


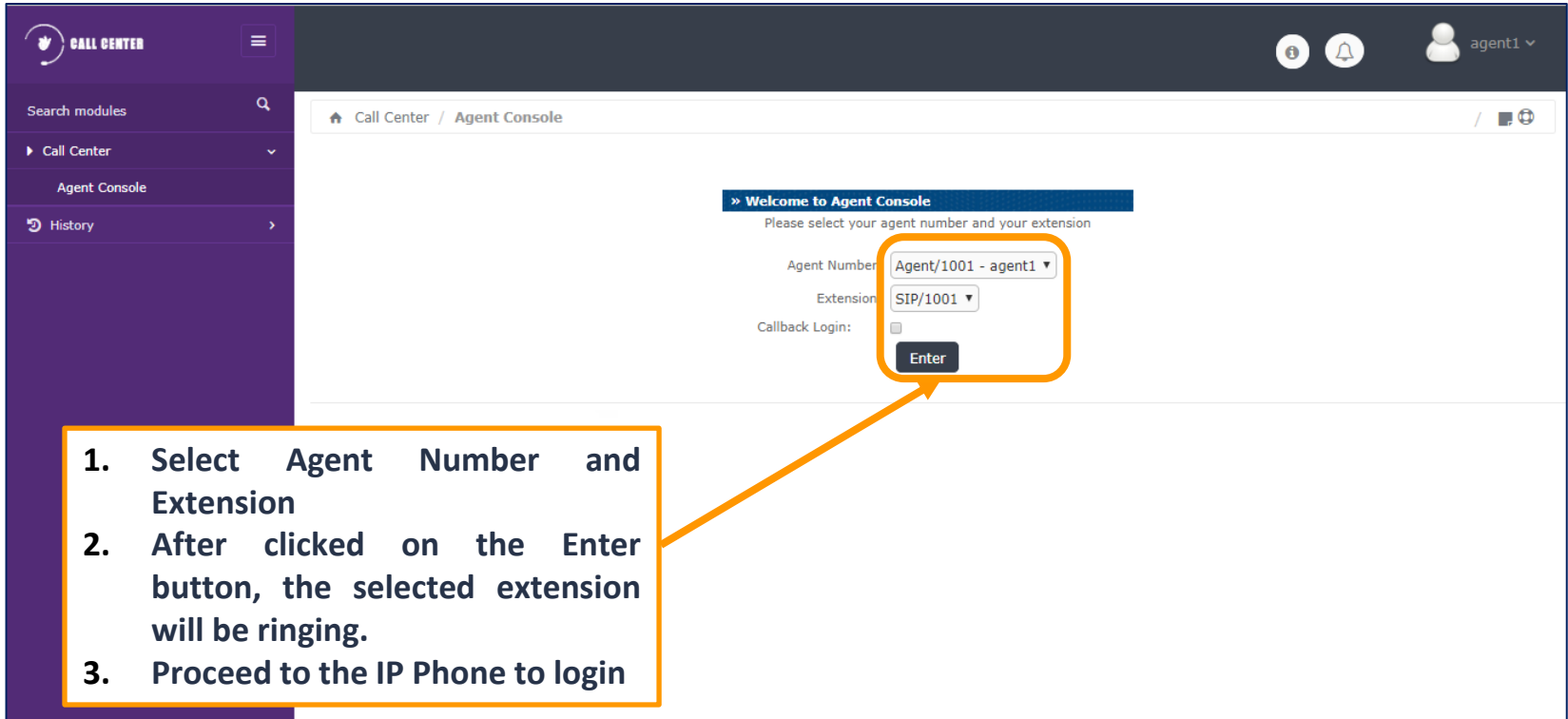
Telephony System Training

31-01-2020

AGENT/RECEPTIONIST



Submit 



» Welcome to Agent Console
Please select your agent number and your extension

Agent Number: Agent/1001 - agent1
Extension: SIP/1001
Callback Login:

Enter

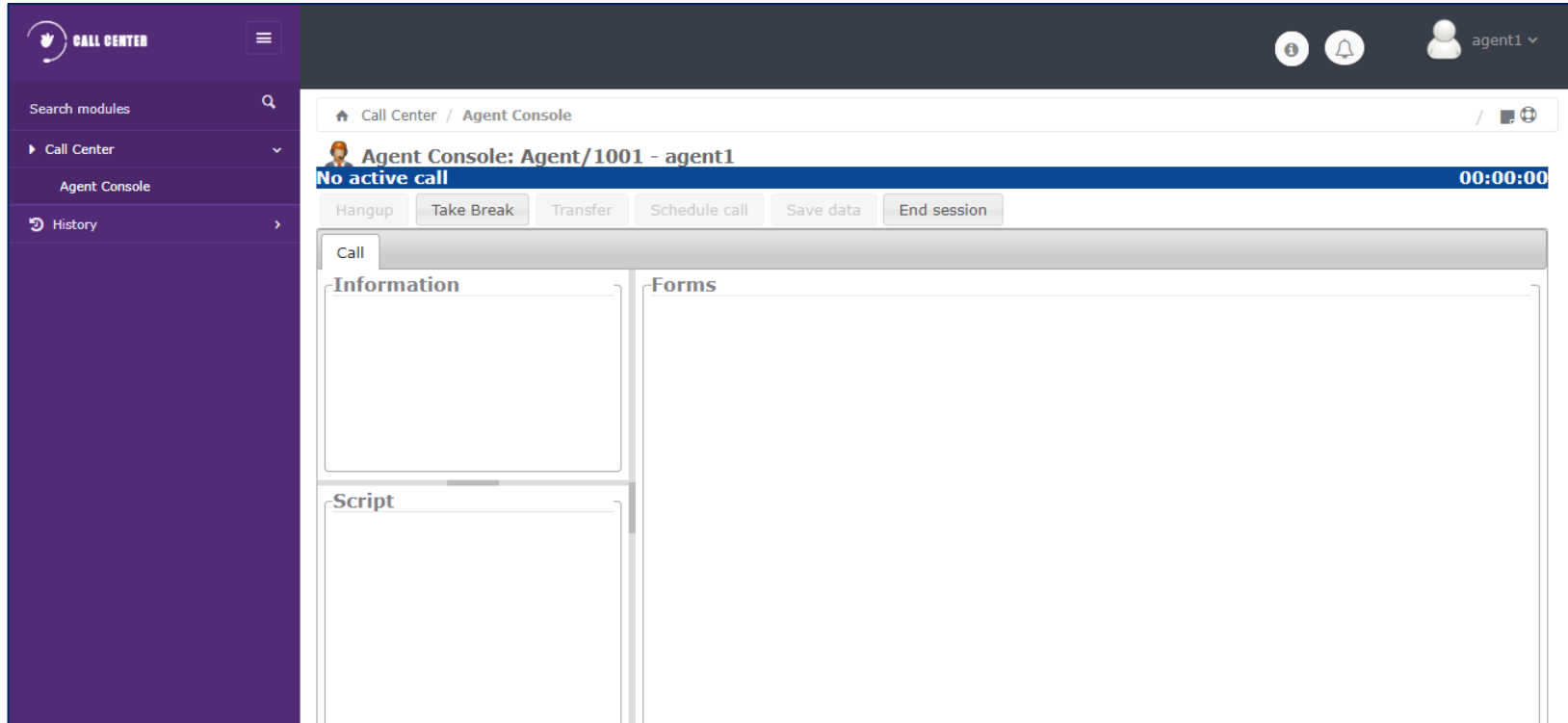
1. Select Agent Number and Extension
2. After clicked on the Enter button, the selected extension will be ringing.
3. Proceed to the IP Phone to login

To Login into IP Phone:

1. Press Answer Key
2. After Announcement Enter the Password 1234#



Agent Screen



The screenshot displays the Daythree Agent Console interface. On the left is a dark purple sidebar with the 'CALL CENTER' logo and a search icon. Below the logo are menu items: 'Search modules', 'Call Center', 'Agent Console', and 'History'. The main workspace has a dark header with a user profile icon labeled 'agent1', a notification bell, and an information icon. Below the header is a breadcrumb trail 'Call Center / Agent Console'. The main content area shows 'Agent Console: Agent/1001 - agent1' with a status bar indicating 'No active call' and a timer at '00:00:00'. A row of action buttons includes 'Hangup', 'Take Break', 'Transfer', 'Schedule call', 'Save data', and 'End session'. The main workspace is divided into three panels: 'Information', 'Forms', and 'Script', all of which are currently empty.

Receiving Incoming Calls

The screenshot displays the Daythree Call Center Agent Console interface. On the left is a purple sidebar with navigation options: 'CALL CENTER', 'Search modules', 'Call Center', 'Agent Console', and 'History'. The main area shows the agent's status as 'agent1' and the current call as 'Agent Console: Agent/1001 - agent1'. A green banner at the top of the call area indicates 'Connected to call' with a timer showing '00:00:09'. Below this are buttons for 'Hangup', 'Take Break', 'Transfer', 'Schedule call', 'Save data', and 'End session'. The interface is divided into sections: 'Call' (with a sub-section 'Information' containing fields for Campaign, Internal Call ID, Phone number, and Contact), 'Forms' (stating 'No forms available for this call'), and 'Script'. A note box on the right side of the interface contains the text: 'Note: Incoming Calls will be answered automatically.'

Call Transfer

CALL CENTER

Search modules

Call Center

Agent Console

History

Call Center / Agent Console

Agent Console: Agent/1001 - agent1

Connected to call 00:00:39

Hangup Take Break **Transfer** Schedule call Save data End session

Call

Information

Campaign: (none)

Internal Call ID: incoming-q10-1

Phone number: 0355672494

Contact: (no matching contact)

Select extension to transfer to

1002

Blind transfer Attended transfer

Transfer Dismiss

Script

Blind Transfer – Call Transfer to other Extension

Attended Transfer – Warm Transfer

Take Break

The screenshot displays a call center agent console interface. On the left is a purple sidebar with navigation options: 'CALL CENTER', 'Search modules', 'Call Center', 'Agent Console', and 'History'. The main area shows the 'Agent Console: Agent/1001 - agent1' header with a 'No active call' status and a '00:00:00' timer. Below the header are buttons for 'Hangup', 'Take Break', 'Transfer', 'Schedule call', 'Save data', and 'End session'. The 'Take Break' button is highlighted with an orange box. A modal dialog titled 'Select break type' is open, showing a dropdown menu with 'LUNCH BREAK - LUNCH BREAK' selected and 'Take Break' and 'Dismiss' buttons.

Break Type

The screenshot displays a call center agent console interface. On the left is a purple sidebar with navigation options: 'CALL CENTER', 'Search modules', 'Call Center', 'Agent Console', and 'History'. The main area shows the 'Agent Console: Agent/1001 - agent1' with a status bar indicating 'No active call' and a timer at '00:00:00'. Below the status bar are buttons for 'Hangup', 'Take Break', 'Transfer', 'Schedule call', 'Save data', and 'End session'. A 'Call' window is open, showing 'Information' and 'Script' sections. A 'Forms' dropdown menu is active, displaying a 'Select break type' list with the following options: 'LUNCH BREAK - LUNCH BREAK', 'TOILET BREAK - TOILET BREAK', 'SHORT BREAK - SHORT BREAK', 'BRIEFING - BRIEFING', 'COACHING - COACHING', and 'SCHEDULED CALLBACK - SCHEDULED CALLBACK'. The 'TOILET BREAK - TOILET BREAK' option is highlighted in blue and enclosed in an orange rounded rectangle.

End Break

The screenshot displays a call center agent console interface. On the left is a dark purple sidebar with a 'CALL CENTER' header and a search bar. The main area has a dark header with user information 'agent1' and notification icons. Below the header, the breadcrumb 'Call Center / Agent Console' is visible. The main content area shows 'Agent Console: Agent/1001 - agent1' with a red status bar indicating 'On break: LUNCH BREAK' and a timer at '00:00:18'. A row of buttons includes 'Hangup', 'End Break' (highlighted with an orange box), 'Transfer', 'Schedule call', 'Save data', and 'End session'. The main workspace is divided into three sections: 'Information', 'Forms', and 'Script', all of which are currently empty.

The screenshot displays a call center agent console. On the left is a dark purple sidebar with the 'CALL CENTER' logo and a menu icon. Below the logo are sections for 'Search modules', 'Call Center', 'Agent Console', and 'History'. The main interface has a dark header with a user profile icon labeled 'agent1'. Below the header, a breadcrumb trail shows 'Call Center / Agent Console'. A green status bar indicates 'Agent Console: Agent/1001 - agent1' and 'Connected to call' with a timer at '00:00:09'. A row of action buttons includes 'Hangup', 'Take Break', 'Transfer', 'Schedule call', 'Save data', and 'End session', with the 'End session' button highlighted by an orange border. The main content area is divided into three panels: 'Information' (showing Campaign: (none), Internal Call ID: incoming-q10-1, Phone number: 0355672494, and Contact: (no matching contacts)), 'Forms' (stating 'No forms available for this call'), and 'Script'.

The screenshot displays the Daythree Agent Console interface. On the left is a dark purple sidebar with the following menu items: 'CALL CENTER' with a home icon, 'Search modules' with a magnifying glass icon, 'Call Center' with a dropdown arrow, 'Agent Console', and 'History' with a right-pointing arrow. The main content area has a dark header with a user profile icon labeled 'agent1', a bell icon, and an information icon. Below the header, a breadcrumb trail shows 'Call Center / Agent Console'. A purple dropdown menu is open, showing 'Change Issabel Password' and 'Logout', with the 'Logout' option highlighted by an orange rectangle. The main content area features a blue header '» Welcome to Agent Console' and the instruction 'Please select your agent number and your extension'. Below this are three form fields: 'Agent Number:' with a dropdown menu showing 'Agent/1001 - agent1', 'Extension:' with a dropdown menu showing 'SIP/1001', and 'Callback Login:' with an unchecked checkbox. An 'Enter' button is positioned below the 'Callback Login' field.

SUPERVISOR



Submit



Supervisor Dashboard

CALL CENTER [Menu Icon]

Search modules [Search Icon]

- PBX [Dropdown Arrow]
- Operator Panel
- Calls Recordings
- Reports [Right Arrow]
- Call Center [Right Arrow]
- History [Right Arrow]

PBX / Operator Panel [Home Icon] [Refresh Icon]

Connected [Hide All]

Extensions

- 1001: 1001 [Phone Icon]
- 1002: 1002 [Phone Icon]
- 999: 999 [Phone Icon]

DAHDI Trunks

SIP/IAX Trunks

- SIP/to_10 [Phone Icon]

Area 1 -- 0 ext [Edit Name]

Area 2 -- 0 ext [Edit Name]

Area 3 -- 0 ext [Edit Name]

Conferences

Parking lots

- Parked (701) [Phone Icon] [P]
- Parked (702) [Phone Icon] [P]
- Parked (703) [Phone Icon] [P]
- Parked (704) [Phone Icon] [P]

Queues

- 10: 10 [Phone Icon]

The screenshot shows a web application interface for call center management. On the left is a dark purple sidebar with a menu containing: CALL CENTER, Search modules, PBX, Operator Panel, Calls Recordings, Reports, Call Center, and History. The main content area has a dark header with user information 'supervisor1' and notification icons. Below the header is a breadcrumb 'PBX / Calls Recordings' and a yellow warning message: 'There is no extension number associated with the current user. You can associate an extension number to your user by clicking here'. There are 'Show Filter' and 'Download' buttons. A filter is applied: 'Start Date = 20 Nov 2019, End Date = 20 Nov 2019'. A table displays two call records:

Date	Time	Source	Destination	Duration	Type	Message
20 Nov 2019	02:15:32	0169855208	10	00:00:47	Incoming	Listen Download
20 Nov 2019	02:14:09	1001	0169855208	00:00:24	Outgoing	Listen Download

Call Recording Filter

CALL CENTER

Search modules

PBX

Operator Panel

Calls Recordings

Reports

Call Center

History

PBX / Calls Recordings

There is no extension number associated with the current user. You can associate an extension number to your user by clicking [here](#)

Show Filter Download

Start Date: 20 Nov 2019 End Date: 20 Nov 2019 Search: Source Destination Type Show

Date	Time	Extension	Duration	Type	Action
20 Nov 2019	02:15:32	0169855208	10	Incoming	Listen Download
20 Nov 2019	02:14:09	1001	00:00:24	Outgoing	Listen Download

Call Recoding Download

The screenshot shows a web application interface for call center management. On the left is a purple sidebar with navigation options: CALL CENTER, Search modules, PBX, Operator Panel, Calls Recordings, Reports, Call Center, and History. The main content area is titled 'PBX / Calls Recordings' and features a yellow warning banner: 'There is no extension number associated with the current user. You can associate an extension number to your user by clicking here'. Below the banner is a 'Show Filter' dropdown and a 'Download' dropdown menu, which is highlighted with an orange box and contains options for CSV, Spreadsheet, and PDF. The interface also includes search filters for Start Date, End Date (set to 20 Nov 2019), and Search (set to Source). A table of call recordings is displayed with columns for date, duration, extension, and direction. The table contains two rows of data.

Date	Duration	Extension	Direction	Action
20 Nov 2019	02:15:30	0169855208	Incoming	Listen Download
20 Nov 2019	02:14:09	1001	Outgoing	Listen Download

PBX Report – CDR Report

CALL CENTER [Menu Icon]

Search modules [Search Icon]

- PBX >
- Reports ▾
 - CDR Report**
 - Billing >
 - Graphic Report
 - Summary
 - Missed Calls
 - Call Center >
 - History >

Reports / CDR Report

There is no extension number associated with the current user. You can associate an extension number to your user by clicking here [Close Icon]

Show Filter [Dropdown] Download [Dropdown]

Filter applied: Start Date = 20 Nov 2019, End Date = 20 Nov 2019 Filter applied: Status = ALL

Date	Source	Ring Group	Destination	Src. Channel	Account Code	Dst. Channel	Status	Duration	Uniqueid
2019-11-20 02:15:32	0169855208		10	SIP/to_10-00000009		Agent/1001	ANSWERED	47s	1574234132.10
2019-11-20 02:15:24	1001		s	SIP/1001-00000008			ANSWERED	54s	1574234124.9
2019-11-20 02:14:09	1001		0169855208	SIP/1001-00000006		SIP/to_10-00000007	ANSWERED	14s	1574234049.7
2019-11-20 01:38:10	0355672494		10	SIP/to_10-00000005		Agent/1001	ANSWERED	12s	1574231890.5
2019-11-20 01:37:34	1001		s	SIP/1001-00000004			ANSWERED	47s	1574231854.4

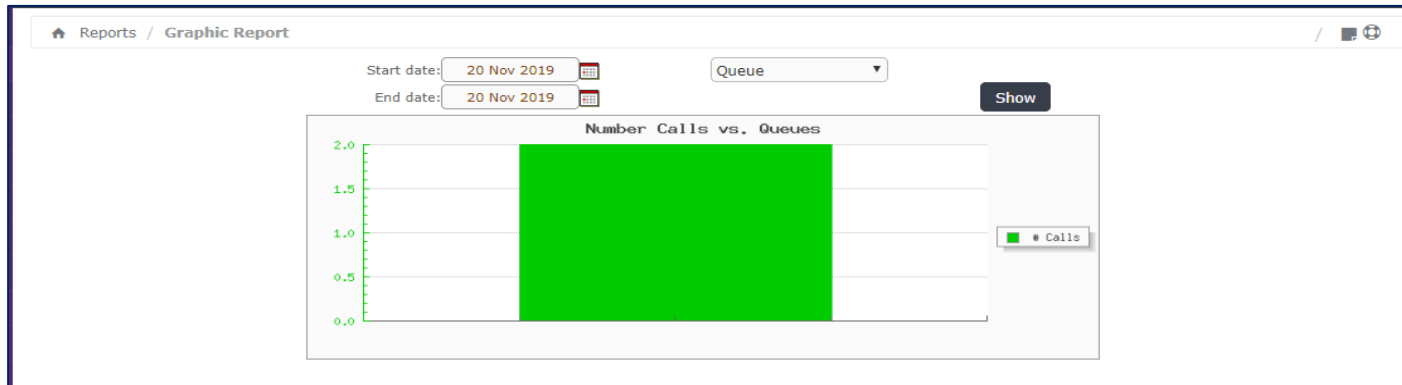
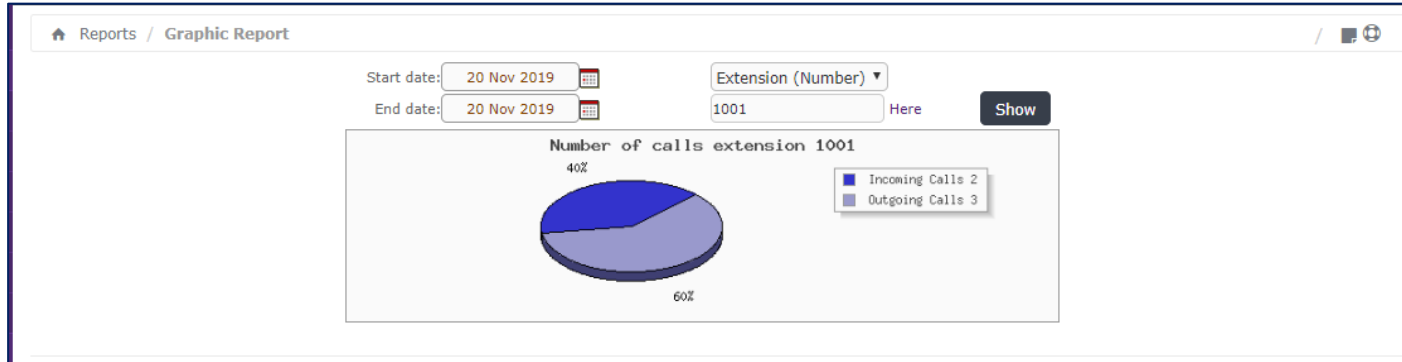
Date	Source	Ring Group	Destination	Src. Channel	Account Code	Dst. Channel	Status	Duration	Uniqueid
------	--------	------------	-------------	--------------	--------------	--------------	--------	----------	----------

PBX Report – Billing Report

The screenshot shows a web application interface for a call center. On the left is a dark purple sidebar with a 'CALL CENTER' header and a menu icon. Below the header are search and navigation options: 'Search modules', 'PBX', 'Reports' (expanded), 'CDR Report', 'Billing' (expanded), 'Billing Report' (selected), 'Graphic Report', 'Summary', 'Missed Calls', 'Call Center', and 'History'. The main content area has a dark header with user information 'supervisor1' and notification icons. Below this is a breadcrumb trail 'Reports / Billing / Billing Report'. There are controls for 'Show Filter' and 'Download'. A filter message states 'Filter applied: Start Date = 20 Nov 2019, End Date = 20 Nov 2019'. A table displays one call record with the following data:

Date	Rate Applied	Rate Value	Source	Destination	Dst. Channel	Account Code	Duration	Cost	Summary Cost
2019-11-20 02:14:09	default		1001	0169855208	SIP/to_10-00000007		14s	0.000	0

PBX Report – Graphic Reports



PBX Report – Calls Summary

CALL CENTER

Search modules

PBX

Reports

CDR Report

Billing

Graphic Report

Summary

Missed Calls

Call Center

History

Reports / Summary

Show Filter

Filter applied: Start Date = 20 Nov 2019, End Date = 20 Nov 2019

Ext.	User	# Incoming Calls	# Outgoing Calls	Total time (Incoming Calls)	Total time (Outgoing Calls)	Details
1001	1001	2	3	00h. 00m. 59s	00h. 01m. 55s	View
1002	1002	0	0	00h. 00m. 00s	00h. 00m. 00s	View
999	999	0	0	00h. 00m. 00s	00h. 00m. 00s	View

PBX Report – Missed Calls

The screenshot shows a web application interface for a call center. On the left is a dark purple sidebar with a 'CALL CENTER' header and a menu icon. Below the header are search and navigation options: 'Search modules', 'PBX', 'Reports' (with a dropdown arrow), 'CDR Report', 'Billing', 'Graphic Report', 'Summary', 'Missed Calls', 'Call Center', and 'History'. The main content area has a dark header with user information 'supervisor1' and notification icons. Below this is a breadcrumb 'Reports / Missed Calls' and controls for 'Show Filter' and 'Download'. A table displays one missed call record with the following data:

Date	Source	Destination	Time since last call	Number of attempts	Status
20-Nov-2019 02:38:46	0169855208	1001	1 minute(s) 42 second(s)	1	NO ANSWER

Call Center Reports – Reports Break

The screenshot shows a web application interface for 'CALL CENTER' reports. The left sidebar contains a menu with options like 'Reports Break', 'Calls Detail', 'Calls per hour', etc. The main content area displays a breadcrumb trail 'Call Center / Reports / Reports Break' and a table with columns for various break types and a total. The table data is as follows:

No. Agent	Agent Name	Hold	LUNCH BREAK	TOILET BREAK	SHORT BREAK	BRIEFING	COACHING	SCHEDULED CALLBACK	Total
1001	agent1	00:00:00	00:00:40	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:40
Total		00:00:00	00:00:40	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:40

Below the table, there is a license notice: 'Issabel is licensed under GPL. 2006 - 2019.'

Call Center Reports – Calls Detail

Call Center / Reports / Calls Detail

Show Filter Download

Filter applied: Start Date = 2019-11-19 00:00:00, End Date = 2019-11-19 23:59:59

No. Agent	Agent	Start Time	End Time	Duration	Duration Wait	Queue	Type	Phone	Transfer	Status	Recording
1001	agent1	2019-11-19 21:19:26	2019-11-19 21:20:45	00:01:19	00:00:35	10	Incoming	0355672494		Success	

Call Center Reports – Calls per Hour

Call Center / Reports / Calls per hour

Show Filter Download

Hour	10	All
00:00	0	0
01:00	0	0
02:00	0	0
03:00	0	0
04:00	0	0
05:00	0	0
06:00	0	0
07:00	0	0
08:00	0	0
09:00	0	0
10:00	0	0
11:00	0	0
12:00	0	0
13:00	0	0
14:00	0	0
15:00	0	0

Call Center Reports – Calls per Agent

Call Center / Reports / Calls per Agent

Show Filter Download

No. Agent	Agent	Type	Queue	Calls answered	Duration	Average	Longest Call
1001	agent1	Inbound	10	1	00:01:19	00:01:19	00:01:19
Total				1	00:01:19	00:01:19	00:01:19

Call Center Reports – Hold Time

Call Center / Reports / Hold Time

Show Filter Download

Queue	0 - 10	11 - 20	21 - 30	31 - 40	41 - 50	51 - 60	61 >	Average Waiting Time (sec.)	Longest Wait (sec.)	Total Calls
10	0	0	0	1	0	0	0	35	35	1
Total	0	0	0	1	0	0	0	35	35	1

Call Center Reports – Login Logout

Call Center / Reports / Login Logout

Show Filter Download

Agent	Name	Date Init	Date End	Total Login	Incoming calls	Outgoing calls	Time of Calls	Service(%)	Status
1001	agent1	2019-11-19 04:46:31	2019-11-19 04:46:42	00:00:11	00:00:00	00:00:00	00:00:00	0.00	
1001	agent1	2019-11-19 21:03:11	2019-11-19 21:09:47	00:06:36	00:00:00	00:00:00	00:00:00	0.00	
1001	agent1	2019-11-19 21:19:25	2019-11-19 21:20:45	00:01:20	00:01:19	00:00:00	00:01:19	98.75	
Total				00:08:07	00:01:19	00:00:00	00:01:19		
Agent	Name	Date Init	Date End	Total Login	Incoming calls	Outgoing calls	Time of Calls	Service(%)	Status

Call Center Reports – Incoming Calls Success

Call Center / Reports / Ingoing Calls Success

Show Filter Download

Queue	Successful	Abandoned	Hold Time	Total Calls
10	1	0	00:00:35	1
Total	1	0	00:00:35	1

Call Center Reports – Graphic Calls per Hour

Call Center / Reports / Graphic Calls per hour

Show Filter Download

Hour	10	All
00:00	0	0
01:00	0	0
02:00	0	0
03:00	0	0
04:00	0	0
05:00	0	0
06:00	0	0
07:00	0	0
08:00	0	0
09:00	0	0
10:00	0	0
11:00	0	0
12:00	0	0
13:00	0	0
14:00	0	0
15:00	0	0

Call Center Reports – Agent Information

Call Center / Reports / Agent Information

Show Filter Download

AGENT NAME			
agent1			
CONNECTION DATA			
First Connection	2019-11-19 04:46:31		
Last Disconnection	2019-11-19 21:20:45		
Connection Time	00:08:07		
Connection Count	3		
INCOMING CALLS			
Incoming Calls Count	1 Call(s) (1 Monitored, 0 Unmonitored)		
Calls/h	7.39		
Incoming Calls Time	00:01:19		
Incoming Calls Average	00:01:19.0000 (Monitored only)		
NOT-AVAILABLE REASON			
Break	Count	Hour	Percentage of not-available time
LUNCH BREAK	1	00:00:40	100.00 %

Call Center Reports – Agents Monitoring

Call Center / Reports / Agents Monitoring

Queue	Number	Agent	Current status	Total calls	Total login time	Total talk time
10	Agent/1001	agent1	LOGOUT 00:21:22	1	00:08:07	00:01:19
TOTAL		Agents: 1		1	00:08:07	00:01:19

Call Center Reports – Incoming Calls Monitoring

Call Center / Reports / Incoming calls monitoring

Queue	Waiting calls	Abandoned	Answered	Finished	Without monitoring	Entered
10	0	0	0	1	0	1
TOTAL	0	0	0	1	0	1

Call Center Reports – Campaign Monitoring

Call Center / Reports / Campaign monitoring

Campaign: (Incoming queue) 10

Start date: N/A End date: N/A Schedule: N/A - N/A

Queue: 10 Retries: N/A

Total calls: 1 Queued calls: 0 Connected calls: 0

Lost track: 0 Abandoned calls: 0 Finished calls: 1

Average Call Duration: 00:01:19 Maximum Call Duration: 00:01:19

Placing calls:

Status	Phone Number	Trunk	Since	Agent	Status	Phone Number	Trunk	Since
				Agent/1001	Logged out	-	-	-

View campaign log:

To listen Live calls
Dial 555
Enter the Extension Number



Branches	Speed Dial No	Phone No
CENTRAL REGION		
118 – Klang Branch	118	03-3358 1398
169 – Petaling Jaya Branch	169	03-7710 0016
170 – Seremban Branch	170	06-760 9662
NORTHERN REGION		
110 – Alor Setar Branch	110	04-771 6122
100 – Penang Branch	100	04-899 4340
116 – Butterworth Branch	116	04-323 3488
104 – Ipoh Branch	104	05-241 3895
113 – Sitiawan Branch	113	05-688 1895
SOUTHERN REGION		
107 – Melaka Branch	107	06-281 3382
101 – Johor Bahru Branch	101	07-387 1066
115 – Batu Pahat Branch	115	07-433 1066
164 – Kluang Branch	164	07-771 1066
EAST COAST REGION		
112 – Kuantan Branch	112	09-516 5620
106 – Kota Bahru Branch	106	09-747 6444
EAST MALAYSIA		
SABAH		
102 – Kota Kinabalu Branch	102	088-701 000
SARAWAK		
103 – Kuching Branch	103	082-417 858
105 – Bintulu Branch	105	086-313 576
168 – Miri Branch	168	085-321 453

Enter the speed dial number followed by the hash key - #



