

KX-NS Step by Step Guide

Built-in ACD

Call Center Monitor and Report

Specifications are subject to change without notice.

1. Overview

Call center monitoring and reporting are built-in.

Activation key : KX-NSF201 is required. (Same as Queuing order announcement)

Optional compact flash card is required for KX-NS1000 to log 600,000 calls.

Factory built-in compact flash card for KX-NS1000 supports 10,000 calls (for trial).

Optional SD card is required for other KX-NS PBX to log 300,000 calls.

<What is New from CA Supervisor?>

- Graphical report, exporting to CSV and so on are supported.
- Report for call center agent (extension user in ICD group) is supported.
- **Application installation is not required for client PC** because KX-NS PBX supports this feature using **built-in web server**.



Supervisor
(Max.16)

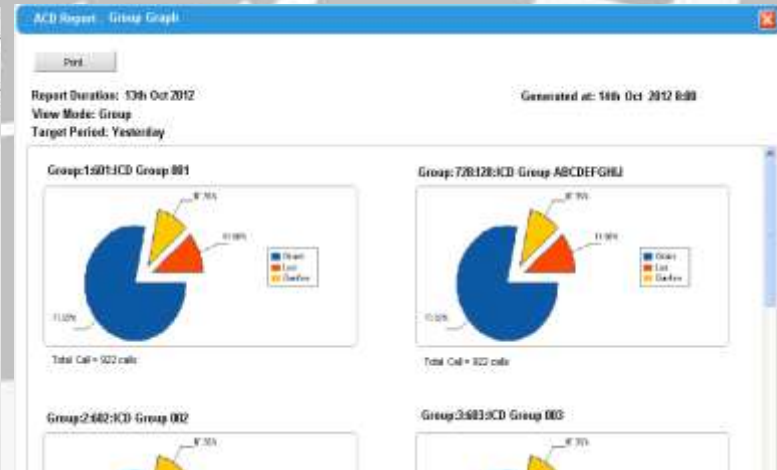
Group Call Monitor

Current Waiting Call: 0

Longest Waiting Time: 00'00

Current Member Status

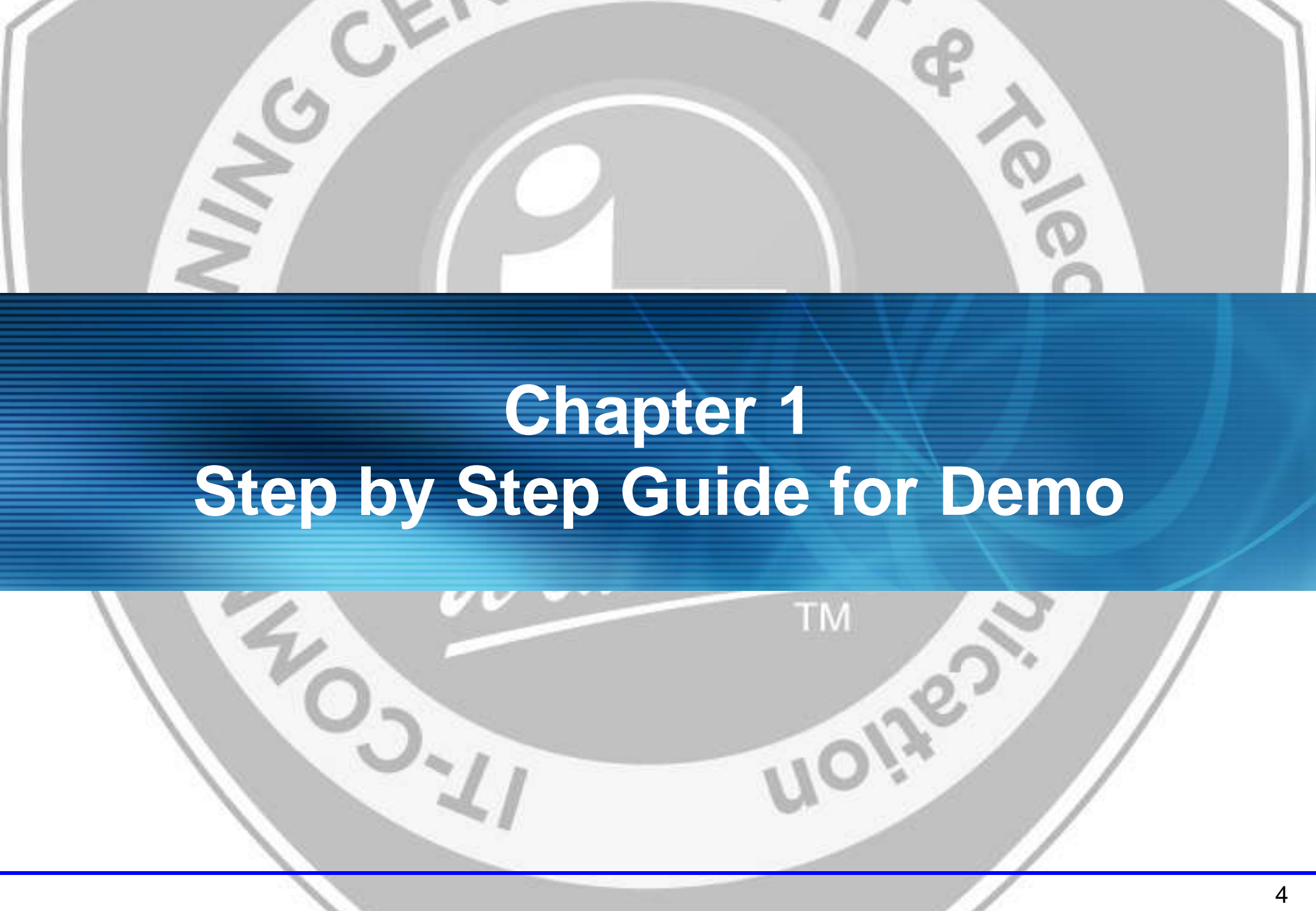
Phone Status	ICD Group	
	Log-in	Log-out
Wrap up	0	0
On the phone	0	1
Ringing	0	0
Idle	15	3



2. Requirement

Activation key is required.

Activated feature	Pre-installed	Activation key
CA Pro (user)	0	400
CA Supervisor (user)	0	4
CA Network Feature (user)	0	400
CA Operator Console (user)	0	4
CA Thin Client Server	0	0
Call Center Feature Enhancement	0	1

The background features a large, faded circular logo. The outer ring of the logo contains the text "TRAINING CENTER" at the top and "IT-COMMUNICATION" at the bottom. In the center of the logo is a stylized figure of a person with arms raised, resembling a person celebrating or a person with a lightbulb idea. The text "& Teleco" is visible on the right side of the top ring, and "TM" is visible on the right side of the bottom ring.

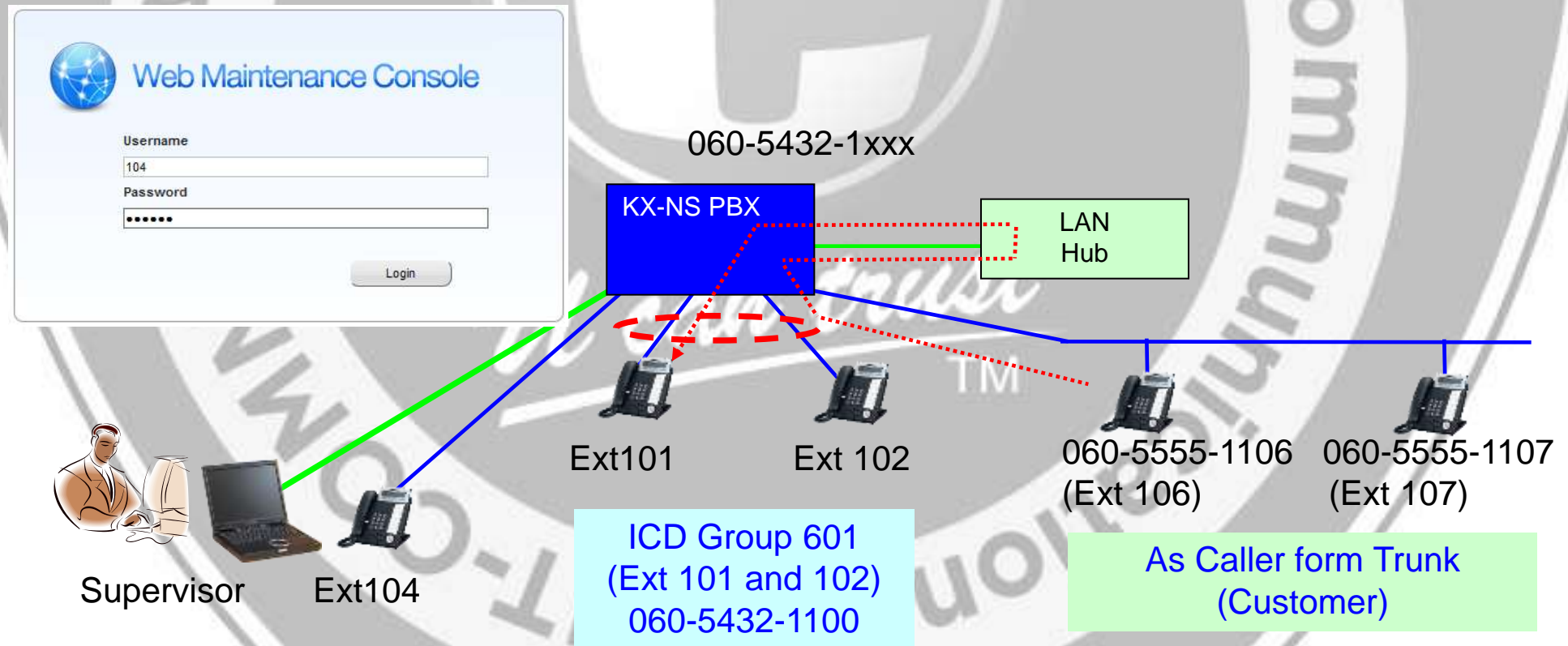
Chapter 1

Step by Step Guide for Demo

10. SIP Trunk Loop Back

SIP trunk loop back is required for demo.
See step by step guide about “SIP Trunk to Trunk” for details.

Report feature does NOT work for extension call.
Monitor feature works for both trunk call and extension call.



11. Decide Supervisor from Web User.

The screenshot displays a web-based configuration interface. On the left, a sidebar contains a tree view of configuration options: Users, PBX Configuration, 1.Configuration, 2.System, 3.Group, 1.Trunk Group, 2.User Group, 3.Call Pickup Group, 4.Paging Group, 5.Incoming Call Distribution Group, 1.Group Settings, 2.Queuing Time Table, 3.Miscellaneous, 4.ACD Supervisor (highlighted in orange), and 6.Extension Hunting Group. A red circle highlights a pencil icon at the bottom of the sidebar.

The main area is titled "ACD Supervisor" and contains a table with two columns: "No." and "First Name". The table is currently empty.

Overlaid on the main area is a dialog box titled "Set ACD Supervisor". It features two list boxes: "Normal User" and "ACD Supervisor". The "Normal User" list contains the following entries: 101 Andrew White, 102 Becky Black, 104 Tom Red (highlighted), 106 Susan Green, 107 Ext.107, 108 Ext.108, 109 Ext.109, and 110 Ext.110. The "ACD Supervisor" list contains the entry: 1:103 Mike Smith. Between the lists are two buttons: "==" and "<==". At the bottom of the dialog are "OK" and "Cancel" buttons.

Web user account has to be programmed before this step.

12. Select ICD Group for the Supervisor.

The screenshot displays a software interface for configuring ACD Supervisors. On the left is a navigation tree under 'PBX Configuration' with '4.ACD Supervisor' selected. The main area shows a table of supervisors. The 'Edit' button for the supervisor with extension 103 is circled in red. A dialog box titled 'Set ACD Supervisor ICD Group' is open, showing the supervisor's details and two lists of ICD groups: 'Available ICD Group' and 'Selected ICD Group'. The 'Available ICD Group' list contains 25 items from 5:605 to 29:629. The 'Selected ICD Group' list contains 4 items: 1:601, 2:602, 3:603, and 4:604. Navigation buttons '==>' and '<==', along with 'OK' and 'Cancel' buttons, are visible at the bottom of the dialog.

No.	First Name	Last Name	Ext. No.	ICD Group
1	Mike	Smith	103	Edit
2	Tom	Red	104	Edit
3				
4				
5				
6				
7				
8				
9				
10				
11				
12				
13				
14				
15				
16				

Set ACD Supervisor ICD Group

Supervisor:103 Mike Smith

Available ICD Group

- 5:605:ICD Group 005
- 6:606:ICD Group 006
- 7:607:ICD Group 007
- 8:608:ICD Group 008
- 9:609:ICD Group 009
- 10:610:ICD Group 010
- 11:611:ICD Group 011
- 12:612:ICD Group 012
- 13:613:ICD Group 013
- 14:614:ICD Group 014
- 15:615:ICD Group 015
- 16:616:ICD Group 016
- 17:617:ICD Group 017
- 18:618:ICD Group 018
- 19:619:ICD Group 019
- 20:620:ICD Group 020
- 21:621:ICD Group 021
- 22:622:ICD Group 022
- 23:623:ICD Group 023
- 24:624:ICD Group 024
- 25:625:ICD Group 025
- 26:626:ICD Group 026
- 27:627:ICD Group 027
- 28:628:ICD Group 028
- 29:629:ICD Group 029

Selected ICD Group

- 1:601:ICD Group 001
- 2:602:ICD Group 002
- 3:603:ICD Group 003
- 4:604:ICD Group 004

==>

<==

OK Cancel

13. Enable this feature.

The screenshot displays the 'Miscellaneous' configuration page in a PBX system. The left sidebar shows a tree view with 'Users' and 'PBX Configuration' expanded. Under 'PBX Configuration', the following items are listed: 1. Configuration, 2. System, 3. Group, 1. Trunk Group, 2. User Group, 3. Call Pickup Group, 4. Paging Group, 5. Incoming Call Distribution Group, 1. Group Settings, 2. Queuing Time Table, 3. Miscellaneous (highlighted in orange), 4. ACD Supervisor, and 6. Extension.

The main content area is titled 'Miscellaneous' and contains several sections:

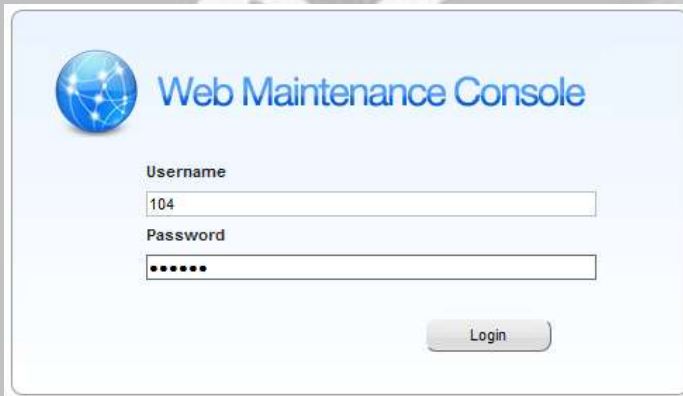
- Wrap-up timer based on:** Radio buttons for 'Extension' (selected) and 'ICD Group Member'.
- Overflow immediately when All Logout:** Radio buttons for 'Enable (Queuing Busy Destination)' (selected) and 'Disable (Keep Queuing)'.
- Call Log for Built-in ACD Report (Activation Key Required):** This section is circled in red. It contains radio buttons for 'Enable (Logging)' (selected) and 'Disable'.
- ICD Group Call Monitor View:** A text input field for 'Screen Update Time (s)' with the value '5' and a dropdown arrow.
- Announcement of Estimated Waiting Time:** Radio buttons for 'Average waiting time' (selected) and 'Predefined time'. Below this is a text input field for 'Waiting time (10-3600 s)' with the value '30' and a dropdown arrow.



Chapter 2

Demo after Set-up

21. Log-in



Web Maintenance Console

Username
104

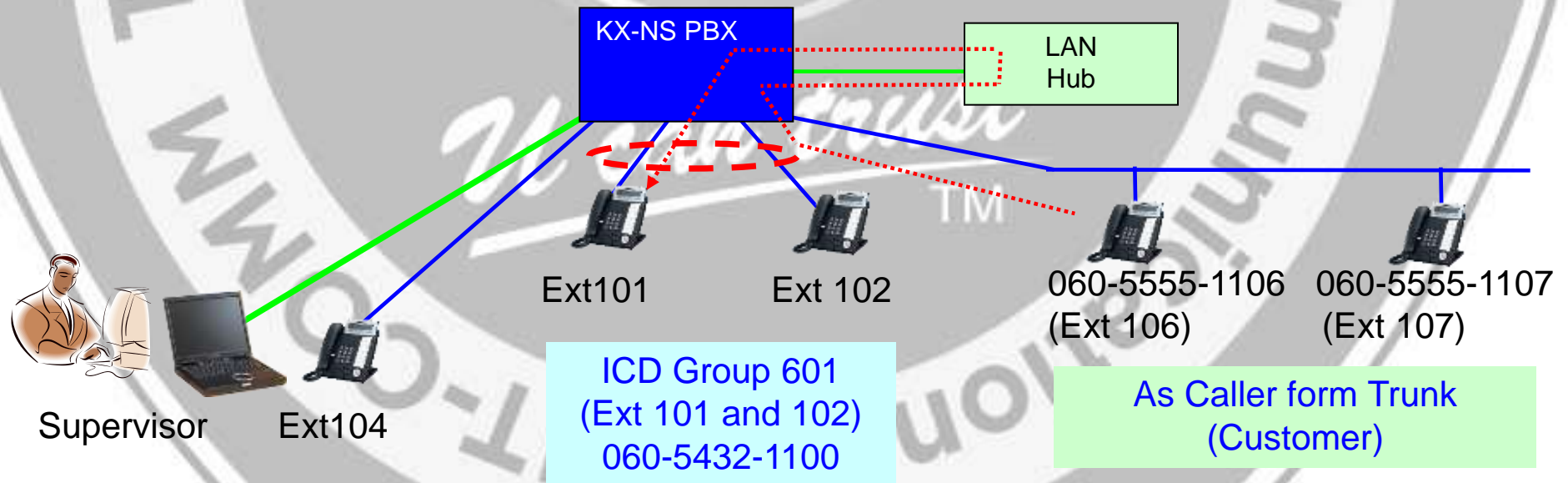
Password

Login

Make a call from “Customer” to
ICD group through SIP trunk.
0/9-060-5432-1100

Password : PWD104

060-5432-1xxx



22. Monitor - Setting

The screenshot shows the 'Group Monitor' configuration window. On the left is a navigation menu with 'Users' at the top, followed by '1. User Profiles', '3. Automatic Two-way Recording', '4. ICDG Management', '1. Group Monitor' (highlighted), and '2. ACD Report'. The main area is titled 'Group Monitor' and contains a 'Start Monitor' button circled in red. Below it is the 'Basic Settings' section, which includes a 'Layout' section with radio buttons for '1 Group' and '4 Groups', where '4 Groups' is selected and circled in red. Underneath is a 'Select ICD Group' section circled in red, featuring a list of dropdown menus numbered 1 through 16. The dropdown for item 5 is open, showing options: '1:601:Call Center', '2:602:ICD Group 002' (highlighted), '3:603:ICD Group 003', '4:604:ICD Group 004', and '11:611:SE Test'. Other dropdowns are populated with values like '1:601:Call Center', '2:602:ICD Group 002', '4:604:ICD Group 004', and '11:611:SE Test'. The 'Options' section is partially visible at the bottom.

23. Monitor

Group Monitor View (4 Groups)

ICD Group No. 1:601:Call Center

Current Waiting Calls: **0** Longest Waiting Time: **00'00**

Current Member Status

Phone Status	Member Status	
	Log-in	Log-out
Wrap up	0	0
On the phone	0	0
Ringing	0	0
Idle	6	0

ICD Group No. 2:602:ICD Group 002

Current Waiting Calls: **0** Longest Waiting Time: **00'00**

Current Member Status

Phone Status	Member Status	
	Log-in	Log-out
Wrap up	0	0
On the phone	0	0
Ringing	0	0
Idle	1	0

ICD Group No. 2:602:ICD Group 002

Current Waiting Calls: **0** Longest Waiting Time: **00'00**

Current Member Status

Phone Status	Member Status	
	Log-in	Log-out
Wrap up	0	0
On the phone	0	0
Ringing	0	0
Idle	1	0

ICD Group No. 4:604:ICD Group 004

Current Waiting Calls: **0** Longest Waiting Time: **00'00**

Current Member Status

Phone Status	Member Status	
	Log-in	Log-out
Wrap up	0	0
On the phone	0	0
Ringing	0	0
Idle	3	0

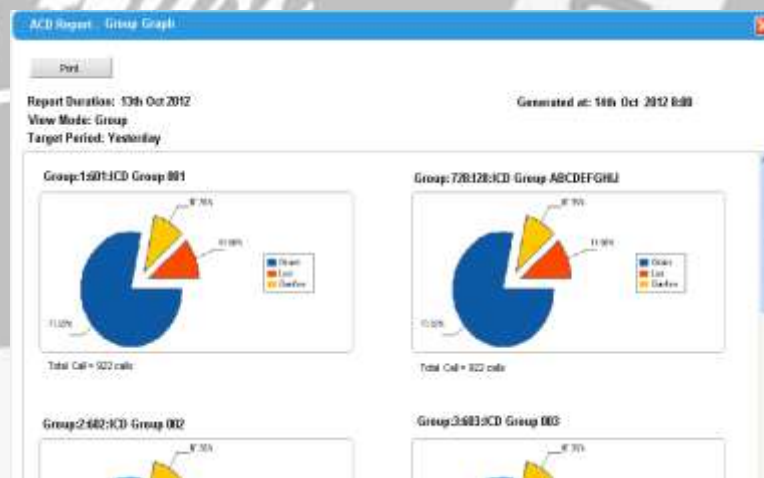
1 2 3 4

Close

24. Report - Group

The screenshot shows the 'ACD Report' interface. On the left is a navigation menu with 'Users' and sub-items: '1. User Profiles', '3. Automatic Two-way Recording', '4. ICDG Management', '1. Group Monitor', and '2. ACD Report' (highlighted). The main area has tabs for 'Group', 'Agent', and 'Call'. A 'View Report' button is circled in red. Below it is the 'Filter Settings' section with the following fields: 'View Mode' (set to 'Group'), 'Range' (09:00 - 17:00), 'Select Group' (with a 'Select' button circled in red), 'Select Period' (set to 'Today', circled in red), 'Start Date', 'End Date', 'Start Time', and 'End Time'.

“Today” is good for demo.



25. Report - Agent

Users

- 1. User Profiles
- 3. Automatic Two-way Recording
- 4. ICDG Management
- 1. Group Monitor
- 2. ACD Report

ACD Report

Report Profiles Option

Group Agent Call

View Report

Filter Settings

View Mode : Agent ▼

Select Agent : Select

Select Period : Today ▼

Range : 09:00 - 17:00

Start Date : Start Time :

End Date : End Time :

ACD Report - Agent Report ✕

Graph Export Print

Report Duration: 02/14/2014 Generated at: 02/14/2014 17:49

View Mode: Agent

Select Period: Today

Group	Agent	Total Answer	Talk Time			Login Time	Not-r Tim
			Total	Average	Max.		
11:811:SE Test	BSf ota (8250)	0	0:00:00	0:00:00	0:00:00	0:00:00	
11:811:SE Test	No ist(8249)	0	0:00:00	0:00:00	0:00:00	0:00:00	
Total		0	0:00:00	-	-	0:00:00	
Average		0	0:00:00	0:00:00	-	0:00:00	

26. Report - Call

Recording

- 4.ICDG Management
 - 1.Group Monitor
 - 2.ACD Report

Group Agent **Call**

View Report

Filter Settings

Select Group :

Select Period : ▼

Start Date :

Start Time :

End Date :

End Time :

Call Filter Mode:

Caller ID/CLIP Filter:

1 :

2 :

3 :

4 :

9 :

10 :

Talk/Wait Duration Filter:

Mode : ▼

Min. :

Max. :

Lost Call Filter:



Thank you !

Revision

Date	No.	Change
Feb 14	-	First edition

U can trust
TM