



uCallManager



User Manual

Universal IT
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1 What is uCallManager?

1.1 An introduction

Microsoft Teams is already heavily used in many organizations for chat, peer to peer calling and conferencing. The next step is to integrate telephony into Microsoft Teams by adding Phone System features to Microsoft 365. Where Microsoft provides auto attendant and queue functionalities, uCallManager brings telephony to a higher level. uCallManager offers advanced call routing options based on presence, flexible phone number and call management, wallboard features and power BI reporting. Of course, existing phone numbers can be used with uCallManager or new phone numbers can be added for your organization. We service over 50 countries worldwide. A calling plan is not needed. uCallManager brings free unlimited interconnection, you only pay for outbound calls to the geographical (mobile/fixed) network.

1.2 Terminology

Term	Meaning
Call Queue	A queue that processes calls. A queue has several settings that affect how calls are routed. A queue can have agents, holidays and business hours assigned to it.
Agent	Agents are your organization's users that use uCallManager. Agents can be assigned to queues.
Holiday	Holidays are predefined dates that affect the availability of your call queues. Holidays can be assigned to queues to set the days your organization is not available due to the holiday.
Default Queue	Call queue based on Business Hours. One of the options you can select when creating or editing a queue.
Shifts Queue	Call queue based on Microsoft Shifts. The queue hunts agents based on their current shifts that have been assigned to them.
Calling Strategy	The strategy is assigned to a queue. This decides how your agents are hunted. For example, do agents take turns taking calls (Round Robin) or will the call order be random?
Business Hours	Business hours can be assigned to queues. These determine on what days and time your queue is available for calling. You can assign multiple Business Hours on the same day, if you wish to have specific time periods where your organization is not available.
Hunting	The act of finding an agent that is available to take a call. There are several different ways an agent can be hunted; this is defined by changing the Calling Strategy of a queue.
Presence	The status that an agent has, this can determine if an agent can be hunted. Status examples: Available, Away, Busy. You can set an agent to always be available, regardless of the presence of their MS Teams client.
IVR	Interactive Voice Response (IVR) allows the use of interactive menus that require caller input. You can use the input to redirect calls to queues, IVRs and even hunt specific agents.

2 Installation and Requirements

The initial setup of uCallManager will be handled by Universal IT. If your organization currently has a solution for telephony, we will assist you to make the switch to uCallManager. We will review your current telephony infrastructure and advice on how to port functionality over to uCallManager.

There are some requirements.

- PSTN numbers must be managed by Universal. We will assist you in porting these over, if required.
- (MS Teams). We require Global Admin access to your Microsoft 365 tenant, in order to configure Direct Routing.
- Skype for Business Online (Microsoft 365) is not supported.

2.1 License requirements MS Teams

Calling using Microsoft Teams has requirements when it comes to licensing per user. Every user that wishes to make use of Teams calling and uCallManager must meet the requirements as defined in the documentation by Microsoft: <https://docs.microsoft.com/en-us/microsoftteams/teams-add-on-licensing/microsoft-teams-add-on-licensing>

Universal IT can assist in choosing and purchasing the proper licensing, we provide this advice during the initial configuration of uCallManager. When you have less than 300 users that will make use of calling, we suggest the Microsoft 365 Business Voice licenses. Any more than 300 users and we suggest the Teams Phone Standard licenses. These are both without Calling Plan, since Direct Routing offers telephony through Universal IT.

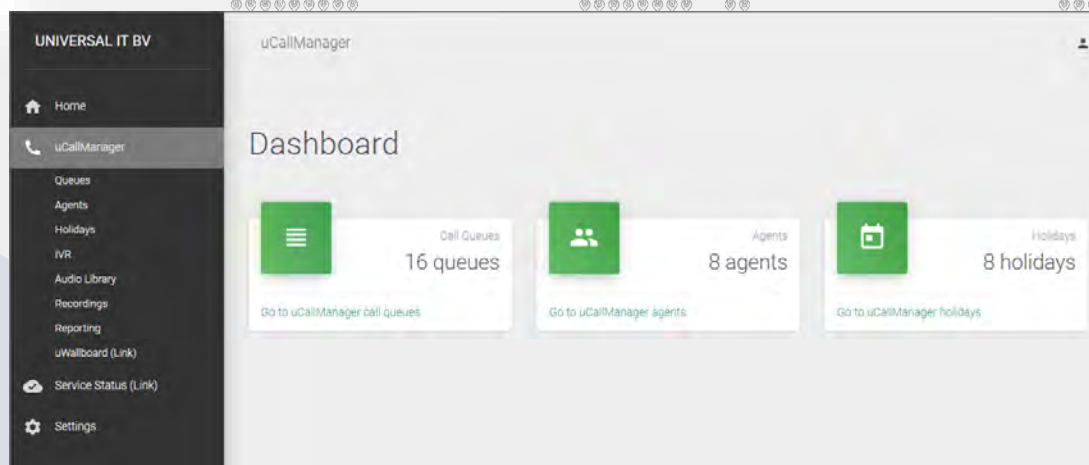
3 Management Portal

You can reach the management portal at <https://portal.universal.cloud/>. You can login here using the credentials that were provided to you by Universal IT. You can also request a password reset here. If you have forgotten your username, please contact Universal IT.

After logging in you will reach the main page of the portal. You can manage uCallManager by clicking the **uCallManager** button on the left. If Universal IT provides other services to your organization, it may be possible that you will see other buttons on the left side, regarding these services. These options are out-of-scope for this manual and will not be discussed here.

3.1 Dashboard

The uCallManager shows you a quick summary of your call queues, agents and holidays. You can click the links below or on the left side to go to the specific settings that you want to view or edit.



3.2 Users and Permissions

There can be multiple users within your organization that can manage uCallManager from the management portal. A variety of permissions can be assigned to users. Every menu (Queues, agents, Holidays, etc.) has read or write permissions. It is possible to give users in your organization only access to specific menu's. Please contact Universal IT for user and permission management within your organization.

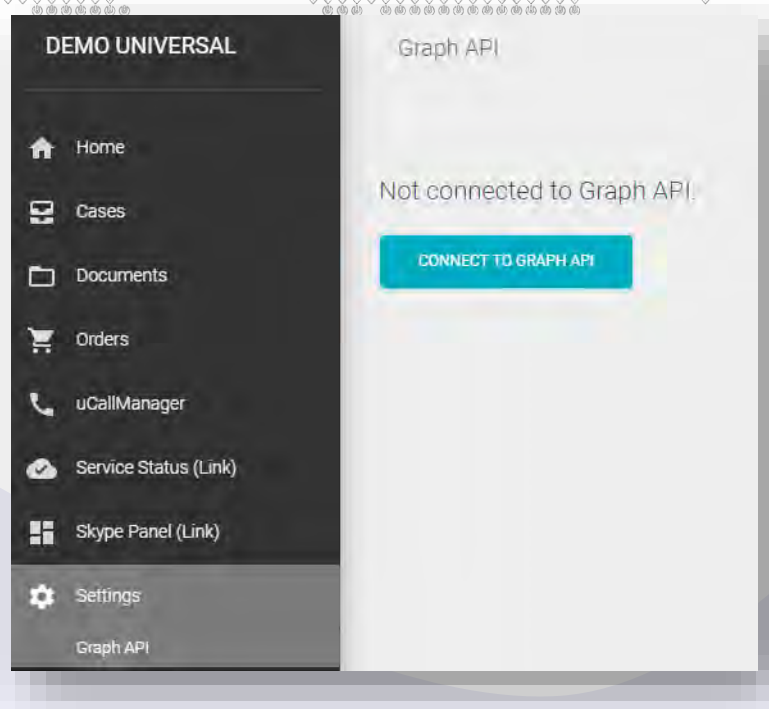
4 Connecting to Microsoft 365 Graph API

Before setting up Agents and Queues, we suggest that you connect to the Microsoft 365 Graph API. This connection will be used for two things:

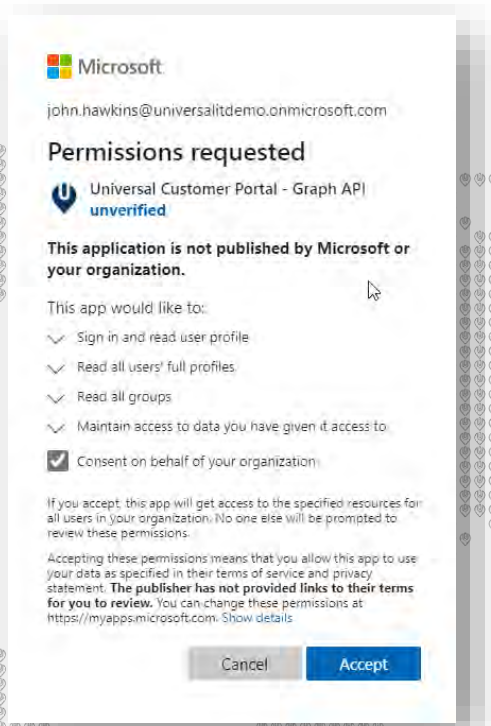
- To fetch the presence of Teams users (example: Available, Busy, etc).
- To fetch the information from Microsoft Shifts regarding agent availability.

This can be accomplished by going to the **Settings** menu on the left side of the Universal Portal and then going to the **Graph API** sub-settings. Press the **Connect to Graph API** button to connect with the Graph API.

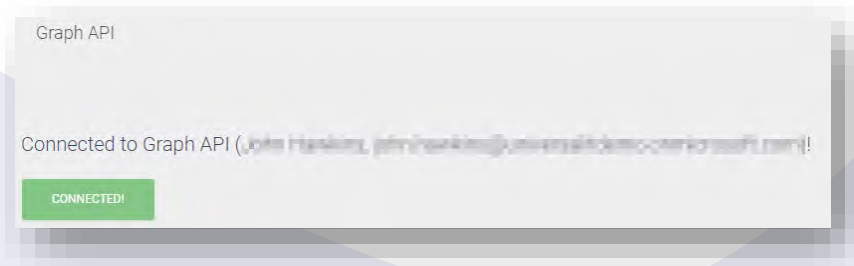
uCallManager uses the Microsoft Graph API to connect to your Microsoft 365 tenant and gather data regarding your MS Teams presence and Microsoft 365 Shifts settings. The first time someone in your organization tries to connect to the Graph API, it is required for this person to have a Global Admin role in your Microsoft 365 tenant. After that, anyone in your organization may connect their user to the Graph API.



Your browser will open a Microsoft 365 sign-in page and will ask you to grant access to the Graph API.



Click **Consent on behalf of your organization** and **Accept**. Once this has been done, you will return to the Universal Portal and see that you have been connected to the Graph API.



To remove the connection to the Graph API from your tenant, please contact Universal IT Support.

5 Call Queues

A Call Queue is a queue that has been assigned a phone number and can contain multiple agents. Calls to your organization will go to either queues or IVRs. From there, depending on your queue settings, calls will be distributed among your agents.

5.1 Call Queues Overview

In the **Call Queues** menu, you can find an overview of all your queues. Press the plus (+) symbol on the upper right side, to create a new queue. Click on an existing queue to edit it. You can view the following properties in the overview:

- **Name** – Name of the queue
- **Type** – Can be a Default Queue or a Shifts Queue.
- **Phone Number** – The phone number associated with the queue
- **Max Members** – The maximum number of agents that can be joined to this queue.
- **Next Queue** – Optional. If entered, the queue that will have the call forwarded to after a specified amount of non-activity of the primary queue.
- **Next Queue (Outside of Business Hours)** – Optional. If entered, the queue that will have the call forwarded to if a call is outside of specified Business Hours.

5.2 Create a Queue

Press the plus (+) symbol on the upper right side of the Call Queues Overview page to start creating a new queue.

There are required settings that you must enter.

- **Queue Name** – The name that you will give the queue
- **Query Type** – Can be a Default Queue or a Shifts Queue.
- **Max Member** – The maximum number of Agents that can join the queue.
- **Phone Number** – You can select phone numbers assigned to your uCallManager subscription.
- **Strategy** – This defines which calling strategy is applied. See table below.
- **Show on Wallboard** – Determines if this queue will be visible on the uWallBoard.

Call Strategy	Explanation
Ring All	Calls all agents simultaneously until call is picked up.
Least recent	Calls the agent that has least recently completed a call within the queue.
Fewest Calls	Calls the agent with the fewest completed calls
Random	Calls random agent
Round Robin Memory	Remembers last call that was made to the queue and agent and prevents that agent being called again. Will shift call to next agent. Works based on priorities assigned to agents. Agents must have the same priority for this to work.
Wait Random	Calls random agent
Round Robin Ordered	Follow a specific order of agents. Based on priority assigned to agents. Lower priorities will be called first.

Next are the Hunting Settings.

- **Timeout (seconds)** – The number of seconds an agent has before forwarding the call to the next agent or call queue.
- **Retry (seconds)** – The amount of time before a call is offered again to a queue if it has timed out.
- **Absolute Timeout (seconds)** – The amount of time that a call can remain in a queue before it is forwarded to another queue or disconnected.
- **Service Level (seconds)** – Define a Service Level for your queue, this value is used for reporting to show if calls are answered within the Service Level.
- **Hunt Agents when Away** – Default set to **Yes**. When agents in MS Teams are idle for a specific amount of time, or lock their workstation, their status will automatically be set to **Away**. This setting will hunt agents, even if their status is **Away**.

Next are the Queue Navigation Settings.

- **Join When Empty** – If you select **No** and there are no available agents in the queue, the call will either be disconnected or forwarded to a different queue, depending on your **Next Queue** settings. If you select **Yes**, the call will be placed in the queue even if there are no agents available.
- **Leave When Empty** – If you select **Yes** calls that are incoming for an empty queue (no agents available) will skip that queue and either forward the call, depending on your **Next Queue** settings or disconnect.
- **Next Queue (Inside Business Hours)** – Queue that the call will be forwarded to if all agents are unavailable or a specific time threshold has been reached. Only works within defined Business Hours.
- **Next Queue (Outside Business Hours)** – Queue that the call will be forwarded to if all agents are unavailable or a specific time threshold has been reached. Only works outside defined Business Hours.

Finally, there are the **Sound Settings**.

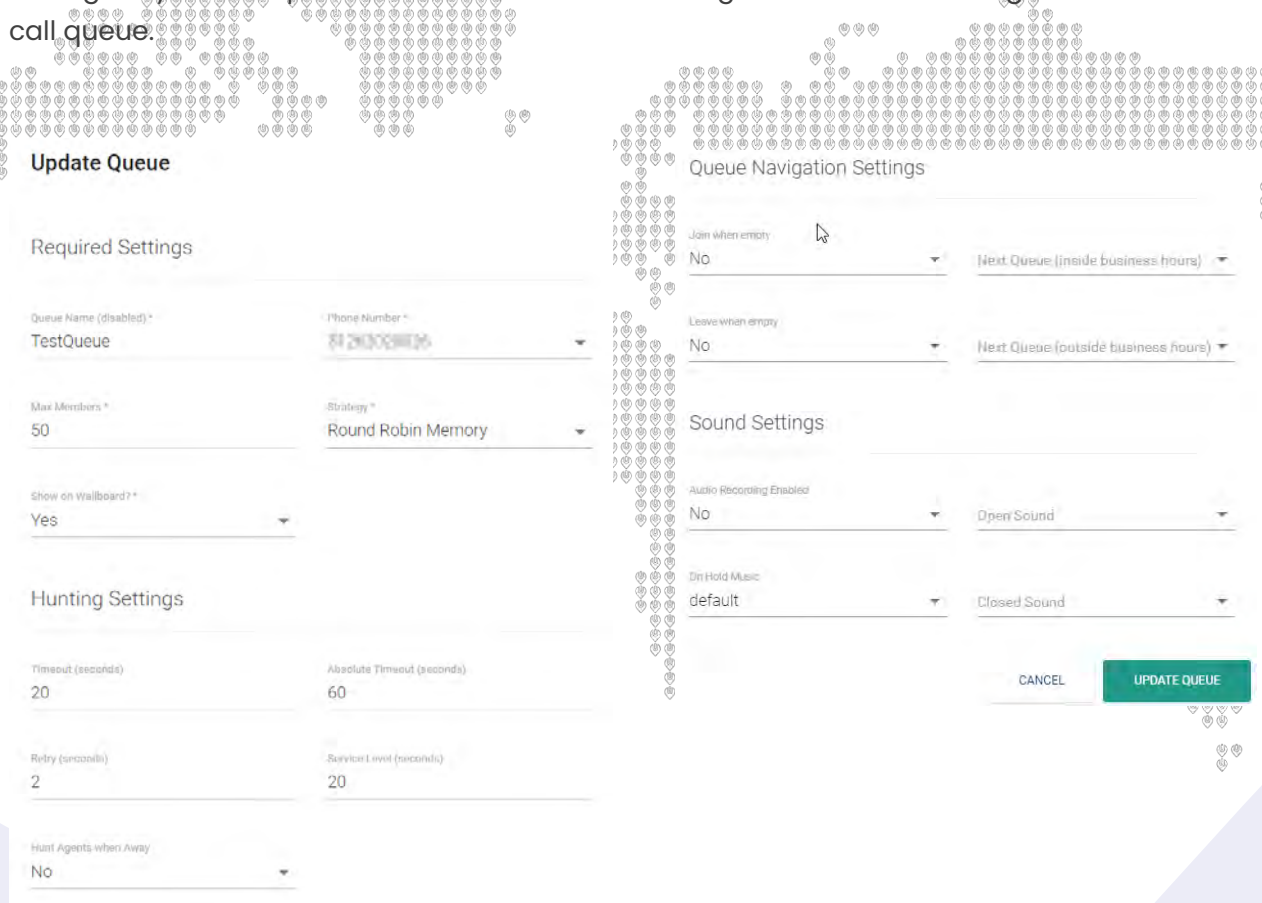
- **Enable Audio Recording** – Enable or disable the recording of calls. These calls can be listened to later.

- **On Hold Music** – The music that plays to the caller when an agent is being hunted. Self-uploading of music is currently not available. Please contact Universal IT to change this.
- **Open Sound** – The welcome message that plays when the queue is called. Self-uploading of a message is currently not available. Please contact Universal IT to change this.

- **Close Sound** – The message that plays when a call is placed outside of Business Hours. Self-uploading of a message is currently not available. Please contact Universal IT to change this.

5.3 Edit a Queue – Default settings

When you select a queue from the **Call Queues Overview** menu, you can see all the current settings of the call queue. From here, you can change the settings, manage Business Hours, manage Holidays and manage agents. Press the **Edit Queue** button to start editing the settings of your call queue. These are the same settings that were set during the creation of a call queue.



Update Queue

Required Settings

Queue Name (disabled) *
TestQueue

Phone Number *
2428000125

Max Members *
50

Strategy *
Round Robin Memory

Show on Wallboard? *
Yes

Hunting Settings

Timeout (seconds)
20

Absolute Timeout (seconds)
60

Retry (seconds)
2

Service Level (seconds)
20

Hunt Agents when Away
No

Queue Navigation Settings

Join when empty
No

Next Queue (inside business hours)

Leave when empty
No

Next Queue (outside business hours)

Sound Settings

Audio Recording Enabled
No

Open Sound

On Hold Music
default

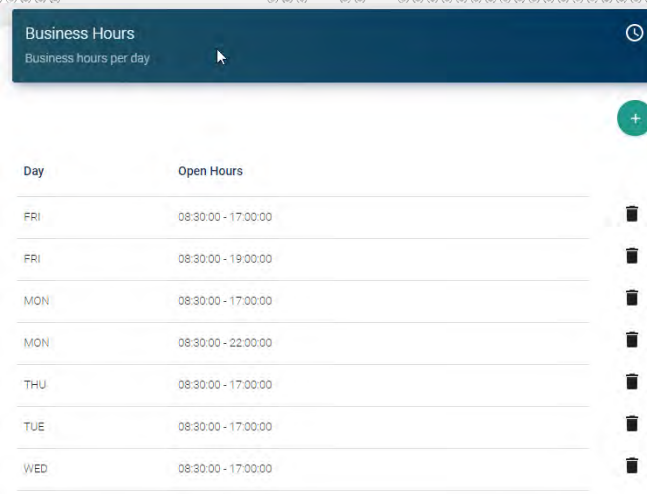
Closed Sound

CANCEL UPDATE QUEUE

5.4 Edit a Queue – Business Hours

You can add or delete Business Hours in the **Business Hours** menu. Press the plus (+) sign to add business hours. Press the trash bin icon to delete specific Business Hours. Note, you can have multiple different Business Hours on the same day. This can be useful if there is a specific time period every day where your organization is not available (think lunchtime).

Current Timezone is set to UTC. Later versions will include a timezone selection.

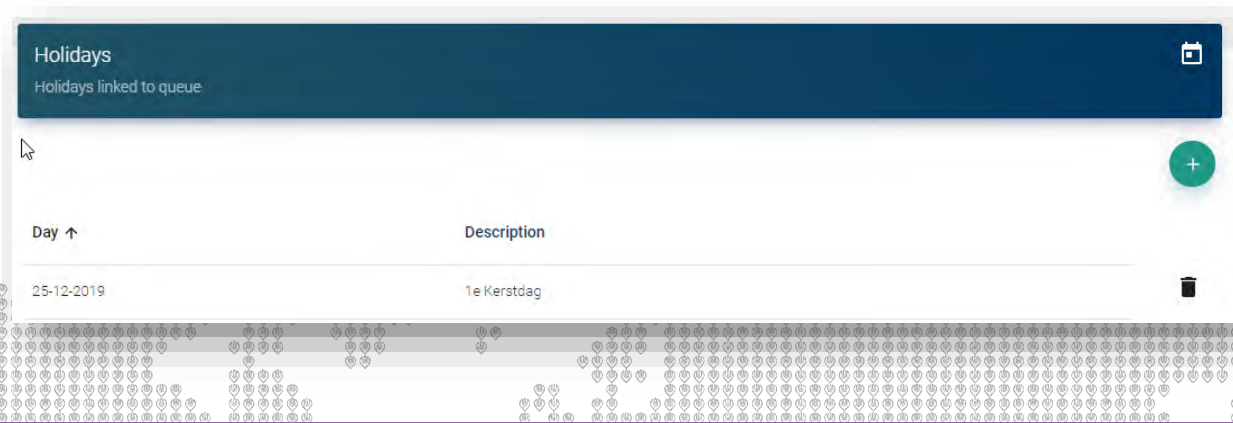


The screenshot shows a mobile application interface for editing business hours. At the top, there is a dark blue header with the text "Business Hours" and a clock icon. Below the header, the text "Business hours per day" is displayed. A green plus sign in a circle is visible on the right side. The main content is a table with two columns: "Day" and "Open Hours". Each row represents a day with its corresponding open hours and a trash bin icon for deletion.

Day	Open Hours
FRI	08:30:00 - 17:00:00
FRI	08:30:00 - 19:00:00
MON	08:30:00 - 17:00:00
MON	08:30:00 - 22:00:00
THU	08:30:00 - 17:00:00
TUE	08:30:00 - 17:00:00
WED	08:30:00 - 17:00:00

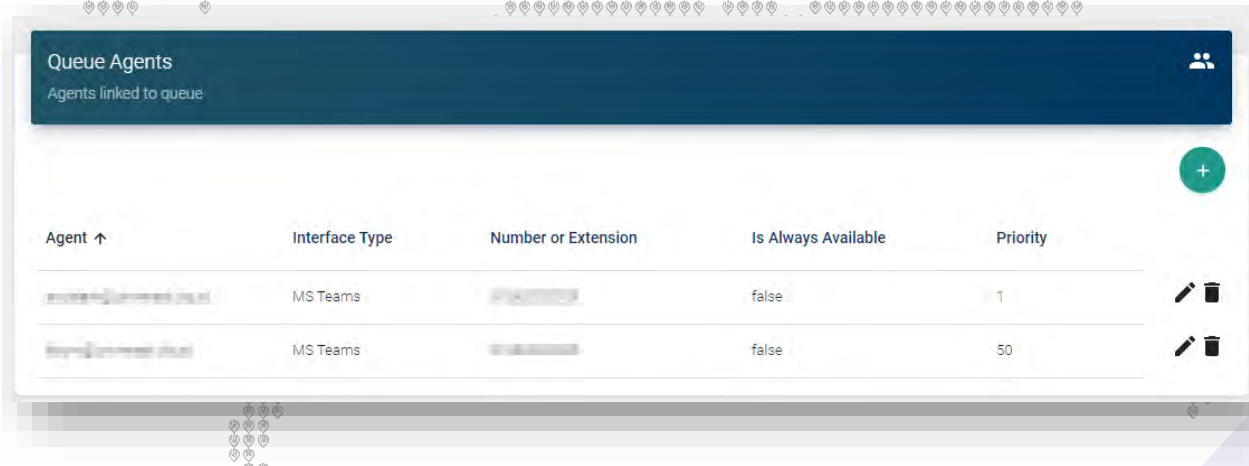
5.5 Edit a Queue – Holidays

You can assign or remove **Holidays** from the **Holidays** menu. Press the plus sign (+) to add a previously defined Holiday to the queue. Please note that you can't create Holidays from within the queue. As discussed later in this manual, you can define Holidays in a separate menu and later assign them. Press the trash bin icon to remove a specific Holiday from the queue, this will not remove the Holiday in the main Holidays menu.



5.6 Edit a Queue – Agents

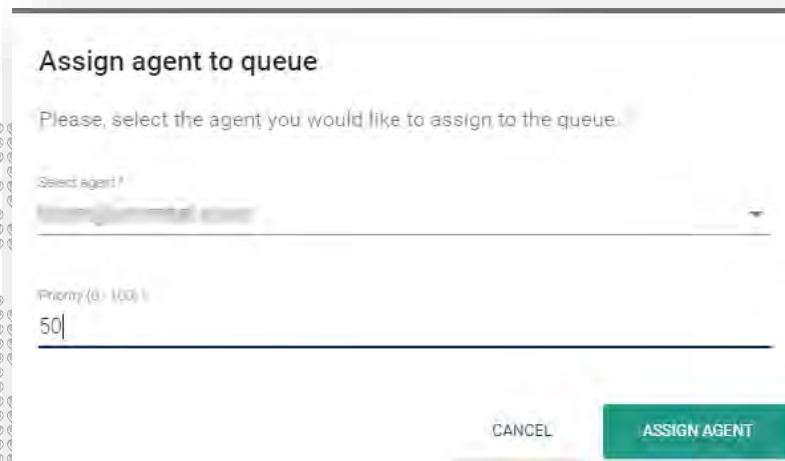
You can assign Agents to the queue from the **Agents** menu within the queue.



The Agents menu shows the following information:

- **Agent** – The agent name.
- **Interface Type** – This describes where the user will receive calls. This can be sent to MS Teams or other VOIP applications. Only Universal IT can manage these settings.
- **Number or Extension** – The phone number or extension of the agent.
- **Is Always Available** – Ignore the presence of an agent if set to True. User will be called regardless of presence.
- **Priority** – Can be set to 1 through 100. What priority the agent has within the queue. A lower number means that the agent has a higher chance of being reached within that queue. Multiple agents can have the same priority. Your **Call Strategy** defines how to handle agents with the same priority.

Use the plus sign (+) to add a previously defined Agent to the queue. You can create Agents from the Agents menu. Select the agent and set the priority.

A dialog box titled "Assign agent to queue" with a white background and a grey border. It contains the following elements:

- Title: "Assign agent to queue"
- Instruction: "Please, select the agent you would like to assign to the queue."
- Field: "Select agent /" followed by a dropdown menu showing "Select agent /" and a plus sign icon.
- Field: "Priority (0 - 100)" followed by a text input field containing "50".
- Buttons: "CANCEL" (grey) and "ASSIGN AGENT" (green).

5.7 Queues – Microsoft 365 Shifts

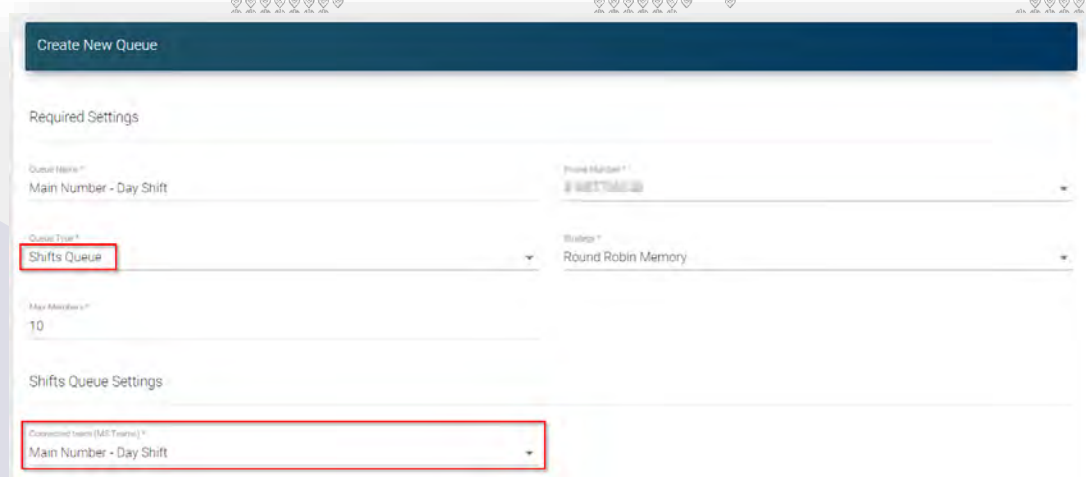
Before using Shifts, you need to setup your MS Teams tenant to allow your users to use Shifts. You must have the role Teams Administrator or Global Admin to make these changes. See Microsoft's documentation here: <https://docs.microsoft.com/en-us/microsoftteams/expand-teams-across-your-org/shifts-for-teams-landing-page>

All users in the Shift that you want to manage must be part of the same Microsoft 365 group. Only group owners can manage Shifts.

Creating and managing Shifts in Microsoft 365 is out of the scope of this manual. Please refer to Microsoft's documentation on Shifts. For this manual we will assume that you have created an Microsoft 365 Group with a Team attached and have created a shift in the Shifts app in Teams.

5.8 Queues – Creating and Managing a Shifts Queue

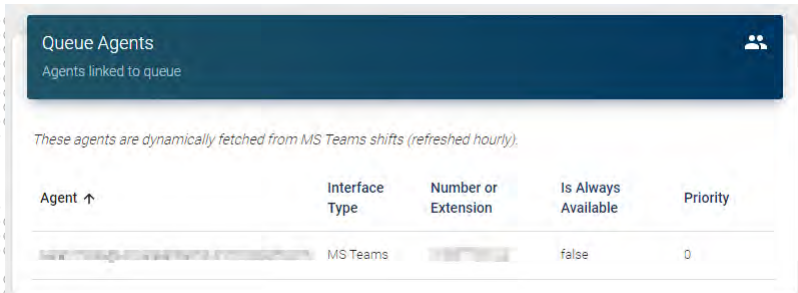
To create a Shifts Queue, follow the steps of chapter 4.2 with a two differences. You will need to set the Queue Type to **Shifts Queue** and the Connected Team to the team where you defined your Microsoft 365 shifts in.



The screenshot shows the 'Create New Queue' form. Under 'Required Settings', the 'Queue Type' dropdown is set to 'Shifts Queue' and the 'Connected team (MS Teams)' dropdown is set to 'Main Number - Day Shift'. Both dropdowns are highlighted with red boxes. Other visible settings include 'Queue Name' (Main Number - Day Shift), 'Phone Number' (800.727.2629), 'Queue Team' (Shifts Queue), 'Routing' (Round Robin Memory), and 'Max Members' (10).

After the creation of the Shifts Queue, you will need to connect the uCallManager agents to Microsoft 365. See chapter **5.2 Agents – Connect to Microsoft 365 users for Shifts** for more details.

Your Shifts queue will automatically fetch your Agents part of the Shift. This process is done hourly. Once they have been fetched, they will appear in the Agent list when editing the Shifts Queue.



The screenshot shows a 'Queue Agents' window with a title bar and a subtitle 'Agents linked to queue'. Below the subtitle, it states 'These agents are dynamically fetched from MS Teams shifts (refreshed hourly)'. A table lists agents with columns for Agent, Interface Type, Number or Extension, Is Always Available, and Priority. One agent is visible with Interface Type 'MS Teams', Is Always Available 'false', and Priority '0'.

Agent ↑	Interface Type	Number or Extension	Is Always Available	Priority
[Redacted]	MS Teams	[Redacted]	false	0

5.9 Queues – Shifts Queue Limitations

- It is not possible to convert a Default Queue to a Shifts Queue and vice versa.
- Agents within a Shifts Queue are updated hourly. Please plan any changes to the Shift in advance to ensure proper hunting.
- The connection to Microsoft 365 Shifts does not consider the time frames of the shifts planned in Microsoft 365 Shifts. This means that when creating a shift in Microsoft 365 Shifts for a specific time frame, the Agent(s) will be available the entire day in uCallManager. Use Business Hours in the Universal IT Portal to set opening hours of shifts queues.

6 Hunting and MS Teams Presence

When Call Queues receive calls, it will hunt agents based on the Strategy you set up for the queue, like for example Round Robin Memory. Hunting is the act of calling agents to pick up their phone when a queue is ringing. This chapter will provide a quick overview of how hunting works and how MS Teams presence is involved.

6.1 Microsoft Teams presence

An agent will be hunted depending on their presence in MS Teams. Agents can have a variety of presences that will determine if they will be hunted or not. Presence will be fetched by uCallManager using the Graph API. Without a connection to the Graph API, presence for MS Teams users will not function.

When an agent is set to be Always Available, the MS Teams presence will be ignored, and the agent will be hunted.

The follow table provides an overview with which status they will be hunted.

Presence	Will be hunted?
Available	Yes
Away	Yes/No ¹
Be Right Back	No ²
Busy	No
Do not Disturb	No
Offline	No
In a Call	No
In a Meeting	No ³
Presenting	No

1. Per queue you can enable or disable the setting Hunt Agents when Away. When Enabled, uCallManager will hunt agents with the Away status. You may want to enable this setting if:

- You find that users are idle longer than 10 minutes on their devices. MS Teams automatically will change user presence to Away if the user is idle on their device.

- Users frequently lock their device but still need to receive calls. When a user locks their Windows or MacOS device when set to Available, Teams will automatically be set to Away. Other presences like Busy will not be overwritten when a device is locked.

2. If you wish to make use of the Be Right Back presence, additional configuration may be required from Universal IT. Be Right Back is an internal presence that is only visible for users within your tenant. Outside your tenant users with this presence will be viewed as Away.

Universal IT can add a user to your tenant to fetch the Be Right Back presence.

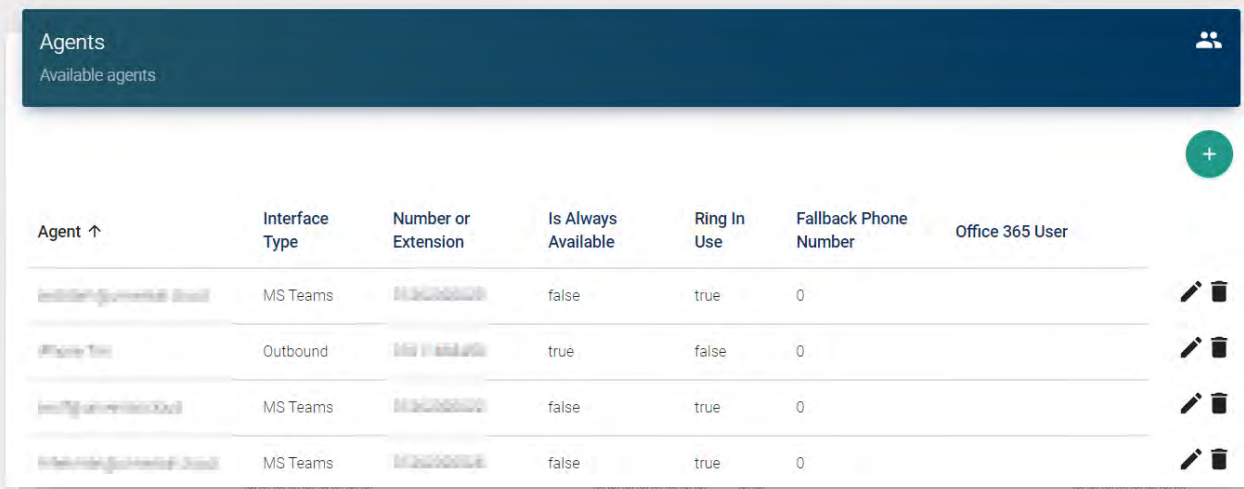
3. Can be overwritten during a meeting if an agent wishes to be available for calls during a meeting. They simply need to change their presence in MS Teams during the meeting.

7 Agents

Agents are your organization’s users that use uCallManager. Agents are assigned to queues. They can have several Interface Types, depending on the calling client that they use.

7.1 Agents Overview

Going to the **Agents** menu in the portal will show you the following.



Agent ↑	Interface Type	Number or Extension	Is Always Available	Ring In Use	Fallback Phone Number	Office 365 User
john.doe@contoso.com	MS Teams	31261234567	false	true	0	
john.doe@contoso.com	Outbound	31261234567	true	false	0	
john.doe@contoso.com	MS Teams	31261234567	false	true	0	
john.doe@contoso.com	MS Teams	31261234567	false	true	0	

- **Agent** – The name of the agent. The format will be john.doe@contoso.com for example.
- **Interface Type** – Where the agent is being hosted. This can be MS Teams or a different telephony system. These Interface Types are defined by Universal IT during initial setup.
- **Number or Extension** – The PSTN number assigned to an agent. Can also be an extension number. PSTN number format is: <country code><area code><number>. The plus (+) sign is **not** required. Example: 31261234567.
- **Is Always Available** – When set to **True**, the agent can be hunted even if his/her status is set to Busy or Away.
- **Ring In Use** – This is an internal setting for uCallManager. This defaults on **true** and we suggest keeping this setting. Setting this setting to false may cause agents not being hunted properly when available for a call.
- **Fallback Phone Number** – Phone number that will be reached when the agent has not picked up call with primary number or extension.

- **Microsoft 365 User** – The Microsoft 365 user that the agent has been linked to. This is required for reading the MS Teams presence and Shifts Queues information.

Press the plus (+) sign to create a new agent. Press the trash bin to remove an agent. Use the pencil icon to edit properties of an agent.



7.2 Agents - Connect to Microsoft 365 (Graph API)

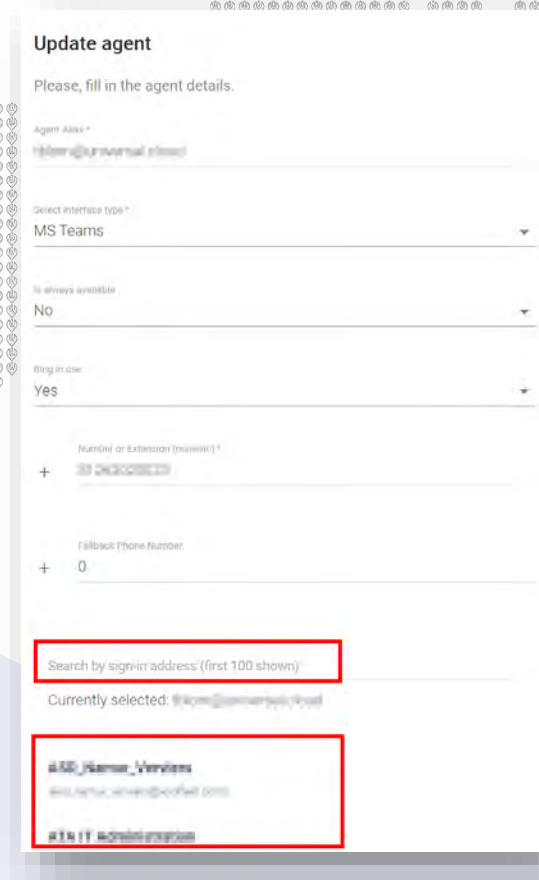
When using Teams for calling and/or using the Shifts Queues functionality, it is required to link the created agents to their Microsoft 365 user counterpart. This is required for two reasons:

To fetch the presence (example: Available, Busy, etc) of the specific agent.

To fetch the information from Microsoft Shifts regarding agent availability.

When adding or editing an agent, the **Connect to Microsoft 365** button can be used to connect this Agent to a Microsoft 365 user. This button will only work if you have previously connected to the Graph API in the **Settings** menu.

Once connected, you will get the option to select a Microsoft 365 user that will be attached to the agent. You can type into the search field to search by User Principal Name.



Update agent

Please, fill in the agent details.

Agent Alias*
11@com@universal-pro.com

Select interface type*
MS Teams

Is always available
No

Ring in size
Yes

Number or Extension (maximum)*
+ 33 243203223

Fallback Phone Number
+ 0

Search by sign-in address (first 100 shown)
Currently selected: 11@com@universal-pro.com

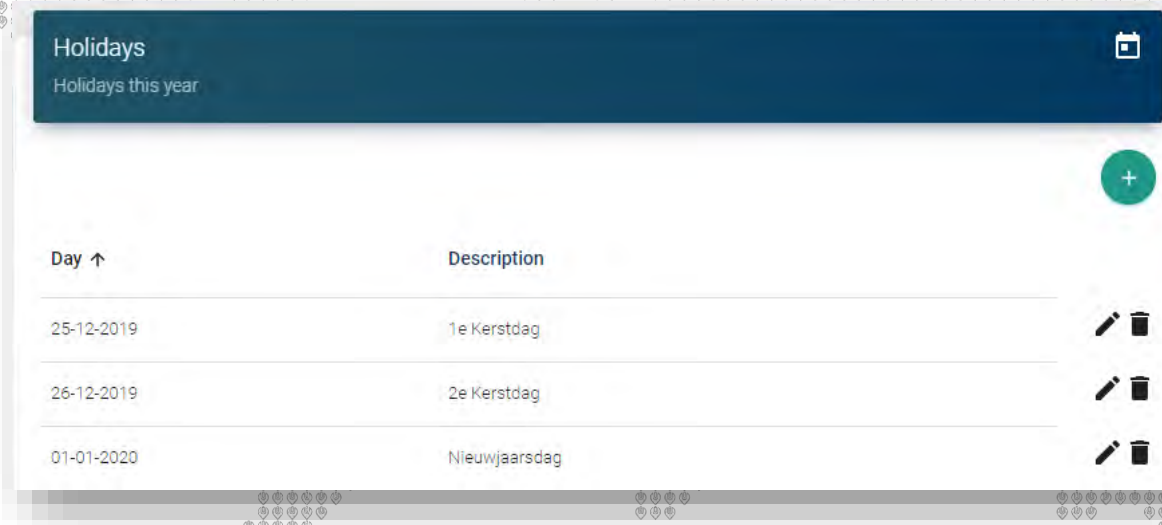
11@com@universal-pro.com
11@com@universal-pro.com

8 Holidays

Holidays are predefined dates that affect the availability of your call queues. Holidays can be assigned to queues to set the days your organization is not available due to a holiday.

8.1 Holidays Overview

Going to the **Holidays** menu in the portal will show you the following.



Day ↑	Description
25-12-2019	1e Kerstdag
26-12-2019	2e Kerstdag
01-01-2020	Nieuwjaarsdag

Day – The date that the holiday will be active. You can only set a date, not a time frame. Please note that holidays are not reoccurring automatically. Every new year requires you either to make a new holiday or edit the existing ones.

Description – Description of the holiday.

Press the plus (+) sign to create a new Holiday. Press the trash bin to remove a Holiday. Use the pencil icon to edit the properties of a Holiday.

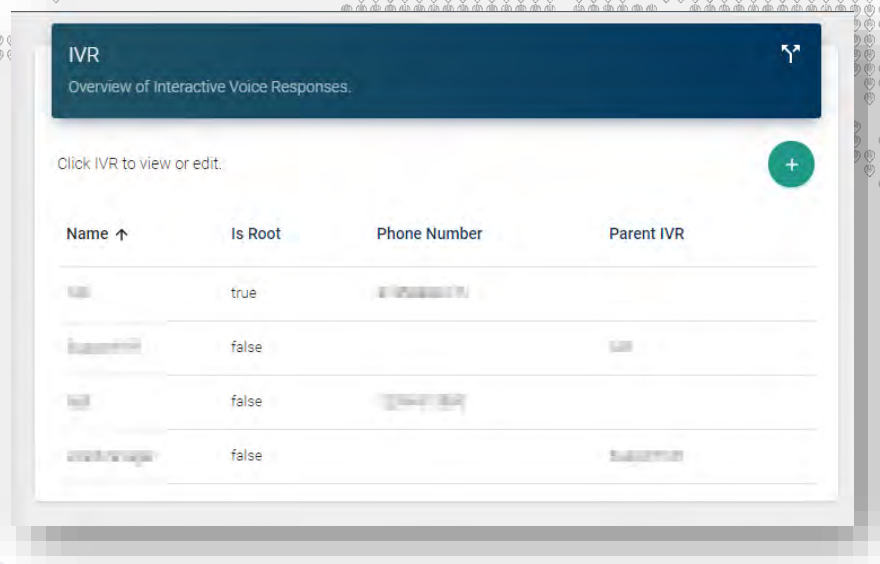
9 IVR

Interactive Voice Response (IVR) allows the use of interactive menus that require caller input. Callers are able to select an option that will perform various actions. You can use the input to redirect calls to queues, IVRs and hunt agents.

PLEASE NOTE: It is currently possible to assign a phone number to an IVR that has already been assigned to a queue. When this done, the IVR will play when calling the number. In future release this issue will be resolved.

9.1 IVR Overview

Going to the **IVR** menu in the portal will show you the following



Name ↑	Is Root	Phone Number	Parent IVR
IVR	true	123456789	
IVR	false	987654321	IVR
IVR	false	111111111	IVR
uCallManager	false		uCallManager

Name - The name that will be given to the IVR. Can be entered freely.

Is Root - You can set this to **True** to mark an IVR as a root IVR. This is usually the first IVR that you create. Later releases will feature the functionality to return calls back to the root IVR.

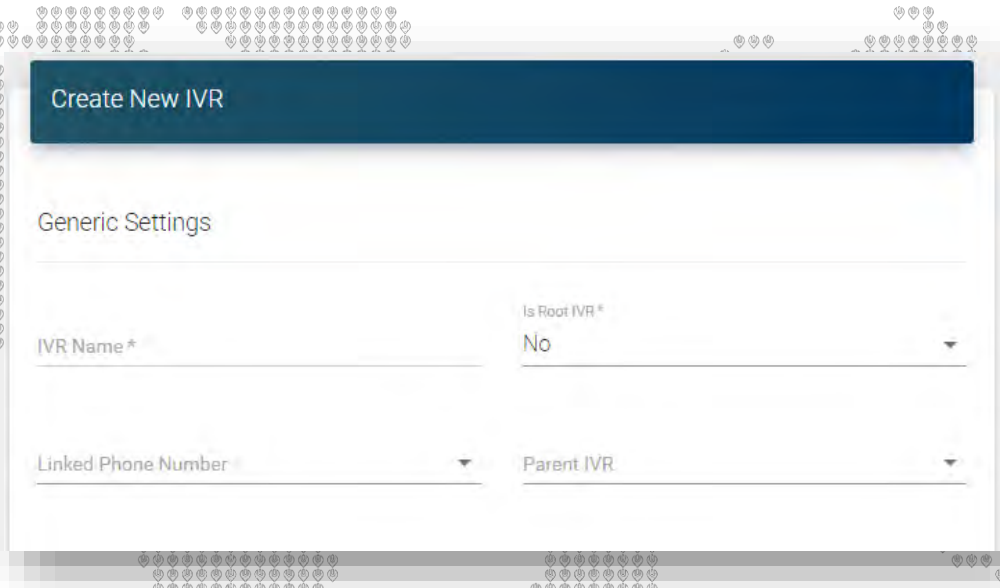
Phone Number - The phone number assigned to this IVR. When this is called, the IVR plays.

Parent IVR - This is an optional setting. If entered, you can designate a parent IVR. You can set an option to return to the Parent IVR.

9.2 Create an IVR

Press the plus (+) symbol on the upper right side of the IVR Overview page to start creating a new IVR.

First, we start with the **Generic Settings**



The screenshot shows a web interface for creating a new IVR. At the top, there is a dark blue header with the text "Create New IVR". Below this is a section titled "Generic Settings". The form contains four fields: "IVR Name *" (a text input field), "Is Root IVR *" (a dropdown menu currently set to "No"), "Linked Phone Number" (a dropdown menu), and "Parent IVR" (a dropdown menu).

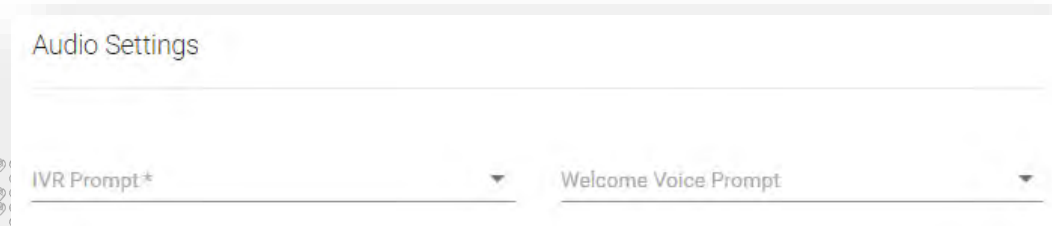
IVR Name - The name that is given to the IVR. Can be entered freely.

Is Root IVR - You can set this to **True** to mark an IVR as a root IVR. This is usually the first IVR that you create. Later releases will feature the functionality to return calls back to the root IVR.

Linked Phone Number - Select a phone number from the dropdown list that you want to assign to this IVR. When this number is called, the IVR plays.

Parent IVR - This is an optional setting. If entered, you can designate a parent IVR. You can set an option to return to the Parent IVR.

Next, we configure the **Audio Settings**.

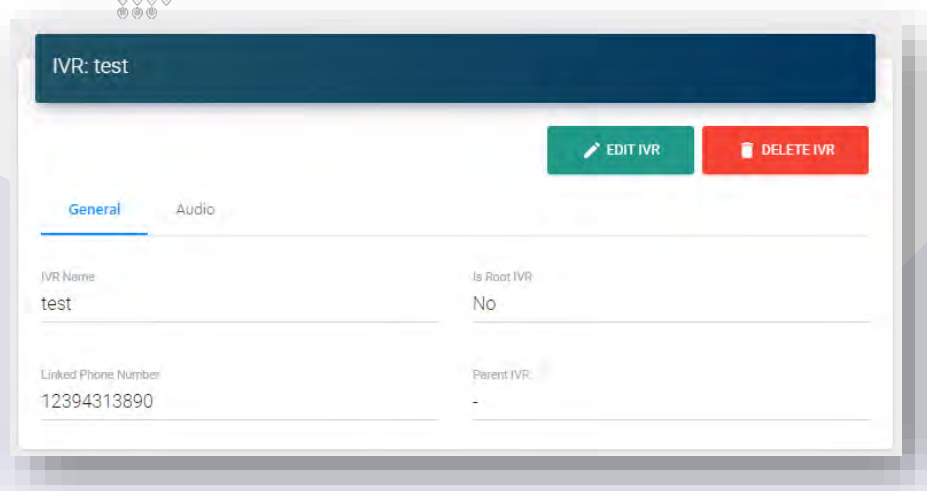


IVR Prompt – This is the message that plays after the **Welcome Voice Prompt** when calling the IVR. Please contact Universal IT to upload sound files. Later releases will feature the ability to upload audio.

Welcome Voice Prompt – This is the first message that plays when calling the IVR. This an optional setting. Please contact Universal IT to upload sound files. Later releases will feature the ability to upload audio.

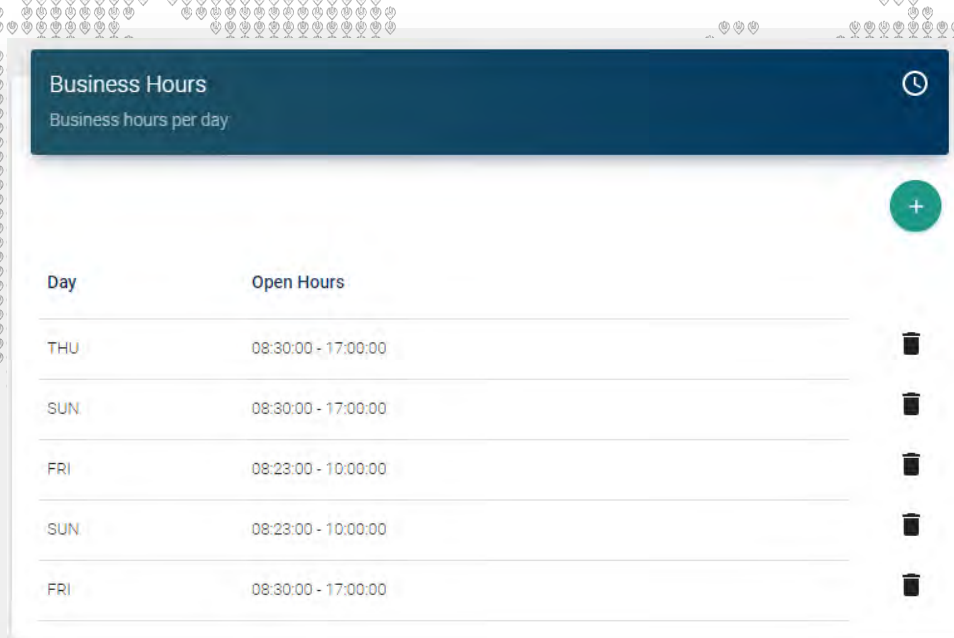
9.3 Edit an IVR – General

To edit an IVR, click on a created IVR in the **IVR Overview** page. Press the **Edit IVR** button to change the **General** and **Audio Settings**. These are the same settings that were set during the creation of an IVR.



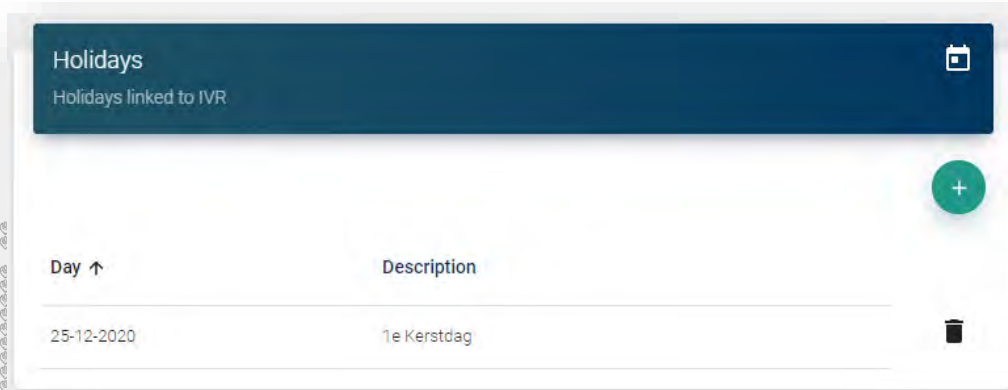
9.4 Edit an IVR – Business Hours

You can add or delete Business Hours in the **Business Hours** menu. Press the plus (+) sign to add business hours. Press the trash bin icon to delete specific Business Hours. Note, you can have multiple different Business Hours on the same day. Current Time zone is set to UTC. Later versions will include a time zone selection.



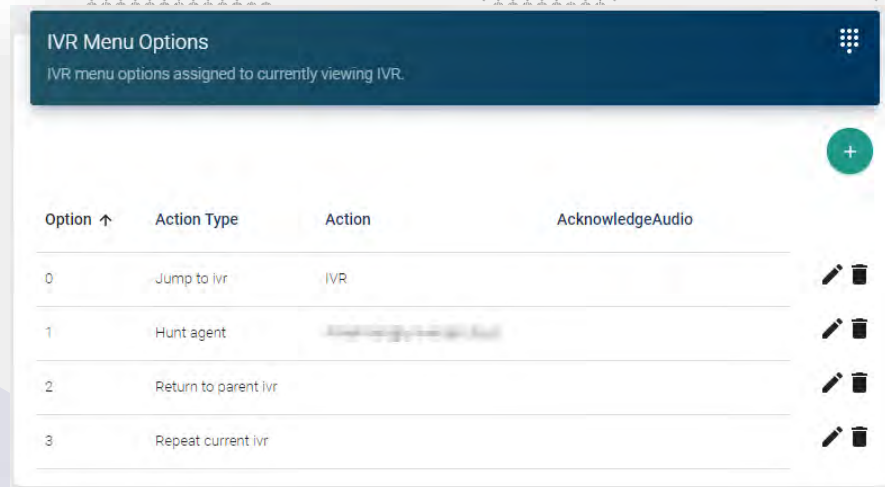
9.5 Edit an IVR – Holidays

You can assign or remove **Holidays** from the **Holidays** menu. Press the plus sign (+) to add a previously defined Holiday to the queue. Please note that you cannot create Holidays from within the IVR. As discussed in this manual, you can define Holidays in a separate menu and later assign them. Press the trash bin icon to remove a specific Holiday from the IVR, this will not remove the Holiday in the main Holidays menu.



9.6 Edit an IVR – IVR Menu Options

The IVR Menu Options are where you define the behaviour of your IVR. Press the plus (+) sign to add an IVR option. Press the trash bin icon to delete specific options. Use the pencil icon to edit an existing option.



Option – The option the caller must press on their dial pad to execute the **Action** that is specified.

Action Type – The type of action that will be performed when choosing the option. See table below for details.

Action - The target of the **Action Type**. For example, if you would choose to hunt an agent, this option specifies the agent that will be hunted. If the option is to jump to a queue, this will show the name of the queue.

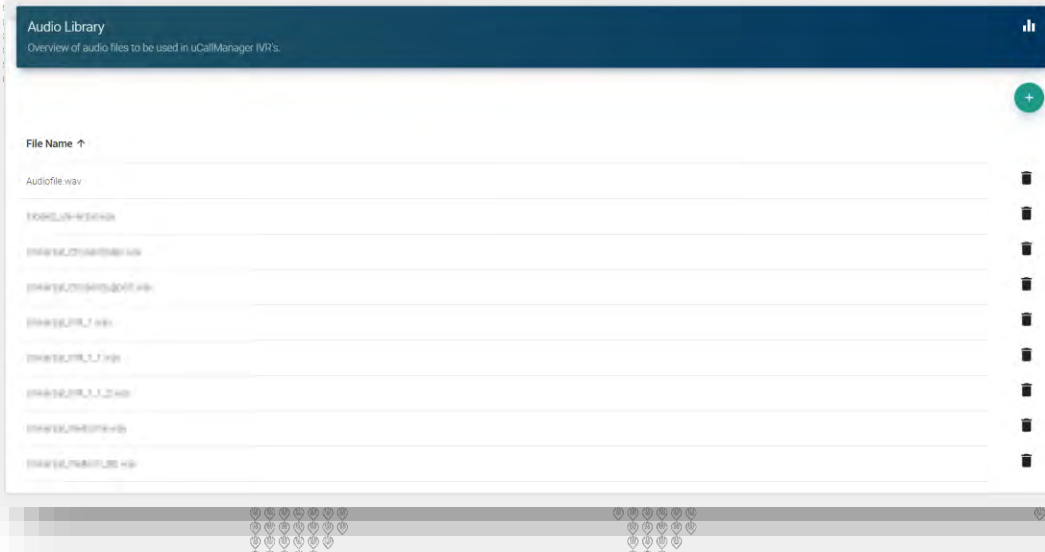
AcknowledgeAudio - The audio file that will play when a caller selects this option on their dial pad. This is an optional setting.

Action Type	Explanation
Return to Parent IVR	When the IVR has a defined Parent IVR in the General Settings , this option will redirect the call to the Parent IVR.
Jump to IVR	Select an existing IVR to redirect the call to.
Jump to Queue	Select an existing queue to redirect the call to.
Repeat Current IVR	Repeats the IVR Prompt audio file defined in Audio Settings .
Hunt Agent	Specify an existing agent to redirect the call to.

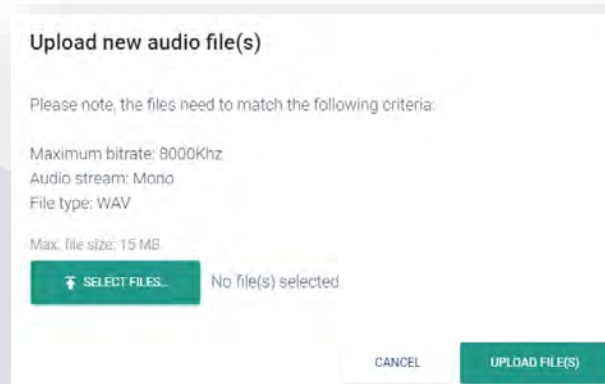
10 Audio Library

The Audio Library provides you an overview of uploaded audio files. These audio files can be attached to several properties of queues and IVRs. For example, you can have a file for your IVR menu containing the choices your callers can make.

You can reach the audio library by clicking on the **Audio Library** menu on the left side of the uCallManager portal.



You can upload your own audio file by clicking the **plus (+)** button on the top right.



10.1 Audio format requirements

The audio files that are used must fulfil the following requirements:

- .WAV format
- Mono sound
- 8-Bit (8000 Hz)
- Maximum file size: 15MB

Other formats are not supported.

11 Reporting

Pressing the **Reporting** menu in the portal will show you statistics of your agents, queues, calls, etc. You can use the left panel to filter on specific dates, weeks, months, years or queues.



Pressing the **Call Summary** button on the bottom right shows you details about the specific calls that have been made. You can filter in a specific date range, agent, queue or on Caller ID.

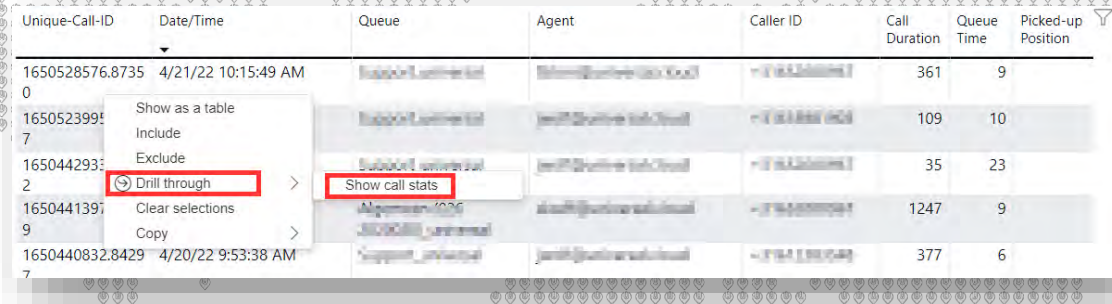
The Call Summary table provides detailed information for each call, including timestamps, queue names, agents, and call durations. The table is filtered for the date range 17/07/2019 to 28/01/2020.

Queue	Agent	Call Duration	Queue Time	Process In	Reason
TestQueue_universi	TestAgent_universi	36	5		
TestQueue_universi	TestAgent_universi	81	23		
TestQueue_universi	TestAgent_universi	469	28		
TestQueue_universi	TestAgent_universi	355	10		
TestQueue_universi	TestAgent_universi	0	49		
TestQueue_universi	TestAgent_universi	401	19		
TestQueue_universi	TestAgent_universi	85	27		
TestQueue_universi	TestAgent_universi	23	12		
TestQueue_universi	TestAgent_universi	16	12		
TestQueue_universi	TestAgent_universi	104	6		
TestQueue_universi	TestAgent_universi	42	9		
TestQueue_universi	TestAgent_universi	164	9		
TestQueue_universi	TestAgent_universi	38	14		
TestQueue_universi	TestAgent_universi	4	10		
TestQueue_universi	TestAgent_universi	8	1		
TestQueue_universi	TestAgent_universi	77	14		
TestQueue_universi	TestAgent_universi	87	26		
TestQueue_universi	TestAgent_universi	319	16		
TestQueue_universi	TestAgent_universi	0	1		
TestQueue_universi	TestAgent_universi	72	32		
TestQueue_universi	TestAgent_universi	319	16		
TestQueue_universi	TestAgent_universi	0	1		
TestQueue_universi	TestAgent_universi	428	49		
TestQueue_universi	TestAgent_universi	182	10		
TestQueue_universi	TestAgent_universi	8	1		
TestQueue_universi	TestAgent_universi	411	9		
TestQueue_universi	TestAgent_universi	14	2		
TestQueue_universi	TestAgent_universi	0	11		
TestQueue_universi	TestAgent_universi	110	11		
TestQueue_universi	TestAgent_universi	770	13		
TestQueue_universi	TestAgent_universi	53	21		
TestQueue_universi	TestAgent_universi	227	7		
TestQueue_universi	TestAgent_universi	81	10		
TestQueue_universi	TestAgent_universi	238	20		
TestQueue_universi	TestAgent_universi	103	27		

11.1 Advanced call flow reporting

When you wish to trace a call to exactly see the flow of the call, you can drill through a specific call in the **Call Summary** tab of Reporting.

Right click a call in the **Call Summary** page of reporting and select **Drill through > Show call stats**.



Unique-Call-ID	Date/Time	Queue	Agent	Caller ID	Call Duration	Queue Time	Picked-up Position
1650528576.87350	4/21/22 10:15:49 AM	Support Universal	John@supportuniversal.com	+15142210000	361	9	
16505239917		Support Universal	John@supportuniversal.com	+15142210000	109	10	
1650442932		Support Universal	John@supportuniversal.com	+15142210000	35	23	
16504413919		Support Universal	John@supportuniversal.com	+15142210000	1247	9	
1650440832.84297	4/20/22 9:53:38 AM	Support Universal	John@supportuniversal.com	+15142210000	377	6	

In this menu you can see the following:

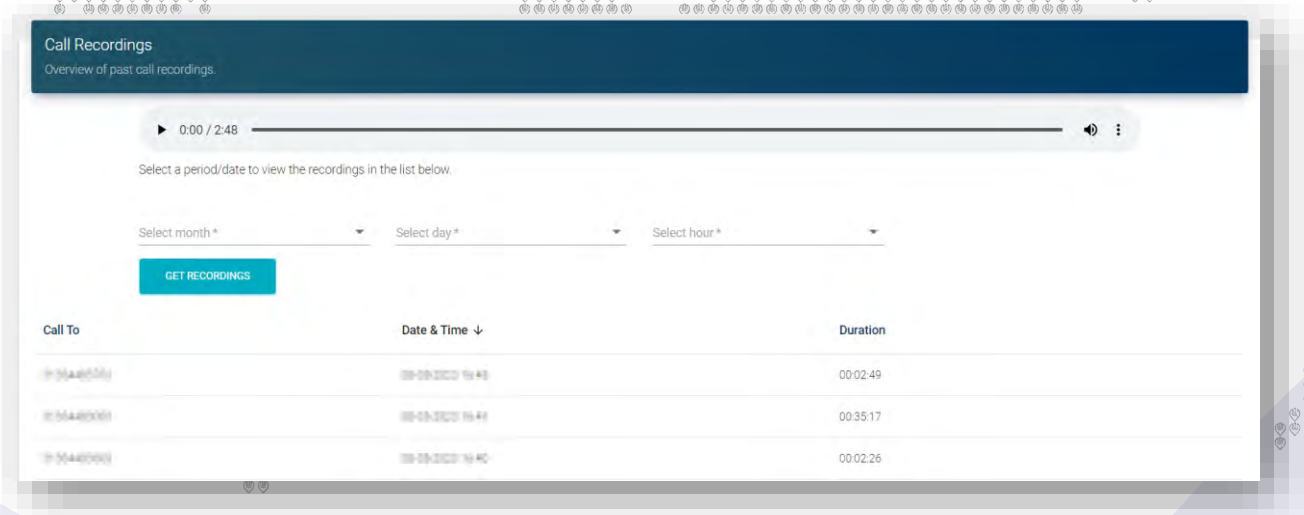
- **Duration of call** – See the duration of the call and see how the call was in on hold status
- **Results** – Under the **Results** tab you can view the exact call flow. In the Event column you can see which action was taken by uCallManager.
- **Filter** – You can filter based on queues, agents, date and time.
- **Presence** – You can see the presence of the agents at the time of the call.

12 Call Recording

If you enable Call Recording on a queue, pressing the **Recordings** menu in the portal will show you a summary of all recorded calls. You can see which number has been called, on what date and time and how long the call lasted.

You can use **Get Recordings** without any filters to get all the recordings, without a filter. Use the month, day, and hour filters to specify a period of recordings that you wish to listen to.

Simply click a call that you want to listen to and press the play button on the media player at the top of the screen to start listening. You can press the button (three dots) next to the media player to download a recording.



The screenshot shows the 'Call Recordings' interface. At the top, there is a media player with a progress bar at 0:00 / 2:48, a play button, and a volume icon. Below the media player, there is a section for filtering recordings. It includes a dropdown menu for 'Select month*', a dropdown menu for 'Select day*', and a dropdown menu for 'Select hour*'. A blue button labeled 'GET RECORDINGS' is positioned below the filters. Below the filters is a table with three columns: 'Call To', 'Date & Time ↓', and 'Duration'. The table contains three rows of data:

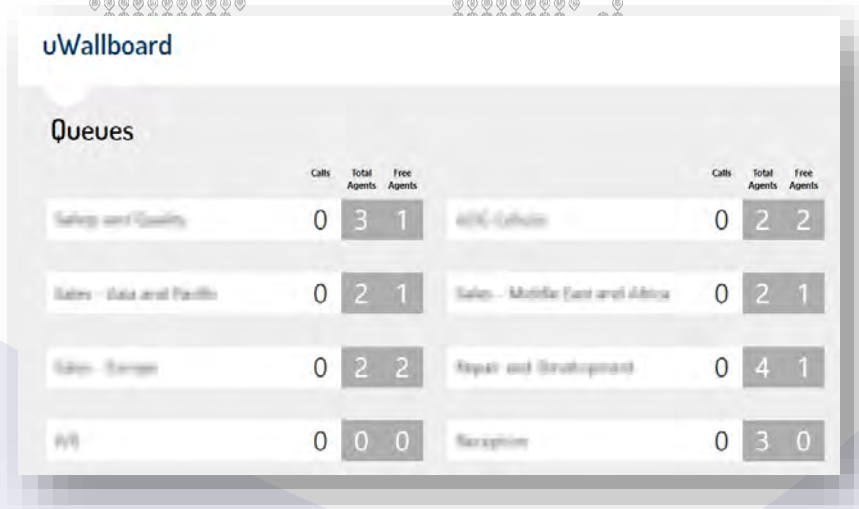
Call To	Date & Time ↓	Duration
(31)448(55)	08-08-2020 16:41	00:02:49
(31)448(55)	08-08-2020 16:41	00:35:17
(31)448(55)	08-08-2020 16:40	00:02:26

13 uWallBoard

uWallBoard is a live wallboard for viewing uCallManager queues and calls. It contains the following features:

- Realtime overview of all queues
- View number of agents assigned to each queue
- View the number of free (available) agents
- View incoming calls in queues (caller number and waiting time)
- View calls in progress
- Caller ID of the person who is calling
- Agent(s) names that are currently in a call
- The current duration of calls

You can access uWallBoard by clicking the uWallBoard link in the portal. The uWallBoard is updated in realtime. Per queue you can see the amount of calls the queue currently has. Total Agents shows you how many agents have been assigned to the queue in total. Free Agents shows you how many agents are currently available to take a call; this is determined by their presence and if they are currently in a call.



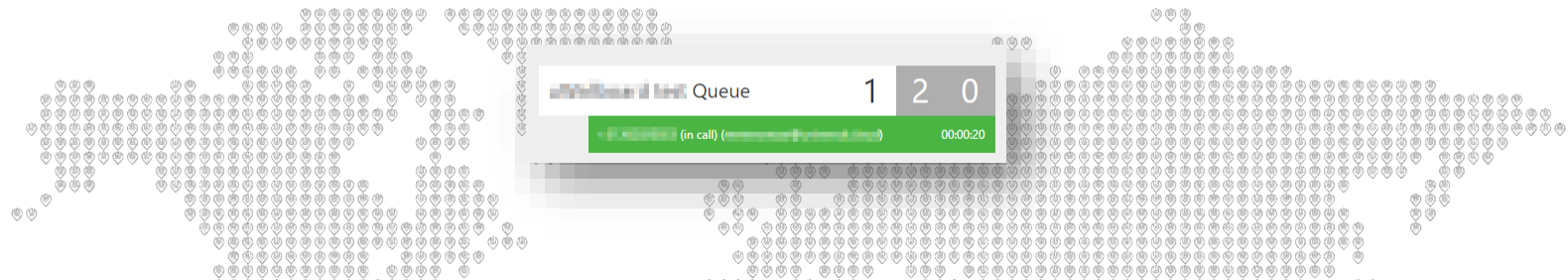
uWallboard

Queues

	Calls	Total Agents	Free Agents		Calls	Total Agents	Free Agents
Safety and Quality	0	3	1	HR-Callcenter	0	2	2
Sales - Data and Facilities	0	2	1	Sales - Mobilite (antwoord centra)	0	2	1
Sales - Service	0	2	2	Repair and Development	0	4	1
HR	0	0	0	Reception	0	3	0

When a queue is called and an agent picks up, you will see following on the wallboard:

1. The phone number that is calling the queue. For example, +31261234567
2. The status of the call (on hold or in call)
3. The name of the agent that is handling the call. For example, john.doe@contoso.com.



13.1 Show/hide on uWallboard

When editing a queue in the **Queues** menu, one of the properties you can select is **Show on Wallboard**. When enabling this setting, the queue will display on uWallBoard. If you disable this setting, it will hide the queue from uWallBoard.

This might be useful when you have created a complex call structure and you wish only to review the calls on a specific queue.