Note:

- Hosted Call Center (HCC) is also known as "ACD" (Automatic Call Distribution)
- Multi Line Hunt Groups (MLHGs) are also referred to as Queues
- MLHG members are also referred to as "Agents"

Hosted Call Center for MLHG Members

Members of MLHGs who are acting as Call Center Agents can use Hosted Call Center to see information on incoming calls and the activity of the Multi Line Hunt Group(s) that they belong to using the User Portal.

As a Call Center Agent, you will be a member of one or more Multi Line Hunt Groups (MLHG). An MLHG controls how the calls arriving at your Call Center are distributed to the MLHG members or held in a queue until an agent becomes available.

You will use the **Groups** tab in your User Portal account to see the MLHG(s) that you belong to and, optionally, log in and out of them. With the Hosted Call Center feature, you can also link to an **Agent Dashboard (aka Agent Status)** screen that will display caller information whenever a call arrives in an MLHG and also provides a range of statistics on the current activity of the MLHGs of which you are a member.
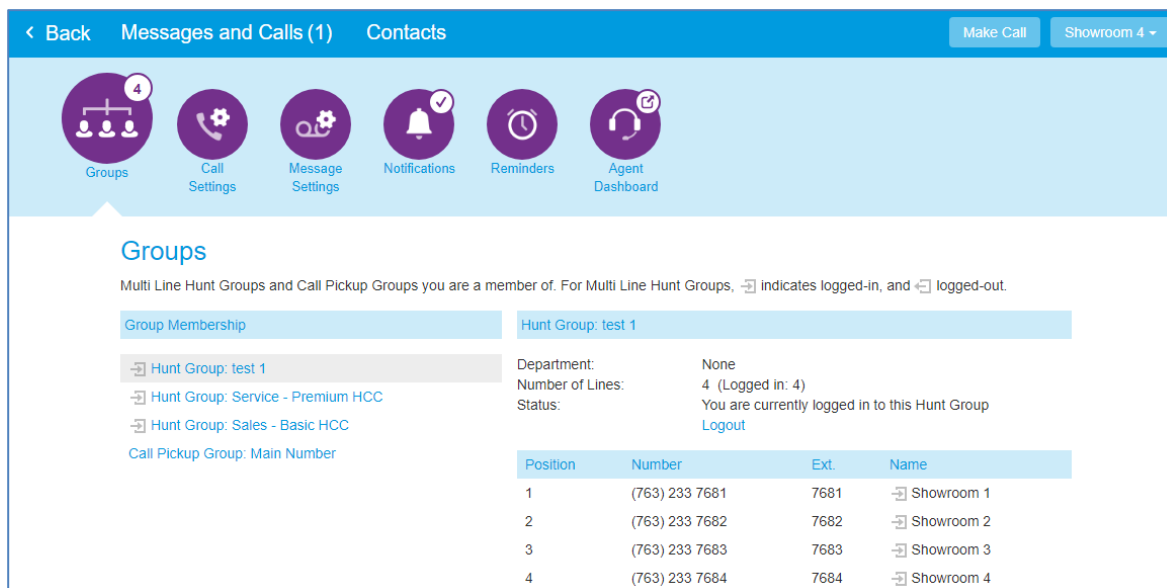
Using Multi Line Hunt Groups

A Multi Line Hunt Group (MLHG) is a way of grouping lines together so that a call made to a single number can be picked up by any of the MLHG members. When a call comes in to a Multi Line Hunt Group, each line in the group is rung in turn until someone answers the call.
Depending on how your administrator has set up your Multi Line Hunt Group you may be able to log in and out of the Multi Line Hunt Group. When you're logged in calls to that Multi Line Hunt Group will ring your phone. When you're logged out they won't.
You can be a member of more than one MLHG.

Viewing MLHGs

To view the MLHG(s) that you belong to, log on to your User Portal account (at https://portal.popp.com) and click on **Groups**

Groups screen in User Portal

The Group Membership panel on the left displays the MLHGs that you belong to.

- Click on the name of the MLHG in the list to display the details of the MLHG on the right side of the screen and see:
    - Number of Lines in the MLHG, and how many are logged in
    - Status (whether you are currently logged in)
    - List of lines in the MLHG, including whether each line is currently logged in

Logging in and out of MLHGs

Note:
Your MLHG may be configured so you are permanently logged in to the MLHG and you cannot opt to log out.

If you are able to log in and out of an MLHG, you can use the User Portal to do this.

Note that your system may only allow you to log in to a single MLHG that supports this explicit method of login. If this is the case, logging in to another MLHG will automatically log you out of the MLHG you are currently logged in to. If you are also a member of an MLHG where its members are permanently logged in, you will however remain logged in to that MLHG.

In the User Portal
As illustrated on the User Portal **Groups** tab above, each line in the MLHG uses an icon to display whether or not it is logged in.

Logged in icon

Logged out icon

Next to Status, click the **Login/Logout** link to toggle the setting.
- If you were logged in, you will now be logged out
- If you were logged out, you will now be logged in

If you were already logged in to another MLHG, you may see a pop-up warning that you will be logged out of that MLHG if you click the login link for another MLHG on this screen.
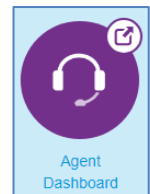
Using the Agent Dashboard page
The Agent Status page, accessed through the User Portal Groups tab, allows MLHG members to see details of incoming calls and also view information on the current activity of the Queues (MLHGs) that they belong to.
This section describes how to access the Agent Status page and use it, and how to interpret the statistics that it displays.

Accessing the Agent Dashboard page
You will access the **Agent Dashboard** page initially using your User Portal account. Once you have accessed it, you can bookmark the page in your browser so that you can link to it directly.
- Log in to the User Portal, and click the **Agent Dashboard** option on the Home screen (or the Groups page)

Using the Agent Dashboard page

The Agent Dashboard page provides information on the Queue(s) which you belong to and, if you have this option, enables you to set your Agent State using the drop-down in the top right corner.

Agent Status				Send Feedback | Logged in as: Showroom 2	
				Current state: In A Call ▼	
	Incoming Call from: Service Queue (7632337692) via Service Queue				
	Avg. Waiting Time	Callers Waiting	Logged-in Members	Queue Status	
Service - Premium HCC	0:00	1	1	Logged In	▪️➡
My Queues					
	Avg. Waiting Time	Callers Waiting	Logged-in Members	Queue Status	
Service - Premium HCC	0:00	1	1	Logged In	▪️➡
test 1	0:00	0	4	Logged In	
Test MLHG	0:00	0	2	Logged Out	➡️▪️

Note: On the **Agent Dashboard** page, each MLHG is referred to as a Queue and its members as Agents.

Managing your current state

You will only be able to manage your current state if Agent States are supported in the Call Center that you are a member of. If they are not supported, you will not see the Current State drop down menu on the **Agent Dashboard** page.

You can use the **Current State** drop down menu in the top right hand corner of the **Agent Dashboard** page to show whether or not you are currently available to take calls from your Queues. When you click on this menu, you will be given the choice of a number of states.

Current state: Available ▼

Current state drop-down menu

The **Available** state indicates that you are currently available to handle calls from your Queues. However, if you need to stop receiving calls for a period of time (for example because you are taking your lunch break or you are going to attend a meeting), you should use the **Current State** drop down menu to switch to the state that is most appropriate for the reason that you cannot currently handle calls. When you switch out of the **Available** state, you will not receive calls via any of your Queues.

Once you are available to take calls again, you must switch back into the **Available** state before you can receive any calls. If you log out of all your Queues, turn on Do Not Disturb or answer a call, your telephone system will automatically detect that you are currently not available for calls and will set your agent state to one of the following values:

- **Logged Out**
  - This state is shown when you log out of all your Queues. You will remain in this state until you log back in to one of your Queues, when your state will automatically be changed to Available, unless you have now turned on Do Not Disturb, have already answered a call, have entered wrap-up state automatically at the end of a call, or you select a different unavailability reason using the Current State drop-down.

- **DND**
  - This state is shown when you turn on your Do Not Disturb call service, for example by dialing an access code or using your User Portal account. You will remain in this state until you turn DND off , when your state will automatically be changed to Available, unless you have already answered a call, entered wrap-up state automatically at the end of a call, or you select a different unavailability reason using the Current State drop-down or log out of all your Queues.

- **In a Call**
  - This state is shown when you are already in a call. This can be any type of incoming or outgoing call, and not just calls received through one of your Queues. If you can receive multiple calls, this state will only be displayed when you are being offered the maximum number of multiple calls that you are permitted to receive. You will remain in this state until you finish the call(s), when your state will automatically be changed to Available, unless you enter wrap-up state, turn on DND, select a custom unavailable state, or log out of all your Queues.

You cannot choose these states from the Agent state drop-down. However, when you are automatically put in to one of these Agent states, you can use the drop-down to select one of the custom 'Unavailable' Agent states, for example if you want to indicate that you have logged out of all your Queues because you are on your lunch break.

Incoming calls
When an incoming call is received, the Incoming Call panel displays any caller information that can be derived by your telephone system, for example the caller's telephone number if it has not been withheld.

	Incoming Call from: Service Queue (7632337692) via Service Queue			
	Avg. Waiting Time	Callers Waiting	Logged-in Members	Queue Status
Service - Premium HCC	0:00	1	1	Logged In

Incoming call panel

When a call has been received via a Queue, the panel displays the following information about the Queue that the caller dialed:
- Name of the Queue that was originally called
- Name of the Pilot Number line (if the call is being forwarded by the Pilot Number for this Queue and this has been configured on your system)
- Average waiting time for a call to be answered in that Queue
- How many callers are waiting for their call to be answered in that Queue
- How many members are logged into the Queue
- Whether you are logged in to this Queue

This information will help you answer the call appropriately. For example, you will be able to see when a caller has been waiting a long time for a response. If the call did not arrive via a Queue, you will see a message saying 'No matching queue'. If an incoming call stops ringing for any reason (for example, it was answered by another agent or the caller hung up), the incoming call details will fade out over a few seconds.
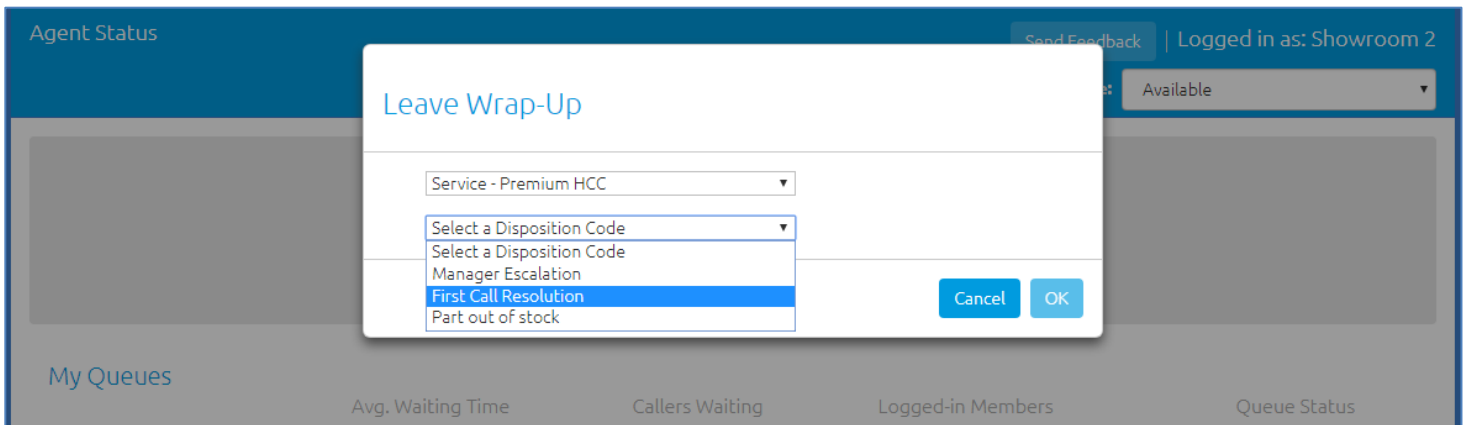The Incoming Call panel will display the message 'No incoming call' if there are currently no incoming calls in any of the Queues to which you belong.

Wrapping up a completed call

Note: The wrap-up state, wrap-up state timer and disposition codes may not be available in some or any of the Queues that you are a member of.

When you finish a call, you may be put into the **Wrap-up** state. While you are in the **Wrap-up** state, you will not receive calls via any of your Queues, allowing you time to carry out any work related to the completed call. In some Queues, you may only have a limited time in wrap-up state.

Once you have completed this work, you will need to leave the **Wrap-up** state by choosing a new Agent State using the **Current State** drop down menu in the top right-hand corner of the **Agent Status** page. When you do this, a **Leave Wrap-Up** dialog box will appear. You must fill out the fields in the **Leave Wrap-Up** dialog box to provide information about the call that you have just completed.

Leave Wrap-Up dialog box

- In the first drop-down menu, you will need to provide the name of the Queue that is most appropriate for the content of the completed call. For example, in the screenshot above, a call from a customer concerning a potential purchase would be assigned to the Sales Queue. Note that a Queue may have already been selected - you should select the correct Queue if the wrong one has been selected.
- The second drop-down menu asks you to select the disposition code that best describes how the call was resolved. A disposition code is a way to categorize calls.
- If this menu is labeled **Select a Disposition Code**, you will not be able to continue until you have chosen a code
- If this menu is labeled **Select a Disposition Code (optional)**, you can choose whether to choose a code
- If this menu is labeled **No Disposition Codes**, this Queue does not require any disposition codes and you can ignore this menu

Once you have provided all of the necessary information, you can click **OK** to exit the **Wrap-up** state.
In some Queues, you may only have a limited time to spend in wrap-up state.

- If you have a time limit, you will see a wrap-up timer counting down in the top right corner of the Agent Status page, showing the number of seconds that you have left in wrap-up. When the timer has approximately 5 seconds remaining, this switches to display 'Leaving wrap-up'.
- If you do not exit wrap-up before this time is exceeded, you will automatically be moved out of wrap-up state
- A disposition code of 'wrap-up timed out' will automatically be entered, even if you would not normally have to use a disposition code to exit wrap-up
- Your Agent State will automatically be set to Available, unless you have logged out of all your Queues, or turned on Do Not Disturb, or are already in another call. In these circumstances, your Agent State will automatically be set to one of Logged Out, DND, or In a Call.
- You can subsequently use the Agent State drop-down to change your status, for example to select a custom reason for why you are currently unavailable for calls.

Logging in and out
You can also use the Agent Status page to log in and out of a Queue, where this action is supported.
The **My Queues** panel lists all the Queues that you belong to, and shows whether or not you are currently logged in to that Queue.

- A grey icon alongside a Queue indicates that you can explicitly log in and out of it
- Click on this icon to log in or out of that particular Queue

Note that your system may only allow you to log in to a single Queue that permits explicit login. If you are already logged in to another Queue, you will see a pop-up warning you that logging in to this Queue will mean that you are automatically logged out of the other Queue. This will give you the option to continue with changing the Queue you are logged in to or canceling the action and remaining in the original Queue.

- If the Queue does not have an icon, you cannot log out of that Queue.

Interpreting Queue statistics

On the **My Queues** panel, you can see real-time information on all the Queues that you are a member of. These statistics are refreshed every 30 seconds and whenever an incoming call starts ringing. For each Queue, the screen shows:

- **Avg. Waiting Time**
  - This is the running average for the most recently answered calls of how long a caller waits before their call is answered. The value is the sum of the time a caller is waiting in a queue and the time the call is alerting (that is, the call has been hunted to an agent and agent's phone is ringing) before it is answered.
- **Logged-in Members**
  - This is the number of agents who are currently logged in
- **Callers Waiting**
  - This shows how many callers are currently waiting in a queue because all agents are busy
  - Once a call has been hunted to a particular agent, they are not counted here, even if the agent has not yet answered the call
  - If the Queue only accepts calls when an agent is available, this statistic will be shown as n/a

For Additional Training and Support

- Visit www.popp.com or call POPP Communications at 763-797-7900