



# innovaphone Queue Monitor

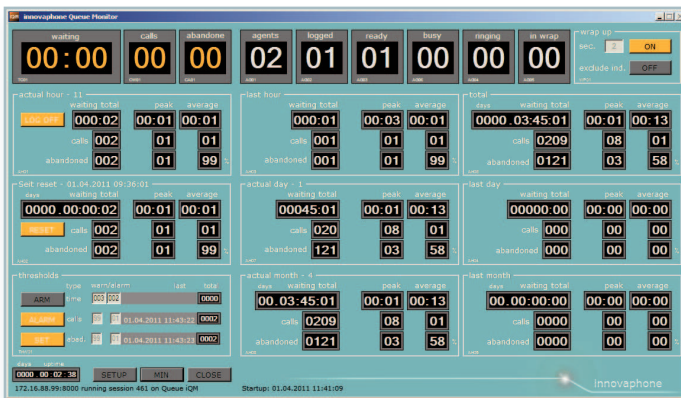
Switchboards, service hotlines or simple call centres with several telephone lines can be operated with the innovaphone PBX. Providers of such services certainly want to know the PBX's exact utilised capacity: how many calls are being taken? How many calls are in the queue and how long have they been there? How many calls ring off prematurely before they are put through? The innovaphone Queue Monitor (iQM) collects this information in real time and displays it graphically and clearly. This helps to improve the evaluation of how well a service hotline is working, showing whether, when and where there are any bottlenecks.

## Early warning and alarm system

It is possible to avoid critical situations in hotlines, warning and alarm thresholds by setting maximum waiting times, waiting calls and abandoned calls in the iQM. If, for example, a certain warning threshold is exceeded, the frame of the threshold panel changes to red, indicating a bottle-neck. The frame turns back to grey as soon as the threshold is no longer exceeded. If even the defined alarm threshold is exceeded, either an optical alarm, which can only be reset manually, is constantly displayed, or you hear an acoustic alarm which can be configured as required. A counter shows how often a threshold has been exceeded. It also displays when the last alarm took place.



thresholds				
	type	warn/alarm	last	total
ARM	time	003 002		0000
ALARM	calls	05 01	01.04.2011 11:48:56	0003
SET	abad.	05 01	01.04.2011 11:48:57	0003



## iQM: components und functions

The innovaphone Queue Monitor has various counters and indicators, which help to better assess the utilised capacity of a hotline, switchboard or a call centre.

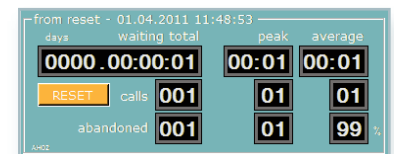
### Real-time call indicator in the waiting queue

A call indicator shows how many calls are currently in the waiting queue and how long the "oldest" call has been waiting for. It also shows how many callers have rung off prematurely (abandoned). A high number of abandoned calls indicates that the waiting time is too long – a warning that immediate action is needed.



## Indicating statistics

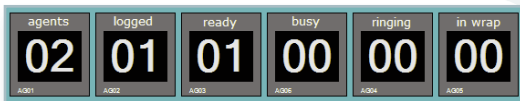
There are other counters in addition to the call indicator (which displays the waiting queue's current situation). They add up the waiting time, the incoming calls and the abandoned calls in various time periods. Furthermore, peak and average values are also collected. This information is displayed for the actual hour, the previous hour, actual day and previous day, current month and previous month. Other time periods can be set up through another resettable counter. This information enables the utilised capacity of a call centre or hotline to be compared and analysed.





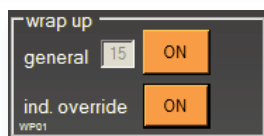
### Indicating the number and current status of available

The agent indicator shows which service hotline resources are available. It shows how many agents are allocated to a service system, how many agents are currently logged on or how many are currently active. The indicator also counts how many agents currently have a certain status (ready, on telephone, incoming call, in wrap-up).



### Individual wrap-up

Hotline or call centre agents often need a certain amount of time after a call has been completed when further calls cannot be assigned. This wrap-up time is necessary to complete the process: close files, make and forward notes etc. During wrap-up time, a call centre agent is free, but the system still marks him as "busy". The agent is again available once a pre-defined amount of time has elapsed, allowing a new call to be assigned. The wrap-up time can either be the



same for all employees or it can be set individually. Wrap-up time can be disabled if there is a bottle-neck, thus enabling waiting calls to be dealt with faster.

### More useful information ...:

- :: The innovaphone Queue Monitor is a SOAP application and runs on a computer with Windows OS.
- :: The application must be activated on the innovaphone PBX with one license per user and per waiting queue.
- :: It is possible to have multiple iQMs on one computer, supervising different waiting queues.
- :: The iQM can be shown in two separate formats – a detailed one and a more compact one. The more compact format is limited to a call indicator, the resettable counter panel for time periods, the threshold settings and a system set-up display. The detailed format shows other time period values.
- :: The iQM is intuitive to use, no training is necessary.
- :: All counter values are stored in the yearly log file. This enables historical analyses and evaluations to be undertaken either directly or by using external programmes such as excel or access.
- :: The iQM is available in German, English and Italian. Other languages on request.

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