

SYSTEM ADMINISTRATOR GUIDE

Tài liệu hướng dẫn
CLOUD XCS CONTACT CENTER

(công cụ mã nguồn mở trong phát triển hệ thống thông tin và truyền thông)

Viết bởi : Supervisor
Hệ thống : Cloud XCS Contact Center

2015

(xuất bản tại CLOUDPBX.VN)

CLOUD XCS

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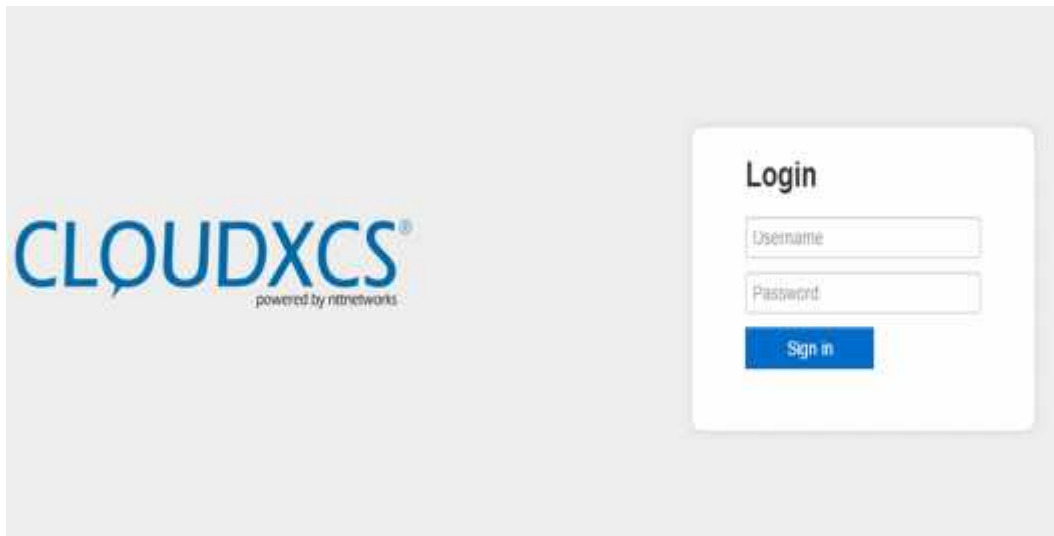
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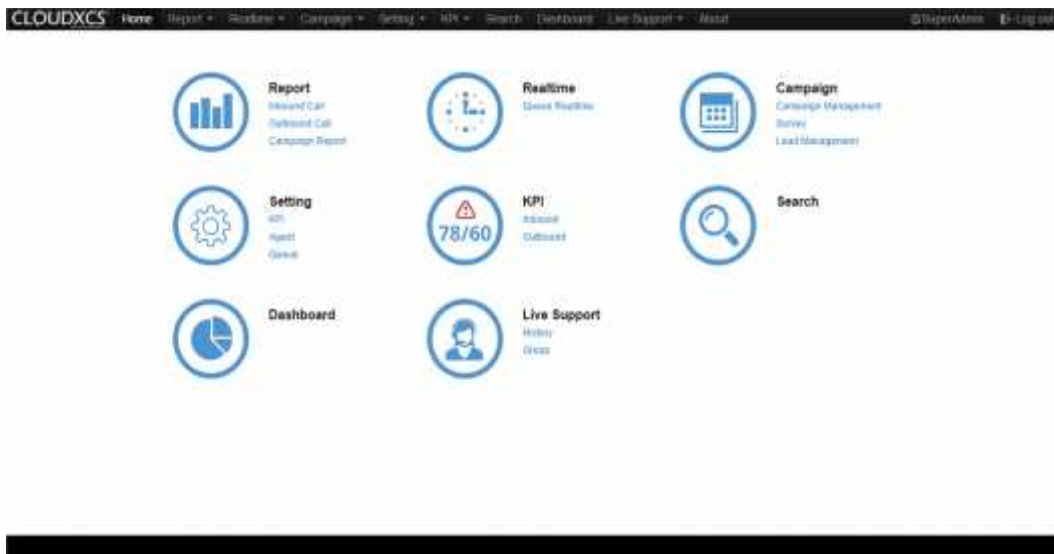
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CLOUD XCS

NG NHẬP




A- HOME



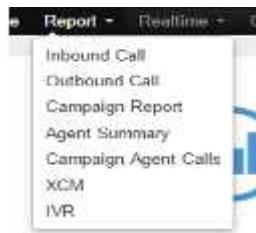
B- REPORT :

I- YÊU CẦU :

- **Bước 1:** trang “Home” , click chọn biểu tượng “Report” . Sau đó chọn “Queue”, “Agent”, “Date Range” và nhấp chọn nút “Submit”



- **B c 2:** nh p ch n menu “Report”, ch n lo i report



II- CHI TI T :

1- Inbound Call

1.1- Distribution :

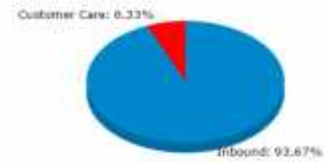
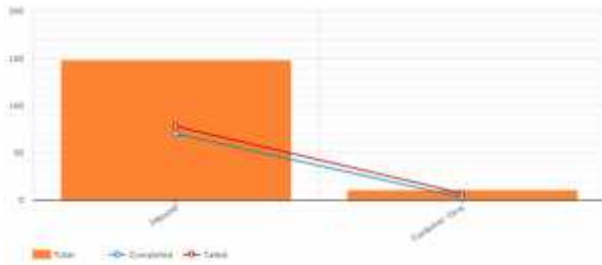
a- Summary :

Inbound Information		Distribution Summary	
Agents:	18	Calls:	178
Geners:	Inbound, Outbound, Customer Care, Tele Sale	Completed:	82 (46.07%)
Start Date:	2015-01-01 00:00	Abandon:	33 (18.54%)
End Date:	2015-01-23 23:59	Engagewait:	63 (35.37%)
Period:	14 days	Wait:	00:13:41
		Ang. Wait:	00:00:11
		Talk:	02:49:13
		Ang. Talk:	00:08:32

b- By Queue :

- **H i n h :** báo cáo các cu c g i nhóm theo queue, có chi ti t (xem b ng cách nh p vào dòng), không phân trang

Queue	Calls	Abandon	Engage	Engagewait	Wait	Ang. Wait	Talk	Ang. Talk	Max. Rate	Max. Wait	Max. Call	% Complete	% Abandon	% Engagewait	% Wait	% Talk
Inbound	178	33	82	63	00:13:41	00:00:11	02:49:13	00:08:32	0.0000	00:00:00	00:00:00	46.07%	18.54%	35.37%	13.02%	49.00%
Customer Care	4	0	4	0	00:00:00	00:00:00	00:00:00	00:00:00	0.0000	00:00:00	00:00:00	100%	0%	0%	0%	100%
Tele Sale	0	0	0	0	00:00:00	00:00:00	00:00:00	00:00:00	0.0000	00:00:00	00:00:00	0%	0%	0%	0%	0%
Total	182	33	86	63	00:13:41	00:00:11	02:49:13	00:08:32	0.0000	00:00:00	00:00:00	46.07%	18.54%	35.37%	13.02%	49.00%



- + 1 : Tổng cuộc gọi vào
- + 2 : Tổng cuộc gọi trả lời
- + 3 : Tổng cuộc gọi trả lời có thời gian chờ ít hơn 20 giây
- + 4 : Tổng cuộc gọi trả lời có thời gian chờ ít hơn 30 giây
- + 5 : Tổng cuộc gọi rời
- + 6 : Tổng cuộc gọi không trả lời
- + 7 : Tổng thời gian xử lý cuộc gọi
- + 8 : Thời gian trung bình xử lý cuộc gọi
- + 9 : Thời gian xử lý cuộc gọi lâu nhất
- + 10 : Tổng thời gian chờ
- + 11 : Thời gian chờ trung bình
- + 12 : Thời gian chờ lâu nhất
- + 13 : Tổng thời gian gọi cuộc gọi
- + 14 : Thời gian gọi cuộc gọi trung bình
- + 15 : Thời gian gọi cuộc gọi lâu nhất
- + 16 : Tổng thời gian chờ
- + 17 : Thời gian chờ trung bình
- + 18 : Thời gian chờ lâu nhất

+ **19** : % Cuộc gọi từ agent nh n c so v i t c cu c g i các agent nh n c

$$\%Call = \frac{\text{tổng số cuộc gọi của từng agent}}{\text{tổng số cuộc gọi}} \times 100$$

+ **20** : % Cuộc gọi thành công c a agent so v i các cu c g i agent nh n c

$$\%Completed = \frac{\text{tổng số cuộc gọi thành công của từng agent}}{\text{tổng số cuộc gọi của từng agent}} \times 100$$

+ **21** : % Cuộc gọi không thành công c a agent so v i các cu c g i mà agent nh n c

$$\%Abandon = \frac{\text{tổng số cuộc gọi abandon của từng agent}}{\text{tổng số cuộc gọi của từng agent}} \times 100$$

+ **22** : % Cuộc gọi không ai tr l i so v i các cu c g i thành công

$$\%Ringnoanswer = \frac{\text{tổng số cuộc gọi ringnoanswer của từng agent}}{\text{tổng số cuộc gọi của từng agent}} \times 100$$

+ **23** : % Cuộc gọi thành công có th i gian i d i 20s so v i các cu c g i thành công

$$\%Ser. Level 20s = \frac{\text{tổng số cuộc gọi thành công có thời gian đợi dưới 20s của từng agent}}{\text{tổng số cuộc gọi thành công của từng agent}} \times 100$$

+ **24** : % Cuộc gọi thành công có th i gian i d i 30s so v i các cu c g i thành công

$$\%Ser. Level 30s = \frac{\text{tổng số cuộc gọi thành công có thời gian đợi dưới 30s của từng agent}}{\text{tổng số cuộc gọi thành công của từng agent}} \times 100$$

- **Chi ti t** : xem chi ti t, nh p vào dòng, b ng chi ti t c hi n th , phân trang, 10 i t ng trên 1 trang

Distribution By Queue																									
Queue	Call #	Completed	Abn. Ring	Abn. Ring	Abandon	Engageover	Hold	Req. Handle	Max. Handle	Tab	Req. Talk	Max. Talk	Hold	Req. Hold	Max. Hold	Wait	Req. Wait	Max. Wait	% Call	% Completed	% Abandon	% Engageover	% Ser. Level 20s	% Ser. Level 30s	
Customer Care	11	4	4	4	4	4	4	00:41:18	00:00:00	00:11:11	00:46:18	00:00:00	00:11:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:11	33.33%	33.33%	0.00%	0.00%	40.00%	44.44%
Date	Agent	Name	Phone	Status	Wait	Hold	Talk	Abandon	Engageover	Hold	Wait	Req. Wait	Max. Wait	Req. Hold	Max. Hold	Req. Talk	Max. Talk	Req. Wait	Max. Wait	Req. Hold	Max. Hold	Req. Talk	Max. Talk	Req. Wait	Max. Wait
2018-01-21 13:00:07	isa	Christopher Decker	0001	COMPLETIONCALL	00:00:00	00:00:00	00:00:07																		
2018-01-21 13:00:18	isa	Christopher Decker	0001	COMPLETIONCALL	00:00:11	00:00:00	00:00:00																		
2018-01-21 13:00:28	NONE	NONE	00:00	ABANDON	00:00:01	00:00:00	00:00:00																		
2018-01-21 13:00:16	NONE	NONE	00:00	ABANDON	00:00:11	00:00:00	00:00:00																		
2018-01-21 13:01:14	isa	Christopher Decker	0001	COMPLETIONCALL	00:00:00	00:00:00	00:00:14																		
2018-01-21 13:01:33	isa	Christopher Decker	0001	RINGNOANSWER	00:00:14	00:00:00	00:00:00																		
2018-01-21 13:00:10	isa	Christopher Decker	0001	RINGNOANSWER	00:00:10	00:00:00	00:00:00																		
2018-01-21 13:00:33	NONE	NONE	00:00	ABANDON	00:00:00	00:00:00	00:00:00																		
2018-01-21 11:01:31	isa	Christopher Decker	18102	RINGNOANSWER	00:00:15	00:00:00	00:00:00																		
2018-01-21 11:02:08	isa	Christopher Decker	18102	RINGNOANSWER	00:00:15	00:00:00	00:00:00																		

- **COMPLETEBYCALLER** : cu c g i k t thúc b i khách hàng
- **COMPLETEBYAGENT** : cu c g i k t thúc b i agent
- **TRANSFER** : cu c g i có chuy n ti p
- **ABANDON** : cu c g i r t (không thành công)
- **RINGNOANSWER** : cu c g i không có ai tr l i

- **Report b ng th :**



- **Export .PDF** : nh p vào bi u t ng l u báo cáo b ng .PDF

INBOUND INFORMATION		DISTRIBUTION SUMMARY	
Agents:	18	Calls:	178
Queues:	Inbound , Outbound , Customer Care , Tele Sale	Completed:	82 (46.07%)
Start Date:	2015-03-01 00:00:00	Abandon:	35 (19.66%)
End Date:	2015-02-23 23:59:59	Ringnoanswer:	61 (34.27%)
Period:	54 days	Wait:	00:33:43
		Avg Wait:	00:00:11
		Talk:	00:44:19
		Avg Talk:	00:00:32

Queue	Calls	Compl	Ans. Ring (<=20s)	Ans. Ring (>20s)	Failed	Handle	Avg.Hls	Max	Talk	Avg.Ta	Max	Hold	Avg.Hld	Max	Wait	Avg W	Max	%Calls	%Com	%Ser	%Ser	%Fail	
Inbound	167	78	67	73	89	00:43:18	00:00:33	00:11:38	00:43:33	00:00:33	00:11:38	00:00:00	00:00:00	00:00:02	00:00:11	00:01:15	00:01:15	93.82%	46.71%	40.12%	53.29%	40.12%	44.91%
Customer Care	11	4	4	4	7	00:01:01	00:00:15	00:00:33	00:01:01	00:00:33	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:15	6.18%	36.36%	63.64%	36.36%	36.36%	
Total	178	82	71	79	96	00:44:19	00:00:32	00:11:38	00:44:38	00:00:38	00:11:38	00:00:00	00:00:00	00:00:02	00:00:11	00:01:15	00:01:15	100%	46.07%	53.93%	39.89%	44.38%	

- **Export .CSV** : nh p vào bi u t ng l u báo cáo b ng .CSV

Queue	Calls	Completed	Answered Ring (<=20s)	Answered Ring (>20s)	Abandoned	Ringnoanswer	Handled	Avg.Hls	Max	Talk	Avg.Talk	Max	Hold	Avg.Hold	Max	Wait	Avg Wait	Max	%Calls	%Completed	%Served	%Served	%Failed
Inbound	167	78	67	73	89	37	0:43:18	0:00:33	0:11:38	0:43:33	0:00:33	0:11:38	0:00:00	0:00:00	0:00:02	0:00:11	0:01:15	0:01:15	93.82%	46.71%	39.89%	40.12%	44.91%
Customer Care	11	4	4	4	7	4	0:01:01	0:00:15	0:00:33	0:01:01	0:00:33	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:15	6.18%	36.36%	63.64%	36.36%	36.36%
Total	178	82	71	79	96	41	0:44:19	0:00:32	0:11:38	0:44:38	0:00:38	0:11:38	0:00:00	0:00:00	0:00:02	0:00:11	0:01:15	0:01:15	100%	46.07%	53.93%	39.89%	44.38%

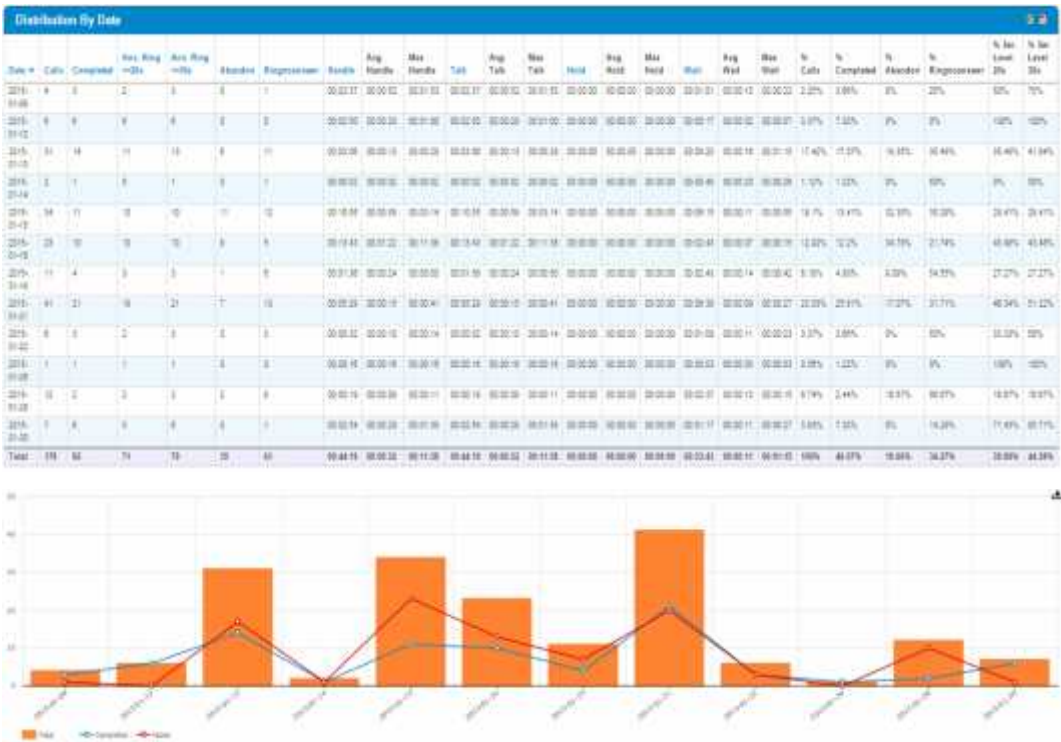
c- **By Agent** :

- Báo cáo các cu c g i nhóm theo agent, có chi ti t (xem b ng cách nh p vào dòng), không phân trang, có export file b ng '.pdf' và '.csv'



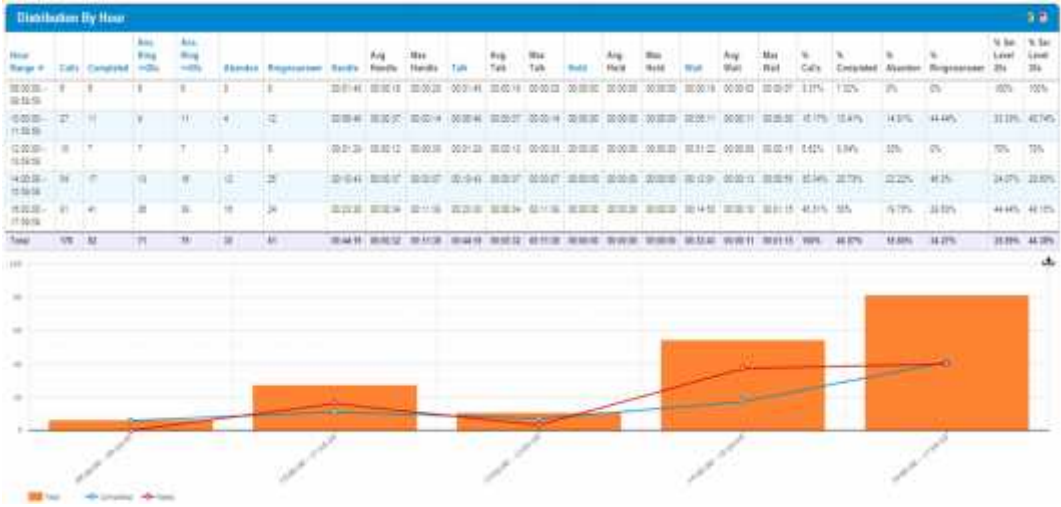
d- By Date :

- Báo cáo các cu c g i nhóm theo ngày, có chi ti t (xem b ng cách nh p vào dòng), không phân trang, có export file b ng ‘.pdf’ và ‘.csv’



e- By Hour :

- Báo cáo các cu c g i nhóm theo gi , có chi ti t (xem b ng cách nh p vào dòng), không phân trang, có export file b ng ‘.pdf’ và ‘.csv’



f- By Detail :

- Hi n th t t c các cu c g i, không phân nhóm, có phân trang, 20 i t ng trên 1 trang, có export file b ng 'pdf', và '.csv'

Time	Queue	Agent	Name	Phone	Status	Wait	Hold	Talk	Action
2015-02-10 10:29:31	Queue	001	Christopher Decker	1912	COMPLETED	00:00:00	00:00:00	00:00:00	View
2015-02-10 10:34:11	Queue	001	Christopher Decker	1912	COMPLETED	00:00:00	00:00:00	00:00:00	View
2015-02-10 10:50:43	Queue	001	Christopher Decker	1912	COMPLETED	00:00:07	00:00:00	00:00:07	View
2015-02-10 10:50:04	Queue	001	Christopher Decker	1912	ABANDONED	00:00:18	00:00:00	00:00:00	View
2015-02-10 10:51:52	Queue	001	Christopher Decker	00192000	COMPLETED	00:00:00	00:00:00	00:00:00	View
2015-02-10 10:58:36	Queue	001	Christopher Decker	00192000	COMPLETED	00:00:18	00:00:00	00:00:00	View
2015-02-10 11:01:40	Queue	001	Christopher Decker	1912	COMPLETED	00:00:18	00:00:00	00:01:38	View
2015-02-10 11:02:36	Queue	NONE	NONE	0011220000	ABANDON	00:00:00	00:00:00	00:00:00	View
2015-02-10 11:03:18	Queue	001	Christopher Decker	001	ABANDONED	00:00:18	00:00:00	00:00:00	View
2015-02-10 11:04:28	Customer Care	001	Christopher Decker	001	COMPLETED	00:00:11	00:00:00	00:00:00	View
2015-02-10 11:05:18	Queue	001	Christopher Decker	001	ABANDONED	00:00:18	00:00:00	00:00:00	View
2015-02-10 11:07:58	Queue	001	Christopher Decker	001	ABANDONED	00:00:18	00:00:00	00:00:00	View
2015-02-10 11:07:37	Queue	001	Christopher Decker	001	COMPLETED	00:00:11	00:00:00	00:00:11	View
2015-02-10 11:10:22	Queue	001	Christopher Decker	001	ABANDONED	00:00:18	00:00:00	00:00:00	View
2015-02-10 11:10:02	Queue	001	Christopher Decker	001	ABANDONED	00:00:18	00:00:00	00:00:00	View
2015-02-10 11:14:28	Queue	001	Christopher Decker	001	ABANDONED	00:00:18	00:00:00	00:00:00	View
2015-02-10 11:18:18	Queue	001	Christopher Decker	001	ABANDONED	00:00:18	00:00:00	00:00:00	View
2015-02-10 11:18:18	Queue	001	Christopher Decker	001	ABANDONED	00:00:18	00:00:00	00:00:00	View
2015-02-10 11:21:58	Queue	001	Christopher Decker	001	ABANDONED	00:00:18	00:00:00	00:00:00	View
2015-02-10 11:22:58	Queue	NONE	NONE	001	ABANDON	00:00:12	00:00:00	00:00:00	View
2015-02-10 11:22:02	Queue	001	Christopher Decker	001	COMPLETED	00:00:00	00:00:00	00:00:00	View

1.2- Answered :

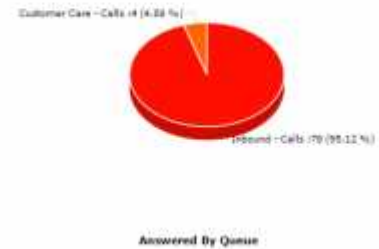
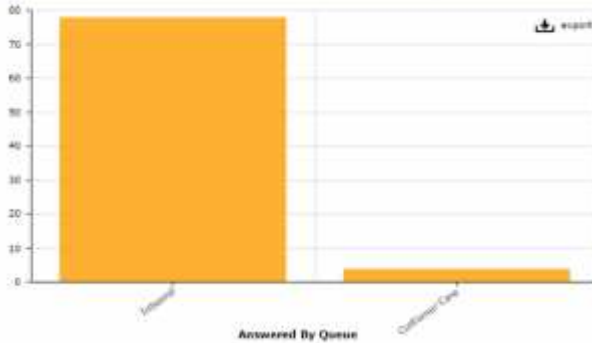
a- Summary :

Inbound Information		Answered Summary	
Agents:	00	Completed:	82
Queue:	Inbound, Unkown, Customer Care, Tele Sale	Wait:	00:11:36
Start Date:	2015-02-10 08:00	Avg Wait:	00:00:06
End Date:	2015-02-10 23:59	Max Wait:	00:00:03
Period:	24 Days	Talk:	00:44:18
		Avg Talk:	00:00:22
		Max Talk:	00:11:58

b- By Queue :

- Báo cáo các cu c g i nhóm theo queue, có chi ti t (xem b ng cách nh p vào dòng), không phân trang, có export file b ng '.pdf' và '.csv'

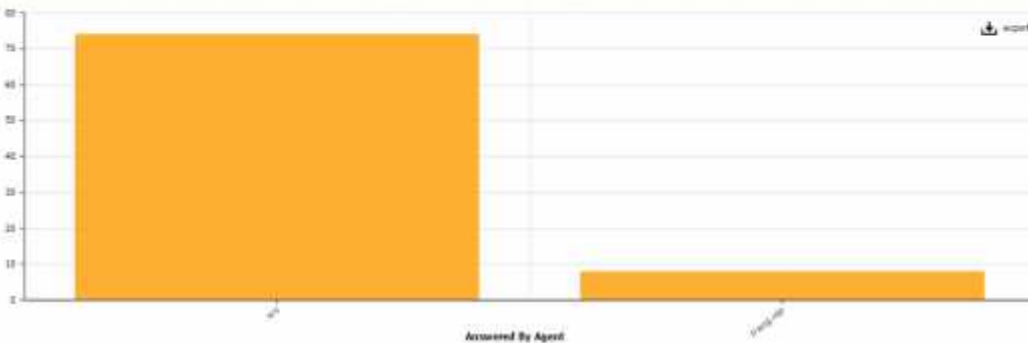
Answered By Queue																		
Queue	Calls	Ans. Ring	Ans. Ring	Handle	Avg. Handle	Max Handle	Talk	Avg. Talk	Max Talk	Hold	Avg. Hold	Max Hold	Wait	Avg. Wait	Max Wait	% Calls	% Ser. Level 20s	% Ser. Level 30s
Inbound	78	67	75	00:43:18	00:00:33	00:11:38	00:43:38	00:00:33	00:11:38	00:00:00	00:00:00	00:00:00	00:11:19	00:00:08	00:00:55	95.12%	89.9%	96.19%
Customer Care	4	4	4	00:01:01	00:00:15	00:00:33	00:01:01	00:00:15	00:00:33	00:00:00	00:00:00	00:00:00	00:00:37	00:00:09	00:00:11	4.88%	100%	100%
Total	82	71	79	00:44:19	00:00:32	00:11:38	00:44:19	00:00:32	00:11:38	00:00:00	00:00:00	00:00:00	00:11:56	00:00:08	00:00:55	100%	86.59%	96.34%



c- By Agent :

- Báo cáo các cu c g i nhóm theo agent, có chi ti t (xem b ng cách nh p vào dòng), không phân trang, có export file b ng '.pdf' và '.csv'

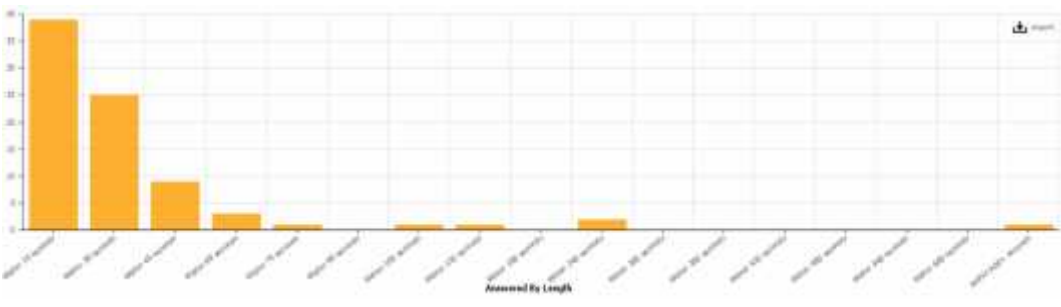
Answered By Agent																			
Agent	Name	Calls	Ans. Ring	Ans. Ring	Handle	Avg. Handle	Max Handle	Talk	Avg. Talk	Max Talk	Hold	Avg. Hold	Max Hold	Wait	Avg. Wait	Max Wait	% Calls	% Ser. Level 20s	% Ser. Level 30s
ccs	Christopher Decker	74	67	72	00:40:09	00:00:32	00:11:38	00:40:09	00:00:32	00:11:38	00:00:00	00:00:00	00:00:00	00:00:50	00:00:07	00:00:42	90.24%	90.54%	97.3%
trung np	trung	8	4	7	00:04:10	00:00:31	00:03:07	00:04:10	00:00:31	00:03:07	00:00:00	00:00:00	00:00:00	00:03:06	00:00:23	00:00:55	9.76%	50%	87.5%
Total		82	71	79	00:44:19	00:00:32	00:11:38	00:44:19	00:00:32	00:11:38	00:00:00	00:00:00	00:00:00	00:11:56	00:00:08	00:00:55	100%	86.59%	96.34%



d- By Length :

- Báo cáo các cu c g i nhóm theo chi u dài cu c g i, có chi ti t (xem b ng cách nh p vào dòng), không phân trang, có export file b ng '.pdf' và '.csv'

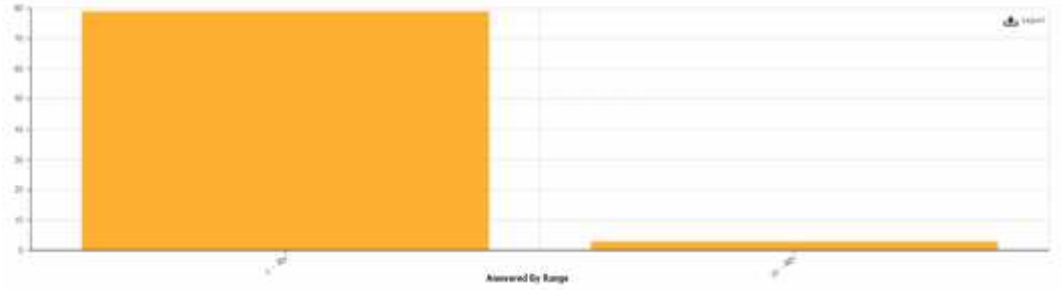
Answered By Length																		
Date/Time	Calls	Avg. Ring +20s	Avg. Ring +30s	Handle	Avg. Handle	Max Handle	Talk	Avg. Talk	Max Talk	Wait	Avg. Wait	Max Wait	Wait	Avg. Wait	Max Wait	% Calls	% Ser. Level	% Ser. Level
000s-15 seconds	39	33	38	00:04:38	00:00:07	00:00:16	00:04:38	00:00:07	00:00:16	00:00:00	00:00:00	00:00:00	00:00:42	00:00:19	00:00:19	47.50%	94.82%	97.64%
000s-20 seconds	25	24	24	00:00:22	00:00:21	00:00:29	00:00:22	00:00:23	00:00:28	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:04	36.40%	98%	98%
000s-45 seconds	0	0	0	00:00:36	00:00:26	00:00:42	00:00:36	00:00:26	00:00:42	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0%	100%	100%
000s-60 seconds	3	3	3	00:02:46	00:00:30	00:00:33	00:02:46	00:00:30	00:00:33	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	3.00%	100%	100%
000s-75 seconds	1	1	1	00:01:00	00:01:00	00:01:00	00:01:00	00:01:00	00:01:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	1.22%	100%	100%
000s-90 seconds	0	0	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0%	0%	0%
000s-105 seconds	1	1	1	00:01:38	00:01:38	00:01:38	00:01:38	00:01:38	00:01:38	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	1.22%	100%	100%
000s-120 seconds	1	1	1	00:01:53	00:01:53	00:01:53	00:01:53	00:01:53	00:01:53	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	1.22%	0%	100%
000s-135 seconds	0	0	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0%	0%	0%
000s-150 seconds	2	1	1	00:06:21	00:03:19	00:03:34	00:06:21	00:03:19	00:03:34	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	2.44%	100%	100%
000s-165 seconds	0	0	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0%	0%	0%
000s-180 seconds	0	0	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0%	0%	0%
000s-240 seconds	0	0	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0%	0%	0%
000s-300 seconds	0	0	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0%	0%	0%
000s-420 seconds	0	0	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0%	0%	0%
000s-480 seconds	0	0	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0%	0%	0%
000s-540 seconds	0	0	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0%	0%	0%
000s-600 seconds	0	0	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0%	0%	0%
000s-600+ seconds	1	1	1	00:11:38	00:11:38	00:11:38	00:11:38	00:11:38	00:11:38	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	1.22%	100%	100%
Total	82	71	71	00:44:09	00:00:33	00:01:38	00:44:12	00:00:33	00:01:38	00:00:00	00:00:00	00:00:00	00:00:42	00:00:19	00:00:19	100%	98.89%	98.34%



e- By Range

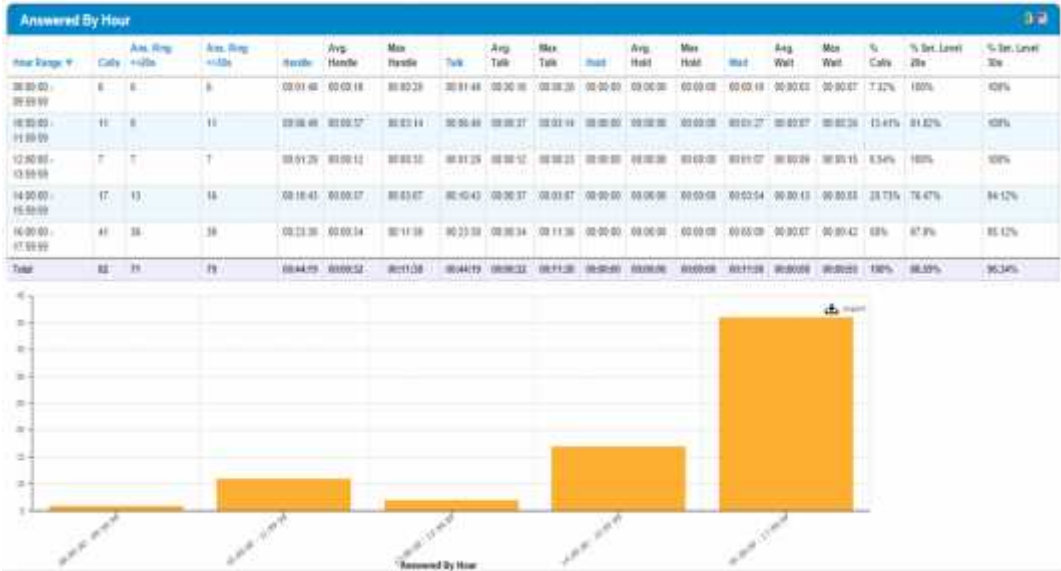
- Báo cáo các cuộc gọi nhóm theo giây, có chi tiết (xem bằng cách nhấp vào dòng), không phân trang, có export file bằng '.pdf' và '.csv'

Answered By Range																		
Seconds Range	Calls	Avg. Ring +20s	Handle	Avg. Handle	Max Handle	Talk	Avg. Talk	Max Talk	Wait	Avg. Wait	Max Wait	Wait	Avg. Wait	Max Wait	% Calls	% Ser. Level	% Ser. Level	
1-30s	19	71	00:40:39	00:00:30	00:11:38	00:40:39	00:00:30	00:11:38	00:00:00	00:00:00	00:00:00	00:00:40	00:00:17	00:00:17	96.34%	98.89%	98.89%	
31-60s	3	0	00:03:41	00:01:13	00:03:37	00:03:41	00:01:13	00:03:37	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	3.66%	0%	0%	
Total	82	71	00:44:09	00:00:32	00:01:38	00:44:09	00:00:32	00:01:38	00:00:00	00:00:00	00:00:00	00:00:40	00:00:17	00:00:17	100%	98.89%	98.89%	



f- By Hour :

- Báo cáo các cuộc gọi nhóm theo giờ, có chi tiết (xem bằng cách nhấp vào dòng), không phân trang, có export file bằng '.pdf' và '.csv'



g- By Detail :

- Hiển thị tất cả các cuộc gọi, không phân nhóm, có phân trang, 20 dòng trên 1 trang, có export file bằng 'pdf', và '.csv'

Date	Genre	Agent	Name	Phone	Status	Wait	Hold	Talk	Action
2015-01-20 10:24:01	Inbound	ics	Christopher Decker	09422	COMPLETED	00:00:03	00:00:00	00:00:22	Play Download
2015-01-20 10:24:11	Inbound	ics	Christopher Decker	09422	COMPLETED	00:00:03	00:00:00	00:00:43	Play Download
2015-01-20 10:33:43	Inbound	ics	Christopher Decker	09422	COMPLETED	00:00:27	00:00:00	00:00:07	Play Download
2015-01-20 14:37:52	Inbound	ics	Christopher Decker	0078420199	COMPLETED	00:00:05	00:00:00	00:00:02	Play Download
2015-01-20 14:38:33	Inbound	ics	Christopher Decker	0078420199	COMPLETED	00:00:14	00:00:00	00:00:03	Play Download
2015-01-20 14:53:43	Inbound	ics	Christopher Decker	09422	COMPLETED	00:00:10	00:00:00	00:01:38	Play Download
2015-01-20 11:31:28	Customer Care	ics	Christopher Decker	0301	COMPLETED	00:00:11	00:00:00	00:00:08	Play Download
2015-01-20 11:29:37	Inbound	ics	Christopher Decker	0301	COMPLETED	00:00:11	00:00:00	00:00:11	Play Download
2015-01-20 10:52:02	Inbound	ics	Christopher Decker	0301	COMPLETED	00:00:23	00:00:00	00:00:16	Play Download
2015-01-20 10:48:08	Inbound	ics	Christopher Decker	0304	COMPLETED	00:00:04	00:00:00	00:00:14	Play Download
2015-01-22 11:53:04	Inbound	ics	Christopher Decker	09422	COMPLETED	00:00:23	00:00:00	00:00:12	Play Download
2015-01-22 11:51:31	Inbound	ics	Christopher Decker	09422	COMPLETED	00:00:01	00:00:00	00:00:00	Play Download
2015-01-21 17:27:58	Inbound	ics	Christopher Decker	0301	TRANSFER	00:00:02	00:00:00	00:00:00	Play Download
2015-01-21 17:22:57	Inbound	ics	Christopher Decker	0301	COMPLETED	00:00:02	00:00:00	00:00:07	Play Download
2015-01-21 17:19:28	Inbound	ics	Christopher Decker	0301	TRANSFER	00:00:02	00:00:00	00:00:11	Play Download
2015-01-21 16:58:44	Inbound	ics	Christopher Decker	0073020888	TRANSFER	00:00:25	00:00:00	00:00:41	Play Download
2015-01-21 16:53:57	Inbound	ics	Christopher Decker	0301	TRANSFER	00:00:03	00:00:00	00:00:08	Play Download
2015-01-21 16:53:15	Inbound	ics	Christopher Decker	0301	TRANSFER	00:00:03	00:00:00	00:00:00	Play Download
2015-01-21 16:51:38	Inbound	ics	Christopher Decker	0301	TRANSFER	00:00:02	00:00:00	00:00:14	Play Download
2015-01-21 16:50:09	Inbound	ics	Christopher Decker	0301	TRANSFER	00:00:04	00:00:00	00:00:05	Play Download

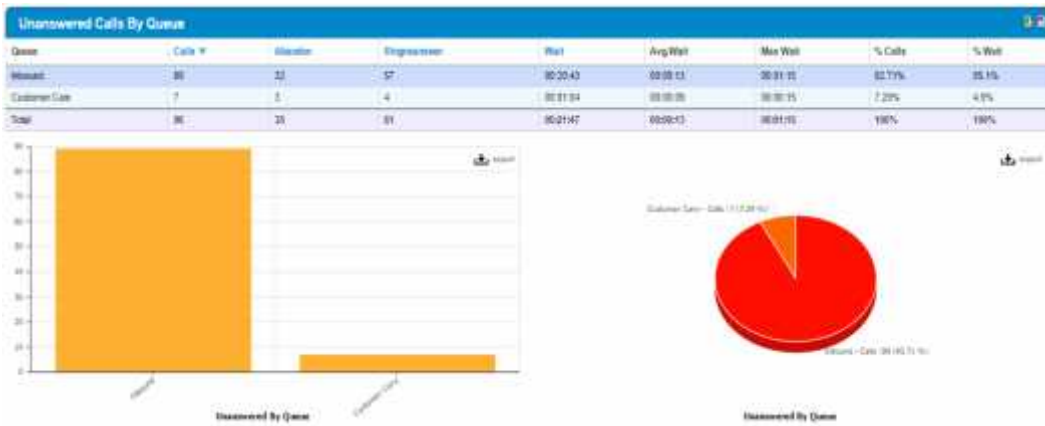
1.3- Unanswered :

a- Summary :

Inbound Information		Unanswered Summary	
Agents:	18	Calls:	96
Queue:	Inbound, Outbound, Customer Care, Tele Sales	Abandon:	36
Start Date:	2015-01-01 00:00	Requeue:	61
End Date:	2015-02-23 23:59	Wait:	00:21:47
Period:	54 days	Avg. Wait:	00:08:13
		Max Wait:	00:01:15

b- By Queue :

- Báo cáo các cuộc gọi nhóm theo queue, có chi tiết (xem bảng cách nhấp vào dòng), không phân trang, có export file bằng '.pdf' và '.csv'



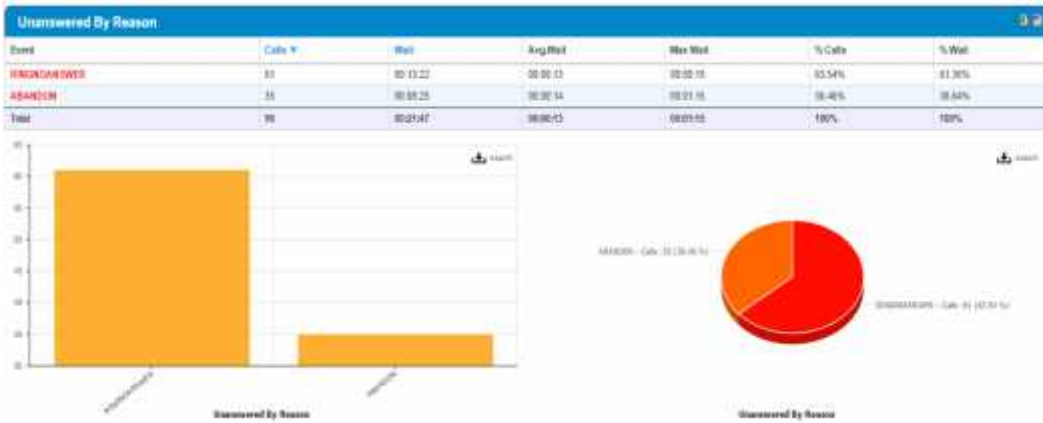
c- By Agent :

- Báo cáo các cuộc gọi nhóm theo agent, có chi tiết (xem bảng cách nhấp vào dòng), không phân trang, có export file bằng '.pdf' và '.csv'



d- By Reason :

- Báo cáo các cuộc gọi nhóm theo nguyên nhân, có chi tiết (xem bảng cách nhấp vào dòng), không phân trang, có export file bằng '.pdf' và '.csv'



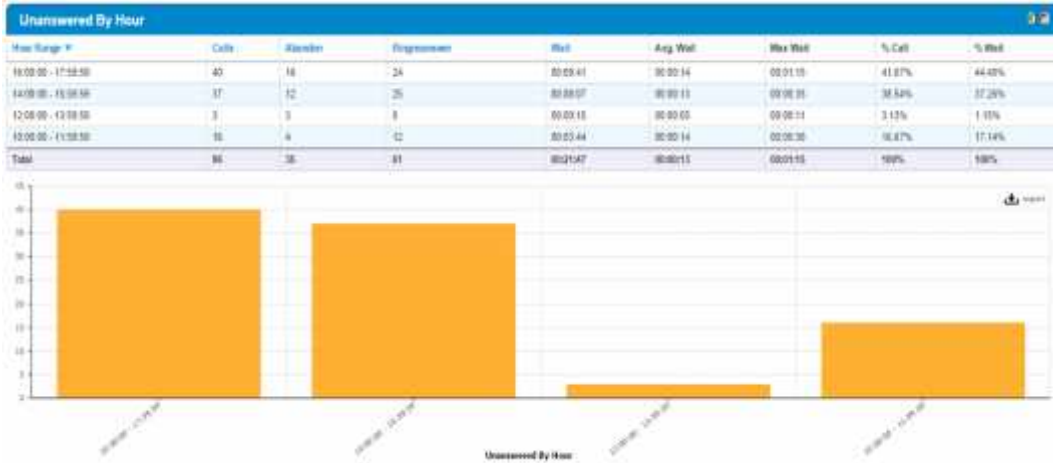
e- By Range :

- Báo cáo các cuộc gọi nhóm theo giây, có chi tiết (xem bằng cách nhấp vào dòng), không phân trang, có export file bằng '.pdf' và '.csv'



f- By Hour :

- Báo cáo các cuộc gọi nhóm theo giờ, có chi tiết (xem bằng cách nhấp vào dòng), không phân trang, có export file bằng '.pdf' và '.csv'



g- By Detail :

- Hiển thị tất cả các cuộc gọi, không phân nhóm, có phân trang, 20 item trên 1 trang, có export file bằng 'pdf', và '.csv'

Date	Queue	Agent	Name	Phone	Status	Wait
2015-01-28 15:08:24	Missed	no	Christopher Decker	19122	RECALLED	00:00:10
2015-01-28 12:01:00	Missed	no	no	007302005	ABANDON	00:00:01
2015-01-28 11:08:12	Missed	no	Christopher Decker	6001	RECALLED	00:00:15
2015-01-28 11:28:18	Missed	no	Christopher Decker	6001	RECALLED	00:00:10
2015-01-28 11:27:53	Missed	no	Christopher Decker	6001	RECALLED	00:00:15
2015-01-28 11:18:22	Missed	no	Christopher Decker	6001	RECALLED	00:00:15
2015-01-28 11:18:02	Missed	no	Christopher Decker	6001	RECALLED	00:00:15
2015-01-28 11:14:38	Missed	no	Christopher Decker	6001	RECALLED	00:00:15
2015-01-28 11:14:18	Missed	no	Christopher Decker	6001	RECALLED	00:00:15
2015-01-28 11:13:58	Missed	no	Christopher Decker	6001	RECALLED	00:00:15
2015-01-28 11:19:53	Missed	no	no	6001	ABANDON	00:00:12
2015-01-22 11:52:44	Missed	no	Christopher Decker	19122	RECALLED	00:00:15
2015-01-22 11:52:38	Customer Care	no	Christopher Decker	19122	RECALLED	00:00:10
2015-01-22 11:51:51	Customer Care	no	Christopher Decker	19122	RECALLED	00:00:15
2015-01-21 16:52:38	Missed	no	no	6001	ABANDON	00:00:05
2015-01-21 16:52:27	Missed	no	Christopher Decker	6001	RECALLED	00:00:15
2015-01-21 16:51:04	Missed	no	no	6001	ABANDON	00:00:08
2015-01-21 16:17:53	Missed	no	Christopher Decker	007302000	RECALLED	00:00:15
2015-01-21 15:48:14	Missed	no	Christopher Decker	6001	RECALLED	00:00:15
2015-01-21 15:08:22	Missed	no	Christopher Decker	6001	RECALLED	00:00:15

2- Outbound Call

2.1- Distribution :

a- Summary :

Outbound information		Distribution Summary	
Agents:	18	Calls:	18
Start Date:	2015-01-11 00:00	Completed:	2 (11.11%)
End Date:	2015-01-23 23:59	Failed:	16 (88.89%)
Perks:	23 days	Wait:	00:01:10
		Avg Wait:	00:00:04
		Max Wait:	00:00:11
		Talk:	00:00:23
		Avg Talk:	00:00:11
		Max Talk:	00:00:30

b- By Agent :

- Báo cáo các cuộc gọi nhóm theo agent, có chi tiết (xem bằng cách nhấp vào dòng), không phân trang, có export file bằng '.pdf' và '.csv'

Distribution By Agent																			
Agent	Name	Calls	Completed	Failed	Handle	Avg. Handle	Max Handle	Talk	Avg. Talk	Max Talk	Hold	Avg. Hold	Max Hold	Wait	Avg. Wait	Max Wait	% Calls	% Completed	% Failed
ccc	Christopher Decker	18	2	16	00:00:23	00:00:11	00:00:16	00:00:23	00:00:11	00:00:16	00:00:00	00:00:00	00:00:00	00:01:16	00:00:04	00:00:11	100%	11.11%	88.89%
Total		18	2	16	00:00:23	00:00:11	00:00:16	00:00:23	00:00:11	00:00:16	00:00:00	00:00:00	00:00:00	00:01:16	00:00:04	00:00:11	100%	11.11%	88.89%

c- By Date :

- Báo cáo các cu c g i nhóm theo ngày, có chi ti t (xem b ng cách nh p vào dòng), không phân trang, có export file b ng '.pdf' và '.csv'

Distribution By Date																		
Date #	Calls	Completed	Failed	Handle	Avg. Handle	Max Handle	Talk	Avg. Talk	Max Talk	Hold	Avg. Hold	Max Hold	Wait	Avg. Wait	Max Wait	% Calls	% Completed	% Failed
2015-01-21	13	2	11	00:00:23	00:00:11	00:00:16	00:00:23	00:00:11	00:00:16	00:00:00	00:00:00	00:00:00	00:01:16	00:00:04	00:00:11	73.22%	16.33%	84.63%
2015-01-17	4	0	4	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:12	00:00:01	00:00:07	20.22%	0%	100%
2015-01-05	1	0	1	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:07	00:00:07	00:00:07	5.56%	0%	100%
Total		18	2	16	00:00:23	00:00:11	00:00:16	00:00:23	00:00:11	00:00:16	00:00:00	00:00:00	00:01:16	00:00:04	00:00:11	100%	11.11%	88.89%

d- By Hour :

- Báo cáo các cu c g i nhóm theo gi , có chi ti t (xem b ng cách nh p vào dòng), không phân trang, có export file b ng '.pdf' và '.csv'

Distribution By Hour																		
Hour Range	Calls	Completed	Failed	Handle	Avg. Handle	Max Handle	Talk	Avg. Talk	Max Talk	Hold	Avg. Hold	Max Hold	Wait	Avg. Wait	Max Wait	% Calls	% Completed	% Failed
00:00:00 - 00:59:59	0	0	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0%	0%	0%
10:00:00 - 11:59:59	0	0	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0%	0%	0%
12:00:00 - 13:59:59	0	0	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0%	0%	0%
14:00:00 - 15:59:59	15	2	13	00:00:23	00:00:11	00:00:16	00:00:23	00:00:11	00:00:16	00:00:00	00:00:00	00:00:00	00:01:01	00:00:04	00:00:11	63.33%	13.33%	86.67%
16:00:00 - 17:59:59	3	0	3	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:11	00:00:04	00:00:07	16.67%	0%	100%
Total		18	2	16	00:00:23	00:00:11	00:00:16	00:00:23	00:00:11	00:00:16	00:00:00	00:00:00	00:01:16	00:00:04	00:00:11	100%	11.11%	88.89%

e- By Detail :

- Hi n th t c các cu c g i, không phân nhóm, có phân trang, 20 i t ng trên 1 trang, có export file b ng 'pdf', và '.csv'

Distribution By Detail									
Date #	Agent	Name	Phone	Channel	Status	Wait	Hold	Talk	Action
2015-01-21 10:40:47	ccc	Christopher Decker	0075420100	Voicemail	CANCEL	00:00:00	00:00:00	00:00:00	
2015-01-21 14:02:06	ccc	Christopher Decker	0075420100	Voicemail	ANSWER	00:00:11	00:00:00	00:00:07	Play & Connect
2015-01-21 14:30:07	ccc	Christopher Decker	0075420100	Voicemail	ANSWER	00:00:00	00:00:00	00:00:16	Play & Connect
2015-01-21 14:28:59	ccc	Christopher Decker	0075420100	Voicemail	CANCEL	00:00:00	00:00:00	00:00:00	
2015-01-21 14:28:58	ccc	Christopher Decker	0075420100	Voicemail	FAIL	00:00:00	00:00:00	00:00:00	
2015-01-21 14:19:38	ccc	Christopher Decker	0075420100	Voicemail	FAIL	00:00:07	00:00:00	00:00:00	
2015-01-21 14:19:38	ccc	Christopher Decker	0075420100	Voicemail	FAIL	00:00:00	00:00:00	00:00:00	
2015-01-21 14:19:27	ccc	Christopher Decker	0075420100	Voicemail	FAIL	00:00:07	00:00:00	00:00:00	
2015-01-21 14:19:27	ccc	Christopher Decker	0075420100	Voicemail	FAIL	00:00:00	00:00:00	00:00:00	
2015-01-21 14:19:12	ccc	Christopher Decker	0075420100	Voicemail	CANCEL	00:00:07	00:00:00	00:00:00	
2015-01-21 14:19:15	ccc	Christopher Decker	0075420100	Voicemail	FAIL	00:00:00	00:00:00	00:00:00	
2015-01-21 14:05:21	ccc	Christopher Decker	0075420100	Voicemail	FAIL	00:00:07	00:00:00	00:00:00	
2015-01-21 14:05:21	ccc	Christopher Decker	0075420100	Voicemail	FAIL	00:00:00	00:00:00	00:00:00	
2015-01-21 14:05:12	ccc	Christopher Decker	0075420100	SkypePhone	FAIL	00:00:07	00:00:00	00:00:00	
2015-01-21 14:05:12	ccc	Christopher Decker	012675420100	SkypePhone	FAIL	00:00:00	00:00:00	00:00:00	
2015-01-21 14:05:09	ccc	Christopher Decker	012675420100	SkypePhone	CANCEL	00:00:00	00:00:00	00:00:00	
2015-01-21 14:05:06	ccc	Christopher Decker	012675420100	SkypePhone	FAIL	00:00:00	00:00:00	00:00:00	
2015-01-21 14:37:44	ccc	Christopher Decker	0075420100	Voicemail	FAIL	00:00:07	00:00:00	00:00:00	

Call #	Agent	Name	Phone	Queue	Status	Wait	Hold	Talk	Action
2015-01-21 14:02:08	scs	Chokkathel Decker	30742198	voice	ANSWER	00:00:11	00:00:00	00:00:07	View & Download
2015-01-21 14:38:07	scs	Chokkathel Decker	30742198	voice	ANSWER	00:00:00	00:00:00	00:00:10	View & Download

2.3- Unanswered :

a- Summary :

Outbound Information		Unanswered Summary	
Agents:	10	Calls:	00
Start Date:	2015-01-01 00:00	Wait:	00:00:56
End Date:	2015-01-23 23:59	Avg Wait:	00:00:03
Period:	23 days	Max Wait:	00:00:07

b- By Agent :

- Báo cáo các cuộc gọi nhóm theo agent, có chi tiết (xem bằng cách nhấp vào dòng), không phân trang, có export file bằng '.pdf' và '.csv'

Agent	Calls #	Wait	Avg Wait	Max Wait	% Call	% Wait
scs	00	00:00:56	00:00:03	00:00:07	100%	100%
Total	00	00:00:56	00:00:03	00:00:07	100%	100%

c- By Reason :

- Báo cáo các cuộc gọi nhóm theo nguyên nhân, có chi tiết (xem bằng cách nhấp vào dòng), không phân trang, có export file bằng '.pdf' và '.csv'

Event	Calls #	Wait	Avg Wait	Max Wait	% Call	% Wait
FAIL	12	00:00:30	00:00:02	00:00:07	75%	62.5%
CANCEL	4	00:00:21	00:00:05	00:00:07	25%	37.5%
Total	00	00:00:56	00:00:03	00:00:07	100%	100%

d- By Hour :

- Báo cáo các cuộc gọi nhóm theo giờ, có chi tiết (xem bằng cách nhấp vào dòng), không phân trang, có export file bằng '.pdf' và '.csv'

Hour Range #	Calls	Wait	Avg Wait	Max Wait	% Call	% Wait
00:00:00 - 00:00:59	0	00:00:00	00:00:00	00:00:00	0%	0%
01:00:00 - 01:00:59	0	00:00:00	00:00:00	00:00:00	0%	0%
02:00:00 - 02:00:59	0	00:00:00	00:00:00	00:00:00	0%	0%
03:00:00 - 03:00:59	13	00:00:43	00:00:03	00:00:07	81.25%	75.79%
04:00:00 - 04:00:59	3	00:00:13	00:00:04	00:00:07	18.75%	24.21%
Total	13	00:00:56	00:00:03	00:00:07	100%	100%

e- By Detail :

- Hiện thị tất cả các cuộc gọi, không phân nhóm, có phân trang, 20 dòng trên 1 trang, có export file bằng 'pdf', và '.csv'

Date	Agent	Name	Phone	Operator	Status	Wait
2015-01-21 18:46:47	ics	Christopher Decker	8578420198	Vitel	CANCEL	00:00:06
2015-01-21 14:20:56	ics	Christopher Decker	8578420198	Vitel	FAIL	00:00:00
2015-01-21 14:20:56	ics	Christopher Decker	8578420198	Vitel	CANCEL	00:00:00
2015-01-21 14:19:38	ics	Christopher Decker	8578420198	Vitel	FAIL	00:00:07
2015-01-21 14:19:38	ics	Christopher Decker	8578420198	Vitel	FAIL	00:00:00
2015-01-21 14:19:27	ics	Christopher Decker	8578420198	Vitel	FAIL	00:00:07
2015-01-21 14:10:27	ics	Christopher Decker	8578420198	Vitel	FAIL	00:00:00
2015-01-25 14:10:11	ics	Christopher Decker	8578420198	Vitel	FAIL	00:00:00
2015-01-21 14:10:13	ics	Christopher Decker	8578420198	Vitel	CANCEL	00:00:07
2015-01-21 14:05:21	ics	Christopher Decker	8578420198	Vitel	FAIL	00:00:07
2015-01-21 14:05:21	ics	Christopher Decker	8578420198	Vitel	FAIL	00:00:00
2015-01-21 14:05:12	ics	Christopher Decker	8578420198	Vitel	FAIL	00:00:07
2015-01-13 16:18:12	ics	Christopher Decker	81267342515	MultiFax	FAIL	00:00:00
2015-01-13 16:18:12	ics	Christopher Decker	81267342515	MultiFax	FAIL	00:00:00
2015-01-13 16:13:08	ics	Christopher Decker	81267342515	MultiFax	FAIL	00:00:00
2015-01-13 16:13:08	ics	Christopher Decker	81267342515	MultiFax	CANCEL	00:00:00
2015-01-09 14:37:46	ics	Christopher Decker	8578420198	Vitel	FAIL	00:00:07

3- Campaign :

3.1- View :

- Hi n h t t c các campaign, click vào nút **“Report”** c u i m i campaign report

Name	Description	Creating Date	Agents	Priority	
MESS_CALL	Campaign mess call	2008-03-03 00:00:00	0	priority 1	Report
MANUAL_CALL	Campaign manual call	2008-03-03 00:00:00	0	priority 3	Report
INBOUND_CALL	Campaign inbound call	2008-03-03 00:00:00	0	priority 3	Report
LOG_NEW_DIGITAL	LOG_NEW_DIGITAL	2014-01-17 11:41:00	0	priority 2	Report
LOG_FOC_DIGITAL	LOG_FOC_DIGITAL	2008-03-03 00:00:00	15	priority 7	Report
LOG_FOC_DISP_COLD		2014-01-17 11:41:00	15	priority 7	Report
LOG_FOC_DISP_HOT		2014-01-17 11:41:00	17	priority 7	Report
LOG_FOC_DISP_WARM		2014-01-17 11:41:00	15	priority 7	Report
LOG_FOC_OTHER		2014-01-17 11:41:00	15	priority 7	Report
LOG_NEW_DISP_COLD		2014-01-17 11:41:00	0	priority 5	Report
LOG_NEW_DISP_HOT		2014-01-17 11:41:00	0	priority 3	Report
LOG_NEW_DISP_WARM		2014-01-17 11:41:00	0	priority 4	Report
LOG_NEW_OTHER		2014-01-17 11:41:00	17	priority 5	Report
LOG_MIT_NET		2014-01-17 11:41:00	17	priority 6	Report
LOG_NO_SHOW		2014-01-17 11:41:00	17	priority 8	Report
CH_NEW_DIGITAL		2014-02-22 16:54:23	0	priority 2	Report
CH_NO_SHOW		2014-02-22 16:54:23	17	priority 6	Report
CH_NEW_DISP_HOT		2014-02-22 16:54:23	0	priority 3	Report
CH_NEW_DISP_WARM		2014-02-22 16:54:23	0	priority 4	Report
CH_NEW_OTHER		2014-02-22 16:54:23	17	priority 6	Report

3.2- Detail :

Nh p ch n nút **“Report”** xem báo cáo v Campaign

a. Summary :

Campaign Information	Campaign Summary	Call Summary
Campaign Name: MANUAL_CALL	Total Leads: 374	Calls: 16
Campaign Description: Campaign manual call	Remain Leads: 0	Completed: 2
Status: Running	Agents: 0	Transferred: 0
Start Date: 2015-01-01 00:00:00	Surveys: 1	Failed: 13
End Date: 2015-01-23 23:59:59	Questions: 6	Wait: 00:01:07
Period: 23 days		Talk: 00:00:23

b. By Agent :

- Báo cáo các cu c g i nhóm theo agent, có chi ti t (xem b ng cách nh p vào dòng), không phân trang, có export file b ng ‘.pdf’ và ‘.csv’

Campaign Report By Agent																						
Agent	Name	Calls	Completed	Failed	Transferred	Leads	Handle	Avg Handle	Max Handle	Talk	Avg Talk	Max Talk	Hold	Avg Hold	Max Hold	Wait	Avg Wait	Max Wait	% Calls	% Completed	% Failed	
08	Christopher Decker	36	27	28	31	0	00:07:28	00:05:53	00:11:38	00:24:07	00:06:21	00:11:38	00:02:23	00:00:00	00:18:14	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
	HOLD	33	0	33	0	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	
	Supervisor	31	0	23	0	2	00:04:13	00:00:50	00:03:07	00:04:43	00:03:31	00:03:07	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	
Total		100	27	36	31	2	00:07:28	00:05:53	00:11:38	00:24:07	00:06:21	00:11:38	00:02:23	00:00:00	00:18:14	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	

c. By Hour :

- Báo cáo các cuộc gọi nhóm theo giờ, có chi tiết (xem bảng cách nhập vào dòng), không phân trang, có export file bằng '.pdf' và '.csv'

Campaign Report By Hour																				
Hour Range	Calls	Completed	Failed	Transferred	Leads	Handle	Avg Handle	Max Handle	Talk	Avg Talk	Max Talk	Hold	Avg Hold	Max Hold	Wait	Avg Wait	Max Wait	% Calls	% Completed	% Failed
00:00:00-00:00:00	0	0	0	0	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
01:00:00-01:00:00	10	11	7	0	4	00:01:00	00:00:30	00:01:14	00:00:52	00:00:37	00:01:14	00:00:19	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
02:00:00-02:00:00	0	7	2	0	2	00:01:29	00:00:00	00:00:30	00:01:29	00:00:12	00:00:30	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
03:00:00-03:00:00	46	16	36	1	0	00:07:21	00:00:46	00:01:07	00:01:30	00:00:43	00:01:07	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
04:00:00-04:00:00	01	01	00	00	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
Total		100	27	36	31	00:07:28	00:05:53	00:11:38	00:24:07	00:06:21	00:11:38	00:02:23	00:00:00	00:18:14	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00

d. By Length :

- Báo cáo các cuộc gọi nhóm theo chiều dài cuộc gọi, có chi tiết (xem bảng cách nhập vào dòng), không phân trang, có export file bằng '.pdf' và '.csv'

Campaign Report By Length																				
Duration	Calls	Completed	Failed	Transferred	Leads	Handle	Avg Handle	Max Handle	Talk	Avg Talk	Max Talk	Hold	Avg Hold	Max Hold	Wait	Avg Wait	Max Wait	% Calls	% Completed	% Failed
within 10 seconds	14	1	13	0	2	00:00:07	00:00:07	00:00:07	00:00:07	00:00:07	00:00:07	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
within 20 seconds	1	1	0	0	7	00:00:19	00:00:19	00:00:19	00:00:19	00:00:19	00:00:19	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
within 45 seconds	0	0	0	0	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
within 50 seconds	0	0	0	0	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
within 55 seconds	0	0	0	0	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
within 60 seconds	0	0	0	0	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
within 723 seconds	0	0	0	0	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
within 100 seconds	0	0	0	0	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
within 240 seconds	0	0	0	0	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
within 300 seconds	0	0	0	0	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
within 360 seconds	0	0	0	0	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
within 420 seconds	0	0	0	0	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
within 480 seconds	0	0	0	0	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
within 540 seconds	0	0	0	0	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
within 600 seconds	0	0	0	0	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
within 600+ seconds	0	0	0	0	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
Total		100	27	36	31	00:07:28	00:05:53	00:11:38	00:24:07	00:06:21	00:11:38	00:02:23	00:00:00	00:18:14	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00

e. By Answer :

- Hình thức các cuộc gọi trả lời, không phân nhóm, có phân trang, 20 dòng trên 1 trang, có export file bằng '.pdf' and '.csv'

Campaign Report By Answer									
Date *	Agent	Name	Phone	Status	Wait	Hold	Talk	Action	
2016-01-21 14:02:08	008	Christopher Decker	0078623190	Answered	00:00:11	00:00:00	00:00:21	Print & Download	
2016-01-21 14:04:07	008	Christopher Decker	0078623190	Answered	00:00:09	00:00:00	00:00:19	Print & Download	

f. By Unanswer :

- Hình thức các cuộc gọi chưa trả lời, không phân nhóm, có phân trang, 20 dòng trên 1 trang, có export file bằng '.pdf' and '.csv'

4- Agent Summary

4.1- View :

- Hi n th t c agent ang ho t ng, l u báo cáo b ng “.PDF” và “.CSV”

Agent Summary		Agent Totals	
Queue:	Inbound - Outbound - Customer Care - Tele Sales	Number of Agents:	18
Start Date:	2015-01-01 00:00	Average Work Time:	03:27:44
End Date:	2015-01-23 23:59	Longest Work Time:	32:00:14
Period:	23 days	Total Work Time:	02:03:18

Agent	Session Time	Pause Time	Work Time	Idle Time	Call Time	Call on break	DTMF	Launch break	Meeting	sick	lib	test	aaa
hang:ngp	02:20:40	08:12:26	32:38:14	32:04:04	00:04:18	08:11:25	00:00:00	00:00:34	00:00:00	00:00:00	00:00:00	00:00:00	00:00:32
cc	25:11:48	08:42:28	24:20:12	23:52:09	00:37:03	08:10:46	00:11:51	00:00:10	00:00:02	00:00:28	00:00:00	00:12:44	
vo:chris	05:42:21	00:00:31	05:41:54	00:00:00	00:00:00	00:00:27	00:00:00	00:00:03	00:00:00	00:00:00	00:00:00	00:00:00	00:00:01
anh:th	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
thp:n	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
tho:th	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
ku:st	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
agent:th:break	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
tho:thly	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
si:th	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
ng:th	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
phuong:th	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
phuong:th	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
test:cc:aaa	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
Phao:thp	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
tho:st	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
tho:th:break	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
aaa:tho	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
Total	63:54:41	08:55:25	62:59:16	65:56:13	00:41:13	08:22:33	00:11:51	00:00:47	00:00:02	00:00:17	00:00:28	00:00:00	00:11:37

- + 1 : T ng th i gian ng nh p. Th i gian này là t ng th i gian làm vi c c ng v i th i gian t m ng ng làm vi c
- + 2 : T ng th i gian t m ng ng làm vi c
- + 3 : T ng th i gian làm vi c. Th i gian này là t ng th i gian r nh và th i gian th c hi n cu c g i
- + 4 : T ng th i gian r nh
- + 5 : T ng th i gian th c hi n cu c g i
- + 6 : Các lý do t m ng ng làm vi c

4.2- Chi ti t ng nh p:

- Hi n th chi ti t c a t ng agent b ng cách nh p vào tên t ng agent

a- Summary:

Agent Summary		Agent Informations	
Agent ID :	hang:ngp	Session Time:	32:20:40
Queue :	Outbound - Inbound	Pause Time:	08:12:26
Start Date:	2015-01-01 00:00	Work Time:	32:00:14
End Date:	2015-01-23 23:59		
Period:	23 days		

b- Login / Logout :

- Hi n th chi ti t ng nh p u agent, không phân nhóm, có phân trang 20 i t ng trên 1 trang, l u báo cáo d i d ng “.PDF” và “.CSV”

Agent Login Detail				
Interface	Queue	Login Time	Logout Time	Total Time
SPH001	Callcenter	2015-01-09 12:18:29	2015-01-09 12:17:38	01:08:21
SPH001	Callcenter	2015-01-09 15:18:31	2015-01-09 15:23:54	01:02:55
SPH001	Callcenter	2015-01-09 16:23:38	2015-01-09 17:47:32	01:24:54
SPH001	Callcenter	2015-01-09 17:27:54	2015-01-09 17:27:54	00:00:00
SPH001	Callcenter	2015-01-07 18:32:36	2015-01-07 18:24:11	00:21:56
SPH001	Callcenter	2015-01-07 18:24:34	2015-01-07 18:02:35	00:28:01
SPH001	Callcenter	2015-01-07 18:32:37	2015-01-07 11:00:09	05:08:38
SPH001	Callcenter	2015-01-07 17:08:57	2015-01-07 11:22:47	00:21:59
SPH001	Callcenter	2015-01-07 17:22:49	2015-01-07 17:49:22	00:17:03
SPH001	Callcenter	2015-01-07 17:48:24	2015-01-07 17:41:05	00:01:26
SPH001	Callcenter	2015-01-07 17:42:01	2015-01-07 17:28:11	00:17:38
SPH001	Callcenter	2015-01-07 17:38:11	2015-01-07 17:25:46	01:26:36
SPH001	Callcenter	2015-01-07 17:38:11	2015-01-07 17:42:21	00:00:36
SPH001	Callcenter	2015-01-07 17:42:21	2015-01-07 16:59:04	01:14:31
SPH001	Callcenter	2015-01-07 17:38:16	2015-01-07 15:08:07	00:00:11
SPH001	Callcenter	2015-01-07 15:08:26	2015-01-07 15:22:28	00:23:38
SPH001	Callcenter	2015-01-07 15:32:40	2015-01-07 15:37:38	00:05:16
SPH001	Callcenter	2015-01-07 16:21:52	2015-01-07 16:48:44	00:17:54
SPH001	Callcenter	2015-01-07 16:38:16	2015-01-07 16:48:55	00:02:07
SPH001	Callcenter	2015-01-07 16:48:55	2015-01-07 17:47:01	00:11:06

c- Pause :

- Hi n th chi ti t t m ng ng làm vì c c a agent, không phân nhóm, l u báo cáo d i d ng “.PDF” và “.CSV”

Agent Pause Detail			
Pause Time	Resume Time	Total Time	Reason
2015-01-07 16:40:19	2015-01-07 16:48:41	00:08:22	Callcenter
2015-01-05 16:47:38	2015-01-05 14:52:18	00:05:31	Callcenter
2015-01-05 16:55:14	2015-01-05 14:52:18	00:05:38	Callcenter
2015-01-03 14:02:08	2015-01-03 14:54:18	00:08:21	Logout break
2015-01-03 15:02:28	2015-01-03 15:07:18	00:04:51	Callcenter
2015-01-03 15:07:28	2015-01-03 15:07:21	00:00:01	break
2015-01-03 15:07:21	2015-01-03 15:07:24	00:00:01	break
2015-01-03 15:07:28	2015-01-03 15:07:24	00:00:16	break
2015-01-03 15:08:05	2015-01-03 15:08:06	00:00:04	break
2015-01-02 15:55:07	2015-01-02 15:55:17	00:00:16	break
2015-01-02 15:58:28	2015-01-02 15:58:31	00:00:13	Logout break

5- Campaign Agent Calls :

- Hi n th danh sách các cu c g i c a Agent trong Campaign l u báo cáo d i d ng “.PDF” và “.CSV”

Campaign Agent Calls															
Agent	Used Lead	Calls	Completed	Failed	Talk	Avg.Talk	Max.Talk	Wait	Avg.Wait	Max.Wait	%Calls	%Completed	%Failed	%Talk	%Wait
acc	2	15	2	13	00:00:23	00:00:11	00:00:36	00:01:07	00:00:04	00:00:11	100%	100%	00%	100%	100%
Total	2	15	2	13	00:00:23	00:00:11	00:00:36	00:01:07	00:00:04	00:00:11	100%	75%	00%	100%	100%

- Xem chi ti t b ng cách click vào dòng

Campaign Agent Calls														
Agents	Used Lead	Calls	Completed	Failed	Talk	Avg.Talk	Max.Talk	Wait	Avg.Wait	Max.Wait	%Calls	%Completed	%Failed	%Talk
ACS	2	15	2	13	00:00:23	00:00:11	00:00:16	00:01:07	00:00:04	00:00:11	100%	100%	100%	100%
Date Time	Campaign	Phone	Status	Wait	Talk	Action								
2015-01-09 14:37:54	MANUAL_CALL	0979420190	FAIL	00:00:07	00:00:00									
2015-01-13 16:53:01	MANUAL_CALL	01207342519	FAIL	00:00:00	00:00:00									
2015-01-13 16:18:12	MANUAL_CALL	01207342519	FAIL	00:00:00	00:00:00									
2015-01-21 14:05:21	MANUAL_CALL	0979420190	FAIL	00:00:00	00:00:00									
2015-01-21 14:10:14	MANUAL_CALL	0979420190	FAIL	00:00:00	00:00:00									
2015-01-21 14:10:28	MANUAL_CALL	0979420190	FAIL	00:00:00	00:00:00									
2015-01-21 14:19:39	MANUAL_CALL	0979420190	FAIL	00:00:00	00:00:00									
2015-01-21 14:31:23	MANUAL_CALL	0979420190	ANSWER	00:00:00	00:00:00	▶ Play ▶ Download								
2015-01-21 14:32:34	MANUAL_CALL	0979420190	ANSWER	00:00:11	00:00:07	▶ Play ▶ Download								
◀ - 1 - ▶														
Total	2	15	2	13	00:00:23	00:00:11	00:00:16	00:01:07	00:00:04	00:00:11	100%	100%	100%	100%

6- XCM :

6.1- By Date

- **Hi n th :** Báo cáo XCM nhóm theo ngày, có chi ti t(xem b ng cách nh p vào dòng), có phân trang 20 i t ng trên 1 trang

Distribution By Date				
Date ▼	Total Lead	Total Call	Total Complete	Total Fail
2014-10-17	1	3	2	1
2014-10-10	2	7	6	1
2014-10-14	1	6	3	3
2014-10-06	1	1	1	0

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- **Chi ti t :** nh p vào dòng xem chi ti t , có phân trang 10 i t ng trên 1 trang

Distribution By Date																																																																												
Date ▼	Total Lead	Total Call	Total Complete	Total Fail																																																																								
2014-10-17	1	3	2	1																																																																								
2014-10-10	2	7	6	1																																																																								
<table border="1"> <thead> <tr> <th>Time</th> <th>Queue</th> <th>Agent</th> <th>Phone</th> <th>Subject</th> <th>Product</th> <th>Action</th> <th>Result</th> <th>Comment</th> </tr> </thead> <tbody> <tr> <td>09:16:50</td> <td>inbound</td> <td>acs</td> <td>7777</td> <td>Tư vấn sản phẩm</td> <td></td> <td>Đã tư vấn</td> <td>Completed</td> <td></td> </tr> <tr> <td>09:18:46</td> <td>inbound</td> <td>acs</td> <td>7777</td> <td>Lỗi thanh toán</td> <td></td> <td>Đã tư vấn</td> <td>Completed</td> <td></td> </tr> <tr> <td>11:50:20</td> <td>inbound</td> <td>acs</td> <td>7777</td> <td>Lỗi thanh toán</td> <td></td> <td>Đã tư vấn</td> <td>Abandon</td> <td></td> </tr> <tr> <td>13:52:54</td> <td>inbound</td> <td>acs</td> <td>7777</td> <td>Tư vấn sản phẩm</td> <td></td> <td>Đã tư vấn</td> <td>Completed</td> <td></td> </tr> <tr> <td>13:55:56</td> <td>inbound</td> <td>acs</td> <td>0873028000</td> <td>Tư vấn sản phẩm</td> <td></td> <td>Đã tư vấn</td> <td>Completed</td> <td></td> </tr> <tr> <td>16:23:05</td> <td>inbound</td> <td>acs</td> <td>7777</td> <td>Tư vấn sản phẩm</td> <td></td> <td>Đã tư vấn</td> <td>Completed</td> <td></td> </tr> <tr> <td>16:28:25</td> <td>inbound</td> <td>acs</td> <td>7777</td> <td>Tư vấn sản phẩm</td> <td>Điện thoại</td> <td>Đã tư vấn</td> <td>Completed</td> <td></td> </tr> </tbody> </table>					Time	Queue	Agent	Phone	Subject	Product	Action	Result	Comment	09:16:50	inbound	acs	7777	Tư vấn sản phẩm		Đã tư vấn	Completed		09:18:46	inbound	acs	7777	Lỗi thanh toán		Đã tư vấn	Completed		11:50:20	inbound	acs	7777	Lỗi thanh toán		Đã tư vấn	Abandon		13:52:54	inbound	acs	7777	Tư vấn sản phẩm		Đã tư vấn	Completed		13:55:56	inbound	acs	0873028000	Tư vấn sản phẩm		Đã tư vấn	Completed		16:23:05	inbound	acs	7777	Tư vấn sản phẩm		Đã tư vấn	Completed		16:28:25	inbound	acs	7777	Tư vấn sản phẩm	Điện thoại	Đã tư vấn	Completed	
Time	Queue	Agent	Phone	Subject	Product	Action	Result	Comment																																																																				
09:16:50	inbound	acs	7777	Tư vấn sản phẩm		Đã tư vấn	Completed																																																																					
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16:28:25	inbound	acs	7777	Tư vấn sản phẩm	Điện thoại	Đã tư vấn	Completed																																																																					
2014-10-14	1	6	3	3																																																																								
2014-10-06	1	1	1	0																																																																								

◀ - 1 - ▶

6.2- By Lead :

- **Hi n th :** Báo cáo XCM nhóm theo lead, có chi ti t(xem b ng cách nh p vào dòng), có phân trang 20 i t ng trên 1 trang

Distribution By Lead			
Lead	Total Call	Total Complete	Total Fail
0873028080	1	1	0
7777	16	11	5

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- **Chi tiết**: nhấp vào dòng xem chi tiết, có phân trang 10 dòng trên 1 trang

Distribution By Lead			
Lead	Total Call	Total Complete	Total Fail
0873028080	1	1	0
7777	16	11	5

Date	Queue	Agent	Subject	Product	Action	Result	Comment
2014-10-06 11:14:57	inbound	xcs.dems	Tư vấn sản phẩm		Đã tư vấn	Completed	aaaaaa
2014-10-14 15:36:43	inbound	xcs	Tư vấn sản phẩm		Đã tư vấn	Abandon	
2014-10-14 15:55:25	inbound	xcs	Lỗi thanh toán		Đã tư vấn	Completed	
2014-10-14 15:55:36	inbound	xcs	Lỗi thanh toán		Đã tư vấn	Abandon	
2014-10-14 15:55:44	inbound	xcs	Tư vấn sản phẩm		Đã tư vấn	Completed	
2014-10-14 15:55:52	inbound	xcs	Tư vấn sản phẩm		Đã tư vấn	Abandon	
2014-10-14 15:24:00	inbound	xcs	Lỗi thanh toán		Đã tư vấn	Completed	
2014-10-15 09:16:50	inbound	xcs	Tư vấn sản phẩm		Đã tư vấn	Completed	
2014-10-15 09:18:46	inbound	xcs	Lỗi thanh toán		Đã tư vấn	Completed	
2014-10-15 11:50:20	inbound	xcs	Lỗi thanh toán		Đã tư vấn	Abandon	

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6.3- By Detail :

- **Hình thức**: Báo cáo chi tiết XCM, không phân nhóm có phân trang 20 dòng trên 1 trang

Distribution By Detail								
Date	Queue	Agent	Phone	Subject	Product	Action	Result	Comment
2014-10-17 10:04:48	inbound	xcs	7777	Tư vấn sản phẩm	Điện thoại	Đã tư vấn	Abandon	
2014-10-17 09:52:02	inbound	xcs	7777	Lỗi thanh toán		Đã tư vấn	Completed	
2014-10-17 09:50:16	inbound	xcs	7777	Tư vấn sản phẩm	Điện thoại	Đã tư vấn	Completed	
2014-10-15 16:28:28	inbound	xcs	7777	Tư vấn sản phẩm	Điện thoại	Đã tư vấn	Completed	
2014-10-15 16:23:03	inbound	xcs	7777	Tư vấn sản phẩm		Đã tư vấn	Completed	
2014-10-15 13:55:56	inbound	xcs	0873028080	Tư vấn sản phẩm		Đã tư vấn	Completed	
2014-10-15 13:52:54	inbound	xcs	7777	Tư vấn sản phẩm		Đã tư vấn	Completed	
2014-10-15 11:50:20	inbound	xcs	7777	Lỗi thanh toán		Đã tư vấn	Abandon	
2014-10-15 09:18:46	inbound	xcs	7777	Lỗi thanh toán		Đã tư vấn	Completed	
2014-10-15 09:16:50	inbound	xcs	7777	Tư vấn sản phẩm		Đã tư vấn	Completed	

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7- DID

DID Summary						
Calls	455 calls					
Start date	2015-03-22 00:00:00					
End date	2015-03-27 23:59:59					


Calls Detail						
Date	Phone	Operator	OID	Wait	Note 2	
2015-03-25 22:55:02	0967205340	Vietel	39486120	00:00:13	Hangup null app-backhole	
2015-03-25 23:32:56	0968301342	Vietel	39486120	00:00:09	Playback customASUS_sgsaigo.answer app-announcement-14	
2015-03-26 08:01:24	01682012791	Vietel	39486120	00:00:10	Playback customASUS_sgsaigo.answer app-announcement-14	
2015-03-26 08:17:47	0975086684	Vietel	39486120	00:00:49	BackGround customASUS_sanpham iv-1	
2015-03-26 08:24:51	06910037748	Vietel	852384175	00:00:07	Playback customTH-SONY_sgsaigo.answer app-announcement-12	
2015-03-26 08:32:04	09792270612	Vietel	39486120	00:00:24	BackGround customASUS_loichao_new_522015_1 iv-1	

- Mục **1** : báo cáo tổng các cuộc gọi ngoài Queue
- Mục **2** : chi tiết các cuộc gọi ngoài Queue
 - + Date : ngày tháng gọi vào
 - + Phone : số điện thoại gọi vào
 - + Operator : đầu số nhà mạng gọi vào
 - + DID : số điện thoại đầu vào của Queue
 - + Wait : thời gian chờ
 - + Note2 : vị trí cuối cùng cuộc gọi kết thúc trong hệ thống (ngoài Queue)
- Mục **3** : export file .CSV

8- IVR

IVR Tree			
ASUS Survey			Choose tree iv-1-3 Epad
<ul style="list-style-type: none"> ASUS-sanpham(2) <ul style="list-style-type: none"> Others(0) Laptop(1) EPC(0) Epad NB DT E.box/E.top 			
Detail			
Date Time	Operator	Channel	CallId

- M c **1** : report IVR Survey. Khi ch n group survey thì m c **2** s h i n th cây IVR.

Click nút  s báo cáo toàn b cây IVR

Product	Survey san/er-5-1	ivr-5-1	ivr-5-2	ivr-5-3	ivr-5-4	ivr-5-5	ivr-3-1	ivr-3-2	ivr-3-3	ivr-3-4	ivr-3-5	ivr-4-1	ivr-4-1	ivr-4-2	ivr-6-1	ivr-6-1	ivr-6-1	ivr-6-1
Others	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Laptop	1	1	0	1	0	0	0	0	0	0	0	0	1	0	1	1	0	0
EPC	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Epad	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
NB	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
DT	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
E box/E top	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0


- M c **2** : h i n th cây IVR

- [Asus-sanpham\(2\)](#)
 - Others(0)
 - Laptop(1)
 - EPC(0)
 - Epad
 - NB
 - DT
 - E box/E top

+ G c là màu xanh. S trong ngo c là s l n vào IVR


+ Màu en là phím b m, n u không có tên thì phím b m s h i n th là Key_press (nh hình d i). S trong ngo c là s l n ch n phím b m

- [ivr test\(1\)](#)
 - [key_press_1\(1\)](#)
 - Welcome Survey
 - key_press: 1
 - key_press: 2
 - key_press: 3
 - key_press: 4
 - key_press: 5
 - key_press: 6
 - key_press: 7

- M c **3** báo cáo IVR theo nhánh
- M c **4** h i n th chi ti t cu c g i theo cây IVR ho c theo nhánh. Click nút  ph n này s báo cáo n i dung cu c g i ang h i n th

IVR Report			
Key_path: ivr-1-s			
Total : 2			
Date Time	Operator	Channel	Callerid
1/20/2015 14:01	Viettel	SIP/09876	987675641
1/20/2015 14:04	Viettel	SIP/09876	987675641

C- REALTIME :

- Nhấp vào biểu tượng  trong trang Home hoặc nhấp vào menu “**Realtime**”-> **Queue Realtime** . Nhấp vào extension mà bạn chọn. Sau đó nhấp vào nút “**Choice**” chọn extension hoặc nút “**Close**” hủy thao tác



- Kết quả :



D- CAMPAIGN :

- Nhấp vào biểu tượng  trong trang Home hoặc nhấp vào menu “**Campaign**”

I- Campaign Management :

- Nh p vào menu “Campaign”-> “Campaign Management”

1- Campaign Management :

- Hi n th :

The screenshot displays the Campaign Management interface with three main sections:

Campaign Management

Name	Description	Creating Date	Agents	Priority	
MSS_CALL	Campaign miss call	8000-00-00 00:00:00	26	priority 1	Detail Play Edit
MANUAL_CALL	Campaign manual call	8000-00-00 00:00:00	0	priority 3	Detail Play Edit
REBOUND_CALL	Campaign inbound call	8000-00-00 00:00:00	0	priority 3	Detail Play Edit
LGD_NEW_DIGITAL	LGD_NEW_DIGITAL	2014-01-16 15:16:35	0	priority 2	Detail Play Edit
LGD_FOC_DIGITAL	LGD_FOC_DIGITAL	0000-00-00 00:00:00	17	priority 7	Detail Play Edit
LGD_FOC_DSF_COLD		2014-01-17 11:41:29	17	priority 7	Detail Play Edit
LGD_FOC_DSF_HOT		2014-01-17 11:41:29	17	priority 7	Detail Play Edit
LGD_FOC_DSF_WARM		2014-01-17 11:41:29	17	priority 7	Detail Play Edit
LGD_FOC_OTHER		2014-01-17 11:41:29	17	priority 7	Detail Play Edit
LGD_NEW_DSF_COLD		2014-01-17 11:41:29	0	priority 5	Detail Play Edit
LGD_NEW_DSF_HIT		2014-01-17 11:41:29	0	priority 3	Detail Play Edit
LGD_NEW_DSF_WARM		2014-01-17 11:41:29	0	priority 4	Detail Play Edit
LGD_NEW_OTHER		2014-01-17 11:41:29	17	priority 5	Detail Play Edit
LGD_NET_NET		2014-01-17 11:41:29	17	priority 0	Detail Play Edit
LGD_NO_SHOW		2014-01-17 11:41:29	17	priority 6	Detail Play Edit
CH_NEW_DIGITAL		2014-02-22 16:53:45	0	priority 2	Detail Play Edit
CH_NEW_SHOW		2014-02-22 16:54:28	17	priority 6	Detail Play Edit
CH_NEW_DSF_HOT		2014-02-22 16:54:28	0	priority 3	Detail Play Edit
CH_NEW_DSF_WARM		2014-02-22 16:54:28	0	priority 4	Detail Play Edit
CH_NEW_OTHER		2014-02-22 16:54:28	17	priority 5	Detail Play Edit

Campaign Group Management

Name	Description	Creating Date	Campaigns	
CENTER_LGD		2014-02-22 17:05:19	12	Remove Edit Play Stop
CENTER_CH		2014-02-22 17:06:56	12	Remove Edit Play Stop
CENTER_NONE		2014-02-22 17:07:41	12	Remove Edit Play Stop

Refer Detail Management

Campaigns	Agent																
	web.th	dispatch	disc.th	fix.int	ngan's.th.trk	nh.lay	ra.snh	ry.th	phuong.int	phuong.th	testcallcenter	thao.wip	thien.int	trang.th	thi.trk	vo.trk	
CH_FOC_DIGITAL																	
CH_FOC_DSF_COLD																	
CH_FOC_DSF_HOT																	
CH_FOC_DSF_WARM																	
CH_FOC_OTHER																	
CH_NEW_DIGITAL																	
CH_NEW_DSF_COLD																	
CH_NEW_DSF_HOT																	
CH_NEW_DSF_WARM																	

1.1- Create New Campaign :

- Nh p vào nút + Add new Campaign + Add new Group Import Leads
- Hi n th :

Campaign Information

Name * Campaign Name

Description Description

Priority Normal

Agents

- agent_test
- ha rd
- halt
- hang
- hangga
- hoa
- hoangngan

Add Campaign Cancel

- **Name** : không c r ng
- **Description**
- **Priority** (“Normal” là m c nh)
- **Agents** : thêm các agent vào campaign

- Sau ó nh p nút **Add Campaign** k t th , ho c nút **Cancel** h y thao tác

1.2- Edit :

- **Hi n th** :

Basic Information

Name * VSC_HERO_HOT

Description VSC_HERO_HOT

Priority Alpha

Agents

- alic
- ha rd
- hoangga
- ng
- phuong.vi
- test

System

Questionnaire

+ Add New Question - Survey Template

No	Content	Active Time	
1	Overall, how satisfied are you with the customer service experience?	2015-10-17 11:00:00	Trash
2	How many times did you have to contact customer service before the problem was corrected?	2015-10-17 11:00:00	Trash
3	About how long did it take to get this problem resolved?	2015-10-17 11:00:00	Trash
4	Did our representative... (Select all that apply)	2015-10-17 11:00:00	Trash
5	About how long did you have to wait before speaking to a representative?	2015-10-17 11:00:00	Trash
6	Sufficient information was available on the internet to solve my problem.	2015-10-17 11:00:00	Trash
7	In your most recent customer service experience, how did you contact the representative?	2015-10-17 11:00:00	Trash
8	If you were less than totally satisfied, what could have been done to serve you better?	2014-03-25 14:30:49	Trash

1.2.1- Basic Information :

- **Hi n th** :

Basic Information

Name *

Description

Priority

Agents

abc	maithanhtruc14
ha.nt	maithanhtruc15
hoanganh	maithanhtruc16
hoangtran	maithanhtruc17
nttp	maithanhtruc18
phuong.nt	maithanhtruc19
test	maithanhtruc2
thanhmain	

- **Name** :không có r ng
 - **Description**
 - **Priority**
 - **Agents** : ch n các agent bên c t bên trái , và nh p nút “>>” g i danh sách sang c t bên , ho c nh p “<<” g i danh sách ng c l i
- Sau ó nh p nút “**Update**” k t thúc

1.2.2- Questionnaire :

- Hình th :

Questionnaire

+ Add New Question Survey Template

No	Content	Active Time	
1	Overall, how satisfied are you with the customer service experience?	2013-10-17 11:06:58	Trash
2	How many times did you have to contact customer service before the problem was corrected?	2013-10-17 11:06:58	Trash
3	About how long did it take to get this problem resolved?	2013-10-17 11:06:58	Trash
4	Did our representative... (Select all that apply)	2013-10-17 11:06:58	Trash
5	About how long did you have to wait before speaking to a representative?	2013-10-17 11:06:58	Trash
6	Sufficient information was available on the internet to solve my problem.	2013-10-17 11:06:58	Trash
7	In your most recent customer service experience, how did you contact the representative?	2013-10-17 11:06:58	Trash
8	If you were less than totally satisfied, what could have been done to serve you better?	2014-03-25 14:36:48	Trash

a- Add new question :

- Nh p + **Add New Question** thêm câu h i . C a s “**Add New Question**” h i n h th . Sau ó nh p nút “**Add New**” k t thúc ho c nút “**Close**” h y thao tác

b- Survey Template :

- Nhấp vào nút **Survey Template** . Click vào **“Survey Template”** hiển thị

- Chọn danh sách Survey, sau đó nhấp nút **“Update”** để cập nhật. 1 màn hình xuất hiện hỏi bạn có thể chọn Survey này hay không. Nhấp nút **“Yes”** chọn hoặc **“No”** hủy
- Sau khi thêm Survey vào campaign, tất cả các câu hỏi trong Survey được thêm vào trong campaign, và bạn có thể thêm câu hỏi mới vào / xóa bỏ, campaign sẽ đồng bộ nó thay đổi. Khi xóa Survey, tất cả câu hỏi của nó cũng bị xóa đi. Khi xóa Survey, tất cả câu hỏi của nó cũng bị xóa đi. Khi xóa Survey, tất cả câu hỏi của nó cũng bị xóa đi. Khi xóa Survey, tất cả câu hỏi của nó cũng bị xóa đi.


c- Detail question :

- Nhấp vào dòng để xem chi tiết câu hỏi

No.	Answer Content	Follow
A	Very Satisfied	<input type="button" value="v"/>
B	Somewhat Satisfied	<input type="button" value="v"/>
C	Neutral	<input type="button" value="v"/>
D	Somewhat Dissatisfied	<input type="button" value="v"/>
E	Very Dissatisfied	<input type="button" value="v"/>


- Nhấp vào dropdown “**Follow**” chọn câu hỏi nghi tiếp theo
- d- Trash :

No.	Content	Active Time	
1	Overall, how satisfied are you with the customer service experience?	2013-10-17 11:06:55	<input type="button" value="Trash"/>
2	How many times did you have to contact customer service before the problem was corrected?	2013-10-17 11:06:55	<input type="button" value="Trash"/>


- Trong tab “**Active**”, nhấp vào biểu tượng  **Trash** của câu hỏi đó vào tab “**Trash**”, nhúng câu hỏi trong tab “**Trash**” sẽ không xuất hiện trong “**questionnaire**”. Mỉ phẩn nhúng câu hỏi trong “**trash**” sẽ bị hủy

e- Active :

No.	Content	Deactive Time	
1	If you were less than totally satisfied, what could have been done to serve you better?	2014-04-07 12:57:45	<input type="button" value="Active"/>

- Nhấp vào nút  **Active** của câu hỏi từ “**Trash**” về lại tab “**Active**”

f- Remove :

- Nhúng câu hỏi của bao giờ thì list xuất hiện nút  **Remove**
- Nhấp vào nút “**remove**” xóa câu hỏi

1.3- Detail :

- xem chi tiết của campaign, nhấp vào nút “**Detail**”

INBOUND_CALL		FOR INBOUND CALL		2013-10-15 11:30:53		0		Highest		<input type="button" value="Detail"/> <input type="button" value="Play"/> <input type="button" value="Edit"/> <input type="button" value="Report"/>	
Total Leads	Remain Leads	Agents	Surveys	Questions	Calls	Completed	Transferred	Failed	Wait	Talk	
396	9	0	0	5	423	288	38	97	00:53:26	03:35:51	

- **Total Leads:** danh sách tất cả các Leads của campaign (bao gồm cả mới và cũ)
- **Remain Leads:** Số lượng leads của cũ
- **Agents:** số lượng agent được gán trong campaign
- **Surveys:** Số lượng surveys được sử dụng trong campaign.
- **Questions:** Số lượng câu hỏi trong campaign (bao gồm các câu hỏi trong server).

- **Calls:** Các cuộc gọi đã gọi
- **Completed:** Các cuộc gọi đã trả lời
- **Transferred:** Các cuộc gọi được chuyển thành công
- **Failed:** Các cuộc gọi không thành công
- **Wait:** Thời gian chờ
- **Talk:** Thời gian nói chuyện

1.4- Play/ Stop :

- Play/Stop campaign bằng cách nhấp
 - **▶ Play** Campaign đã ngừng, nhấp Play để chạy campaign
 - **■ Stop** Campaign đang chạy, nhấp Stop để ngừng campaign không nhận cuộc gọi
- **Hành động Stop/Play không nhúng campaign MANUAL CALL, INBOUND CALL. Hai campaign này luôn chạy, vì c stop campaign chỉ dành cho nhúng a campaign.**
- Có thể **stop/play** nhiều campaign trong cùng 1 thời điểm, bằng cách đánh dấu vào **checkbox** của dòng tên campaign hoặc nhấp vào nút **☑ Check All / Uncheck All** chọn/hủy chọn tất cả campaign, sau đó nhấp nút **▶ Play ■ Stop**



1.5- Import Lead :

- Nhấp nút **“Import Leads”** **+ Add new Campaign** **+ Add new Group** **☑ Import Leads**
- Form import xuất hiện, nhấp chọn nút **“Chọn tệp tin”** và nhấp nút **“Import”**



2- Campaign Group :

- Nhóm phía dưới cùng của bảng campaign

Campaign Group Management				
Name	Description	Creating Date	Campaigns	
group-1	chinh anh 1	2016-01-15 16:38:22	6	Remove Edit Play Stop

2.1- Create New :

- Nhấp vào nút **+ Add new Campaign** **+ Add new Group** **Import Leads**
- Vào trang “Add New Group”

Add New Campaign Group

Group Name *

Description

Campaign

- LOG_FOC_DSP_COLD
- LOG_FOC_DIGITAL
- LOG_INT_RET
- MISS_CALL
- MANUAL_CALL
- INBOUND_CALL

Agent

- agent_test
- ha.nt
- hoai
- hang
- hangnga
- hoa
- hoangngan

Add Group

- Nhấp nút “**Add Group**” hoàn tất

2.2 - Edit :

- Nhấp vào nút “Edit”

Campaign Group Management				
Name	Description	Creating Date	Campaigns	
group-1	chinh anh 1	2016-01-15 16:38:22	6	Remove Edit Play Stop

- Vào trang “**Edit**”

Edit Campaign Group

Group Name *

Description:

Campaign

LOD_FOC_DSF_COLD LOD_FOC_DIGITAL LOD_NIT_NET MISS_CALL MANUAL_CALL INBOUND_CALL	⇨ ⇩	LOD_NEW_DIGITAL LOD_NEW_DSF_HOT LOD_NEW_DSF_WARM LOD_NEW_DSF_COLD LOD_FOC_DSF_HOT LOD_FOC_DSF_WARM
------------------------------------------------------------------------------------------------	--------	-------------------------------------------------------------------------------------------------------------------

Agent

hoangtran test thanhmaint	⇨ ⇩	agent_test na nt hait hang hangga hoa hoanggan
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- Agent có trong group khi agent có trong tất cả campaign của group
- Sau đó nhấp nút **“update”** hoàn tất

2.3- Remove :

- Nhấp vào nút **“Remove”** xóa group

Campaign Group Management				
Name	Description	Creating Date	Campaigns	
group-1	chi nhánh 1	2014-01-15 16:38:22	6	<input type="button" value="Remove"/> <input type="button" value="Edit"/> <input type="button" value="Play"/> <input type="button" value="Stop"/>

2.4- Play/ Stop :

- Play /Stop các campaign trong group

Campaign Group Management				
Name	Description	Creating Date	Campaigns	
group-1	chi nhánh 1	2014-01-15 16:38:22	6	<input type="button" value="Remove"/> <input type="button" value="Edit"/> <input type="button" value="Play"/> <input type="button" value="Stop"/>

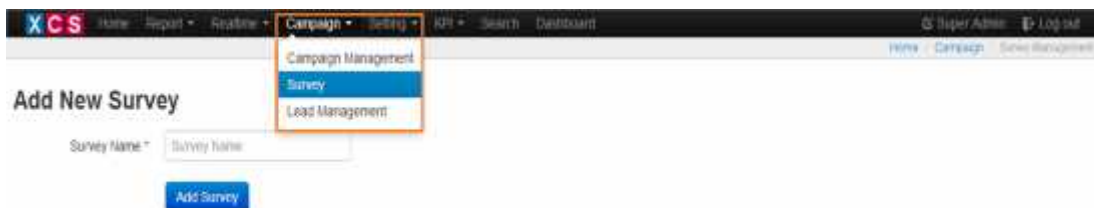
3- Refer Detail Management:

- Gán các agent vào các campaign bằng cách đánh dấu vào checkbox, sau đó nhấp nút **“Save”** hoàn tất

Campaign	Agent																
	an.hls	diem.n	diem.dht	huan.n	ngan.t.hk.link	rd.hly	rd.h	ry.hls	phung.n	phung.n	test.hh.center	thao.sip	thao.n	trung.sip	tu.hk.link	uon.hk	acc.diem
CH_FOC_DIGITAL																	
CH_FOC_DSP_COLD																	
CH_FOC_DSP_HDT																	
CH_FOC_DSP_WARM																	
CH_FOC_OTHER																	
CH_NEW_DIGITAL																	
CH_NEW_DSP_COLD																	
CH_NEW_DSP_HDT																	
CH_NEW_DSP_WARM																	
CH_NEW_OTHER																	
CH_NET_NET																	
CH_NO_SHOW																	
LOD_FOC_DIGITAL																	

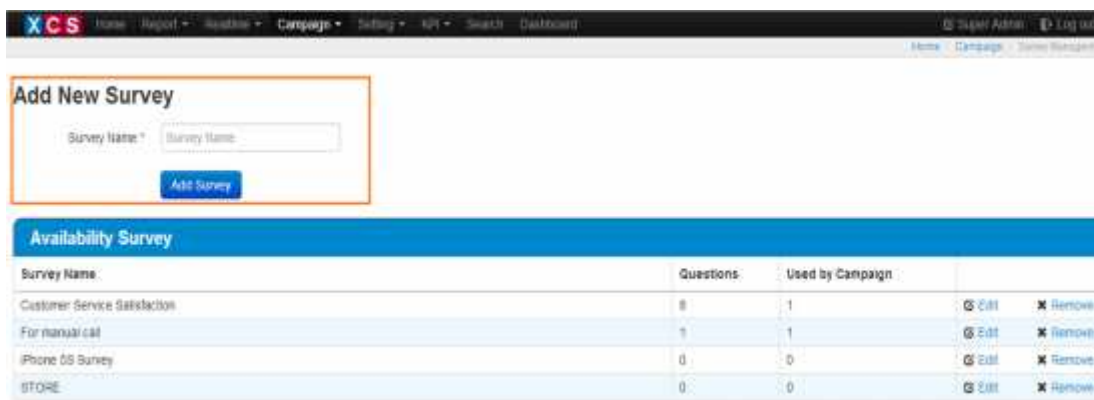
II- Survey Management:

- Nh p vào menu “Campaign” → “Survey”



Survey Name	Questions	Used by Campaign		
Customer Service Satisfaction	5	1	Edit	Remove
For manual call	1	1	Edit	Remove
Phone OS Survey	0	0	Edit	Remove
STORE	0	0	Edit	Remove

- T o m i survey : ghi tên Survey và nh p nút “Add Survey” hoàn t t vi c t o m i



- Ch nh s a Survey : nh p vào nút “Edit” ch nh s a Survey

Availability Survey				
Survey Name	Questions	Used by Campaign		
Customer Service Satisfaction	8	1	Edit	Remove
For manual call	1	1	Edit	Remove
Phone 55 Survey	0	0	Edit	Remove
STORE	0	0	Edit	Remove

- i n trang **“Edit”**

Survey Information

Survey Name *

[Update Survey](#)

Questionnaire

[+ Add New Question](#)

No.	Content	Max answer	
1	In your most recent customer service experience, how did you contact the representative?	1	Remove
2	Sufficient information was available on the internet to solve my problem.	1	Remove
3	About how long did you have to wait before speaking to a representative?	1	Remove
4	Did our representative... (Select all that apply)	4	Remove
5	About how long did it take to get this problem resolved?	1	Remove
6	How many times did you have to contact customer service before the problem was corrected?	1	Remove
7	Overall, how satisfied are you with the customer service experience?	1	Remove
8	If you were less than totally satisfied, what could have been done to serve you better?		Remove

- C p nh t tên cho Survey

Survey Information

Survey Name *

[Update Survey](#)

- Thêm câu h i m i trong Survey : nh p vào nút **“Add new question”**

Questionnaire

[+ Add New Question](#)

No.	Content	Max answer	
1	In your most recent customer service experience, how did you contact the representative?	1	Remove
2	Sufficient information was available on the internet to solve my problem.	1	Remove
3	About how long did you have to wait before speaking to a representative?	1	Remove
4	Did our representative... (Select all that apply)	4	Remove
5	About how long did it take to get this problem resolved?	1	Remove
6	How many times did you have to contact customer service before the problem was corrected?	1	Remove
7	Overall, how satisfied are you with the customer service experience?	1	Remove
8	If you were less than totally satisfied, what could have been done to serve you better?		Remove

Add new Question

Content *

Maximum answer: 1

Type:
 Answer
 Selection

Answers
(Enter answers) (one row)

Close Add new

- Xóa câu hỏi: nhấp vào nút Remove

No.	Content	Max answer	
1	In your most recent customer service experience, how did you contact the representative?	1	<input checked="" type="checkbox"/> Remove
2	Sufficient information was available on the internet to solve my problem	1	<input checked="" type="checkbox"/> Remove
3	About how long did you have to wait before speaking to a representative?	1	<input checked="" type="checkbox"/> Remove
4	Did our representative... (Select all that apply)	4	<input checked="" type="checkbox"/> Remove
5	About how long did it take to get this problem resolved?	1	<input checked="" type="checkbox"/> Remove
6	How many times did you have to contact customer service before the problem was corrected?	1	<input checked="" type="checkbox"/> Remove
7	Overall, how satisfied are you with the customer service experience?	1	<input checked="" type="checkbox"/> Remove
8	If you were less than totally satisfied, what could have been done to serve you better?		<input checked="" type="checkbox"/> Remove

- Xóa survey: nhấp vào nút "Remove"

Survey Name	Questions	Used by Campaign		
Customer Service Satisfaction	8	1	<input checked="" type="checkbox"/> Edit	<input checked="" type="checkbox"/> Remove
For manual call	1	1	<input checked="" type="checkbox"/> Edit	<input checked="" type="checkbox"/> Remove
iPhone SS Survey	0	0	<input checked="" type="checkbox"/> Edit	<input checked="" type="checkbox"/> Remove
STORE	0	0	<input checked="" type="checkbox"/> Edit	<input checked="" type="checkbox"/> Remove

III- Lead Management :

- Nhấp vào menu "Campaign" → "Lead Management"

Home Campaign Lead Management

Please number Search

No.	Name	Phone	Home Phone	Email	MDC No.	Agent	
1		18001188					<input checked="" type="checkbox"/> View
2		0979422100					<input checked="" type="checkbox"/> View
3	Trương Văn Dũng	9004					<input checked="" type="checkbox"/> View
4		6001					<input checked="" type="checkbox"/> View
5		0976069360					<input checked="" type="checkbox"/> View
6	test	0973128880	912345	test1@gmail.com			<input checked="" type="checkbox"/> View
7	Hà Hữu Cường	7777	8788235	hokawo@gmail.com			<input checked="" type="checkbox"/> View
8		0918633646					<input checked="" type="checkbox"/> View
9		0944838372					<input checked="" type="checkbox"/> View
10		0912013888					<input checked="" type="checkbox"/> View
11		0287675641					<input checked="" type="checkbox"/> View
12		7000					<input checked="" type="checkbox"/> View
13		123456					<input checked="" type="checkbox"/> View
14		1111					<input checked="" type="checkbox"/> View
15		0123456789					<input checked="" type="checkbox"/> View
16		6016					<input checked="" type="checkbox"/> View
17		9801					<input checked="" type="checkbox"/> View
18		device					<input checked="" type="checkbox"/> View

1

1- Tìm kiếm lead bằng số điện thoại

- Nhập số điện thoại cần tìm kiếm, sau đó nhấn nút **“Search”** tìm kiếm

No.	Name	Phone	Home Phone	Email	NRIC No.	Agent	
1	test	0873028080	012345	test1@gmail.com			View

2- Chọn sửa lead :

- Nhấn nút  **View** trên trang **“Edit”**

Lead Information

Name:

Male Female

Address:

Phone: **0873028080**

Home Phone:

Email:

NRIC No.:

Agent:

- Thay đổi dữ liệu và nhấn nút **“Update”** lưu lại thay đổi
- Xem lịch sử

Timestamp	Status	User
2013-11-07 14:39:25	[LQD_NEW_DIGITAL]	updated by service06
2013-11-07 14:38:20	[LQD_NEW_DIGITAL]	updated by service06
2013-11-07 11:14:08	[MANUAL_CALL]	updated by service06
2013-11-01 11:19:16	[MANUAL_CALL]	updated by service06
2013-11-01 11:12:53	[MANUAL_CALL]	updated by service06

- Xem chi tiết của lịch sử

History

⊕ 2013-11-07 14:39:25	[LQD_NEW_DIGITAL]	updated by service06
⊕ 2013-11-07 14:38:20	[LQD_NEW_DIGITAL]	updated by service06
⊖ 2013-11-07 11:14:08	[MANUAL_CALL]	updated by service06
Note khách hàng phàn nàn về chất lượng dịch vụ của chi nhánh quận Bình Thạnh.		
⊕ 2013-11-01 11:19:16	[MANUAL_CALL]	updated by service06
⊕ 2013-11-01 11:12:53	[MANUAL_CALL]	updated by service06

E- SEARCH :

- Nhập thông tin, Agent ID, ngày bắt đầu, ngày kết thúc, và nhấp nút **“Search”** để bắt đầu tìm kiếm

Phone	Agent ID	Start Date	End Date	
<input type="text" value="Phone"/>	<input type="text" value="Agent ID"/>	<input type="text" value="2014-10-01"/>	<input type="text" value="2014-10-22"/>	<input type="button" value="Search"/>

- Kết quả :

Result - Found 250 records							
Date	Agent ID	Queue	Phone	Event	Wait Time	Talktime	Action
2014-10-22 10:04:36	NONE	Customer Care	service	ABANDON	00:00:07	00:00:00	
2014-10-22 10:02:38	NONE	Customer Care	service	ABANDON	00:00:03	00:00:00	
2014-10-22 10:01:00	NONE	Customer Care	service	ABANDON	00:00:03	00:00:00	
2014-10-22 09:59:56	NONE	Inbound	service	ABANDON	00:00:05	00:00:00	
2014-10-22 09:55:14	NONE	Inbound	service	ABANDON	00:00:05	00:00:00	
2014-10-22 09:54:10	NONE	Inbound	service	ABANDON	00:00:03	00:00:00	
2014-10-22 09:43:19	NONE	Inbound	service	ABANDON	00:00:09	00:00:00	
2014-10-22 09:40:32	NONE	Inbound	service	ABANDON	00:00:04	00:00:00	
2014-10-20 17:35:26	NONE	Inbound	8004	ABANDON	00:00:14	00:00:00	
2014-10-20 17:24:31	NONE	Inbound	8004	ABANDON	00:02:06	00:00:00	
2014-10-08 09:32:08	NONE	Inbound	8004	ABANDON	00:00:09	00:00:00	
2014-10-06 18:15:43	NONE	Inbound	8004	ABANDON	00:00:15	00:00:00	
2014-10-09 09:51:35	NONE	Inbound	8004	ABANDON	00:00:09	00:00:00	
2014-10-09 13:32:08	NONE	Inbound	0657675641	ABANDON	00:00:43	00:00:00	
2014-10-07 11:20:11	NONE	Inbound	8010	ABANDON	00:00:22	00:00:00	
2014-10-07 15:11:16	NONE	Inbound	service	ABANDON	00:00:30	00:00:00	
2014-10-07 15:10:13	NONE	Inbound	8010	ABANDON	00:00:35	00:00:00	
2014-10-07 15:08:46	NONE	Inbound	8010	ABANDON	00:00:19	00:00:00	
2014-10-02 18:41:21	NONE	Inbound	8004	ABANDON	00:00:09	00:00:00	
2014-10-02 17:07:54	NONE	Inbound	8004	ABANDON	00:00:05	00:00:00	

F- SETTING :

I- Agent Setting :

1- Hình thức danh sách

- Danh sách Agent mà Supervisor quản lý

Agent	Name	Email	Refer ID	Status	Role
maht	Ho Thi Thuy Hoi	ma.ht@wallstreetenglish.edu.vn	suong	Active	Agent
test@kcenter	test@kcenter		suong	Active	Agent
trang.nqj			suong	Active	Agent
userlink	userlink	link@link.com	suong	Active	Agent
suong_fm	suong		suong	Active	Agent

2- Chọn sửa thông tin User :

- Nhấp vào nút **Edit** trên mỗi dòng
 - User ID** (không thể chọn sửa)
 - Name** (yêu cầu, không rỗng)
 - Password** (không yêu cầu, có thể rỗng)
 - Confirm Password**
 - Email** (không yêu cầu, có thể rỗng)
 - Enable** : Enable/ Disable
 - Refer** : tên Supervisor đang quản lý (không chọn sửa)
 - Permission Page** : các page được phép truy cập
 - Avatar** : nhấp chọn thay hình ảnh đại diện của Agent
- Sau đó nhấp nút **Submit** hoàn tất chọn sửa hoặc nhấp nút **Cancel** hủy thao tác

Edit Agent

User ID *

Name *

Password

Confirm password

Email

Enable

Refer

Permission Page

Available

- Campaign
- Campaign Management
- Edit Campaign
- Survey Management
- Report
- Inbound Report
- Outbound Report
- KPI

Selected




3- Active/Inactive User :

- Nhấp nút “**Check All**” và sau đó nhấp nút “**Active**” hoặc nhấp nút “**Inactive**” phía dưới trái bên, hoặc **hủy thao tác**, nhấp nút “**Uncheck All**”

II- Queue Setting :




1- Queue Management :

a. Hiển thị danh sách các Queue :

Queue Management				
Queue	Name	Type	Number Of Agent	
9901	Inbound	Inbound	6	 Edit
9902	Outbound	Outbound	7	 Edit
8882	Tele Sale	Outbound	18	 Edit

b. Chỉnh sửa Queue :

- **Ch có thể thay** đổi loại queue (Inbound → Outbound hoặc Outbound → Inbound) **nhưng số lượng agent trong queue** **đó bằng 0**. Nhấp vào dropdown chọn loại cho queue, vì có thay đổi nút

Queue Management				
Queue	Name	Type	Number Of Agent	
9901	Inbound	Inbound	6	 Edit
9902	Outbound	Outbound	0	 Edit
8882	Tele Sale	Outbound	18	 Edit

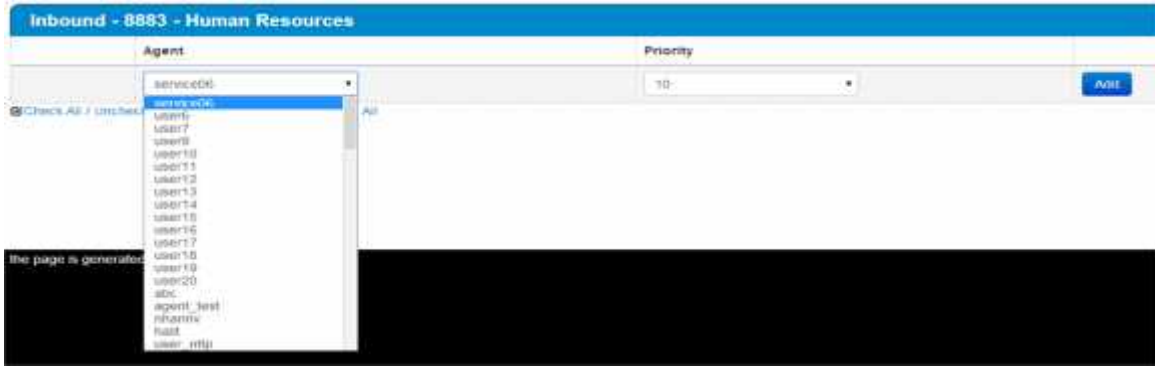
c. Thêm user vào queue :

- Nhấp nút “**Edit**” của queue, chuyển tiếp giao diện thêm user vào queue :

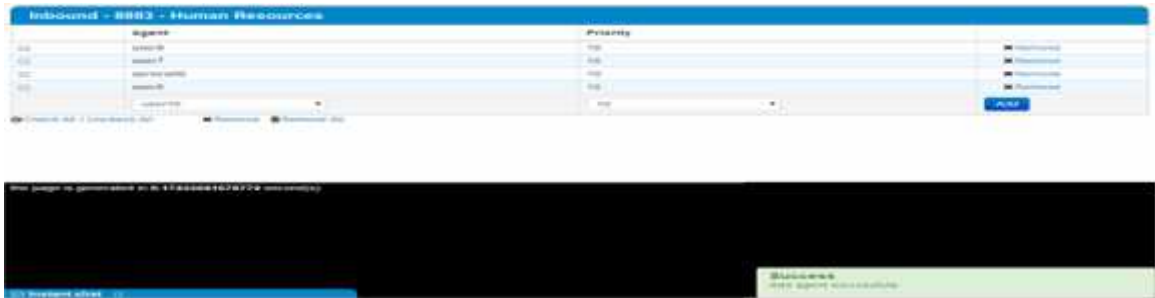
Inbound - 8883 - Human Resources		
Agent	Priority	
service08	10	

 Check All |  Uncheck All |  Remove |  Remove All

- Nhấp vào Dropdown “**Agent**” chọn user, và nhấp “**Priority**” chọn mức ưu tiên, mức này là “**10**”- mức ưu tiên cao nhất



- Sau ó nh p nút “**Add**” hoàn t t vi c thêm user, m t thông báo xu t hi n n u thêm user thành công



d. Xóa user ra khỏi queue:

- **Xóa 1 user** : nh p vào nút ‘**Remove**’ cu i dòng t ng user
- **Xóa nh ng user c ch n:** ánh d u vào các checkbox u m i dòng, sau ó nh p nút_ ‘**Remove**’ cu i trái c a b ng
- **Xóa t t c user** : nh p nút ‘**Remove All**’ cu i trái b ng, 1 màn hình xu t hi n h i có th t s mu n xóa t t c các user. Nh p “**yes**” xóa.

2- Queue Management By Agent :

- Thêm agent vào queue bằng cách check vào checkbox , chọn lại priority tương ứng, sau đó bấm nút Save để lưu lại

Queue Management by Agent				Agent ID	Search
an.nth	9901 - Inbound	10	8882 - Tele Sale 9902 - Outbound	10	
anh.th	9901 - Inbound	10	8882 - Tele Sale 9902 - Outbound	10	
diep.th	9901 - Inbound	10	8882 - Tele Sale 9902 - Outbound	10	
ksa	9901 - Inbound	10	8882 - Tele Sale 9902 - Outbound	10	
ksa.demo	9901 - Inbound	10	8882 - Tele Sale 9902 - Outbound	10	

- Mục ❶ : các queue trong inbound, 1 agent có thể thuộc nhiều queue trong inbound
- Mục ❷ : mức độ ưu tiên
- Mục ❸ : các queue trong outbound, 1 agent chỉ có thể thuộc 1 queue trong outbound
- Mục ❹ : tìm kiếm agent_id

III- KPI Setting

- Nh p vào “Setting menu” -> “KPI”
- B ng thông s KPI Setting :

	X <= Min Value	Min Value <= X <= Max Value	Max Value <= X
Total Calls	Special Warning (!)	Warning	Accept
Answered Calls	Special Warning (!)	Warning	Accept
Abandoned Calls	Accept	Warning	Special Warning (!)
Avg. Talk	Warning	Accept	Warning
Avg. Wait	Warning	Accept	Warning
Avg. Pause	Warning	Accept	Warning
Avg. Idle	Warning	Accept	Warning
Lead Used	Special Warning (!)	Warning	Accept

- Giao di n KPI setting



IV- Call Out :

- Nh p vào “Setting”-> “Call out”
- Ch n “Enable” b t ch Setting call out
- Ch n agents c t “Available Agent” column, và nh p “>>” chuy n danh sách Agents sang c t “Selected Agent” ,nh p nút “<<” chuy n ng c l i
- Sau ó nh p nút “Save” hoàn t t

Call Out Permission

Disabled ▾

Available

- mai.ttt
- festivalcenter
- trang.ntp
- usortmk
- cuong.hm

Selected

- an.ntt
- hien.prd
- hien.ttt
- lan.ttt
- ngan.ttk
- nhung.ttt
- phuong.hmb
- thao.pst

Save

V- IVR Config :

1- Hi n th :

Choose Group IVR ---Choose Group--- ▾ OR [Add New](#)

Name Group

IVR Available

IVR Selected

Choose Root IVR ---Choose root--- ▾

Choose Tree IVR ---Choose--- ▾

Display name IVR

Update

2- Thêm IVR :

- B m nút [Add New](#) thêm group IVR
- Sau khi b m thêm, giao di n hi n th

Choose Group IVR ---Choose Group--- OR Add New

Name Group:

IVR Available IVR Selected

- o Điền tên group
- o Chọn IVR có sẵn bên cột IVR Available chuyển sang cột IVR Selected
- o Bấm **“Add Group”** button hoàn tất việc tạo mới IVR

3- Chọn sửa IVR

- Chọn group IVR

Choose Group IVR ---Choose Group--- OR Add New

Name Group:

IVR Selected

(Note: A dropdown menu is shown with options: ---Choose Group---, Group 1, Group 4, group 5, Group Survey. 'group 5' is highlighted.)

- Sau khi chọn group, giao diện sẽ load toàn bộ thông tin IVR

Choose Group IVR Group Survey OR Add New

Name Group: Group Survey

IVR Available IVR Selected: welcome1, survey1, survey2, survey3

Choose Root IVR: 22 | ivr test

Choose Tree IVR: ---Choose---

Display name IVR:

- Choose Root IVR : Chọn gốc IVR
- Choose Tree IVR : Chọn nhánh IVR(chọn phím bấm)
- Display name IVR : gán tên hiển thị cho các phím bấm. Bấm nút **“Update”** ghi nhận tên cho phím bấm
+ Trừ khi đặt tên cho phím bấm

Choose Tree IVR: ivr-21-3 |

Display name IVR: 21 | Welcome IVR
ivr-21-1 | phím 1
ivr-21-2 | phím 2
ivr-21-3 |
ivr-21-4 |

+ t tên cho phím b m :

Choose Tree IVR: ivr-21-3 |

Display name IVR: phím 3

Update

+ Sau khi t tên cho phím b m :

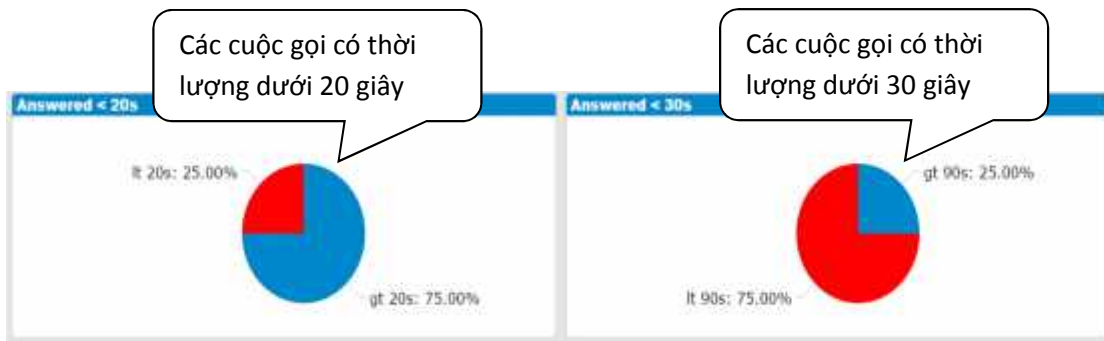
Choose Tree IVR: ---Choose---

Display name IVR: 21 | Welcome IVR
ivr-21-1 | phím 1
ivr-21-2 | phím 2
ivr-21-3 | phím 3
ivr-21-4 |

G- DASHBOARD :

- Báo cáo chi ti t các cu c g i c a Agent trong ngày



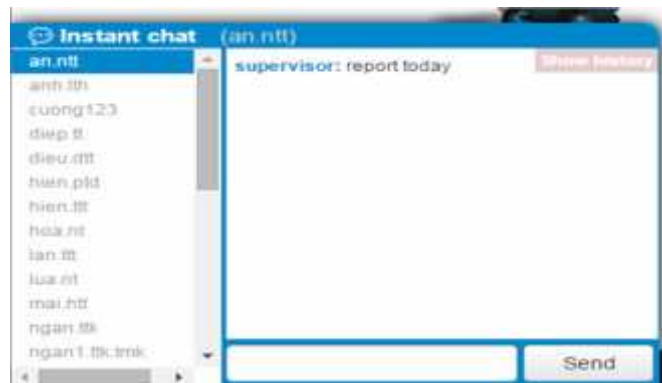


H- LIVE SUPPORT

I- Chat with agent :



- N m c u i trái màn hình

- Nhập vào thanh tiêu đề thu nhập /phòng tổ chức chat
- Nhập vào tên **agent_id** ở bên trái chọn agent cần chat
- Bấm “Show history” xem lịch sử chat



II- Chat group :

- Chat giữa supervisor với nhiều agent mà supervisor có quản lý
- Hiện thì group mà supervisor có quản lý

- Click vào biểu tượng  , chọn tiếp biểu tượng  hoặc click vào menu Live Support-> Group



- Có 3 phần :
 - + (1) danh sách group
 - + (2) khung chat : phần này chỉ xuất hiện khi chọn group chat
 - + (3) danh sách agent chỉ có add trong group

1- Tạo group mới :

- Gõ tên vào khung “name group”, và bấm “Add” thêm Group mới

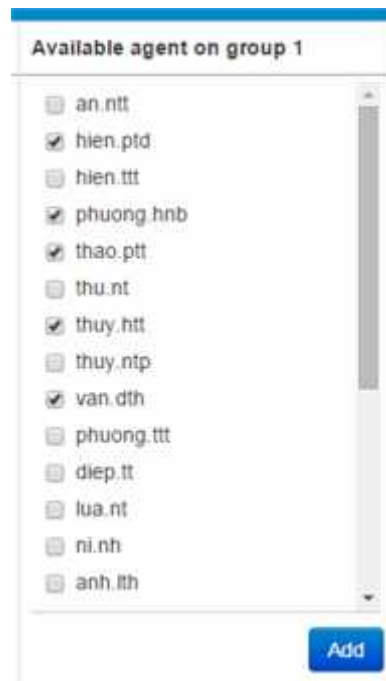
2- Xóa group :

- Khi rê chuột vào tên group, xuất hiện nút remove của tên group. Sau khi xóa group thì nội dung chat trong group ngừng thi công xóa. Không hoàn tác lại

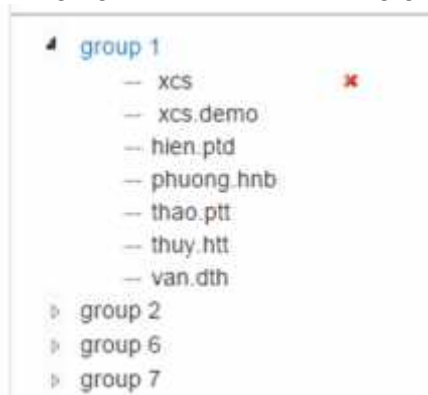


3- Thêm agent vào group :


- Khung “available agent on group” hiển thị danh sách các agent thuộc supervisor ở quản lý mà chúng ta cần thêm vào group
- Click vào các checkbox chọn danh sách các agent cần thêm vào group
- Click “Add” tiến hành thêm agent vào group



- Sau khi thêm thành công, những agent sẽ xuất hiện trong group

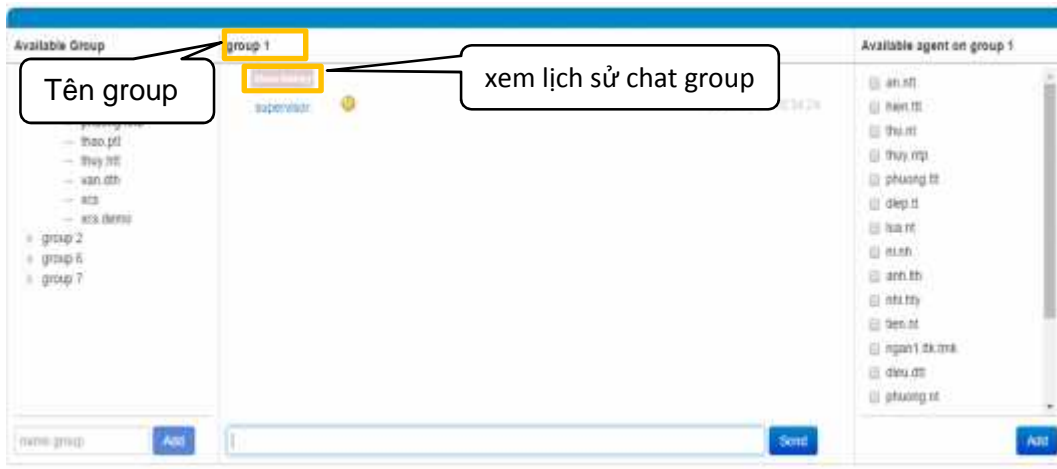


4- Xóa agent trong group :

- Khi rê chuột vào tên agent thì xuất hiện , click vào biểu tượng này để xóa agent ra khỏi group
- Sau khi xóa agent thì tên agent sẽ xuất hiện bên phần “Available agent on group”
- Xóa agent thì nội dung chat vẫn còn

5- Hiện thị lịch sử chat :

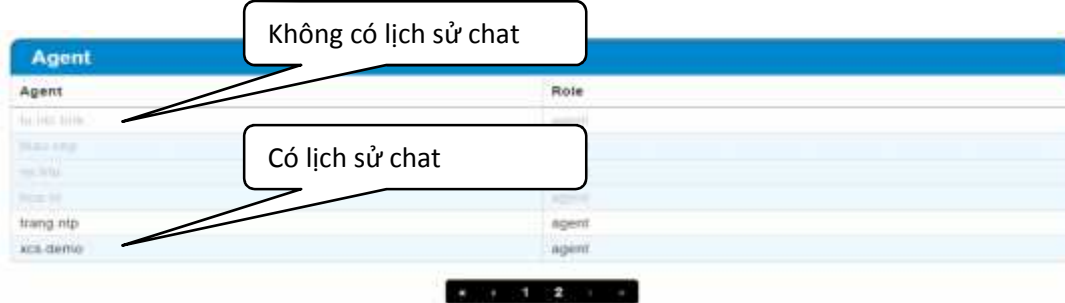
- Trong phần chat, click vào nút “show history” để hiện thị lịch sử chat, mỗi lần hiện thị 10 dòng chat



III- History :

1- Giao diện

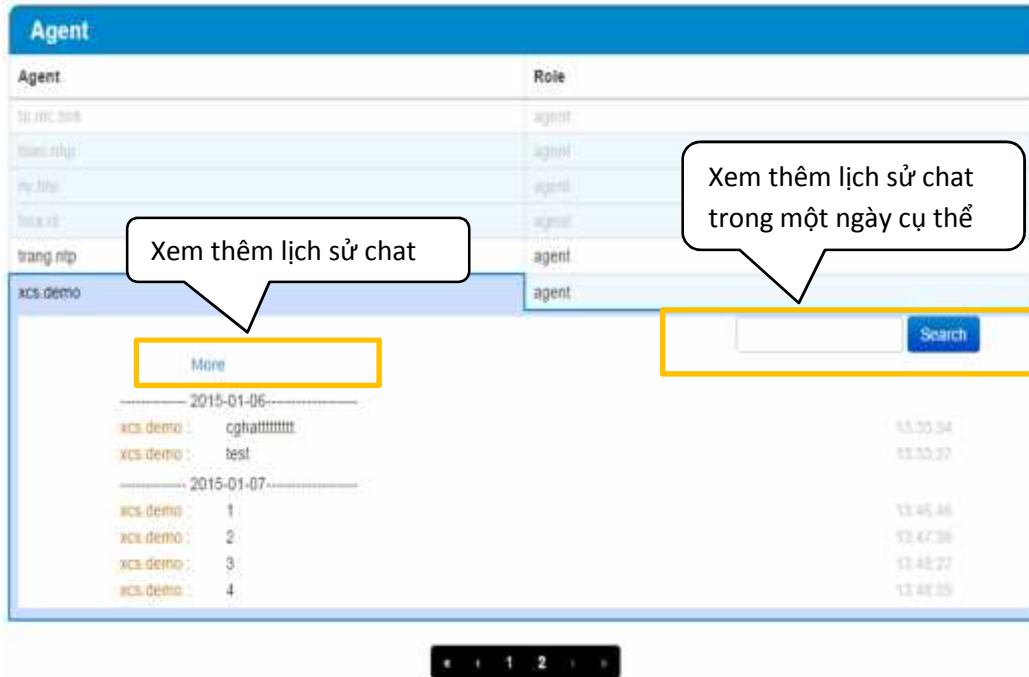
- Hiện thị lịch sử chat giữa supervisor và từng agent



2- Chi tiết :

- Click vào từng agent để xem nội dung chat. Nếu agent không có nội dung chat thì mở

- Hiện thị nội dung chat trong 10 ngày
- xem lịch sử chat trong nhiều ngày hơn, click vào nút “More”
- Tìm nội dung chat trong 1 ngày cụ thể bằng cách “Search”



I- THÔNG TIN LIÊN H

Mời thông tin hỗ trợ vui lòng liên hệ với chúng tôi theo thông tin sau:

CÔNG TY TNHH CNTT NG NH T – NTT NETWORKS

Tầng 1, tòa nhà M-H, 728-730 Võ Văn Kiệt, P.1, Q.5, TP.HCM
 [T] (+84-8) 7302 80 80 - [F] (+84-8) 7307 90 90
 [HotLine] 1900 6020
 [W] www.nttnetworks.com - [E] seo@nttnetworks.com

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<p>LÊ THANH HẢI (Mr.) System Engineering Officer Mobile: 0978 420 190 Email: hai.lt@nttnetworks.com Ym&sky: hailt88</p>	<p>V NG NH T TÂN (Mr.) Project Manager Mobile : 090 278 99 19 hoặc 097 605 60 60 Email : tso@nttnetworks.com Skype : voipmart_tso Yahoo : nhattanv</p>
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