 'IC Business Manager' interface. The 'Workgroup Details' tab is active for the 'Help Desk' workgroup. The statistics section includes:

|                                    |          |                                       |          |
|------------------------------------|----------|---------------------------------------|----------|
| Total agents                       | 3        | Logged in                             | 2        |
| Available for ACD interactions     | 0        | Not available for ACD interactions    | 3        |
| Percent available                  | 0.0 %    | Longest available                     | N/A      |
| On inbound ACD interactions        | 1        | On inbound ACW                        | 0        |
| Longest inbound ACD interaction    | 00:00:39 | On outbound ACD interactions          | 0        |
| On outbound ACW                    | 0        | Longest outbound ACD interaction      | N/A      |
| On non-ACD interactions            | 0        | Longest non-ACD interaction           | N/A      |
| Interactions waiting               | 1        | Interactions answered                 | 1        |
| Longest interaction waiting        | 00:00:18 | Longest talk time                     | 00:00:35 |
| Agents logged in on this workgroup | 2        | Agents available                      | 0        |
| Lowest active agent negative score | 0        | Lowest active customer negative score | 0        |

The 'Queue' section shows two active calls:

| Name              | Duration | State                 | Queue     | Line                 | User       | Station |
|-------------------|----------|-----------------------|-----------|----------------------|------------|---------|
| From: Bill Gates  | 00:00:38 | ACD - Assigned: cowen | Help Desk |                      | Clive Owen | I/40-2  |
| From: Jonathan Ma | 00:00:27 | ACD - Wait Agent      | Help Desk | MabritoC1C1 Tie Line | Help Desk  |         |

The 'Members' tab is selected, and a context menu is open over it, showing options: 'Edit alerts...', 'Remove', 'Add/Remove statistics...', and 'Help'.

Use the scroll bar to reveal additional statistics.

# Workgroup Functions – Call Control



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The bottom half of the Workgroup Details view shows the calls currently in the queue.

Additional columns of information can be added in the Queue tab by right clicking on the column headers

Supervisors can click on a call in the queue and either Listen, Coach, Join, Pickup, Transfer the Call, etc

The screenshot displays the IC Business Manager interface. The 'Workgroup Details' tab is active, showing 'Workgroup: Help Desk'. Below this is a 'Workgroup Statistics' table with the following data:

| Workgroup Statistics               |          |
|------------------------------------|----------|
| Total agents                       | 3        |
| Available for ACD interactions     | 0        |
| Percent available                  | 0.0 %    |
| On inbound ACD interactions        | 1        |
| Longest inbound ACD interaction    | 00:03:13 |
| On outbound ACW                    | 0        |
| On non-ACD interactions            | 0        |
| Interactions waiting               | 0        |
| Longest interaction waiting        | N/A      |
| Logged in                          | 2        |
| Not available for ACD interactions | 3        |
| Longest available                  | N/A      |
| On inbound ACW                     | 0        |
| On outbound ACD interactions       | 0        |
| Longest outbound ACD interaction   | N/A      |
| Longest non-ACD interaction        | N/A      |
| Interactions answered              | 1        |
| Longest talk time                  | 00:03:07 |

Below the statistics is a 'Queue' tab showing a list of calls. The first call is highlighted:

| Name             | Duration | State                 | Queue     | Line | User       | Station |
|------------------|----------|-----------------------|-----------|------|------------|---------|
| From: Bill Gates | 00:03:12 | ACD - Assigned: coven | Help Desk |      | Clive Owen | IC40-2  |

At the bottom of the queue view, there is a toolbar with icons for 'Pick Up', 'Disconnect', 'Transfer', 'Join', 'Listen', 'Coach', 'Record', 'Pause', 'Private', and 'Properties'. The status bar at the bottom shows 'Mabrito40 [No Station]'.



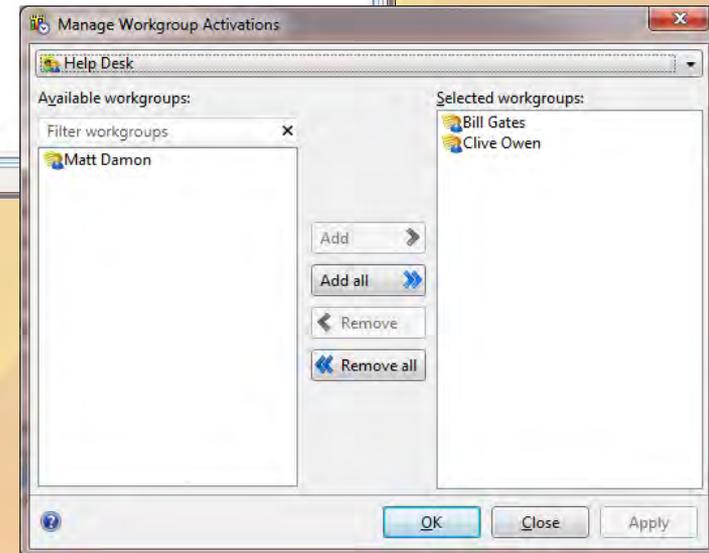
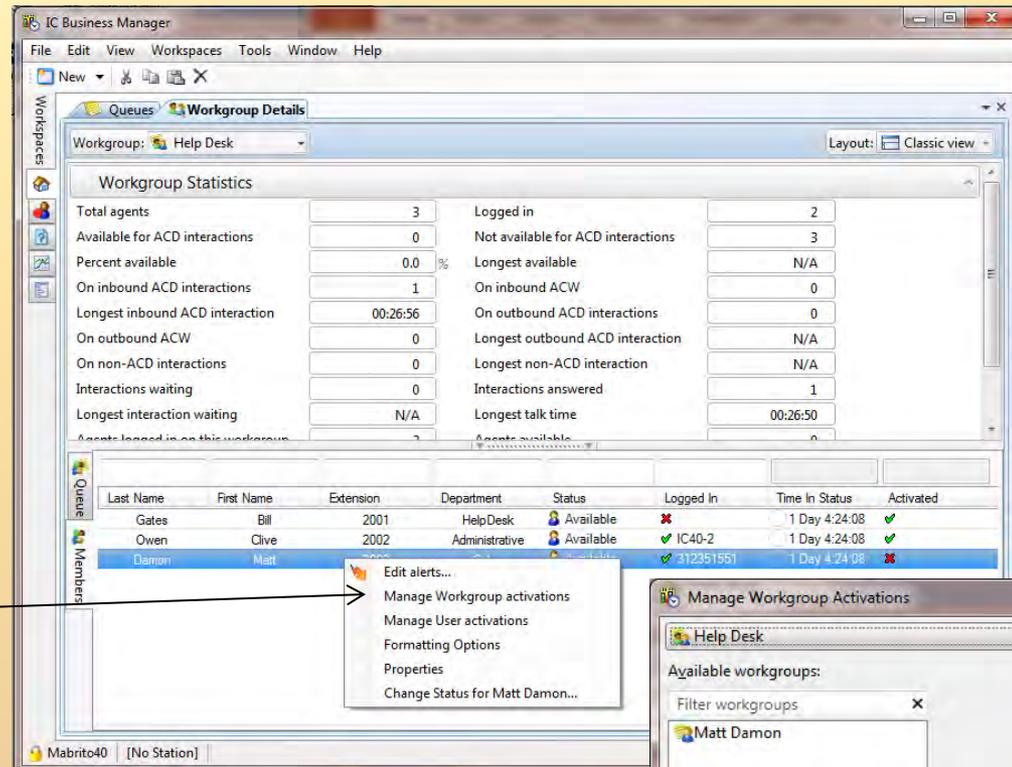
# Workgroup Functions – Member Activation

If a user is activated in a workgroup, they can take ACD Interactions and if they are deactivated, they will not receive ACD Interactions.

The Workgroup Details view, allows you to activate or deactivate a user

Right click a user in the workgroup and select 'Manage Workgroup activations'

You can select members and make them active or deactivate them for the particular workgroup selected.





# Workgroup Functions – Change User Status

Supervisors can change the status of workgroup members from the Workgroup Details view

Right click a user in the workgroup that you want to change the status on and select 'Change Status for Users Name'

You can select the status from the drop down in order to change

The screenshot shows the 'IC Business Manager' interface. The 'Workgroup Details' window is open for the 'Help Desk' workgroup. It displays various performance metrics and a table of agents. A context menu is open over the agent 'Matt Damon', and the 'Change Status for Matt Damon...' option is selected. A dialog box titled 'Change Status for User: mdamon' is open, showing the current status as 'Available' and options to change it.

| Last Name | First Name | Extension | Department     | Status    | Logged In   | Time In Status | Activated |
|-----------|------------|-----------|----------------|-----------|-------------|----------------|-----------|
| Gates     | Bill       | 2001      | HelpDesk       | Available | ✗           | 1 Day 4:46:59  | ✓         |
| Owen      | Clive      | 2002      | Administrative | Available | ✓ IC40-2    | 1 Day 4:46:59  | ✓         |
| Damon     | Matt       | 2003      | Callcenter     | Available | ✓ 112351551 | 1 Day 4:46:59  | ✗         |

**Change Status for User: mdamon**

Status: Available

Status Notes:

Forward Number:

Until Date: 3/26/2012

Until Time: 12:00 AM

OK Cancel Apply

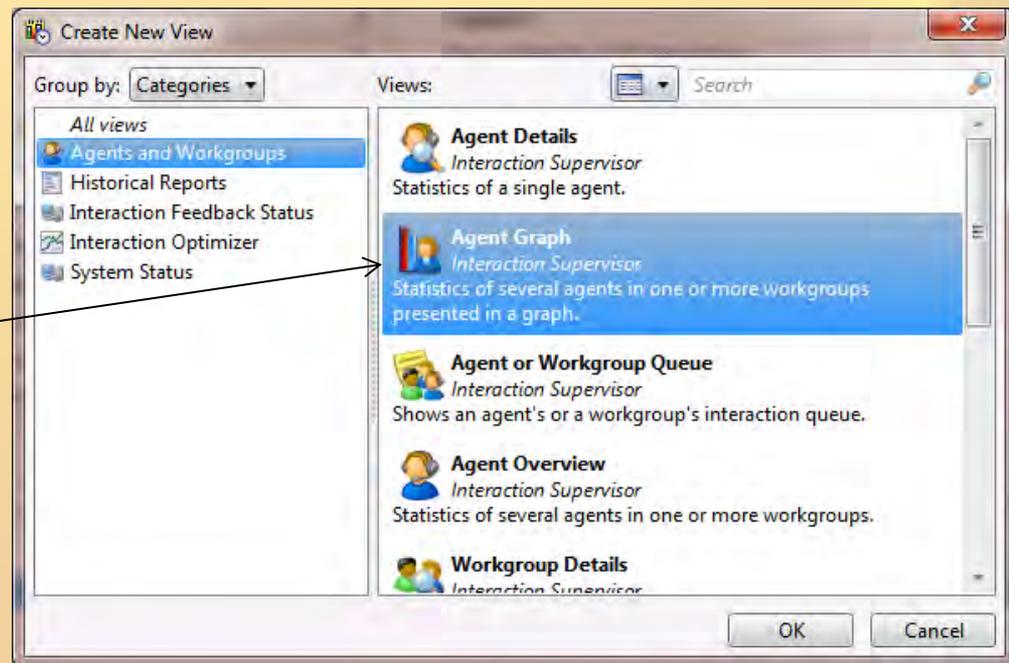
# Agent Graph



INTERACTIVE INTELLIGENCE  
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Select New  
Select View...  
Group by: Categories

Select the Agent Graph view from  
the right hand menu

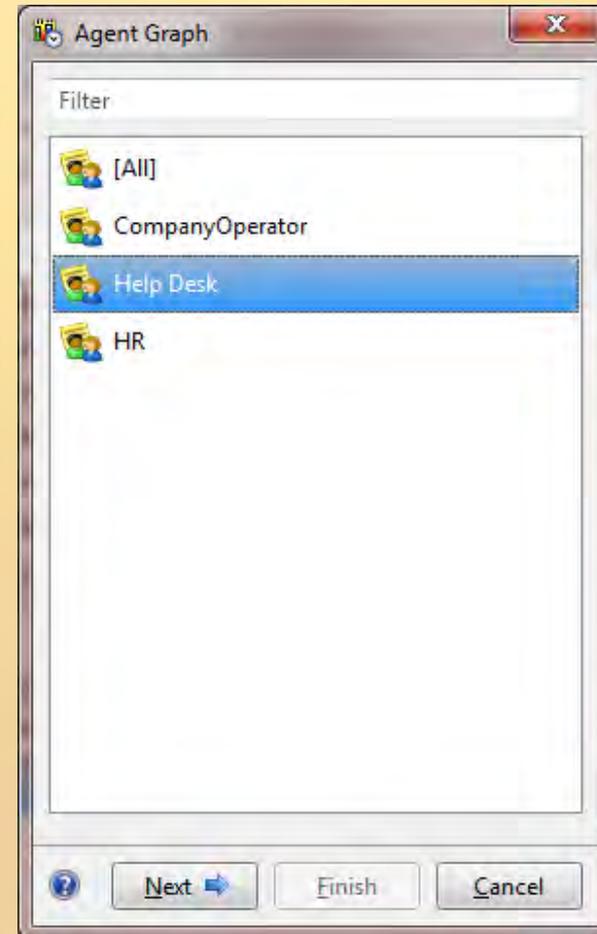


# Agent Graph



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Select the workgroup you want to select agents from or select [All] if you want to list all the agents in the system

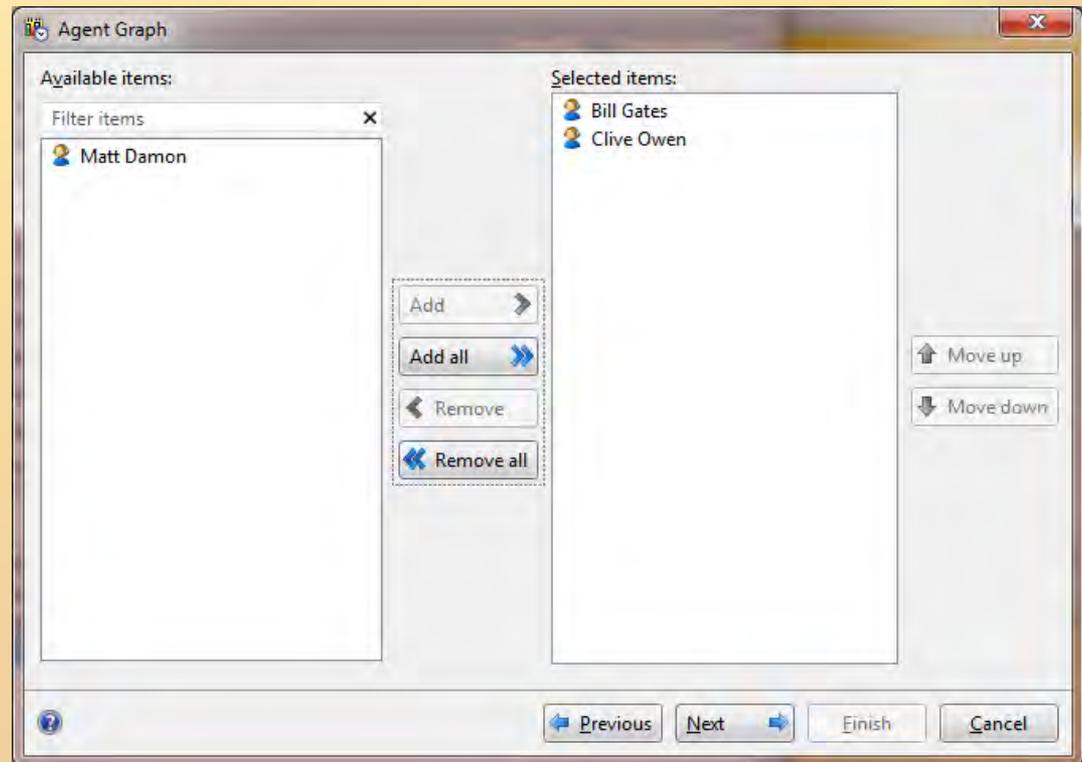


# Agent Graph



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Select the agents you  
want to list on the graph



# Agent Graph



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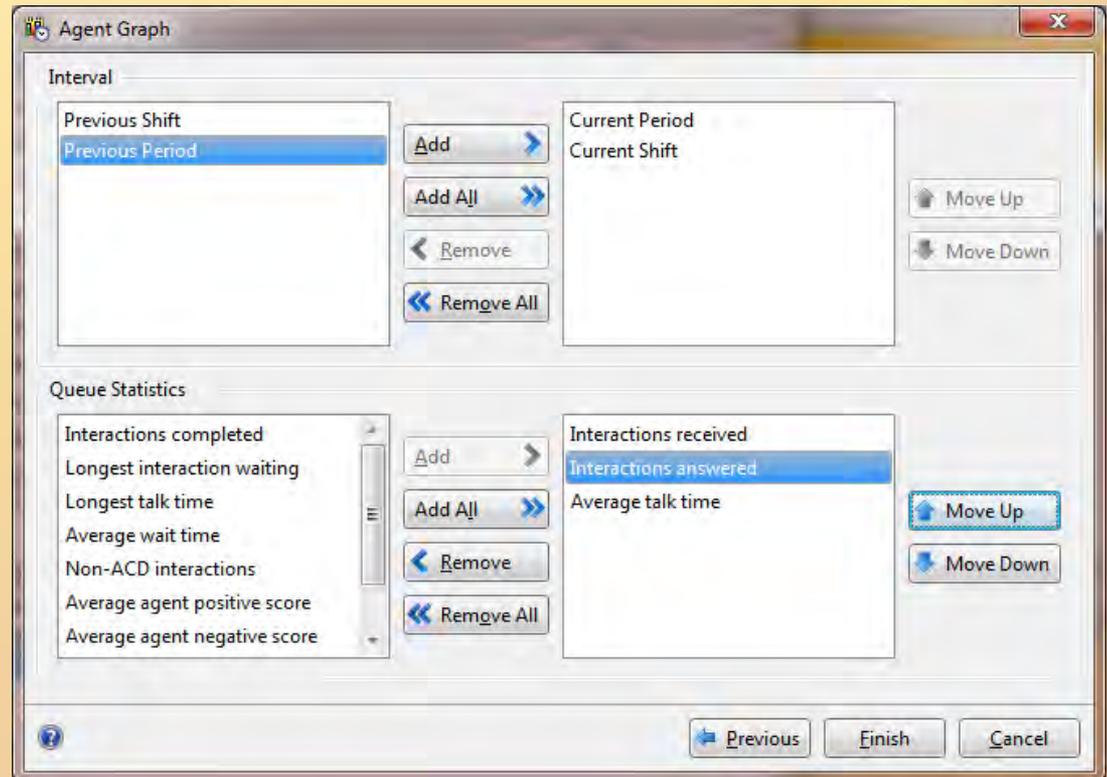
Select the Interval and Queue Statistics you would like to see

## Interval Statistics:

- Current Period
- Current Shift
- Previous Period
- Previous Shift

## Queue Statistics:

- Interactions Received
- Interactions answered
- Interactions completed
- Longest interaction waiting
- Longest talk time
- Average wait time
- Average talk time
- Non-ACD interactions
- Average agent positive score
- Average agent negative score
- Average customer positive score
- Average customer negative score



# Agent Graph

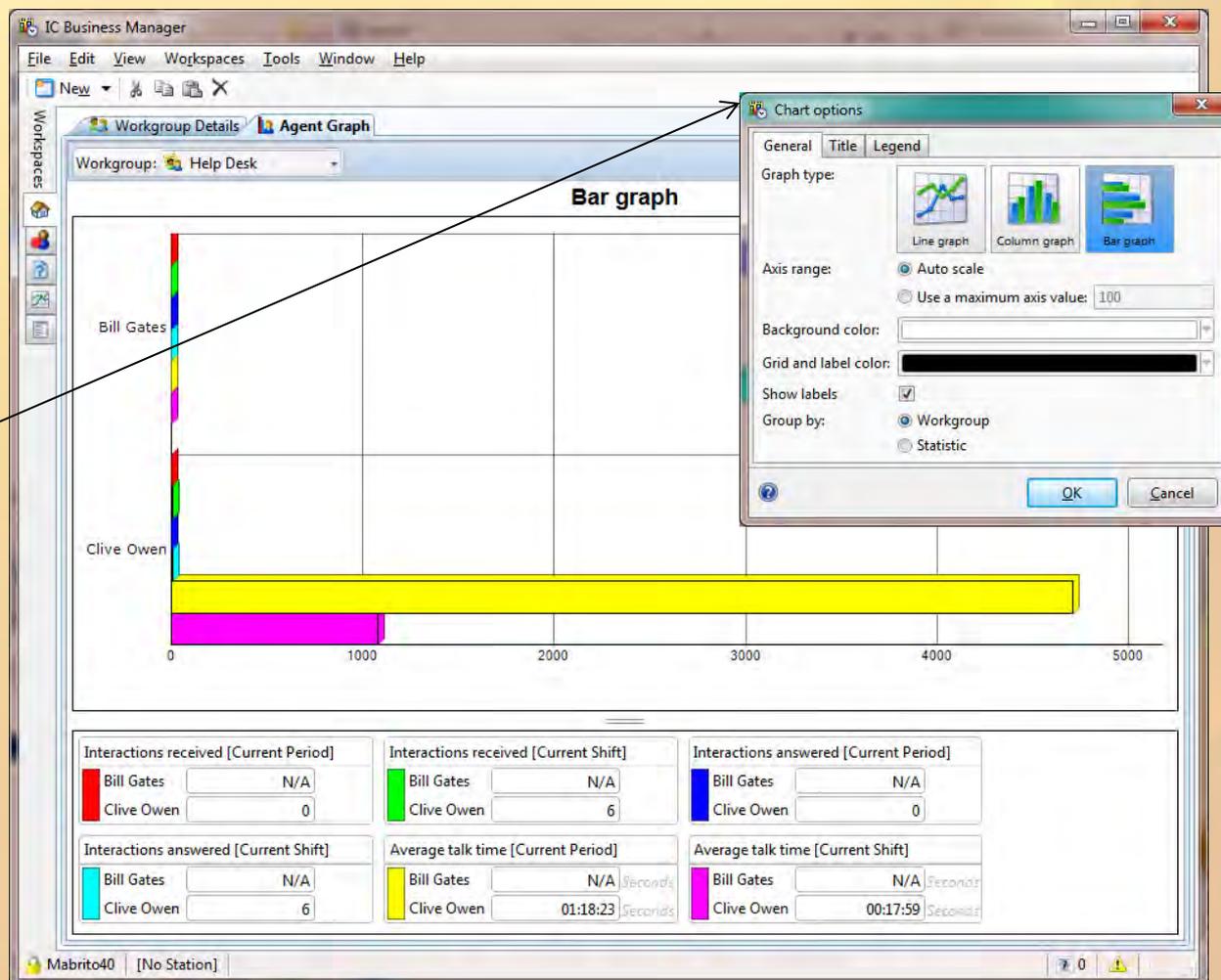


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The Agent Graph view shows the statistics you selected of 1 or more agents

The generated graphs will allow comparison if 2 or more agents are selected

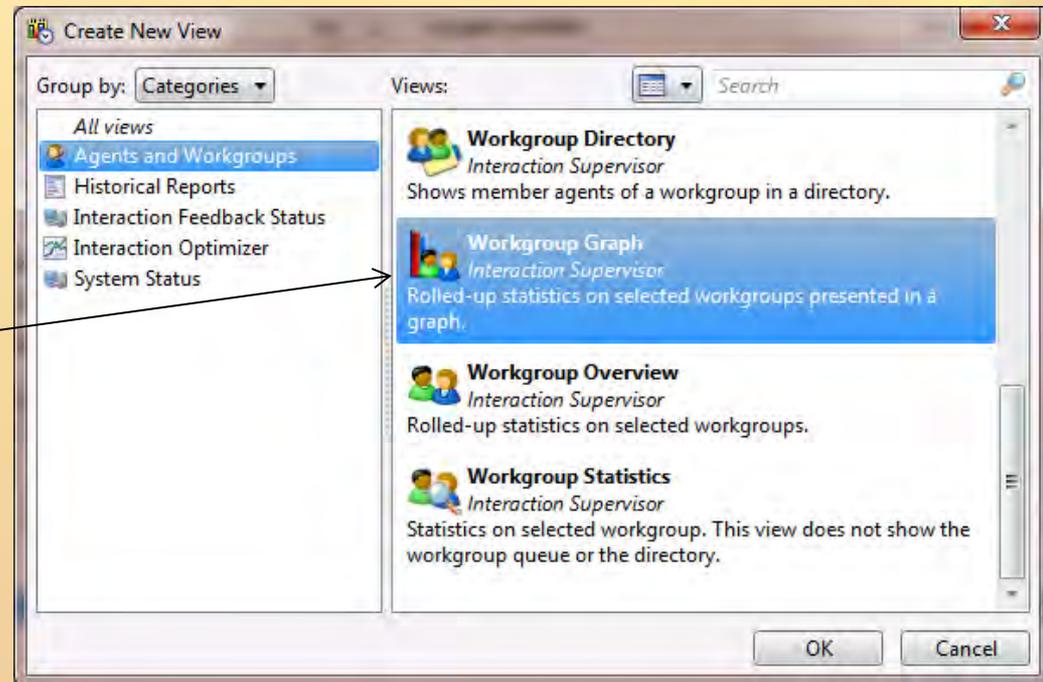
Change the chart type by right clicking and select 'Chart Type'



# Workgroup Graph



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Select New

Select View...

Group by: Categories

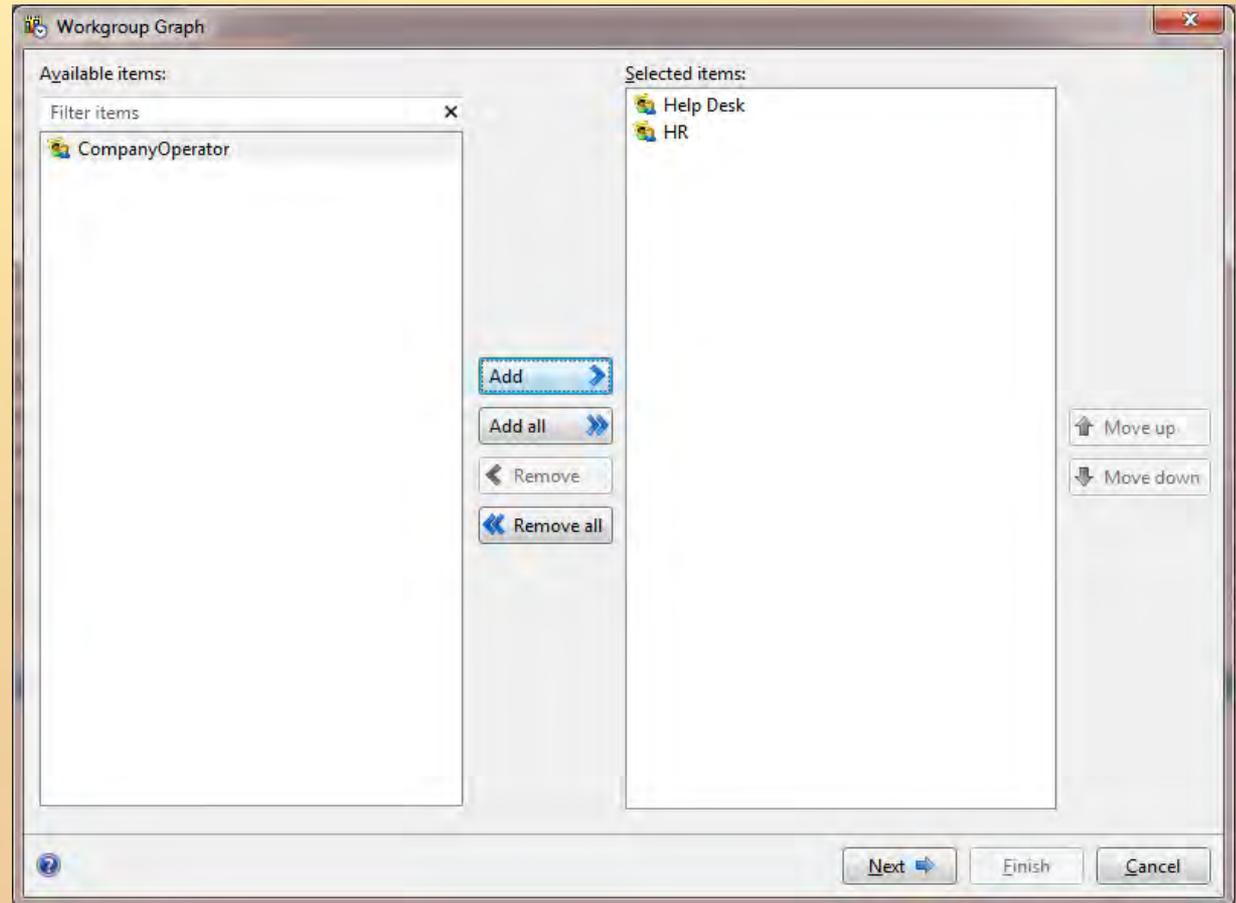
Select the Workgroup Graph  
view from the right hand menu

# Workgroup Graph



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Select the workgroup or workgroups you want to list on the graph



# Workgroup Graph

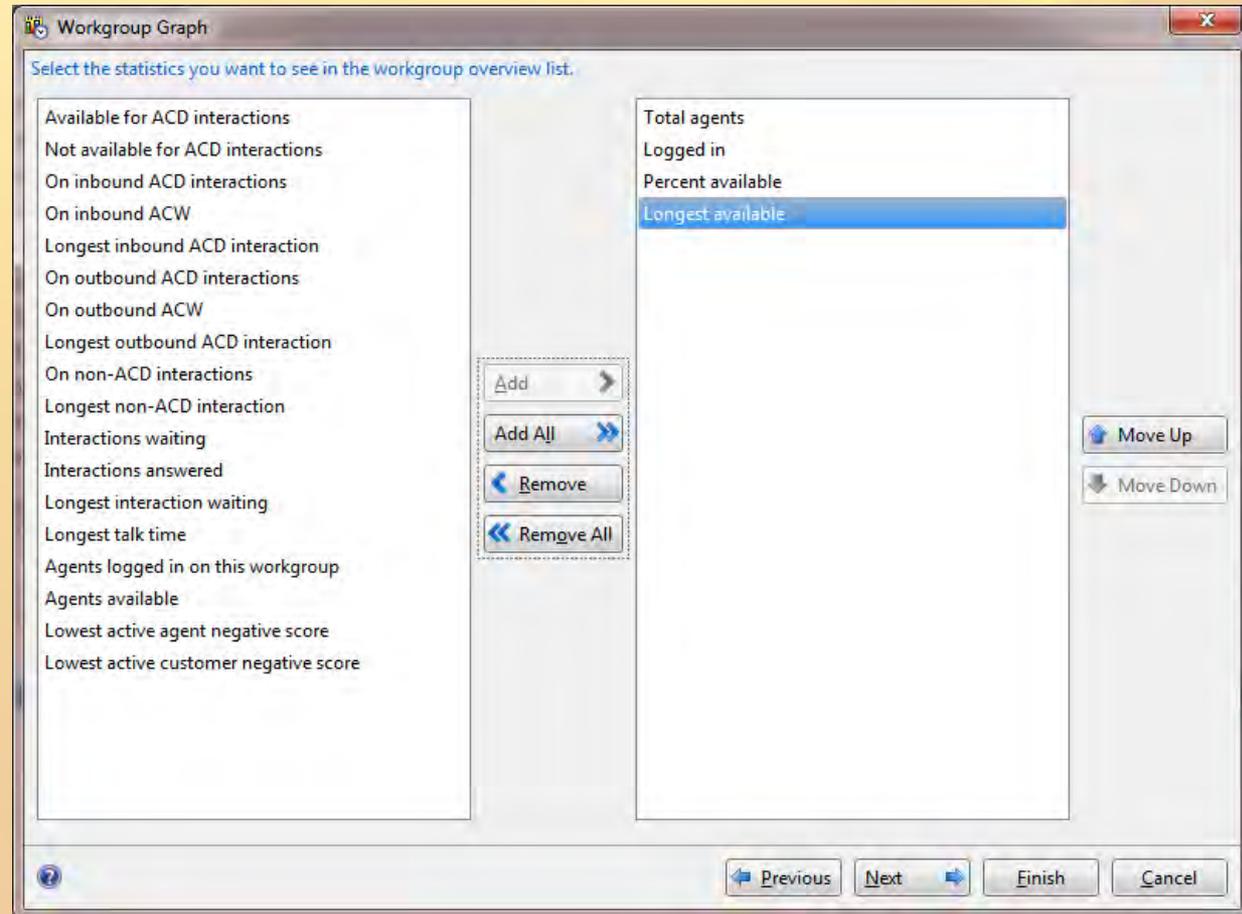


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Select the statistics you would like to see on the workgroup graph

## Available Statistics:

- Total Agents
- Logged in
- Available for ACD interactions
- Not available for ACD interactions
- Percent available
- Longest available
- On inbound ACD interactions
- On inbound ACW
- Longest inbound ACD interactions
- On outbound ACD interactions
- On outbound ACW
- Longest outbound ACD interaction
- On no-ACD interactions
- Longest non-ACD interaction
- Interactions waiting
- Interactions answered
- Longest interaction waiting
- Longest talk time
- Agents logged in on this workgroup
- Agents available
- Lowest active agent negative score
- Lowest active customer negative score



# Workgroup Graph



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Select the Interval and Queue Statistics you would like to see

## Interval Statistics:

- Current Period
- Current Shift
- Previous Period
- Previous Shift

## Queue Statistics:

- Interactions Received
- Interactions answered
- Interactions completed
- Longest interaction waiting
- Longest talk time
- Average wait time
- Average talk time
- Non-ACD interactions
- Average agent positive score
- Average agent negative score
- Average customer positive score
- Average customer negative score

Workgroup Graph

Select the queue statistics and intervals.

Interval

Previous Shift  
Previous Period

Add Add All Remove Remove All

Current Period  
Current Shift

Move Up  
Move Down

Queue Statistics

Interactions completed  
Interactions abandoned  
Total wait time  
Total talk time  
Average wait time  
Interactions flowed-Out  
Service level Target  
Service Level Missed Target  
Abandon Rate Target

Add Add All Remove Remove All

Interactions received  
Interactions answered  
Average talk time

Move Up  
Move Down

Previous Finish Cancel

# Workgroup Graph

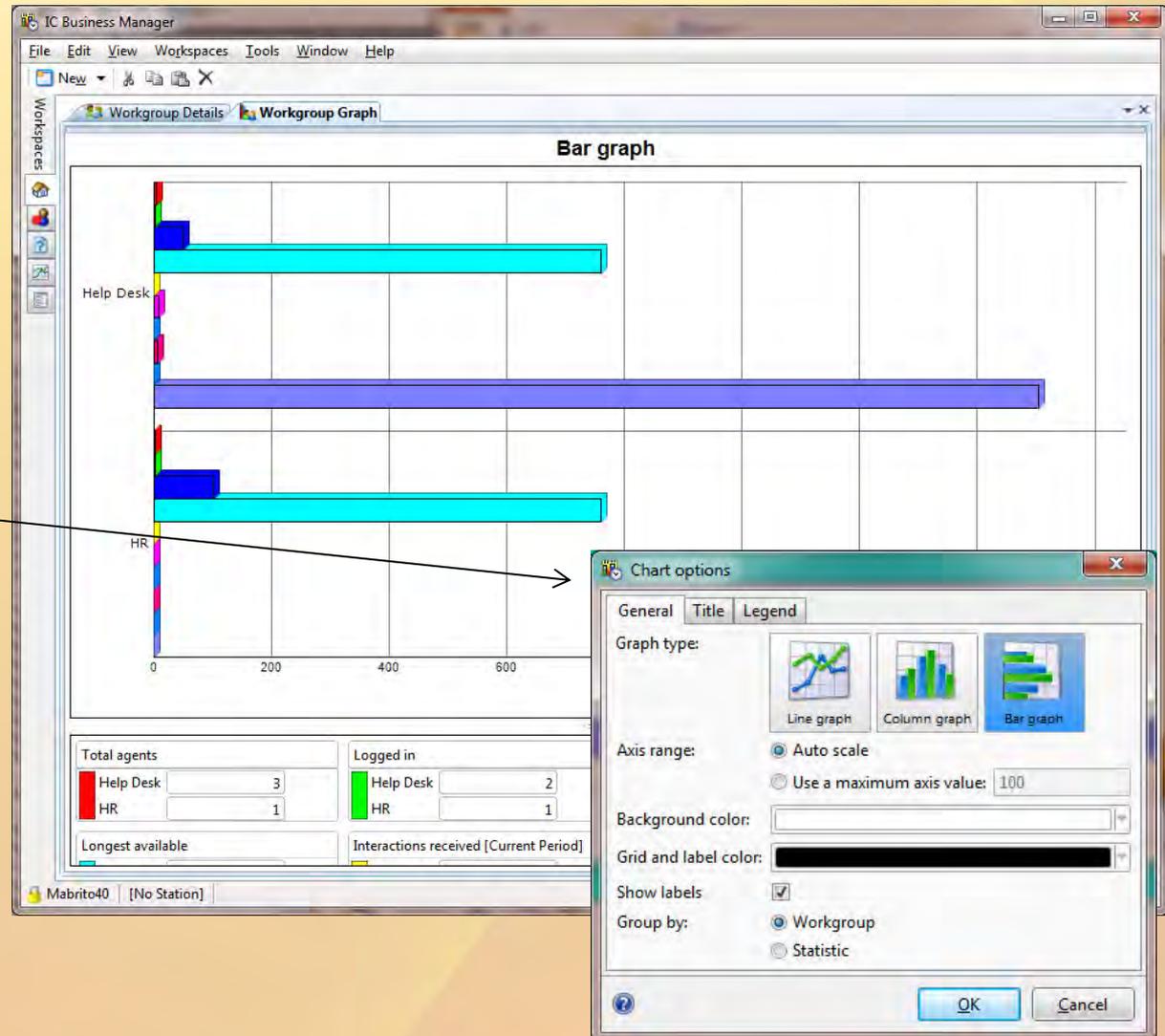


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The Workgroup Graph will display all the statics select in both graph and numeric form

The generated graphs will allow comparison if 2 or more agents are selected

Change the chart type by right clicking and select 'Chart Type'



# Organizing Views



If you have multiple tabs open in a Workspace you can arrange them to view multiple at the same time or use Slideshow mode that cycles through open tabs.

To show multiple tabs at the same time, left click and drag tab header until the zones image appears. Hover over the different zone to see where the tab will be placed. Let go on the zone you wish to place the tab. You can also drag tabs to any order or drag the tab off the workspace to be by itself.

To show in Slideshow mode, click View from the menu options, then Show slide show.

The screenshot displays the IC Business Manager interface. The main workspace shows 'Workgroup Statistics' for 'Customer Satisfaction' with various metrics like Total agents (17), Logged in (15), and Available for ACD interactions (3). A 'Workgroup Overview' window is overlaid, showing a table of workgroups and their agent counts. A 'View' menu is open, showing options like 'Navigation pane', 'Reset pane layout', 'Toolbars', 'Status bar', 'Full screen', and 'Show slide show'. A 'Workgroup Details' window is also visible, showing a list of interactions with columns for Name, Duration, State, and Queue.

| Workgroup             | Logged in | Total agents |
|-----------------------|-----------|--------------|
| Help Desk             | 24        | 37           |
| Marketing             | 11        | 302          |
| Customer Satisfaction | 15        | 17           |
| Customer Service      | 22        | 39           |
| FeedBack              | 71        | 635          |
| Social Media          | 2         | 9            |

| View                                | Workspaces | Tools | Actions |
|-------------------------------------|------------|-------|---------|
| <input type="checkbox"/>            |            |       |         |
| <input type="checkbox"/>            |            |       |         |
| <input type="checkbox"/>            |            |       |         |
| <input checked="" type="checkbox"/> |            |       |         |
| <input type="checkbox"/>            |            |       |         |
| <input type="checkbox"/>            |            |       |         |
| <input type="checkbox"/>            |            |       |         |

| Name               | Duration | State           | Queue    |
|--------------------|----------|-----------------|----------|
| From: Atlanta      | 00:02:36 | ACD - Assigned  | Customer |
| From: Matthew Car  | 00:02:09 | ACD - Assigned  | Customer |
| From: Heather Gorn | 00:02:06 | ACD - Assigned  | Customer |
| From: David Morga  | 00:01:21 | ACD - Assigned  | Customer |
| From: William Russ | 00:01:12 | ACD - Wait Ager | Customer |

# Alerts

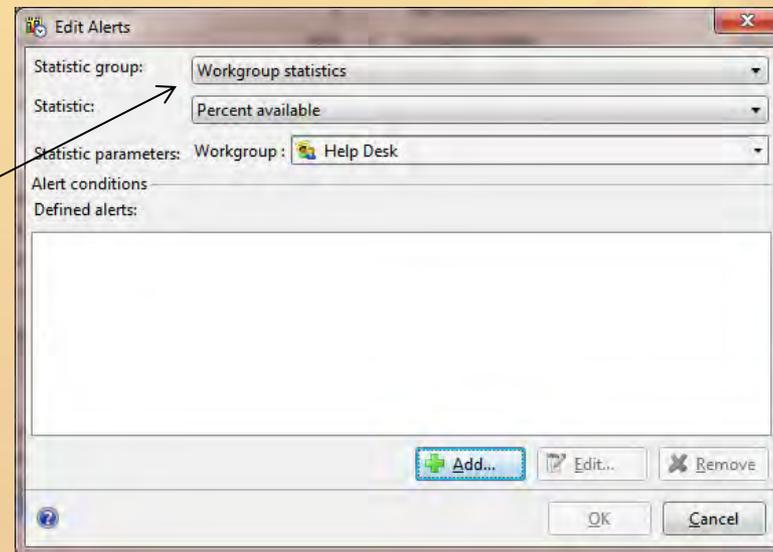
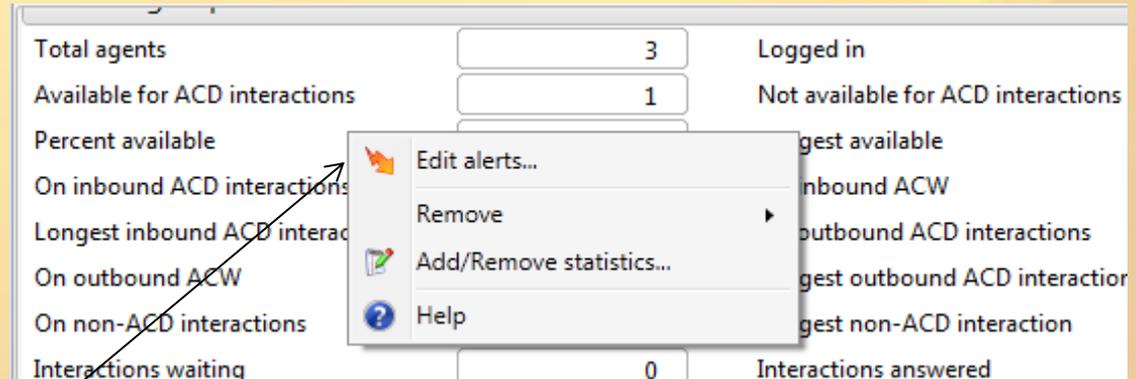


An alert notifies when a statistic is in or out of a user-defined range, based on the value of a statistic.

When an alert becomes active, it can play a sound, change the color of text or an icon, send an Email, or send a Supervisor Message.

Easiest way to create an alert is by right clicking on the statistic you want to alert on, and choosing 'Edit Alerts'.

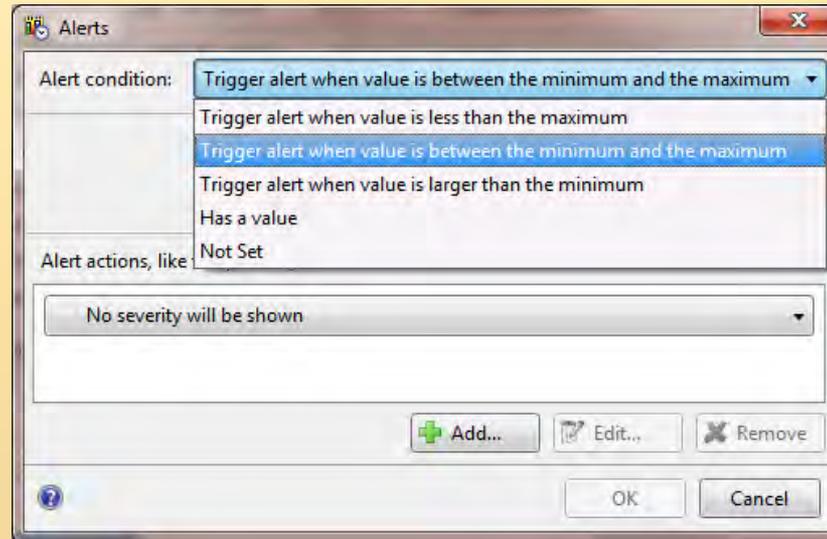
This will pre-fill the agent/workgroup and statistic fields on the Edit Alerts dialog box.



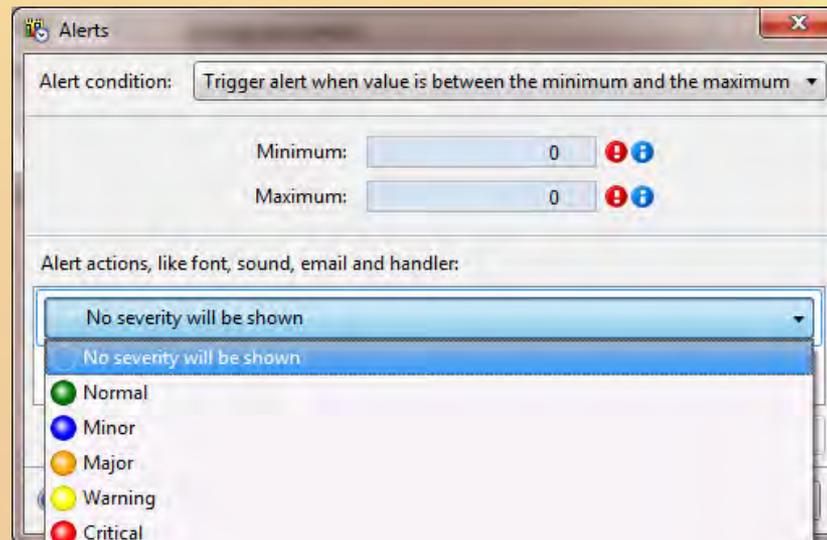
# Alerts



Alert conditions allow you to specify the parameters that have to be met to trigger the alert.



Severity level is an optional value that can colorize the icon that is shown when an alert is triggered



# Alerts

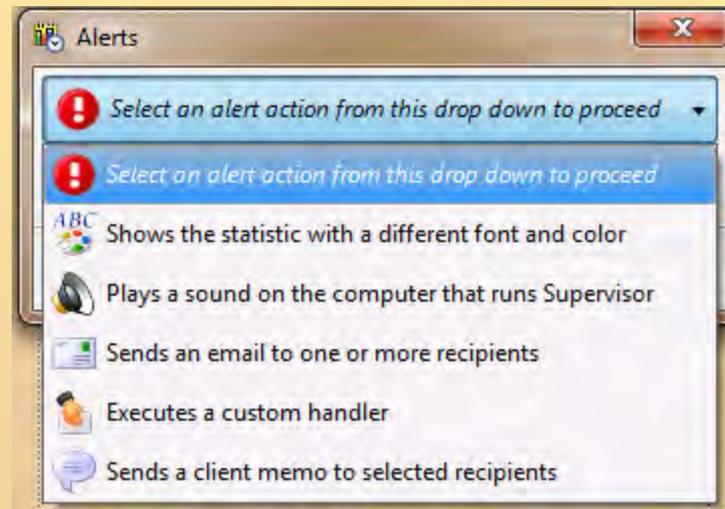


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One or more actions can be selected for a alert when its triggered

## Available Actions:

- Show the statistic
- Play a sound on the computer
- Send an email to one or more people
- Execute a custom handler
- Send a client memo





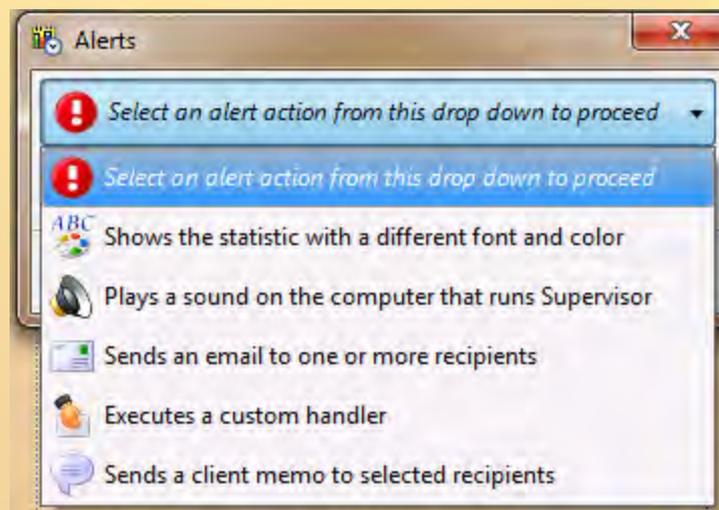
# Alerts

## Supervisor Messages

-Need Supervisor Message creation permissions setup by Administrator

-Sends Messages to the bottom of the .NET client or as a 'Desktop Pop-up' (or toast).

Usage Example: You could set an alert on Interactions Waiting > 20 to send a Supervisor Message to agents that are currently deactivated to tell them to activate themselves in the workgroup to help with volume.





# Alerts

## Active Alerts

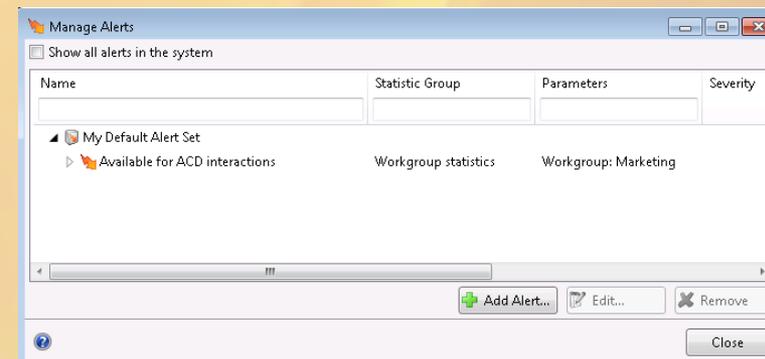
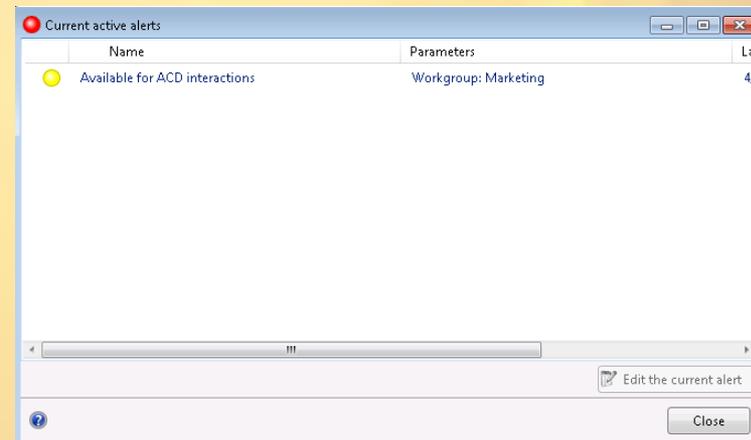
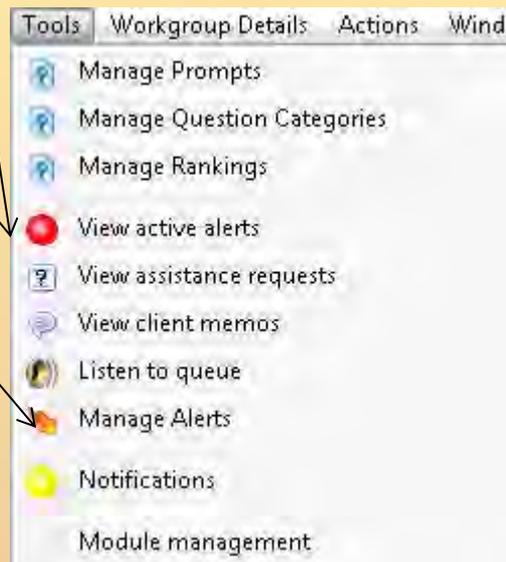
From the Tools menu select View Active Alerts.

Shows alerts that are currently triggered.

## Manage Alerts

From the Tools menu select Manage Alerts.

Shows all alerts, alerts in a specific category, or by filter.

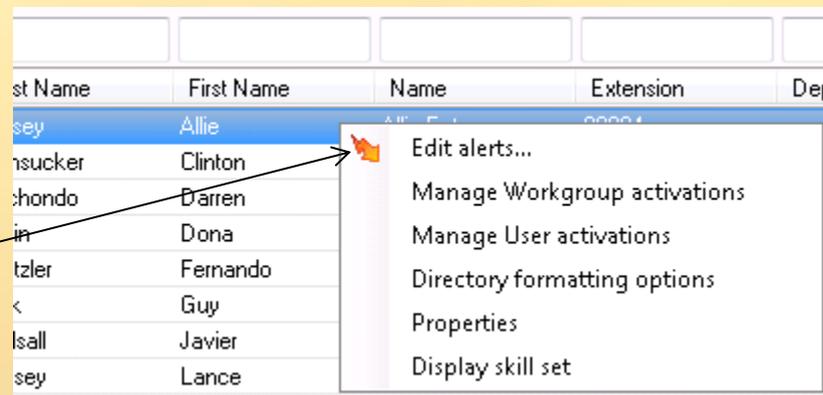




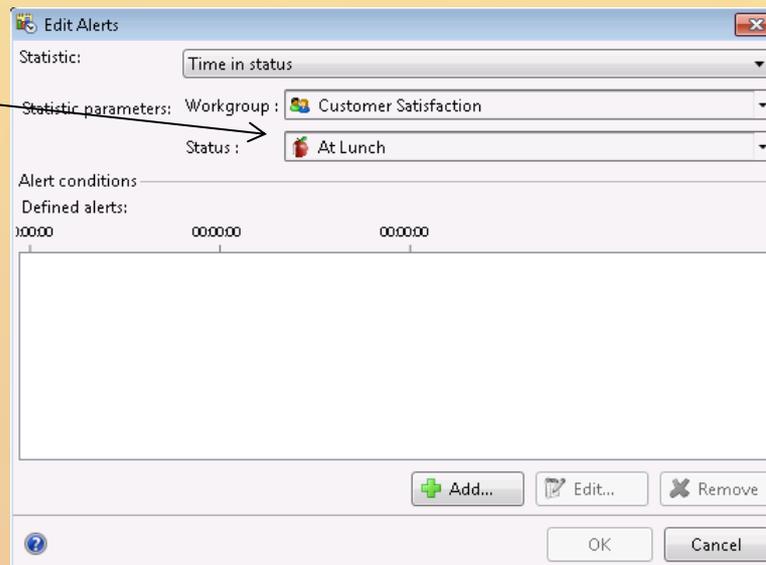
# Alerts

## Status Change Alerts

From the Members tab in a Workgroup view, right click on a user and choose 'Edit Alerts'.



The Edit Alerts dialog box will appear. You can select what status for which you wish to create an alert.



After this selection click Add and the Alert dialog will be presented. Same options as adding a single alert.



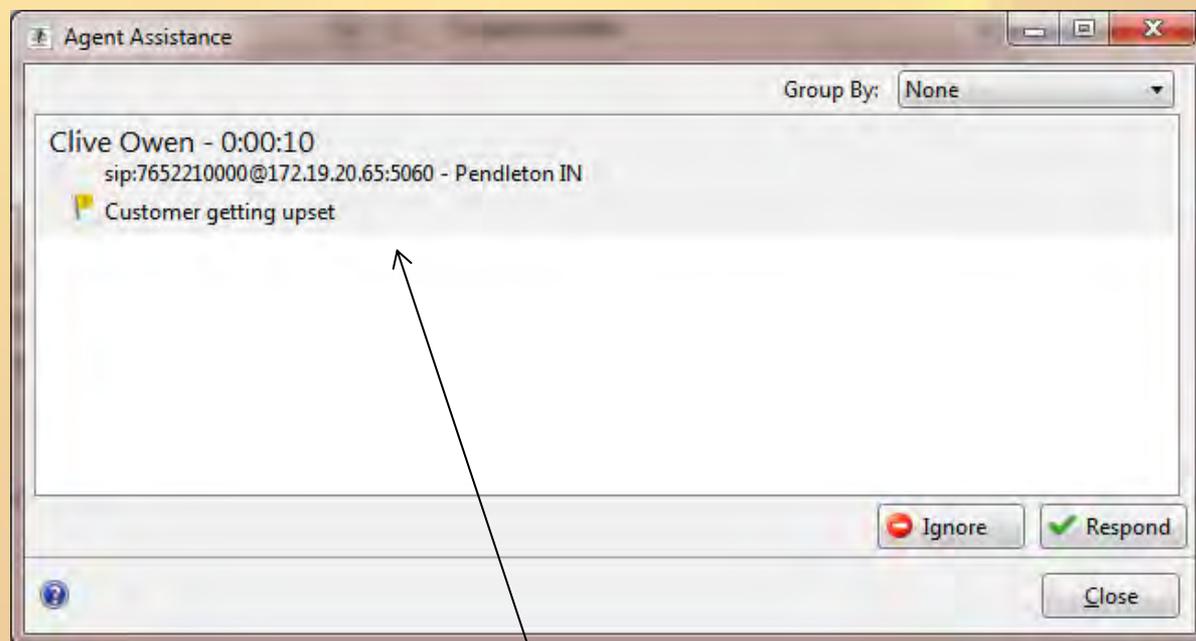
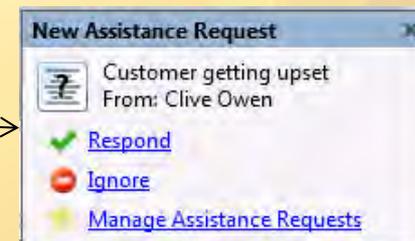
# Assistance Response

Workgroup Supervisor associations are configured in Interaction Administrator in each workgroup.

In order for the request assistance process to work properly, at least one supervisor must be configured for your workgroup in Interaction Administrator on the Roles/Supervisor tab and at least one supervisor for your workgroup must be logged in.

Supervisors receive assistance requests only if they are running IC Business Manager. They do not receive assistance requests if they are running only Interaction .NET Client.

**When an agent needs help and sends a Assistance Request, a toast pop opens on the Supervisors screen**



**You can manage all Assistance Requests from the Agent Assistance window**

# Assistance Response

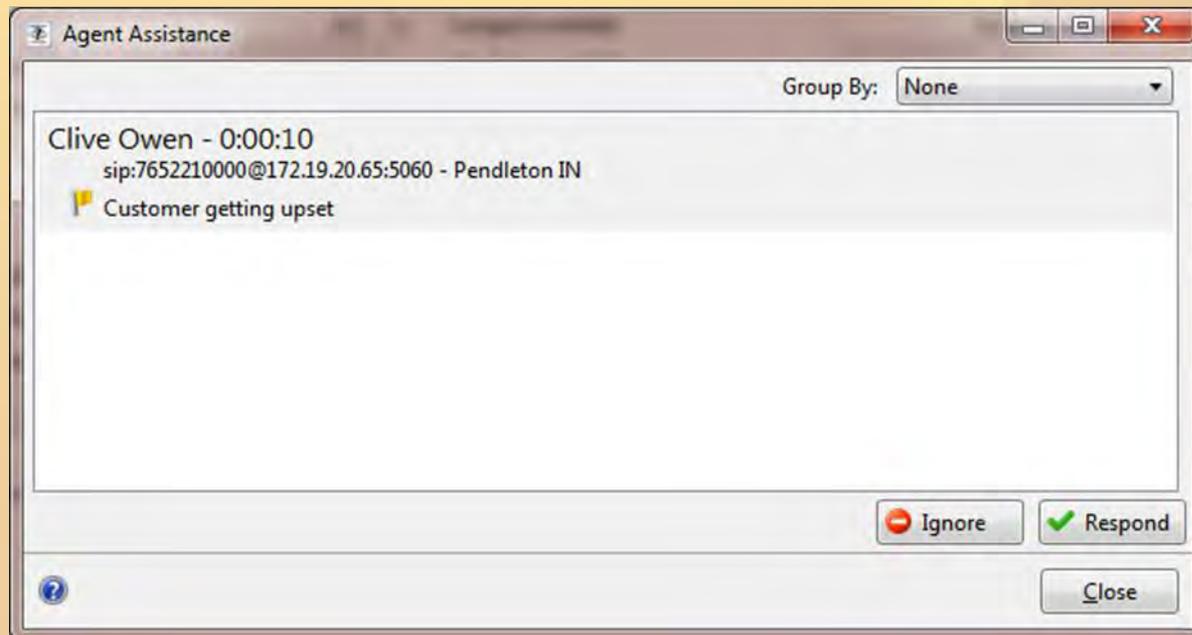
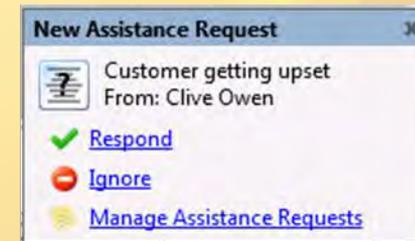


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The supervisor can either click Respond or Ignore the request in the toaster pop or Agent Assistance window

If an supervisor ignores the request, the Assistance Request stays active and can pick it up at another time or another supervisor can pick up the request

Multiple supervisors can join an Assistance Request



# Assistance Response

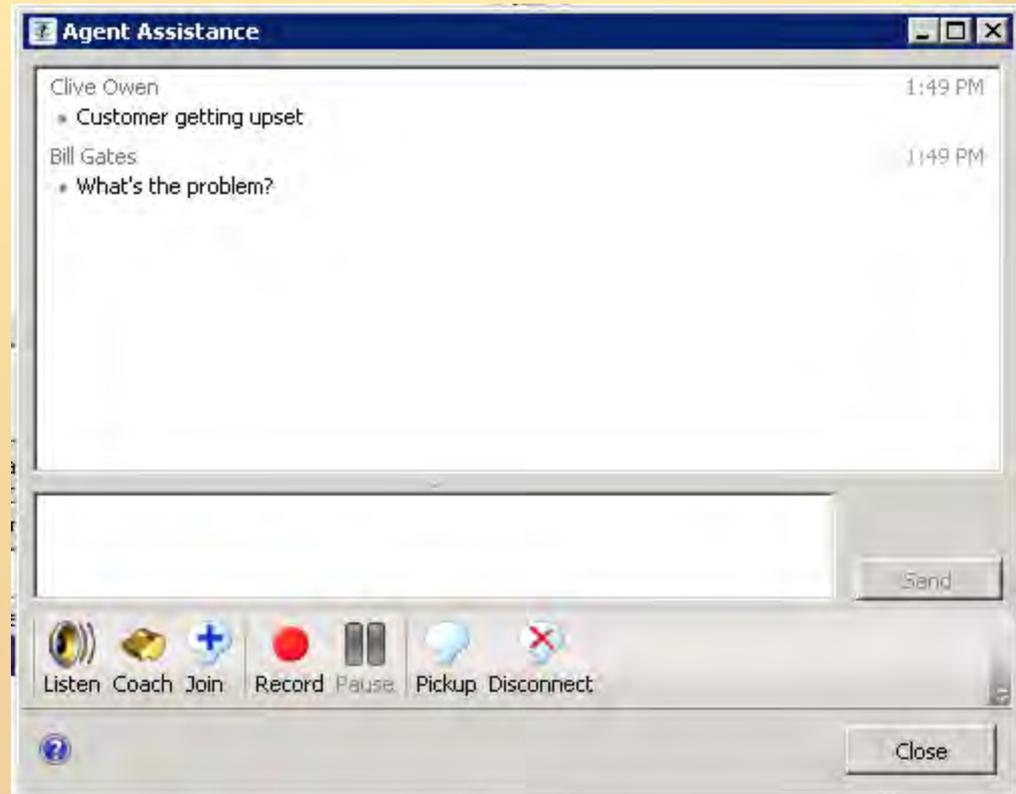


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When a request is accepted, a chat window opens with the agent

The supervisor can chat with the agent

Telephony options are available as well if the agent needs to join the call, listen in, or coach the agent





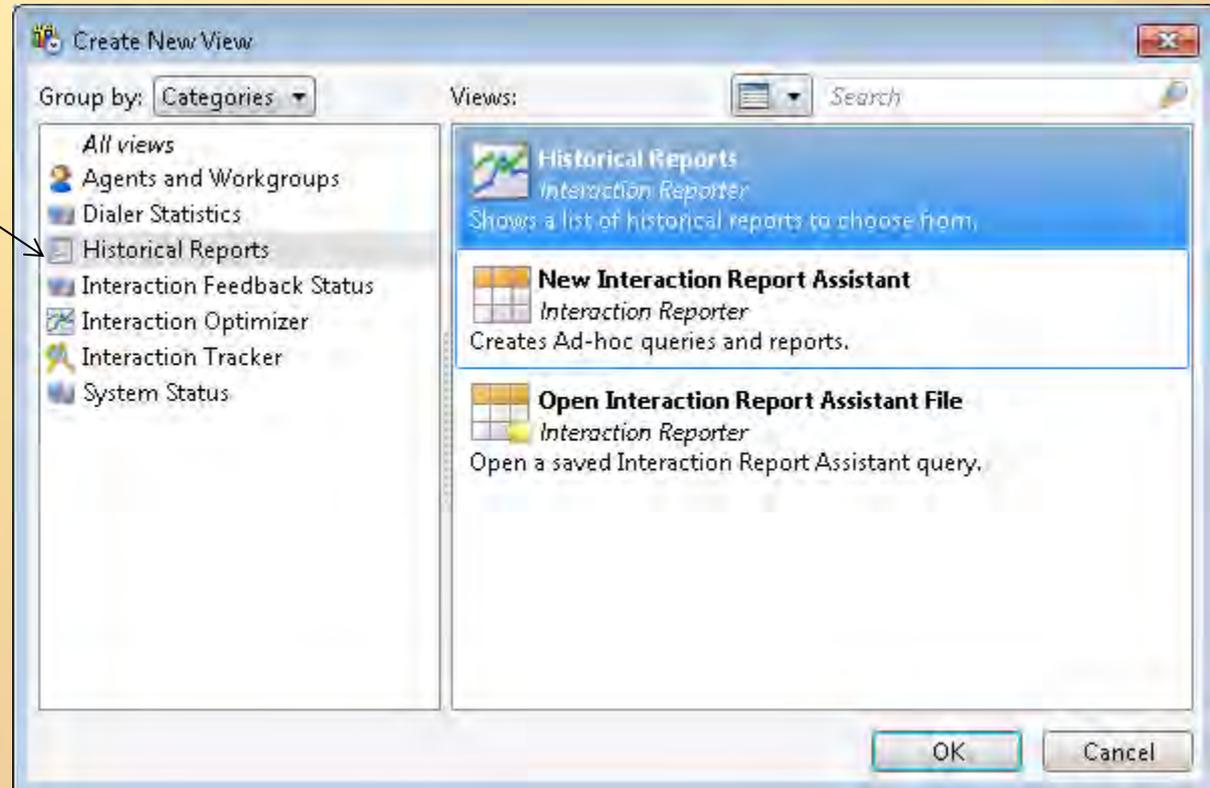
# Reports - Historical

## Historical Reports

Select New View

Select the Historical Reports category and then the Historical Reports view, then OK.

-This requires a valid Historical Reports license.





# Reports - Historical

Select a report by clicking on a row in the list.

Note the Historical Reporting dropdown menu, especially for Report Help.

Expand and/or scroll to the Description column to see the contents of the reports.

Start the report by double clicking on the specific row.

| Report                                     | Description   | Name                                 |
|--|---|--------------------------------------|
| Account Code                               |   |                                      |
| Account Code Call Detail for Current User  | Detail report of the account codes information by date for the current user                                       | ACCOUNT_CODE_CALL_DETAIL_CL          |
| Account Code Call Summary for Current User | Summary report of the account codes information by date for the current user                                      | ACCOUNT_CODE_CALL_SUMMARY            |
| Account Code - Supervisor                  |   |                                      |
| Account Code Call Summary by User          | Summary report of the account codes information by date for the selected user                                     | ACCOUNT_CODE_CALL_SUMMARY            |
| Account Code Call Summary by Date          | Summary report of the account codes information by date for the current user                                      | ACCOUNT_CODE_CALL_SUMMARY            |
| Account Code Call Detail by Date           | Detail report of the account Codes information by date for the selected user                                      | ACCOUNT_CODE_CALL_DETAIL_BY          |
| Account Code Call Detail by User           | Detail report of the account codes information by date for selected users   | ACCOUNT_CODE_CALL_DETAIL_BY          |
| Agent                                      |   |                                      |
| Agent Availability Detail                  | Displays a detail of all statuses or states for the current user running the report                               | AGENT_AVAIL_DETAIL                   |
| Agent Availability Summary                 | Summary report of agents availability by date time range and by shift status                                      | AGENT_AVAIL_SUMMARY                  |
| Agent - Supervisor                         |   |                                      |
| (Supervisor) Agent Availability Detail     | Displays a detail of all statuses or states for a range of users running the report                               | SUPER_AGENT_AVAIL_DETAIL             |
| (Supervisor) Agent Availability Summary    | Displays a summary of all statuses or states for the selected users running the report                            | SUPER_AGENT_AVAIL_SUMMARY            |
| Agent Performance                          |   |                                      |
| Agent Performance Detail for Queue         | The agent performance reports are used to analyze the agents and their interactions                               | QUEUE_PERIOD_AGENT_PERF_DETAIL       |
| Agent Performance Detail for Queue         | The agent performance reports are used to analyze the agents and their interactions                               | QUEUE_PERIOD_AGENT_PERF_INTELLIGENCE |
| Agent Performance Detail for Queue         | Agent performance detail for queue grouped by interaction type. Used to analyze the agents and their interactions | QUEUE_PERIOD_AGENT_PERF_DETAIL       |
| Agent Performance Summary for Queue        | The agent performance reports are used to analyze the agents and their interactions                               | QUEUE_PERIOD_AGENT_PERF_SUMMARY      |



# Reports - Historical

The Reports Parameters dialog box is displayed.

The tabs will differ depending upon the report. Typical tabs (parameters) include queues, date/time, shifts, etc.

The !-zzz means 'ALL' when referring to Agents or Queues.

Enter Report Parameters for Distribution Queue Performance (Date by Que...)

Queue(s) | Date Time Range | Shift Time Range | Site ID

Enter a queue, list of queues, or range of queues.

!-zzz

Discrete value  Add

Start of range

End of range  Add

| Value/Start | End |
|-------------|-----|
| !           | zzz |

Delete

Cancel Load Save Review Run



# Reports - Historical

When changing Date/Time parameter, it is easiest to do in the following way:

- 1) Click on the parameter in the lower box.
- 2) This will change the dates in the range boxes.
- 3) Adjust the dates in the ranges boxes.
- 4) Click add to insert in the parameter box.
- 5) Highlight the old parameter in the lower box (now that there are two) and delete.

Click Run

Note: the final parameters always need to be in the lower boxes on each tab.

Enter Report Parameters for Distribution Queue Performance (Date by Que... X)

Queue(s) | Date Time Range | Shift Time Range | Site ID

Enter date and time range or set of ranges.

02/18/2010 00:00:00 - 02/18/2010 23:59:59

Start of range: 2/18/2010 4:20:16 PM

End of range: 2/18/2010 4:20:16 PM

Add

| Start               | End                 |
|---------------------|---------------------|
| 02/18/2010 00:00:00 | 02/18/2010 23:59:59 |

Delete

Cancel Load Save Review Run



# Reports - Historical

The Crystal Reports window will open with the report displayed.

The toolbar at the top allows for: Printing, Exporting, Zooming, or changing to different pages.

Depending upon the report, sub-report or breakdown are available in the left hand column or by clicking on a statistic when the arrow changes to a magnifying glass.

Click the X in the upper right hand corner to close the report.

**Distribution Queue Performance (Date by Queue)**

Queue Range: -xxx  
 Date Time Range: 11/29/2012 00:00:00 - 11/29/2012 23:59:59  
 Shift Time Range: 00:00:00 - 23:59:59  
 Site ID Range: 0-999

|                       | IntcAnc | Avg Talk | Total Talk | Avg ACW | Total ACW | IntcAban | Avg Aban | %Aband | Max Wait<br>Anc | Avg Speed<br>Anc | SL 1 4 1 | Load<br>Ratio |
|-----------------------|---------|----------|------------|---------|-----------|----------|----------|--------|-----------------|------------------|----------|---------------|
| Site ID: 1            |         |          |            |         |           |          |          |        |                 |                  |          |               |
| 11/29/2012            |         |          |            |         |           |          |          |        |                 |                  |          |               |
| Accounting            | 0       | 00:00    | 00:00      | 00:00   | 00:00     | 0        | 00:00    | 0.00%  | 00:00           | 00:00            | 0.00%    | 0.00%         |
| Accounts Receivable   | 0       | 00:00    | 00:00      | 00:00   | 00:00     | 0        | 00:00    | 0.00%  | 00:00           | 00:00            | 0.00%    | 0.00%         |
| ARM Collections       | 0       | 00:00    | 00:00      | 00:00   | 00:00     | 0        | 00:00    | 0.00%  | 00:00           | 00:00            | 0.00%    | 0.00%         |
| Claims                | 0       | 00:00    | 00:00      | 00:00   | 00:00     | 0        | 00:00    | 0.00%  | 00:00           | 00:00            | 0.00%    | 0.00%         |
| Customer Satisfaction | 4,946   | 01:02    | 126:03:27  | 00:10   | 13:46:06  | 444      | 01:31    | 3.23%  | 01:31           | 00:04            | 50.68%   | 100.34%       |
| Customer Service      | 0       | 00:00    | 00:00      | 00:00   | 00:00     | 733      | 08:51    | 58.39% | 00:00           | 00:00            | 0.00%    | 0.00%         |
| DH - Demo Workgroup   | 0       | 00:00    | 00:00      | 00:00   | 00:00     | 0        | 00:00    | 0.00%  | 00:00           | 00:00            | 0.00%    | 0.00%         |
| Dialer                | 2,250   | 05:26    | 207:46:21  | 00:00   | 00:00     | 124      | 00:14    | 5.13%  | 01:00           | 00:02            | 57.47%   | 99.91%        |
| Escalation            | 0       | 00:00    | 00:00      | 00:00   | 00:00     | 0        | 00:00    | 0.00%  | 00:00           | 00:00            | 0.00%    | 0.00%         |
| Facilities            | 0       | 00:00    | 00:00      | 00:00   | 00:00     | 0        | 00:00    | 0.00%  | 00:00           | 00:00            | 0.00%    | 0.00%         |
| FeedBack              | 0       | 00:00    | 00:00      | 00:00   | 00:00     | 0        | 00:00    | 0.00%  | 00:00           | 00:00            | 0.00%    | 0.00%         |
| Finance               | 0       | 00:00    | 00:00      | 00:00   | 00:00     | 0        | 00:00    | 0.00%  | 00:00           | 00:00            | 0.00%    | 0.00%         |
| GeneriGos Commercial  | 0       | 00:00    | 00:00      | 00:00   | 00:00     | 0        | 00:00    | 0.00%  | 00:00           | 00:00            | 0.00%    | 0.00%         |
| GeneriGos Residential | 0       | 00:00    | 00:00      | 00:00   | 00:00     | 0        | 00:00    | 0.00%  | 00:00           | 00:00            | 0.00%    | 0.00%         |
| GeneriGos Service     | 0       | 00:00    | 00:00      | 00:00   | 00:00     | 0        | 00:00    | 0.00%  | 00:00           | 00:00            | 0.00%    | 0.00%         |
| Healthcare Agency     | 0       | 00:00    | 00:00      | 00:00   | 00:00     | 0        | 00:00    | 0.00%  | 00:00           | 00:00            | 0.00%    | 0.00%         |
| Help Desk             | 0       | 00:00    | 00:00      | 00:00   | 00:00     | 514      | 08:52    | 58.69% | 00:00           | 00:00            | 0.00%    | 0.00%         |



# Reports - Historical

The Reports Parameters can be saved for quick use next time.

For example, if you always run a report with the same 3 queue names or agent names.

After the parameters are filled in, simply click on the Save button, and name the Parameter set, and click Save.

Next time simply choose Load from the parameters dialog box and select the Parameter set to Load.

Note: These parameter sets are save per user per machine and are not global.

| Value/Start | End |
|-------------|-----|
| l-zzz       | zzz |

Parameter Set: Todd's queue1

-- Last Used --



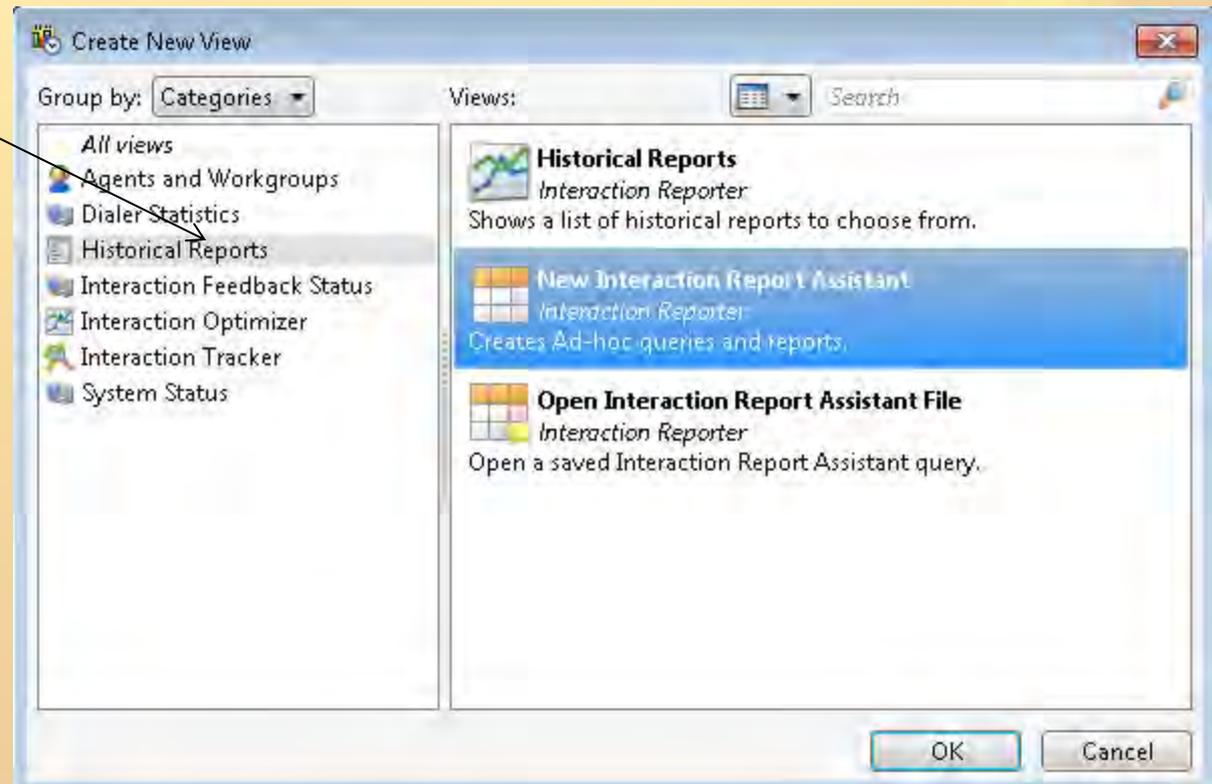
# Reports – Report Assistant

## Report Assistant

### Select New View

Select the Historical Reports category and then the Report Assistant view, then OK

-This requires a valid Report Assistant license.

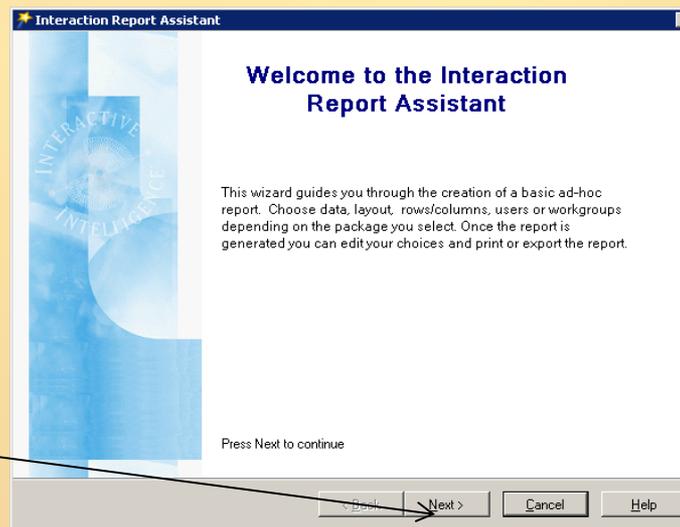




# Reports – Report Assistant

The Report Assistant application will start the wizard.

At the Report Assistant welcome screen click Next.



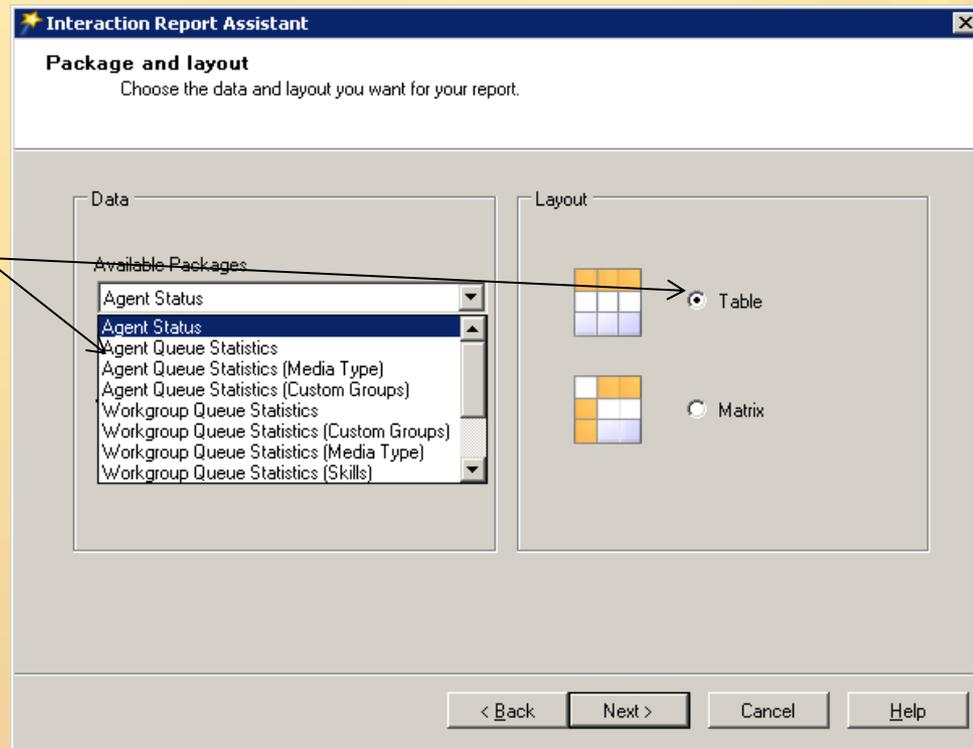


# Reports – Report Assistant

Choose a Data Package.

Choose a Layout.

Click Next.



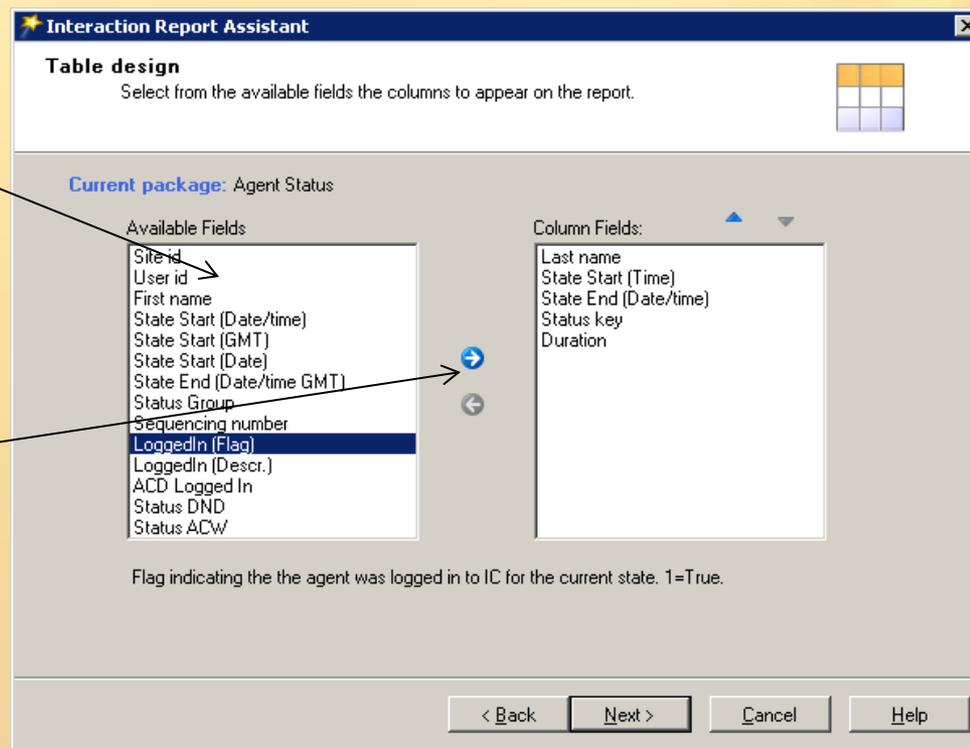


# Reports – Report Assistant

Choose fields from the Available Fields box on the left, to put into the Column Fields on the right for the pieces of data you want in your report.

Click on the blue arrows to move fields between boxes.

Click Next.





# Reports – Report Assistant

Choose Site ID (usually 0 or 1).

Dependent on the report, choose additional data and then Add.

Click Next.

Interaction Report Assistant

**Select Users**  
Select the users on which to run the report.

Site ID: 1 Workgroup: Help Desk

Advanced Options Add Remove Remove All

| Site | User Id            | Last Name  | First Name |
|------|--------------------|------------|------------|
| 1    | Jason.Braun        | Braun      | Jason      |
| 1    | Jeremy.Carter      | Carter     | Jeremy     |
| 1    | Beth.Collier       | Collier    | Beth       |
| 1    | Randy.Cox          | Cox        | Randy      |
| 1    | Jennifer.Dearborne | Dearborne  | Jennifer   |
| 1    | Melissa.Greeves    | Greeves    | Melissa    |
| 1    | SimInova           | Inova      | SimInova   |
| 1    | Dave.Johnson       | Johnson    | Dave       |
| 1    | Ronda.Malin        | Malin      | Ronda      |
| 1    | Sarah.Montgomery   | Montgomery | Sarah      |
| 1    | Doug.Mygrant       | Mygrant    | Doug       |
| 1    | Elizabeth.Sanders  | Sanders    | Elizabeth  |
| 1    | Tony.Schwartz      | Schwartz   | Tony       |

< Back Next > Cancel Help



# Reports – Report Assistant

Dependent on the report,  
choose additional Filters.

Click Next.

Interaction Report Assistant

**Filters**  
Select a subset of data to display considering the available filters.

Available Filters:

- Date

Today    2/19/2010

Time range    12:00:00 AM    11:59:59 PM

< Back    Next >    Cancel    Help



# Reports – Report Assistant

Dependent on the report,  
choose additional Groups  
and Summaries.

Click Next.

**Interaction Report Assistant**

**Groups and Summaries (Optional)**  
Select the groups and summaries to add on your report.

| Group By                            | Friendly Name         | Summary Type |
|-------------------------------------|-----------------------|--------------|
| <input checked="" type="checkbox"/> | Last name             | <None>       |
| <input type="checkbox"/>            | State Start (Time)    | <None>       |
| <input type="checkbox"/>            | State End (Date/time) | <None>       |
| <input type="checkbox"/>            | Status key            | <None>       |
| <input type="checkbox"/>            | Duration              | <None>       |

< Back   Next >   Cancel   Help



# Reports – Report Assistant

Choose Report Orientation and click Finish.

Interaction Report Assistant

**Wizard selection**

**Package**  
Agent Status

**Layout**  
Table

**Date criteria**  
From 2/18/2010 12:00:00 AM To 2/18/2010 11:59:59 PM

**Report Orientation**

Portrait  Landscape

Once the report is generated, you can easily edit your selections. From the Report viewer File menu, click Edit.

< Back Finish Cancel Help



# Reports – Report Assistant

The report will be displayed.

The toolbar at the top allows for: Printing, Exporting, Zooming, or changing to different pages.

Use the Report menu options to change design, inputs, filters, etc.

Use File > Save As if you wish to save the report for future re-use.

Use File > Recent Files to load a previously saved report.

Click the X in the upper right hand corner to close the application.

The screenshot shows the 'Interaction Report Assistant' application window. The title bar includes 'File', 'Report', and 'Help' menus. The main content area displays 'Agent Status' for 'Braun' from 2/18/2010 12:00:00 AM to 2/18/2010 11:59:59 PM. A table lists the agent's status changes with columns for Last name, State Start (Time), State End (Date/time), Status key, and Duration. The status keys include 'Follow Up', 'Available', and 'On Help Desk ACD Call'. The status bar at the bottom shows 'Sim3C'.

| Last name    | State Start (Time) | State End (Date/time) | Status key            | Duration |
|--------------|--------------------|-----------------------|-----------------------|----------|
| <b>Braun</b> |                    |                       |                       |          |
| Braun        | 12:00 AM           | 2/18/2010 12:00:20 AM | Follow Up             | 00:00:20 |
| Braun        | 12:00 AM           | 2/18/2010 12:01:19 AM | Available             | 00:00:59 |
| Braun        | 12:01 AM           | 2/18/2010 12:01:48 AM | On Help Desk ACD Call | 00:00:29 |
| Braun        | 12:01 AM           | 2/18/2010 12:02:08 AM | Follow Up             | 00:00:20 |
| Braun        | 12:02 AM           | 2/18/2010 12:02:09 AM | Available             | 00:00:01 |
| Braun        | 12:02 AM           | 2/18/2010 12:02:35 AM | On Help Desk ACD Call | 00:00:26 |
| Braun        | 12:02 AM           | 2/18/2010 12:02:55 AM | Follow Up             | 00:00:20 |
| Braun        | 12:02 AM           | 2/18/2010 12:03:08 AM | Available             | 00:00:13 |
| Braun        | 12:03 AM           | 2/18/2010 12:04:05 AM | On Help Desk ACD Call | 00:00:57 |
| Braun        | 12:04 AM           | 2/18/2010 12:04:25 AM | Follow Up             | 00:00:20 |
| Braun        | 12:04 AM           | 2/18/2010 12:04:26 AM | Available             | 00:00:01 |



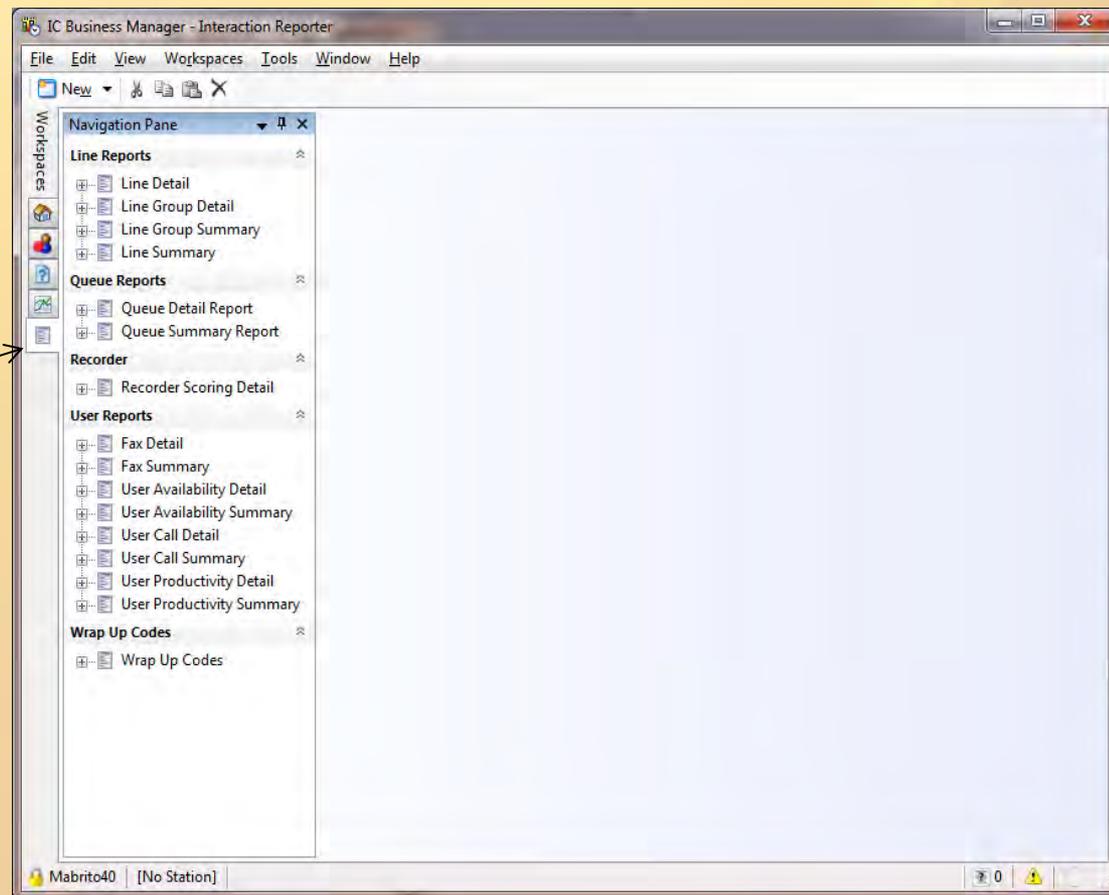
# Reports - Interaction Reporter

Interaction Reporter allows you to easily create pre-defined reports using filters. These filters can be saved to run the report again and can be exported to a file.

Click on the Interaction Reporter workspace. 

Reports are organized into 5 categories:

- Line Reports
- Queue Reports
- Recorder
- User Reports
- Wrap Up Codes

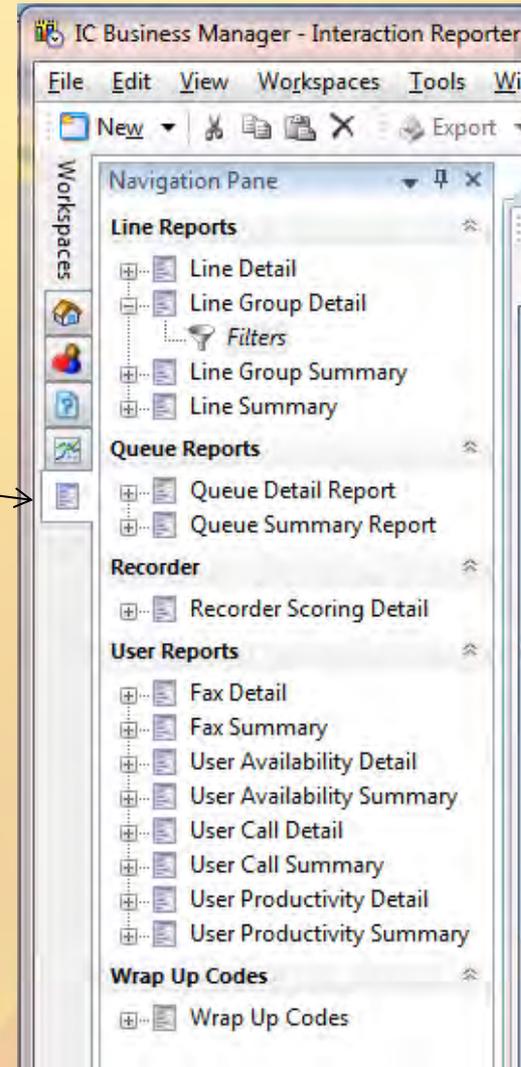


# Reports - Interaction Reporter



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To get started, select the Interaction Reporter icon from the left hand menu in IC Business Manager



# Reports - Interaction Reporter

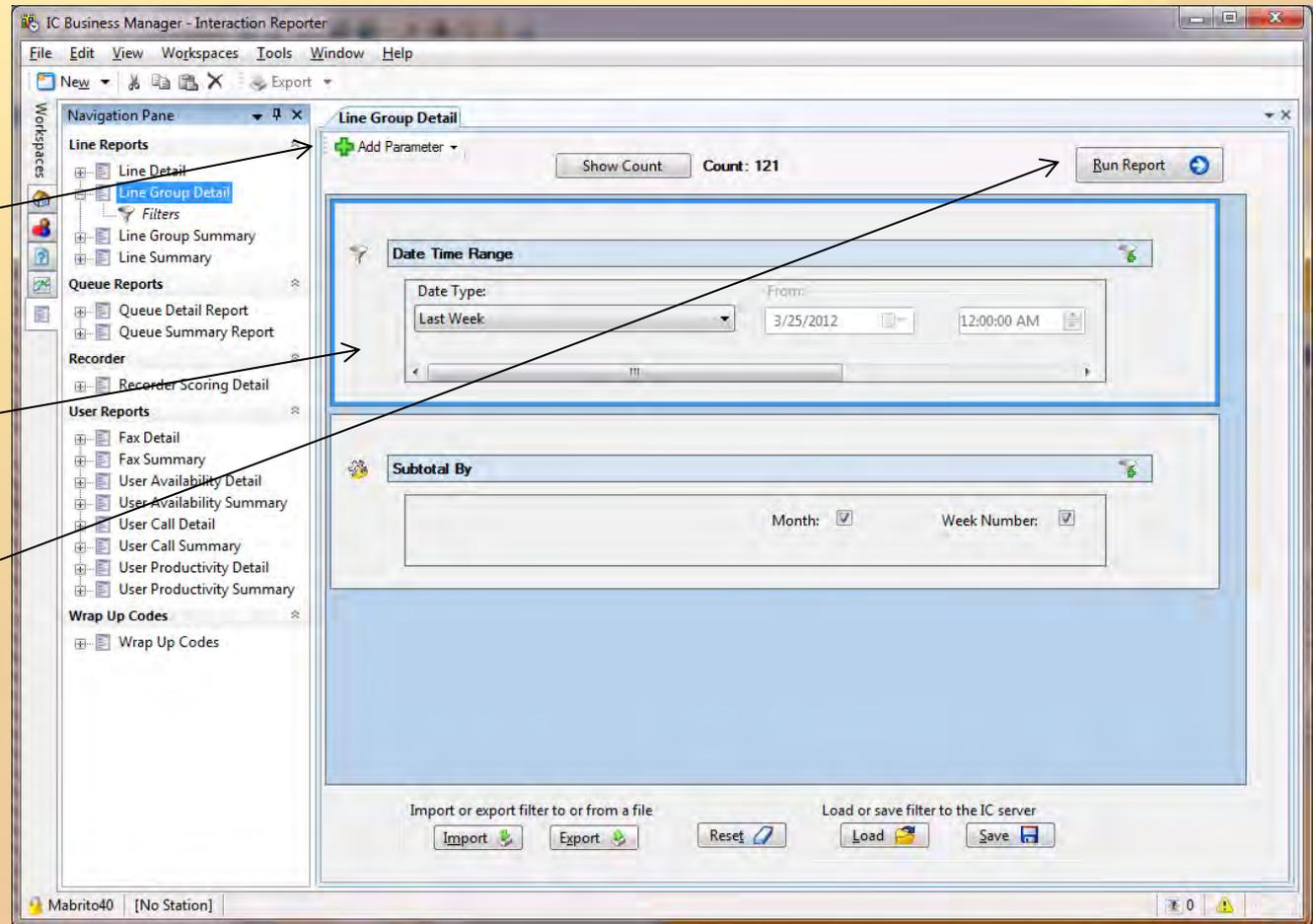


Select a type of report you would like to run and double click it to open the filter configuration screen

Add additional parameters to filter on as you seem fit

Enter in filter information for the report such as the time range

Click 'Run Report' to generate the report according the filter information



# Reports - Interaction Reporter



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The report will be displayed.

The toolbar at the top allows for: Printing, Zooming, or changing to different pages.

Click 'Show Parameters' to go back to the filter configuration to edit the filters again

The screenshot displays the 'IC Business Manager - Interaction Reporter' application. The main window shows a 'Line Group Detail' report for 'Site: 1' and 'Group: MQK\_65\_260'. The report covers the date range '3/26/2012 12:00:00 AM - 3/31/2012 11:59:59 PM (Last Week)'. The report is filtered by 'Month: March' and 'Week #: 13'. The data is presented in a table with columns for 'Avg Lines Available', 'Duration per Line', 'Max Avail Duration', 'Utilization %', 'Total Calls', 'Calls Out', 'Avg Call Duration', 'Max Calls Entered', '% All Busy', and '% Out Blocked'. The table shows a total of 16 calls with a utilization of 1.43% and 0% out of service. The report is displayed on page 1 of 4.

| Site:                 | Avg Lines Available | Duration per Line | Max Avail Duration | Utilization % | Total Calls | Calls Out | Avg Call Duration | Max Calls Entered | % All Busy | % Out Blocked |       |
|-----------------------|---------------------|-------------------|--------------------|---------------|-------------|-----------|-------------------|-------------------|------------|---------------|-------|
| Group: MQK_65_260     | 1                   | 2:11:56:40        | 2:11:55:57         | 00:51:20      | 1.43%       | 16        | 0                 | 00:03:12          | 1          | 1.43%         | 0.00% |
| March                 | 1                   | 2:11:56:40        | 2:11:55:57         | 00:51:20      | 1.43%       | 16        | 0                 | 00:03:12          | 1          | 1.43%         | 0.00% |
| Week #: 13            | 1                   | 2:11:56:40        | 2:11:56:57         | 00:51:20      | 1.43%       | 16        | 0                 | 00:03:12          | 1          | 1.43%         | 0.00% |
| 3/27/2012             | 1                   | 00:28:49          | 00:28:08           | 00:00:20      | 0.88%       | 8         | 0                 | 00:00:02          | 1          | 0.88%         | 0.00% |
| 3/27/2012 5:00:00 PM  | 1                   | 00:29:05          | 00:28:48           | 00:00:00      | 0.00%       | 8         | 0                 | 00:00:00          | 1          | 0.00%         | 0.00% |
| 3/27/2012 5:30:00 PM  | 1                   | 00:10:44          | 00:10:18           | 00:00:20      | 3.24%       | 1         | 0                 | 00:00:20          | 1          | 3.24%         | 0.00% |
| 3/29/2012             | 1                   | 00:16:51          | 00:00:26           | 00:00:26      | 0.66%       | 2         | 0                 | 00:00:13          | 1          | 0.66%         | 0.00% |
| 3/29/2012 12:43:09 PM | 1                   | 00:16:51          | 00:16:51           | 00:00:26      | 2.57%       | 2         | 0                 | 00:00:13          | 1          | 2.57%         | 0.00% |
| 3/29/2012 1:00:00 PM  | 1                   | 00:30:00          | 00:30:00           | 00:00:00      | 0.00%       | 0         | 0                 | 00:00:00          | 0          | 0.00%         | 0.00% |
| 3/29/2012 1:30:00 PM  | 1                   | 00:30:00          | 00:30:00           | 00:00:00      | 0.00%       | 0         | 0                 | 00:00:00          | 0          | 0.00%         | 0.00% |
| 3/29/2012 2:00:00 PM  | 1                   | 00:30:00          | 00:30:00           | 00:00:00      | 0.00%       | 0         | 0                 | 00:00:00          | 0          | 0.00%         | 0.00% |
| 3/29/2012 2:30:00 PM  | 1                   | 00:30:00          | 00:30:00           | 00:00:00      | 0.00%       | 0         | 0                 | 00:00:00          | 0          | 0.00%         | 0.00% |
| 3/29/2012 3:00:00 PM  | 1                   | 00:30:00          | 00:30:00           | 00:00:00      | 0.00%       | 0         | 0                 | 00:00:00          | 0          | 0.00%         | 0.00% |
| 3/29/2012 3:30:00 PM  | 1                   | 00:30:00          | 00:30:00           | 00:00:00      | 0.00%       | 0         | 0                 | 00:00:00          | 0          | 0.00%         | 0.00% |
| 3/29/2012 4:00:00 PM  | 1                   | 00:30:00          | 00:30:00           | 00:00:00      | 0.00%       | 0         | 0                 | 00:00:00          | 0          | 0.00%         | 0.00% |
| 3/29/2012 4:30:00 PM  | 1                   | 00:30:00          | 00:30:00           | 00:00:00      | 0.00%       | 0         | 0                 | 00:00:00          | 0          | 0.00%         | 0.00% |
| 3/29/2012 5:00:00 PM  | 1                   | 00:30:00          | 00:30:00           | 00:00:00      | 0.00%       | 0         | 0                 | 00:00:00          | 0          | 0.00%         | 0.00% |
| 3/29/2012 5:30:00 PM  | 1                   | 00:30:00          | 00:30:00           | 00:00:00      | 0.00%       | 0         | 0                 | 00:00:00          | 0          | 0.00%         | 0.00% |
| 3/29/2012 6:00:00 PM  | 1                   | 00:30:00          | 00:30:00           | 00:00:00      | 0.00%       | 0         | 0                 | 00:00:00          | 0          | 0.00%         | 0.00% |
| 3/29/2012 6:30:00 PM  | 1                   | 00:30:00          | 00:30:00           | 00:00:00      | 0.00%       | 0         | 0                 | 00:00:00          | 0          | 0.00%         | 0.00% |
| 3/29/2012 7:00:00 PM  | 1                   | 00:30:00          | 00:30:00           | 00:00:00      | 0.00%       | 0         | 0                 | 00:00:00          | 0          | 0.00%         | 0.00% |
| 3/29/2012 7:30:00 PM  | 1                   | 00:30:00          | 00:30:00           | 00:00:00      | 0.00%       | 0         | 0                 | 00:00:00          | 0          | 0.00%         | 0.00% |
| 3/29/2012 8:00:00 PM  | 1                   | 00:30:00          | 00:30:00           | 00:00:00      | 0.00%       | 0         | 0                 | 00:00:00          | 0          | 0.00%         | 0.00% |
| 3/29/2012 8:30:00 PM  | 1                   | 00:30:00          | 00:30:00           | 00:00:00      | 0.00%       | 0         | 0                 | 00:00:00          | 0          | 0.00%         | 0.00% |
| 3/29/2012 9:00:00 PM  | 1                   | 00:30:00          | 00:30:00           | 00:00:00      | 0.00%       | 0         | 0                 | 00:00:00          | 0          | 0.00%         | 0.00% |
| 3/29/2012 9:30:00 PM  | 1                   | 00:30:00          | 00:30:00           | 00:00:00      | 0.00%       | 0         | 0                 | 00:00:00          | 0          | 0.00%         | 0.00% |
| 3/29/2012 10:00:00 PM | 1                   | 00:30:00          | 00:30:00           | 00:00:00      | 0.00%       | 0         | 0                 | 00:00:00          | 0          | 0.00%         | 0.00% |
| 3/29/2012 10:30:00 PM | 1                   | 00:30:00          | 00:30:00           | 00:00:00      | 0.00%       | 0         | 0                 | 00:00:00          | 0          | 0.00%         | 0.00% |
| 3/29/2012 11:00:00 PM | 1                   | 00:30:00          | 00:30:00           | 00:00:00      | 0.00%       | 0         | 0                 | 00:00:00          | 0          | 0.00%         | 0.00% |

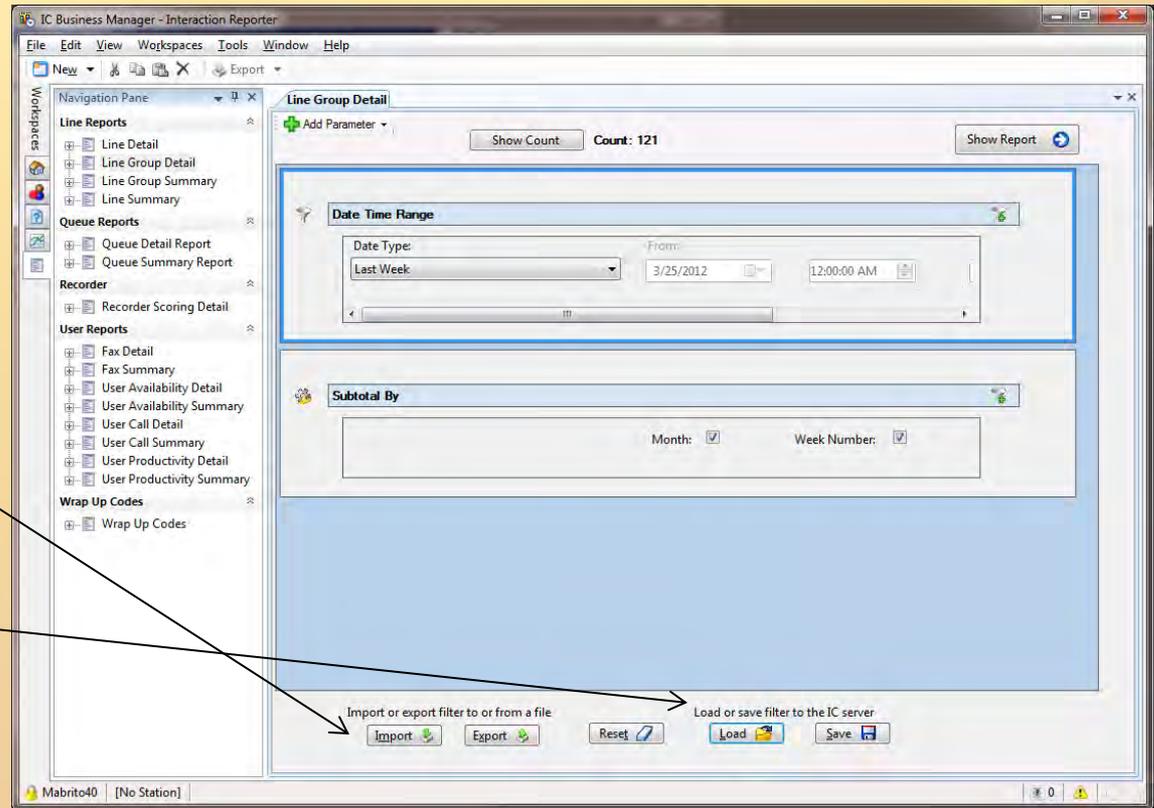
# Reports - Interaction Reporter



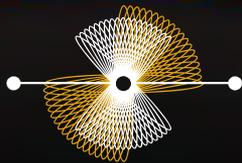
Once a report is created that you would like to share with other Supervisors, the filter can either be saved as a file or saved on the IC Server

To save to a file, click 'Import'

To save to the IC server, click 'Save'



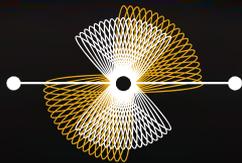
# Conclusion – Q & A



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**Thank You!**



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