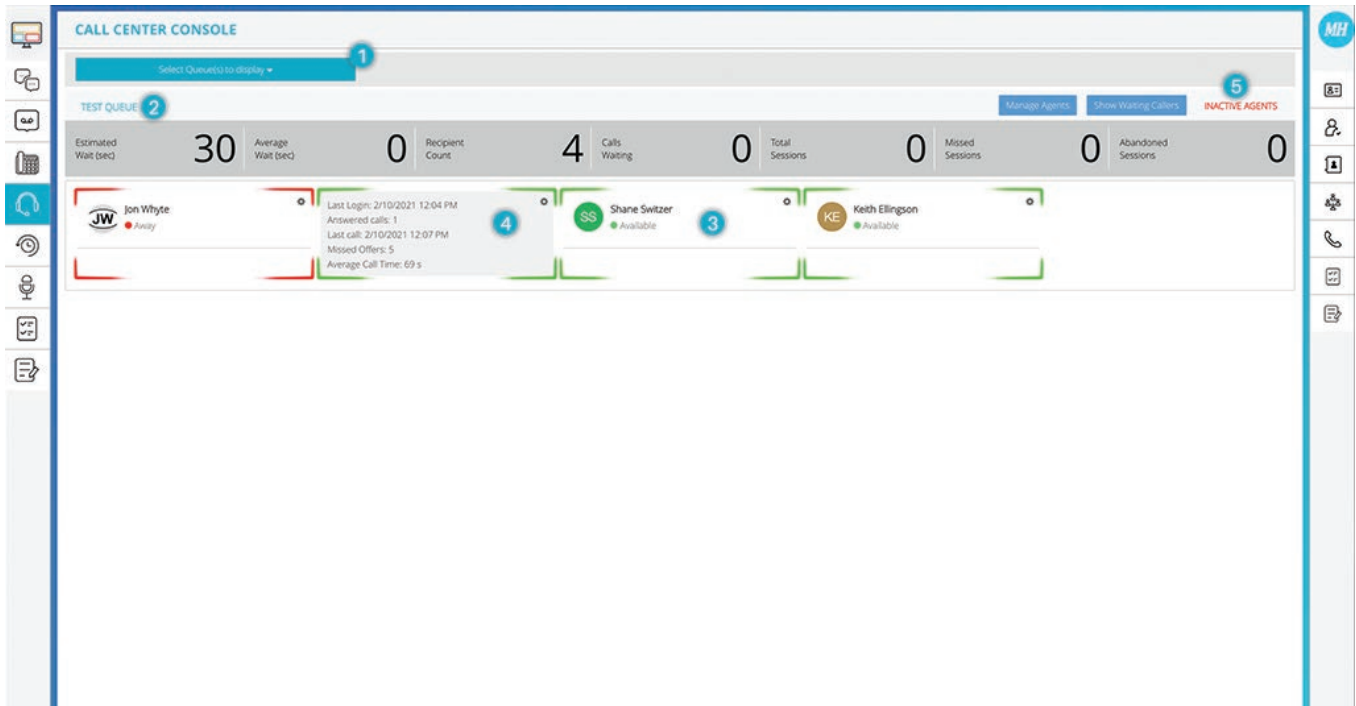# simplifi®

Simplifi Contact

Station: Call Center Console

The Call Center Console App in Simplifi Contact allows you to monitor, in real-time, the operations of your call center. This feature must be enabled by your verified VoIP integrator or you will not see the presence icon on the left-hand side of Simplifi Contact.


1. Using the drop-down, select the queues you wish to view. Don't worry, you can view more than one queue at a time!

2. Once the queue(s) load, you'll see the name of the queue and the real-time queue statistics in the header. The statistics will auto-up-date as calls enter and leave the queue.

3. You'll see each logged-in agent and their respective status.

Green edges indicate the agent is idle/available to receive calls.

Yellow edges indicate the agent is receiving a queue call and is currently ringing. You will also see the caller's name and number displayed.

Red edges indicate the agent is unavailable to receive calls. This could be because they are currently on a call, have set their status to 'away', or are in wrap-up time.

When an agent is on a queue-call, you can see the caller's name and number, and the duration of the call. Their status will be 'On-A-Call'.

When an agent is away, their status will be 'Away'..

When an agent is in wrap-up time, their status will be 'Wrap-Up'..

4. Clicking on an agent will flip the agent over and display their personal queue statistics. Clicking the statistics will flip the agent back over to reveal their status.

5. Clicking the INACTIVE AGENTS will flip over the area where the active agents are listed to show you agents who are not currently logged into the queue. Clicking ACTIVE AGENTS will then flip the area back over and display the agents who are logged into the queue. *NOTE: Agents have to log in and out for active/inactive status to correctly display. If an agent stays logged in when off work, they will not be automatically logged out and will appear Active.*

CALL CENTER CONSOLE NEW FEATURES:

To give an existing Station user call center administrator access, log into Core, head over to HOME > SETTINGS > USER MANAGER, click on the user you would like to provide call center administrative access to.

Toggle the "Account Admin" permission to "ON" and the "Call Center Admin:" permission to "ON." While in the Edit User screen for the selected user (HOME > SETTINGS > USER MANAGER > USERS > EDIT USER). Save these changes at the bottom-right of the page.
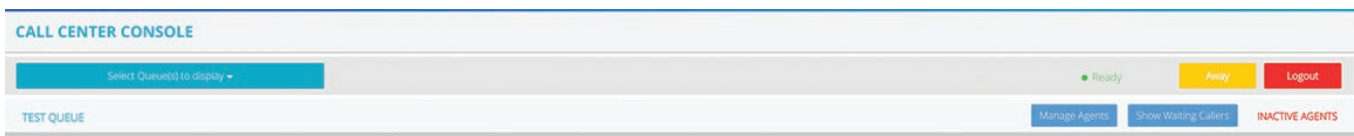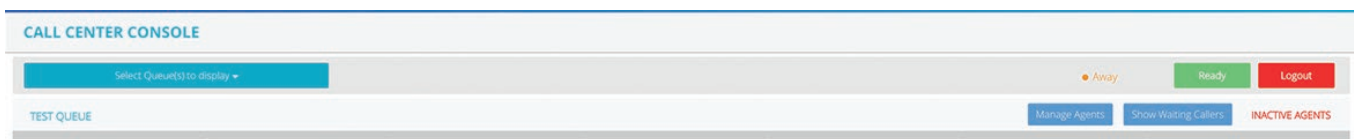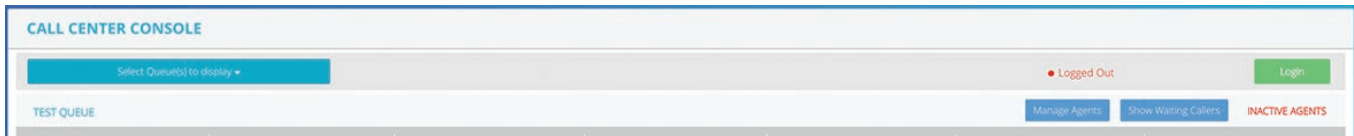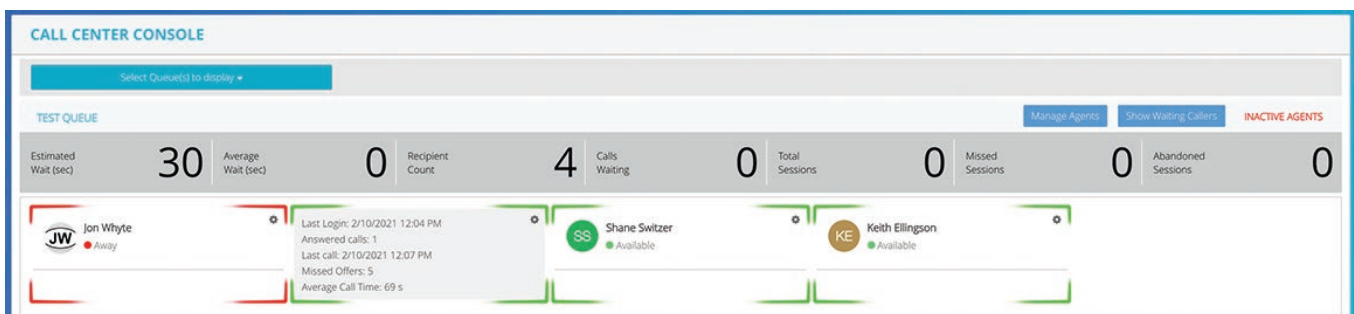

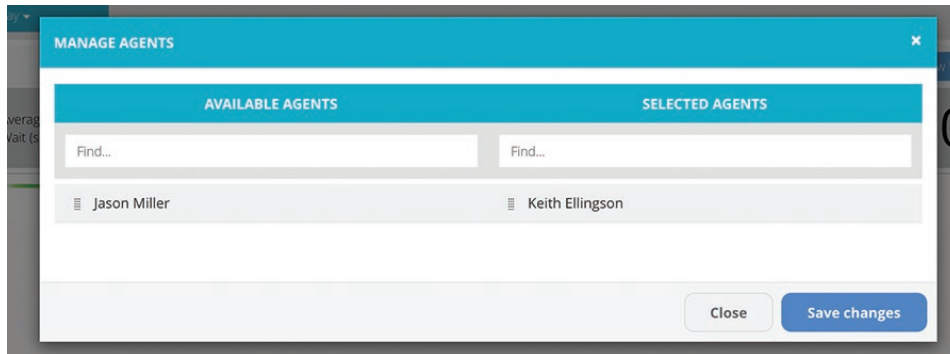Call Center Administrators can see waiting callers:
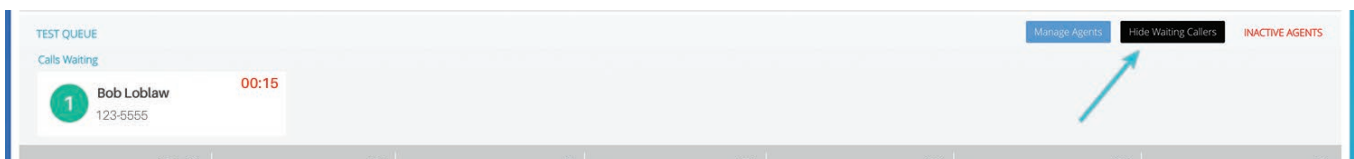
Call Center Administrators can add and remove agents from individual queues, without needing Core portal access:
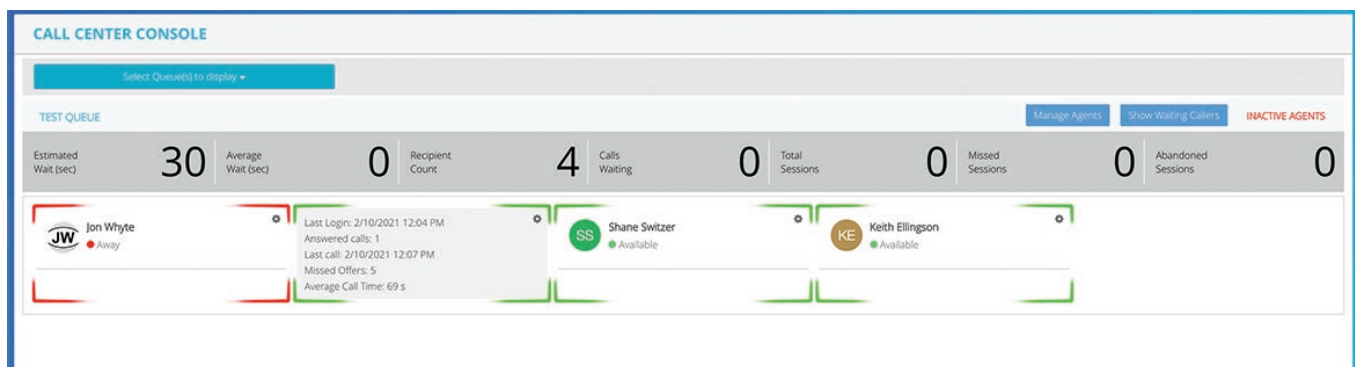
   A. Before modification

B. Drag and agent from one side to the other, and press "save changes"

C. After modification

Lastly, Call Center Administrators can Log In and Log Out their agents. They can also set them to Ready or Away.