Administrator Manual

NocTel Contact Center

Management Solution

v6.1711.07

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What is Flow?

Flow is NocTel's integrated contact center solution envisioned and developed by the NocTel team. It is designed to work with the NocTel Communications cloud-based VoIP system to provide users the tools needed to operate an effective, fully-featured contact center.

What Features Does Flow offer?

- High voice channel throughput
- High active agent capacity
- 100% web-based configuration
- Custom Queues
- Call Recording and Accessibility [1]
- Call Transcription [1]
- Out of Box and Custom Reports and Dashboards
- HD Voice Support [1]
- Wallboards
- Queue Music on Hold and Caller Position Announcement
- Pre-agent Menus [1]
- CRM integration [2]
- Agent Skills and Proficiency Levels
- Skills-based Automatic Call Distribution
- Supervisor Tools and Dashboards
- User Access Levels / Access Control Lists
- Automatic Call Distribution
- Queue Overflow/High-Volume Support

[1] NocTel hosted cloud service is required to support this feature.
[2] Flow can open an external URL from an Agent's web browser and pass HTTP GET parameters such as Unique Call ID, Caller Name, Caller Number, Agent ID, Agent Name, Queue ID, Queue Name, etc to that URL. The third-party CRM would need to allow URL integration and have permissions configured in such a way that it will accept these requests in order to work.

How Do NocTel and Flow Work Together?

Flow is an extension of NocTel that provides all of the tools that a contact center needs integrated with an easy to use web interface. NocTel accepts the initial call and auto attendant information input received from the caller (IVRs) determines which Flow Queue the call should be placed until an agent is available. NocTel handles directing calls and connecting devices while Flow manages Agents, Agent Skills, Queuing Logic, Reporting, and CRM integration.
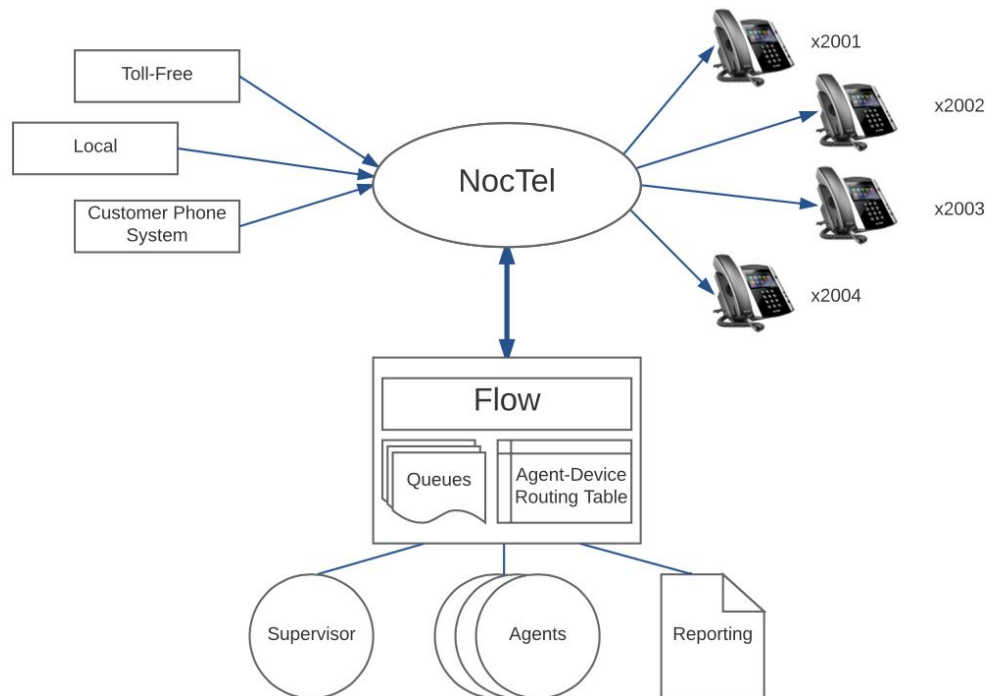
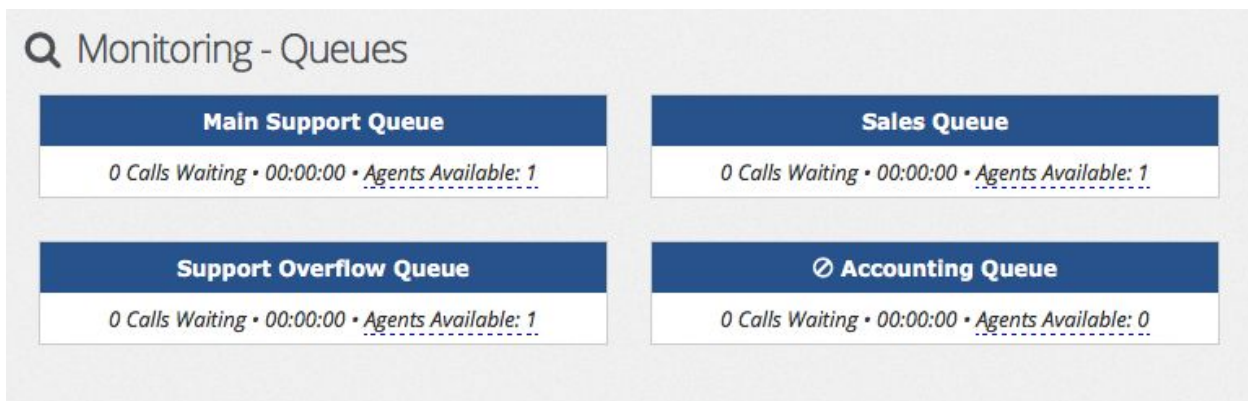*high-level overview of the interaction between NocTel and Flow*
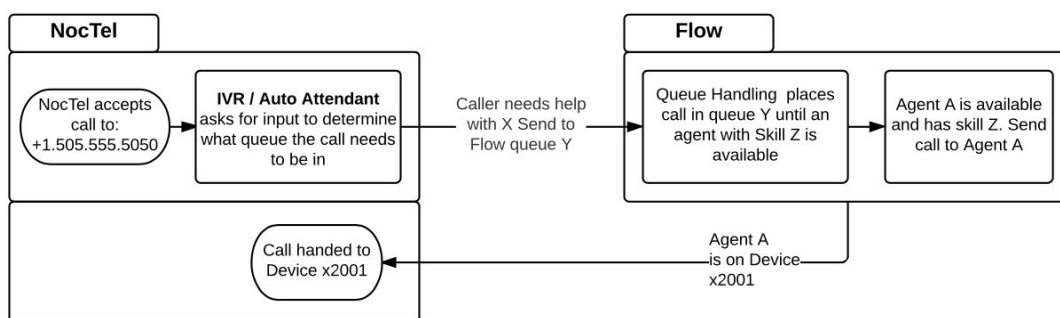
Example of a single call progression between NocTel and Flow

Flow Overview

What are Queues?

Queues are user-defined call-holding areas where inbound calls wait for Agents to become available. Flow's concept of a Queue is consistent with the industry standard. Queued calls are distributed to Agents with appropriate skills based upon call priority, call wait time, Agent availability, and Agent idle time.

In the Flow interface, Manager users can create a Queue, assign it a name, select the skills needed by Agents to accept queued calls, set the Agent distribution pattern, assign matching Agents, and set a Queue contingency behavior (overflow operations).

Queues viewed for the Monitoring page

Using NocTel IVRs to Deliver Flow Calls

Calls are sent to Flow from NocTel with a phone number associated to it via a SIP trunk. This phone number does not need to be the number that the caller dialed, but a number assigned to the call using the NocTel SIP trunk target function. Using IVR creation tools that are within NocTel, the call can progress through a menu of options, and based on the options the call is then directed to a phone number that will be used to associated it with a Queue in Flow. When Flow looks at the call's associated phone number, it uses the information in the account to direct the call into a Queue.

Skills and Proficiency

Skills are used to match an Agent to a call by a Queue. A Queue can require Agents to have a certain proficiency level in a skill, which is then used for comparison between the Agent's skill(s) and proficiency versus the Queue's configured skill(s) and proficiency. Skill Proficiency is a 1 to 9 scale with 9 being the most proficient in a skill, and includes a 0 used to indicate a skill is not possessed by an Agent or the skill is not pertinent to the Queue.

The Skills that a Queue will try to match are set in the Queue Edit page, or the New Queue page if setting up a new Queue. A list of all skills for the account will be shown under the **Agent Skill Matching** section. Each skill proficiency can be set using the drop-down list next to it.

When matching the call to an Agent, the Queue will look at the list of assigned agents and then look for which Agent best matches the needed skill proficiency for the call. Agents with the closest proficiencies will be preferred over ones with lower. For example if Agent 1 has a proficiency of 7 in skill "support" and Agent 2 has a proficiency of 4 in skill "support," and the queue is requesting a skill proficiency of 5, the queue will give the call to the +2 agent rather than the -1 Agent. In our example, Agent 1 would be handed the call. This distribution logic ensures that if at all possible with the available Agents, an under qualified Agent is least likely to be offered a call and if not an exact match, the next best match is an overqualified Agent.

An agent's Skill proficiency is set in Agent section of Flow on the New Agent or Agent Edit page.

Call Priority and Escalation

A call's priority helps determine how soon it is offered to an available Agent in a Queue. Calls with higher priorities are sent to Agents first. In the case where there are several queued calls with the same priority, calls are sent to agents based on the longest wait time. A call's priority is controlled two ways: by the phone number that originally places a call in a Queue, and then by escalation rules within a queue.

NocTel integration allows you to send calls to Flow using different destination telephone numbers. Once the call arrives, Flow looks up the Phone Number and associated Queue, then places the call into the associated Queue with the Queue's default priority. These initial priority settings are controlled under the **Phone Numbers** sections within Flow Setup. With these settings you can send calls to two different numbers which go to the same queue with different priorities. For example, both numbers might go into a support queue, but depending on which support number is called by customers the initial priority of calls placed in the same Queue can differ. In practice this may look like providing one support contact number for general customers and providing an expedited or priority support contact number to preferred or high

volume/value customers. Calls put into queue from the latter number may initially arrive as a "high" priority call while the general support number-based calls are entered as "normal" priority.

Queue

-- Select --

Default Queue Call Priority

0

Once the call is in a Queue, the priority is escalated based on rules set in the **Queues** section of Flow. These escalation rules are found under the **Service Level** section in the New Queue or Queue Edit screen. Call escalation can be increased within the queue based on a time increment as the call is waiting. This mechanism ensures lower priority calls are never perpetually put off due to higher priority calls entering the Queue protecting customer satisfaction.

Service Level

☐ Increment queue call priority every 0 seconds

User Type Overview

Flow has several user types that grant different levels of access to modify settings within Flow. Different levels have access to dashboards and functions tailored to the tasks that the user performs within the contact center.

Agents: Access only to the Agent Dashboard. Within the Agent Dashboard, Agents have access to the following:

- Ability to receive calls from assigned Queues
- Access to caller information from CRM or IVRs (automated pre-agent menus)
- Ability to update CRM records during or after a call
- Set their status (available, offline, wrap, etc.)
- Flag a Supervisor or Team Leader for assistance
- Log in/out of Flow
- View personal performance metrics
- View personal and other Agent Gamification information and progress

Team Leader: Access to select Supervisor Dashboard features. Team Leaders can:

- Help with flagged calls
- Assist Supervisors with certain support duties
- Receive queue calls like Agents

Supervisor: Access to the Supervisor Dashboard which provides advanced options for managing agents and queues. Supervisors have additional options when viewing agent profiles. Features for Supervisors include:

- View reports and dashboards (Applications)
- Barge, Whisper, or Monitor an Agent's call in progress
- Modify Agent schedules
- Remediate Agent Status

Manager: The most privileged user type with complete access to the account. Able to assign users to the Supervisor user type and all levels below. Managers have access to all Supervisor features as well as:

- Create, modify, or delete Queues
- Create and modify Flow reports
- Set Queue overflow parameters
- Set call escalation/property (SLA) rules
- Add, modify, or delete Agents
- Add, modify, or delete skills for each Agent

Agent Dashboard Overview

The Agent Dashboard is the user level agent's main work area within Flow. From the Agent Dashboard an Agent can change their status, see general information about the Queues they are assigned to, update their activity, and see Screen Pop information related to the call if enabled. The Dashboard also reminds the Agent to connect to an extension if they have forgotten to do so at their workstation.
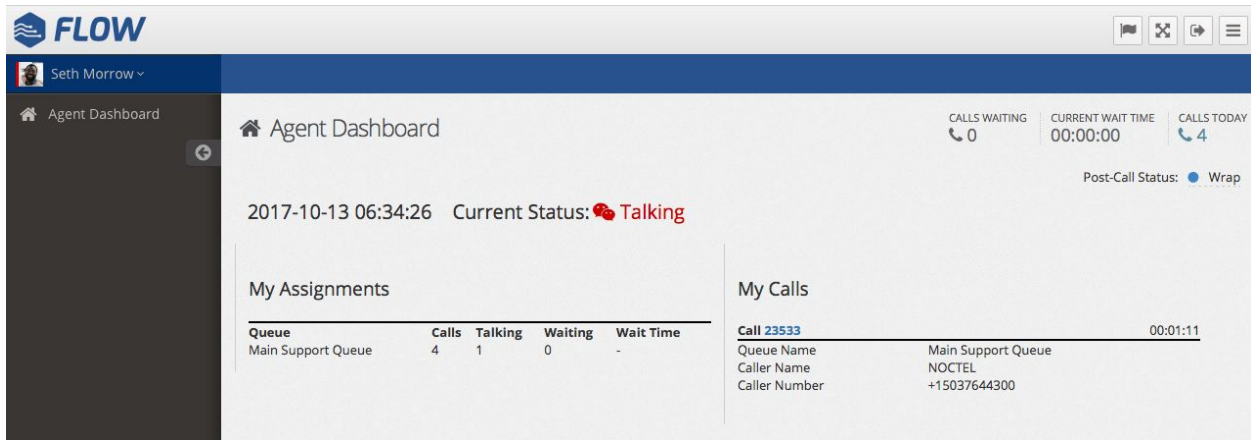
Agents connected to an extension and Flow status set to available

Supervisor Home Overview

The Supervisor Home gives Supervisor users access to tools they need to oversee Queues and Agents. The main Home page gives an overview of what is happening in the account including information about Queues, Online, and Offline Agents and their Team history. Supervisors also have access to the Monitoring section over flow that give details on current Queue status.
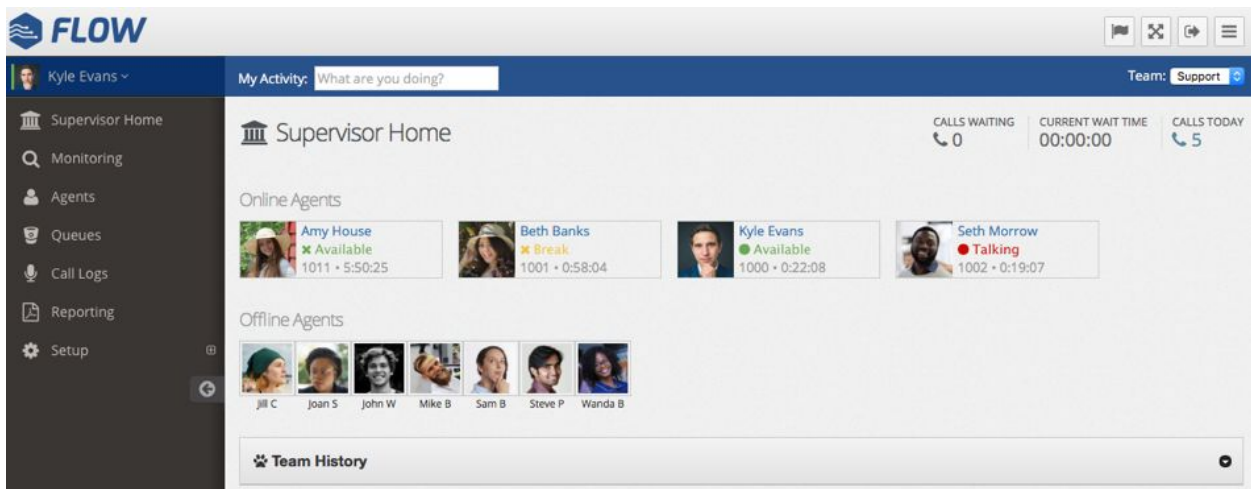
The Supervisor Home view displaying Agents and their current statuses

Flow Setup

Setting up a contact center can be a daunting task. NocTel Flow makes it easy and can help you to get your contact center up and running in no time by following some simple steps.

When working with Flow it is recommended to start building your contact center in the following order:

1. Account Info
2. Teams
3. Skills
4. Users
5. Queues
6. Phone Numbers
7. Agents

Adding Account Information

When initially configuring Flow, the user should first enter some basic account information.

1. Using the Flow domain provided, access the interface with manager credentials.

2. Click **Setup** in the left-hand menu to expand the section.
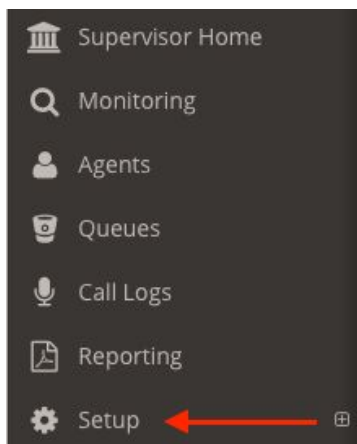
3. Click **Account Info.**

4. Enter or update the following information:
   a. Account Description: the description provided here is displayed at the bottom right corner of the interface.

   Account Description

   NocLABS Control Center

   b. Business Name: Enter the legal name for the business using the Flow interface.

   Business Name

   NocTel Communications, Inc.

   c. Timezone: Use the dropdown list provided to select the correct timezone.

   Timezone
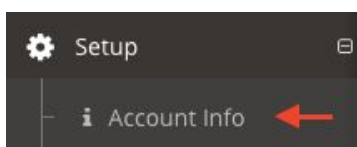
   America/Los_Angeles

   d. Billing Address: Enter the billing address for the business.
   e. Billing City: Enter the city for the business.
   f. Billing State: Enter the State for the business.
   g. Billing Country: Enter the County for the business.
   h. Billing Contact Name: Enter the name that billing info should be sent to or in care of.
   i. Billing Phone Number: Enter the company's billing department number.
   j. Billing E-mail: If the company would like to receive billing notice by email enter the address here.

5. Review the information entered and, when complete, click the Save button.

   Save

Creating Teams

Teams are a great way to group users meaningfully for Managers and Supervisors to oversee and monitor groups of Agents.

```
⊛ New Team

Create management groups for use within users, agents, queues.

Description
[                                                              ]

Delete                                                    Save
```

To create a Team:

1. Using the Flow domain provided, access the interface with manager credentials.

2. Click **Setup** in the left-hand menu to expand the section.

3. Click **Teams.**

4. Click **+New** located at the bottom left of the skills list.

5. Enter the name of the Team in the **Description** text box.

6. Click the **Save** button.

Adding Skills

Skills are attributes that are assigned to Agents, and those skills are used to determine if an Agent is qualified to answer calls from a given Queue. Skills will be used in creating a Queue and should be established first in the interface. Adding and modifying skills is a Manager-level skill.

Similar implementations that use skills-based distribution of calls may implement skills as a flat entity. That is, skills like "help desk" or "incident report" would require multiple skills with slightly different names to identify any actual differences in competency of the skill. Flow implements Agent skills along with a proficiency. With the inclusion of a proficiency to a skill,

it is possible to use a single skill and use the proficiency value to establish if an Agent is a trainee in the skill, regular competence, or an expert/subject matter expert (SME).
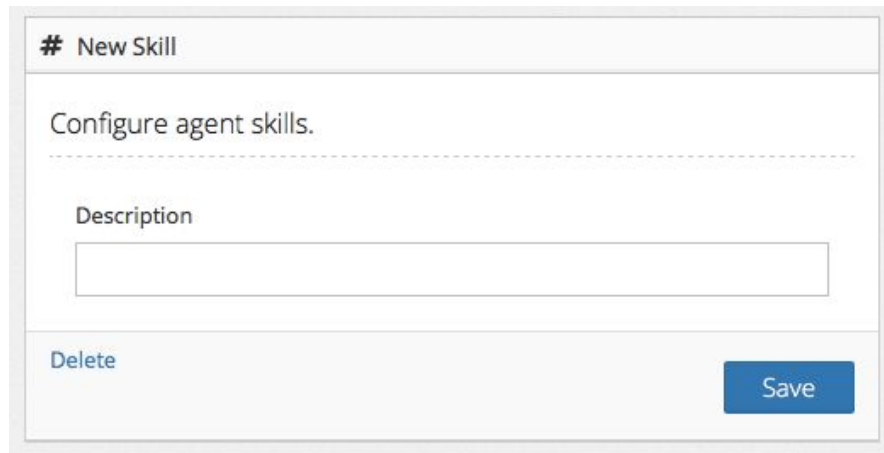

To Create a Skill:

1. Using the Flow domain provided, access the interface with Manager credentials.

2. Click **Setup** in the left-hand menu to expand the section.

3. Click **Skills.**

4. Click **+New** located at the bottom left of the skills list.

5. In the *Description* text box, enter the name of the skill. Remember, skills have proficiency levels so it is not necessary to make different skills for different competence levels.

6. Click the **Save** button.

7. The new skill is now available to be applied to Queues and Agents.

Adding Users

User accounts are for individuals that need to do more than simply take calls within the contact center. Examples would be staff that need to manage other aspects of the Flow system such as creating and managing Queues, Agents, Skills, telephone numbers, etc..

Users are created and managed by other Manager-level individuals. Users are added at one of the following levels: Manager, Supervisor, or Team Leader. Agents are added from the Agent section in Flow.

To add a User:

1. Using the Flow domain provided, access the interface as a Manager user.

2. Click **Setup** in the left-hand menu to expand the section.

3. Click **Users.**

4. Click **+New** located at the bottom left of the users list.

5. Set the following info:
   a. **Status:** Set the user to either active or disabled.
   b. **Username**: Give the user a unique username.
   c. **Password**: Assign a password to the user. They can change this later.
   d. **Email**: Enter the user's email address
   e. **Flow Access Level:** Choose the appropriate access level from the list. For more information on user levels see the section on User Types.
   f. **Teams**: Use the checkboxes to assign the user to any Flow Teams.

6. Click the **Save** button.

Creating a Queue

Queue setup and modification is a Manager user level function. Queues are used to hold calls and distribute those calls to Agents that are assigned to the Queue. Distribution of calls in Queues is done on a skills-based best fit criteria. This means the skill(s) and proficiency associated with the call are compared to the skills and associated proficiencies of available Agents. Out of the available Agents, the Agent with the best match to the caller's needs/issue is offered the call. This allows the most qualified Agents to respond to calls improving efficiency and satisfaction.

To create a Queue:

1. Using the Flow domain provided, access the interface as a Manager user.

2. Click **Queues** in from the docked navigation menu found on the left of the window.
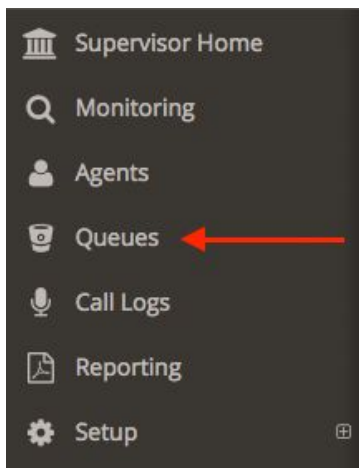
3. In the *Queue List* view, click **+New** located at the bottom left of the Queue List.

4. Set the **Queue Status** by clicking the desired radio button:
   a. **Active**: Queue is accepting calls and distributing to Agents.
   b. **Disabled**: Queue is present, but is not accepting calls.
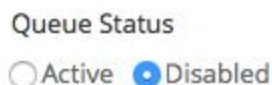
5. Use the dropdown selector under **Team** to select the Team that will own the Queue.

6. In the **Description** text box, give the Queue a name. This name will be used throughout the interface to identify the Queue.

7. For **Agent Distribution Strategy** use the dropdown list to select a distribution strategy:
   a. **Longest Idle**: send calls to an Agent assigned to the Queue with the longest idle time.

Agent Distribution Strategy

| Longest Idle | ⬍ |

8. For **Agent Management** options, click the **checkbox** to allow users with Supervisor access to modify Agent membership (assignment) to the Queue.

Agent Management

☐ Allow supervisors to modify agent membership

9. For the **Agent Skill Matching** section used the dropdown boxes next to each listed skill to assign the ideal proficiency level to accept calls from the queue.

Agent Skill Matching

[0 ⬍] Support   [0 ⬍] Helpdesk
[0 ⬍] Spanish

Skill proficiency ranges from 0 to 9, with 1 being the least proficient (a trainee level) and 9 being the most proficient in the skill. 0 is used to denote an invalid skill for the Queue.

Multiple skills can be used to determining the Agents best suited to accept calls from the Queue.

10. **Queue Position Announcement** is an audio announcement to the caller noting their waiting position in the Queue. To enable, click the checkbox and set a time interval (in seconds) using the text box. The queue announcement will interrupt any playing hold music and return to it when the announcement is finished. It may be interrupted during playback if an agent becomes available, which ensures that the caller's position will be answered as quickly as possible.

Queue Position Announcement

☑ Announce queue position every [30   ] seconds

11. A call's priority within a Queue can be escalated naturally over time using the **Service Level** option. To enable, **check** the box under **Service Level.** In the text box, enter the amount of time (in seconds) that the call should be waiting for before being escalated one level in priority. The call will continue to escalate one level in priority each time the

desired time interval expires until the call is answered or it reaches the highest priority.

Service Level

☑ Increment queue call priority every `90` seconds

12. Under the **Overflow Calls** section, a overflow plan can be created so that if the Queue becomes too busy, calls can be sent to a new Queue to accommodate the call volume. Priority level followed by length of wait time will determine which calls are sent to the overflow queue once one of the two shoveling methods are met.

    Calls can be shoveled (moved to new Queues) based on two methods:

    a. **Shovel Calls based on wait times above a certain duration:** click the checkbox next to the wait time option. In the text box enter the wait time (in seconds) at which calls should be sent to the specified overflow Queue.

    ☑ Shovel calls based on wait times above `180` seconds

    b. **Shovel Calls based on the number of calls in the queue**: check the checkbox next to the number of calls in the queue option and then in the text box enter the number of calls that should be exceeded for the queue to overflow.

    ☑ Shovel calls based on `20` calls in queue

    Send overflowed calls to:

    Second Queue ⬍

    Once the overflow method is selected use the dropdown list to select what Queue overflow calls should be placed in.
    If the overflow queue has not been created first, create the queue and return to this step to select the overflow queue from the dropdown list.

    NOTE: It is recommended to ensure Queues into which calls overflow *are not themselves configured to overflow*. Such a configuration can result in cascading behavior where overflow calls are potentially shoveled into incorrect Queues resulting in excessively complex call handling.

13. Use the **Integrations** area to Enable Screen Pops for Agents being offered calls for the Queue. **Screen Pops** allow for visual information related to the call to be displayed to

the Agent. The following example will set up a Google search with the Caller's Telephone Number and Caller ID Name:

☑ Enable Screen Pop on call offer to agent's browser:

http://google.com/search?q=%CNAM% %CNUM%

While a static URL can be used, a dynamic one will be the most typical use case for Screen Pops. In this way information can be both posted to an external source or pulled from one allowing Agents to receive relevant information to calls in the same window. While this feature is configured on each Queue, Screen Pops can be set to display or not display with a toggle available to the Agent. For Screen Pops to display, it must be configured for the Queue **and** enabled for each Agent. Screen Pops are enabled by default for every Agent, so not displaying Screen Pops is on a per Agent opt-out basis.
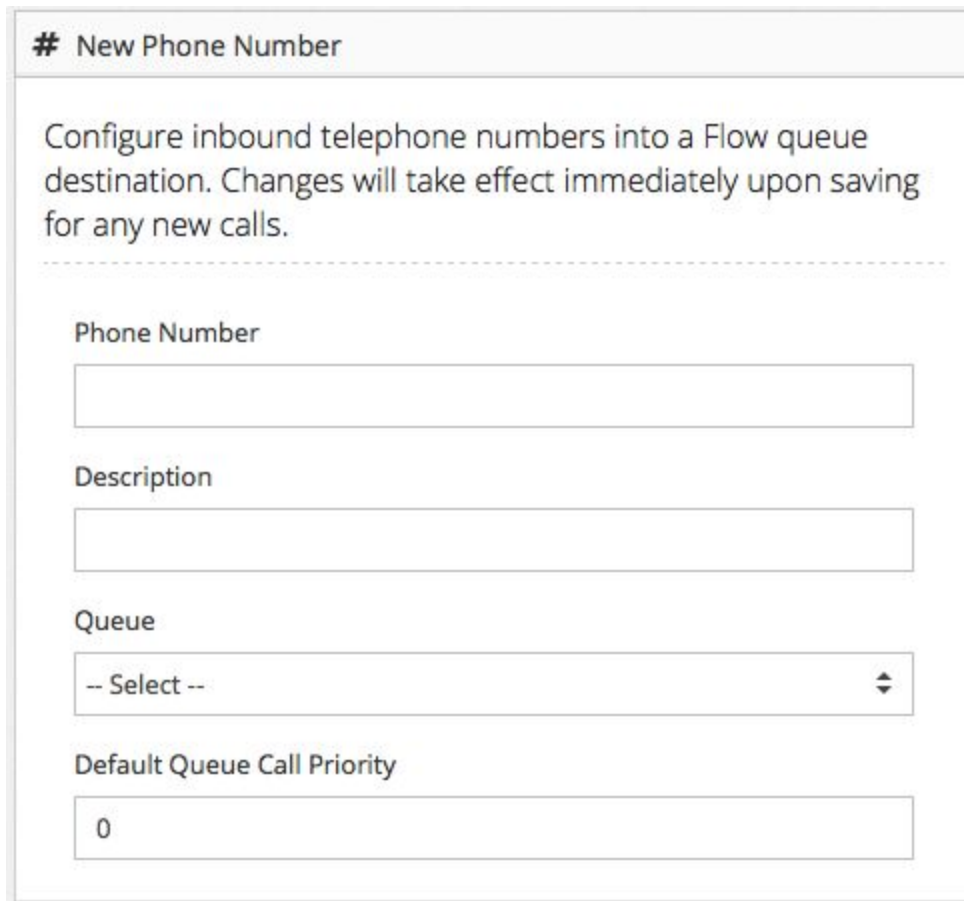
When designing your Screen Pop, you can construct your URL to include the following variables:

%ID%	Flow database unique call ID
%HOST%	Flow server's hostname
%CHANNEL%	SIP channel
%AGENTID%	Agent's ID number
%EXTENSION%	Agent's logged in telephone extension number
%DTQUEUED%	Timestamp in UTC that the call was queued in Flow
%DURATION%	Queued duration
%CNAM%	Caller ID name
%CNUM%	Caller ID phone number (Max. 10-digits, e.g. 5037644300)
%CNUME%	Caller ID phone number in e.164 format (e.g. +15037644300)
%TN%	Flow inbound telephone number
%NOW%	Flow server's current date and time in UTC
%FLOWQID%	Flow database queue ID
%FLOWAID%	Flow database agent ID
%VARx%	NocTel flowx Variables (0-9)

14. Click the **Save** button to complete Queue creation.

Setting up Phone Numbers

The Phone Numbers section located under Settings in the Flow interface can be accessed by Manager users. It is in this area that the users set the way calls are handed from NocTel to a Flow Queue.

The interface display when setting up a new phone number to use in Flow

1. Using the Flow domain provided, access the interface with Manager credentials.

2. Click **Setup** in the left-hand menu to expand the section.

3. Click **Phone Numbers.**
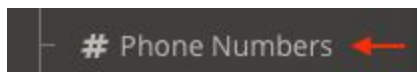
4. Click **+New** located at the bottom left of the Phone Number list.

5. For the **Phone Number**, enter the number as it appears in the NocTel interface.

6. In the **Description**, give the phone number a name.

7. In the dropdown menu under **Queue** select the call queue where Flow should assign a call to this telephone number.

8. In the **Default Queue Call Priority** enter the priority level where the call should enter the Flow queue.

9. Click the **Save** button.

Adding Agents

Adding, modifying, and deleting Agents can be performed by Manager users.

1. Using the Flow domain provided, access the interface with manager credentials.

2. Click **Agents** in the left-hand menu.

3. In the *Agent List* view, click **+New** located at the bottom left of the Agent List.

4. A photo of the agent can be added by clicking on the generic photo. This can be done from a mobile device with a camera, as well.

5. With the **Team** drop down menu, the agent can optionally be added to a specific Team.

6. In the **Agent ID** field, give the Agent a unique numeric Agent ID. It is recommended that this be a four digit number between 1000 and 9999. The Agent will use this ID as their username when accessing the Flow Agent Dashboard. The next available Agent ID will be automatically filled in.

7. In the **Password** field, assign the Agent a password. The Agent will use this password to access the Flow Agent Dashboard. An alphanumeric password of 8 or more characters is highly recommended.

8. In the following three fields enter the Agent's **First Name**, **Last Name** and an **Email** in the fields provided.

9. Under **Integrations** you can enable the Screen Pop feature by checking the box. Screen Pops allow for visual information from the call to be displayed to the agent if the queue the call is coming from has been enabled to send screen pop information.

10. Under **Agent Skill Proficiency** is a list of all skills that have been added to the interface. Use the drop-down list next to each to select the Agent's proficiency level in that skill. 9 is the highest proficiency for a skill and 1 is the lowest. A proficiency skill of 0 indicates that the skill does not apply to the agent or they do not possess the skill.

11. Under **Eligible Queue Membership** enable the Agent to accept calls from a given Queue by checking the box next to each Queue name.

12. Click the Save button to add the new Agent to the account.

Using Flow

Agent Login

Agents must **login** to the Flow Agent Dashboard and also **connect** an extension in order to accept calls for assigned queues.

Logging in to the Agent Dashboard:

1. Go to the Flow Domain login given to your company
2. Enter the Agent ID number.
3. Enter the Agent password.
4. Click Login.

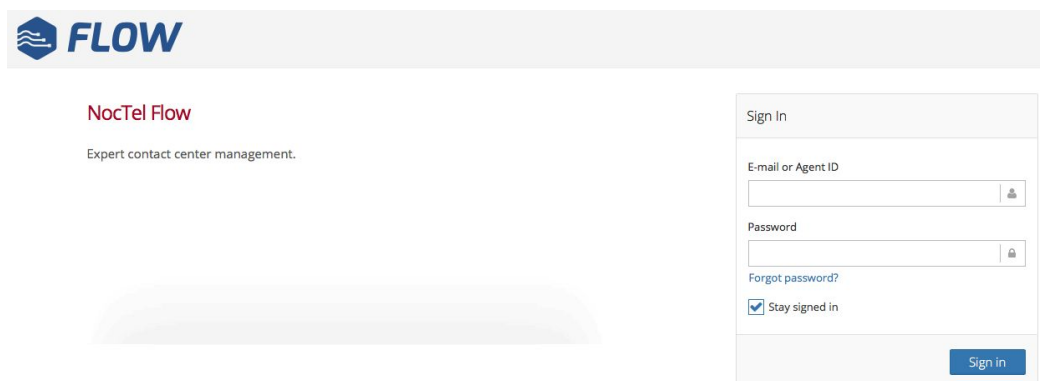Once logged into the Agent Dashboard, use an extension to Flow.

1. On the extension dial # followed by the Agent ID number.
2. The system will inform you that the extension is now connected with the Agent ID. The Dashboard will note that the Agent is logged in and to which phone system extension.

Supervisor and Manager Login

Supervisor and managers can log into flow without logging in to an extensions to make changes and monitor and monitor queues and calls. Supervisors can choose to also login to an extension in order to talk call and use supervisor functions such as monitor.

Logging in to the control panel:

1. Go to the Flow Domain login given to your company
2. Enter the username for the supervisor or manager account.
3. Enter the password.
4. Click Login.

The login screen to Flow will be the same for every user regardless of user type

Agents have the ability to update their status while in Flow. An agent can update their status by:

1. Clicking on their name in the upper or the Flow logo left corner of the interface.
2. Click on any of the available status options:
   a. Available: Agent is ready to receive calls from a queue. This status is equivalent to the Agent being Idle.
   b. Wrap: Agent is not on a call but completing work related to their last call.
   c. Talking: Agent is engaged with a caller.
   d. Break: Agent has stepped away and should return shortly. No calls will be offered to the Agent while in this status.
   e. Lunch: Agent is away at lunch. No calls will be offered to the Agent while in this status..
   f. Outbound: Agent is engaged in an outbound call to a customer.
   g. Offline: Agent is logged out of Flow. No calls will be offered to the Agent. When set to Offline the Agent is also **disconnected** from the extension they were connected to.
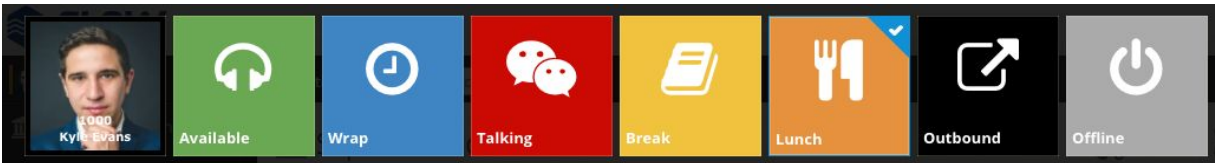

The Agent status toggle is displayed after clicking the Flow logo or their own name in the upper left corner

Agents can also set their **Post Call Status**, which will automatically transition the Agent's status after exiting from Talking, Wrap, or Outbound. This is primarily used for Agents to indicate they will be leaving for an extended period of time (Offline), going on break, or taking lunch. By setting Post Call Status, operations continue seamlessly without Agents transitioning to Available after finishing interactions with a customer where the possibility of another call being offered to the Agent could occur.

Supervisors can also change an Agent's status by:

1. Clicking on the Agent in either the Supervisor Home view or in the Agent list.

2. Clicking the Agent's current status to view the list of options and selecting the new status.
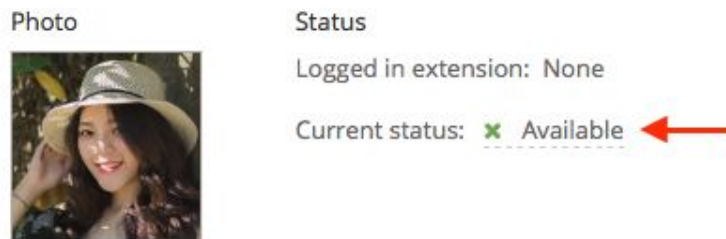
Supervisor Call Functions

Additionally, Supervisor users have a set of management codes that can be input to their extension to assist or monitor Agents.

SUPERVISOR CODES			
Code Description	**Code**	**Confirmation Tone**	**Action**
Barge	***02 + Extension Number (*02xxx)**	**Tone + "SIP"**	**Dialer joins the extension's existing call in a conference.**
Monitor	***06 + Extension Number (*06xxx)**	**Tone + "SIP"**	**Supervisor can hear the ongoing call but cannot speak to the callers.**

Agent Summary View

Within the Supervisor Home view, the Supervisor users can see relevant Agent information at a glance. Online Agents are displayed with stats that include:

- Agent's Photo
- Agent's Name
- Agent's Connected status:
  - X indicates that the agent has note connected to an extension.
  - A circle indicates the user is connected to an extension.
- Agent's Availability status
- Agent's ID number
- Running counter of how long Agent has been in their current status
- Mousing over an Agent will also show the Agent's skills and assigned Queues.

Toolbar Buttons

a. Flag a Supervisor: Allow an agent to alert a supervisor that they need assistance. A red flag indicates that the agent has requested assistance.

b. Fullscreen: makes the Flow interface full screen.
c. Logout: Easy logout button for all users.
d. Hide/Expand Sidebar: easily hide and expanded the main sidebar.
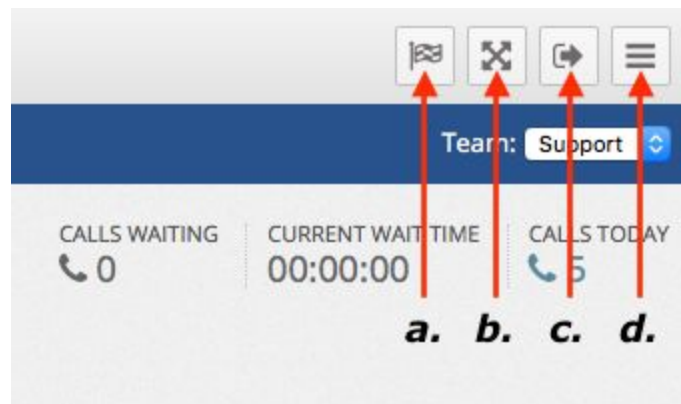
Call Logs

Call Logs within Flow allow supervisors and managers to review detailed call records on individual calls that are enabled for a queue or agent. Call logs include call details, audio recording, transcript, call debugging info and the ability to mark and add notes to the log.

Call Recording Laws

Before recording calls, it is essential that the user understand the laws pertaining to call recording for their area, as well as the laws in the caller's area. While United States federal law only requires that at least one party taking part in the call must be notified, state laws can add further statutes requiring notification or consent from all parties involved.

The user must consider interstate phone calls, as the two states could have different laws. In cases such as this, it is the safest to err on the side of caution and assume that the stricter state law applies. If in doubt about the laws for your area, the best practice is to ensure that both parties are informed that the call is being recording.

All NocTel Flow users should check their local laws before using call recording, for more information on call recording in your state check out some of the links below that provide a state by state guide or contact a legal professional in your area.
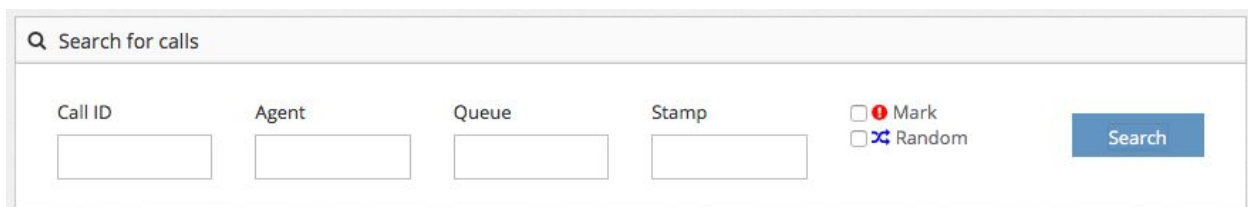
Enabling Call Logs

Call Logs can be enabled for a Queue during queue setup or by modifying an existing queue by clicking on the queue in the queue list and checking the corresponding call log box in the queue options to enable it. Call logs can also be activated per agent on the individual's agent edit page. Enabling call logs in a Manager user level function.

Viewing Call Logs

All logs from Queues and Agents are stored in the Call Logs section of Flow. To access the list of logs click on the Call Logs button in the left-hand main menu. The Call Log section can be viewed by users with access levels of Supervisor or higher.

Searching for a Call Log

The Call Logs main page allows the user to search for calls based on several criteria:

- Call ID: filter search results based on the unique call ID assigned by Flow to each call.
- Agent: filter search results based on the agent's name or number.
- Queue: filers search results based on a queues name.

- Stamp: allows the user to search for a call recording based on the call's time and day stamp. When searching for a specific date the user should enter the data as it would appear in the call recording table. For example dates should be entered in yyyy-mm-dd format.
- Mark: checking the Mark checkbox limits the search to only calls that have been previously marked by a user.
- Random: returns the search results in a randomized order. This can be useful for spot checking agent's calls.

Once search criteria is entered in the search fields, press the search button to update the call recording list.

Individual Call Logs and User Tools

Clicking on a log in the list will bring up the log's detail page. On the call's detail page users can:

- Playback the audio for the call.
- View an automatically generated transcript of the call.
- View call information: Call ID, Stamp, Agent, and Caller ID info.
- Add Timestamps to the call and add notes.
- Mark the log
- View Call Debug info
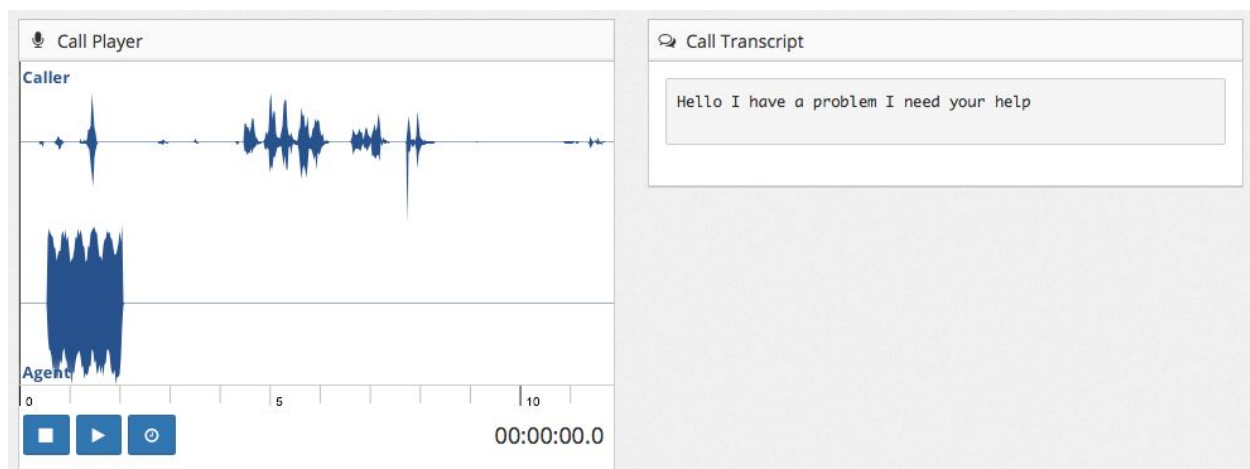
The call playback and transcript sections for an individual recording in Flow.

Call playback tools and shortcut keys:

- Stop Button or esc key: stop a recording in playback
- Play Button or Tick key (`): Play/pause.
- Timestamp button or Shift + Tick key (denoted by the clock symbol): adds the timestamp of where the playback cursor is located in the playback area to the notes

section. Further notes can be added to the note section.

Stop | Play/Pause | Timestamp
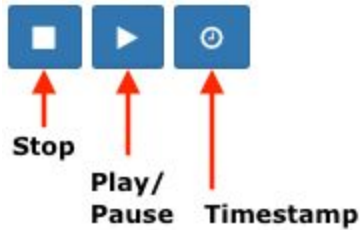
When making timestamps or notes to the call remember to press the Save button at the bottom before leaving the call log page.

Timestamp Notes and Marking Calls

Within the logs detailed page a user can make notes in the Call Notes section by using the Timestamp Button or shortcut key, or by typing in a note. Calls can also be marked by using the Mark Call Checkbox. Checking the box allows the call to be searchable in the Call Logs main page as a marked call. When finished adding notes to the call the user needs to press the Save button, to save the new info to the Call Log.

Call Debug

The call debugging section provides information on a call including the data that is used to prioritize, sort and deliver the call such as the Queue, Caller Number, IVR inputs and a step-by-step activity log for the call.

Flow Reporting

NocTel Flow Reporting provides unmatched versatility for creating custom reports which correlate not only contact center data, but also integrated data from other sources within the organization. Out of box, Flow Reporting provides several common contact center KPI (key performance indicator) reports that require no modification provided there is relevant data from which to build the report.

This section provides an explanation of the built-in KPI reports, how to navigate Flow Reporting, administration of Flow Reporting, and creating custom Applications for reports and dashboards.

Reporting Setup

Reporting is a standard feature of NocTel Flow and requires no additional setup, though it does utilize a slightly different set of roles and permissions than the Flow web interface. This is done to protect access to data both within Flow and potentially from external sources which normally do not have or need access. The same holds true for individuals who may have some need to access certain things within Flow Reporting, but should not have access or visibility to other things.

Customized permissions and the associated default privileges are discussed in the **Permissions in Flow Reporting** section.

Accessing Flow Reporting

Flow Reporting is accessed through the Flow web interface and is available only to users logged into Flow as a **Manager** or **Supervisor** user through the **Reporting** option found in the docked navigation menu. Flow Reporting is not visible to Agents.

Reporting will open in a new web browser tab.

Reporting Navigation

The Dashboard of Flow Reporting (the initial screen after logon) will display options and menu items dependent upon the User's role. The activities based on User role are as follows:

**Viewer**: Can only view Applications (reports and dashboards) that are made visible/editable to the Viewer role.

Developer: Can view, create, delete, and edit all Applications (reports and dashboards) in Flow Reporting. Can only interact with databases as defined by the Data Source.

For more on Flow Reporting permissions, see the **Permissions in Flow Reporting** section.

For all users, the Dashboard will typically display a list of Applications.
Applications are equivalent to reports and dashboards, but are more dynamic than the definition typically applied to both. Applications are discussed in depth in the **Introduction to Applications** section. The typical home Dashboard display should resemble the following:
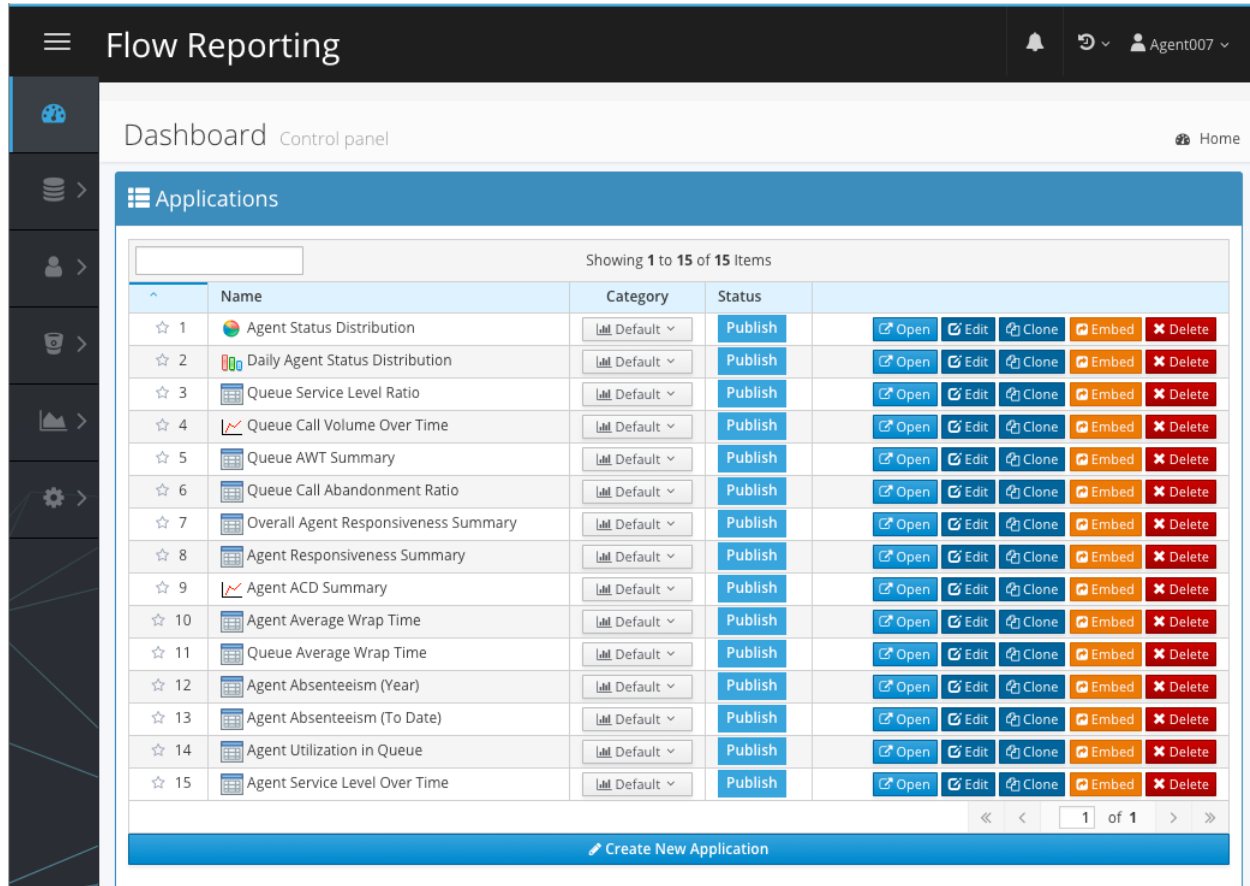
Flow Reporting Dashboard view as a Developer role user

In the same screen, the navigation menu found on the left will vary in the number of items listed. By default, Flow Reporting should display Queue KPI, Agent KPI, and Settings for *all users*.

The navigation menu items, with the exception of Settings are known as **Categories**. Categories are used to group like Applications and Data Connections for smarter navigation, access, and security.

Flow Reporting Permissions

Flow Reporting makes use of a different set of permissions from NocTel Flow. A separate set of permissions was implemented to promote safe data-handling and visibility as Flow Reporting content may not be intended for all users who can access it and can integrate external database access.

User permissions in Flow Reporting are defaulted to two roles: Viewer and Developer. A complete distinction of the default permissions for each role follows:

Viewer: can only view Applications that are published and configured to be viewable by the role. Viewer users can be mass administered by a Developer role user through the creation and assignment of Groups where different Groups can be assigned different permissions for Applications. **Supervisor users in Flow are defaulted to the Viewer role in Reporting.**

Developer: can view, edit, create, and delete Applications and set permissions for which Groups and Users can view those Applications. Developers can interface with Data Sources per the permissions of the Data Source. Developers can also create, modify, and delete Parameters and Cloud Code. **Manager users in Flow are defaulted to the Developer role in Reporting.**

In addition to the above, permissions on Applications can be set on individual users. This allows content not normally accessible to a particular group be made accessible to specific individuals as needed.

About Parameters and Cloud Code

Developer role users have the ability to create, edit, and delete both Parameters and Cloud Code objects. These particular entities provide a means to define frequently used queries, global constants, and templates to speed up Application creation and enforce consistency.

Parameters are global constants that are given a *Name*, *Value*, *Value Type*, and *Visibility*. The Name is how the Parameter is referenced in Flow Reporting elsewhere such as templates, scripts, and Application scripts. Parameter values are invoked as *{$name}*, where *name* is the Parameter's assigned name. The Parameter *value* is self-explanatory, but is handled differently based on the *value type* selected. In particular, this is important for defining Parameters that may be a PHP Function or a SQL Query. Parameter *visibility* defines whether the Parameter can only be used local to Flow Reporting, or if it can be referenced externally.

NocTel uses some Parameters for built-in KPI reports, so avoid deleting or modifying any Parameters prefixed with "nt-".

Cloud Code is a term used to encapsulate PHP API calls, templates, and SQL Alerts for advanced integration with the organization and other tooling used internally or externally. SQL Alerts are intended to allow Developers to monitor for particular conditions occurring to a particular Data Source.

Introduction to Applications

Before describing and discussing reports, some time should be set aside to learn about **Applications**.

Applications can be thought of as a malleable entity that can be built as a single dynamic report or even as a dashboard containing a mix of static data and dynamic reports - or, an Application of Applications.

If thinking of Applications as reports, Applications further differ from the typical idea of a report in that reports as Applications can be easily shared, downloaded, or even have their graphical presentation modified* in real-time.

*Note that depending on the data used to build the Application in its default visualization, selecting a different visualization may differ how the data is rendered drastically. The same holds true if the chart type is modified. This typically occurs when switching from a Tabular Report to a Pivot Report as the latter expects and interprets rows and columns differently.

Built-in KPI Application Reports

Provided out of box and requiring no modifications to work, the following KPI Application Reports capture typical metrics used to measure contact center performance and success. Built-in KPI reports always default to the best suited presentation - custom reports can be assigned a chart format, but may operate or interpret columns and rows differently.

The built-in KPI reports are by default assigned to an Agent and KPI category for differentiation. Each built-in report contains some number of user input fields that define entities and ranges. These built-in reports are:

Agent Status Distribution (Agent): Calculates the amount of time the selected Agent has spent in each Status over the date interval selected. This is calculated as a total in minutes.

Daily Agent Status Distribution (Agent): Calculates the total time the selected Agent spent in each Status each day over the date range specified. This is calculated in minutes.

Agent ACD Summary (Agent): Calculates the Average Call Duration (ACD) of the selected Agent in the selected Queue across the date interval selected. This displays the target ACD and Agent's ACD against the duration of each call occurring in the date interval.

Agent Responsiveness Summary (Agent): Calculates the ratio of calls answered by the selected Agent out of the total number of calls offered in the selected Queue across the date interval specified.

Queue Call Volume Over Time (Queue): Calculates the running total of calls daily that arrive to the selected Queue across the specified date interval.

Queue AWT Summary (Queue): Calculates the Average Wait Time (AWT) of calls queued in the selected Queue across the date interval specified

Queue Service Level Ratio (Queue): Calculates the ratio of calls that meet the target Service Level for Agents answering calls offered. This also displays the counts for answered calls and those that met the SLA target.

Queue Call Abandonment Ratio (Queue): Calculates the abandonment ratio of queued calls in the selected Queue over the specified date interval.

Overall Agent Responsiveness Summary (Queue): Calculates how many calls are answered out of the number offered to an agent in the selected Queue across the specified date interval and presents it as a ratio.

These built-in reports can be used as templates for making your own customized reports. It may be desirable to have static copies of certain reports that track a specific entity. In this case, you would **Clone** one of the existing Applications and make your modifications there. See the **Building Custom Applications** section for more information.

Interacting with Applications

Applications are viewable when they are in a **Publish** status. When Applications are in **Draft** they cannot viewed - only previewed when editing. Applications in a Draft state won't be visible to Viewer role users until Published.

Provided an Application is Published, it can be *opened* which runs the report or allows inputs to be specified/selected then run. When an Application report is opened, it can also be saved to various formats selectable from the bottom left of the Application - these appear as a series of icons corresponding to the saved format. From left to right these are Excel (xlsx), web page (HTML), PDF, image, and email. Do take careful note that if the Application displays as a graph saving as Excel, webpage, and PDF will **output the raw data, not the graph**.
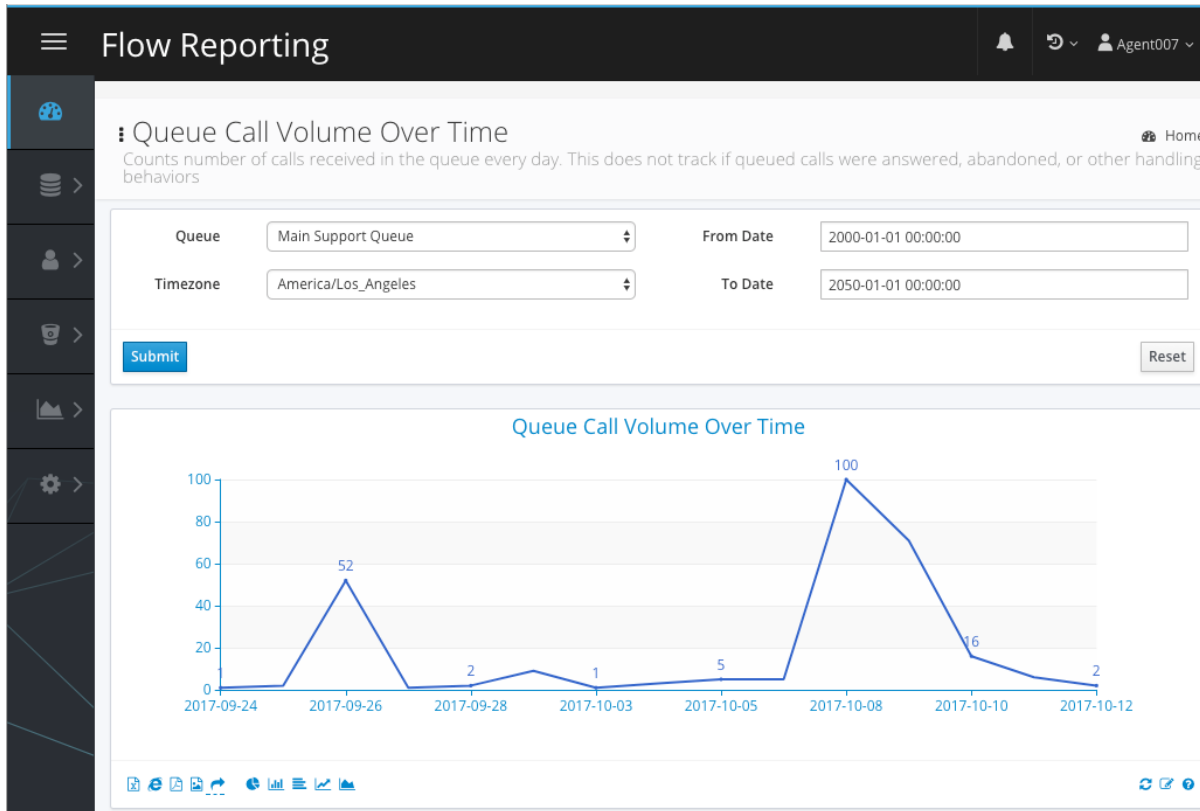
Application implemented as a Queue KPI - note the presence of form inputs to control data to build the report

Next to the Application save options are another series of icons which change the graphical presentation of the Application's data set. Not all Application data sets displayed in one graphical format necessarily make sense when switched to another. However, changing an opened Application's graph type is **not saved**, so refreshing or reloading the Application will return it to its original set visualization graph type.

An example of certain graph types making sense for a data set over others would be a data set characterizing the distribution of time an Agent spends in each Status. The data being measured is the total amount of time spent in each status, which technically does fit an X/Y axis for bar or line charts. However, changing this particular data set's visualization from a pie chart to a line chart doesn't make sense as it would place the Agent Statuses on the X-axis and the duration in each Status on the Y-axis. This doesn't make sense as the relationship isn't accurately reflected with this particular visualization. A better fit in lieu of a pie chart would be a bar graph.

Published Applications can be shared either by directly embedding the Application into a web page via Iframe element or with a direct link. Both options are accessed by clicking **Embed** listed with the applicable actions for each Application. However, to enable sharing the **Embed checkbox** needs to be checked first and then **Confirm** selected. This must be done on a per Application basis to enable or disable sharing.

Do note that direct link Applications will not refresh automatically and must be manually refreshed (refreshing the page) to display new data.

Applications that are either Published or Draft can be assigned a Category, which makes the Application available (when Published) in that Category. Categories are dynamically added to the navigation menu found on the left side of the window.

Building Custom Applications

Provided the user is in the Developer role, additional Applications can be created. If basing a new Application off an existing one, it is recommended to select "Clone" as a starting point.

At a high level, the Connection for the Application influences what database the resulting Application will ultimately be built on. After establishing this, how elaborate or interactive the Application becomes depends heavily on whether or not to include an Input Form, which can be added by selecting the **+** icon within the Form Builder section.
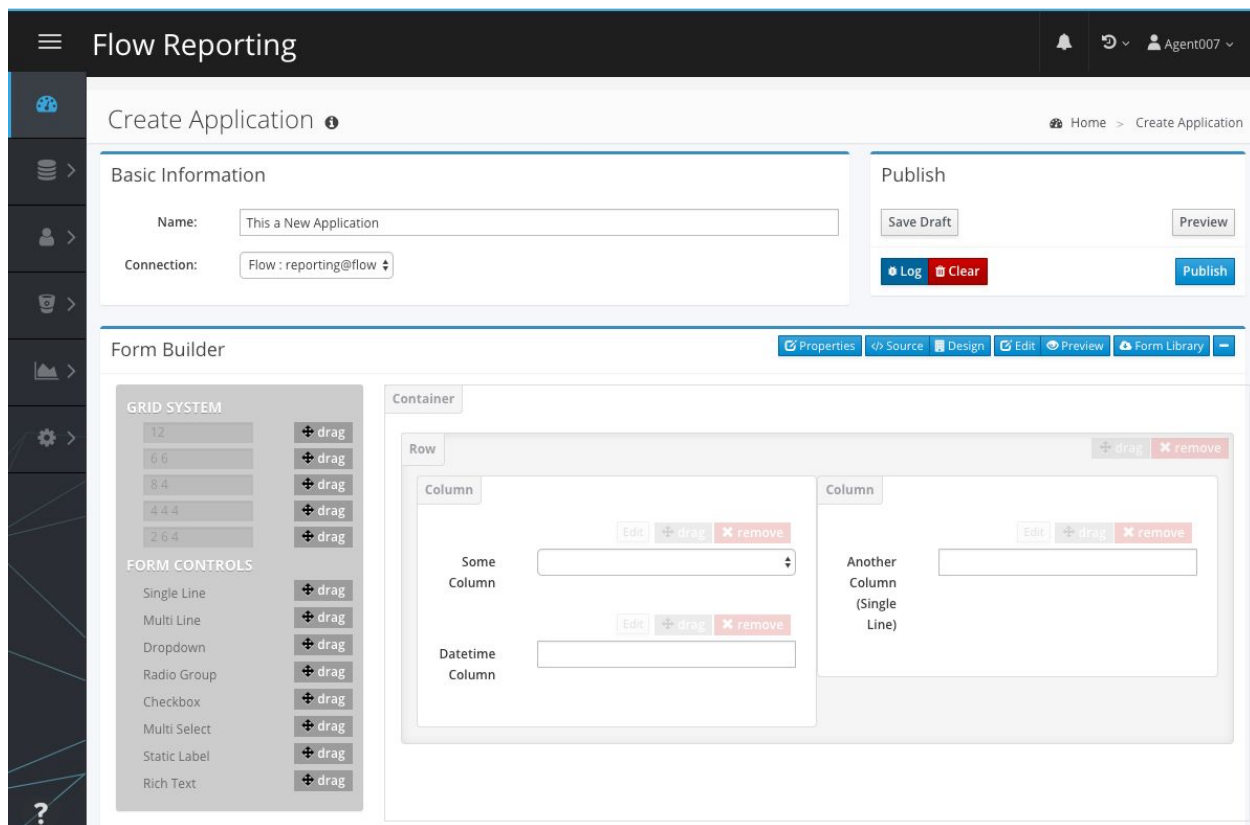
Creating a new Application - note the Form Builder graphic design view is opened with example inputs placed

The Form Builder allows for both a simple drag and drop design creation mode and design from source option depending on needs and proficiency. Currently, the most common form inputs are supported through drag and drop. Each form input can be modified to allow user input directly (such as text fields), a manually defined value range, or to dynamically populate the input field from a database query.

Dynamic value population is not supported by all form input types. Each form input can be configured with a default value, data type, set as a required field, and set to disabled.

When adding form inputs to a form, the user inputs or selected value(s) can be used like variables found in most scripting and programming languages with the name set in the **Field Name**. These form variables are invoked the same way Parameters are: *{$fieldname}*. Form input values can be used in OnChange scripts and in the Application Script section.
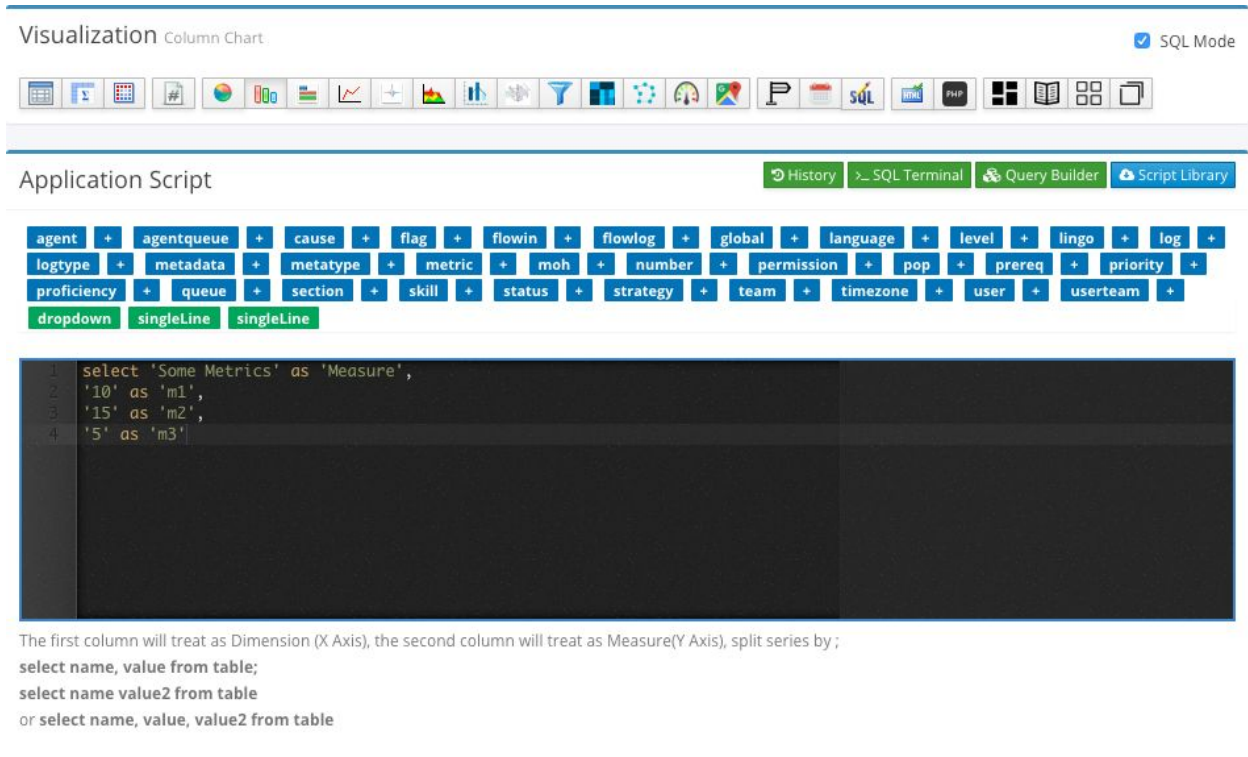
Example of configuration of a Form Input field

Under the Form Builder section is the Visualization section where the method of how the Application is displayed can be selected. The visualization options range from typical table views to graphs to dashboards. Please be aware that the way in which columns and rows are interpreted may vary by the visualization selected.

Visualization set to use SQL Mode exposing the Application Script section where a static query is defined

Following the Visualization section is the Datasource or Application Script section. Which is displayed depends on whether the **SQL Mode** checkbox is selected or not in the Visualization section above. The **Datasource section** is where the primary database table is selected and upon selecting a table it will populate the subsections under Datasource appropriately. The Columns, Fields, and Filters subsections of Datasource allow for simple specification of SQL operations like joins, grouping, and select.

The **Application Script** section is displayed when the SQL Mode checkbox is selected and displays a SQL console where the database query for the Application can be written. To assist with sanity checking queries, several tools are available to assist that are displayed as green buttons in the upper right corner of the Application Script section:

History: running log of queries executed

SQL Terminal: lightweight command line terminal

Query Builder: a cheat sheet view that visually allows the specification of which columns, constraints, joins, etc. to include with the database query. This ultimately outputs a query that matches the selections and constraints made into the Application Script query window.

At this time only single queries are supported. Additionally, be aware that switching from Application Script to Datasource by toggling the SQL Mode checkbox will cause any SQL query already set to be deleted.

For commonly used tables and columns and guidance on building effective Application queries refer to the NocTel Flow Reporting Technical Knowledge Base (requires user registration).

As you build and refine your Application, you will find the need to preview the presentation to ensure it is as preferred. To preview Applications, you can either select **Preview** listed in the Publish pane at the top of the window or by **eye icon** that displays when you have scrolled beyond the Publish pane. Selecting either will attempt to load the Application visualization with the current set values, fields, etc.. Take note that in a Preview view, you cannot dynamically change the visualization of the Application. The controls to do so will not respond.
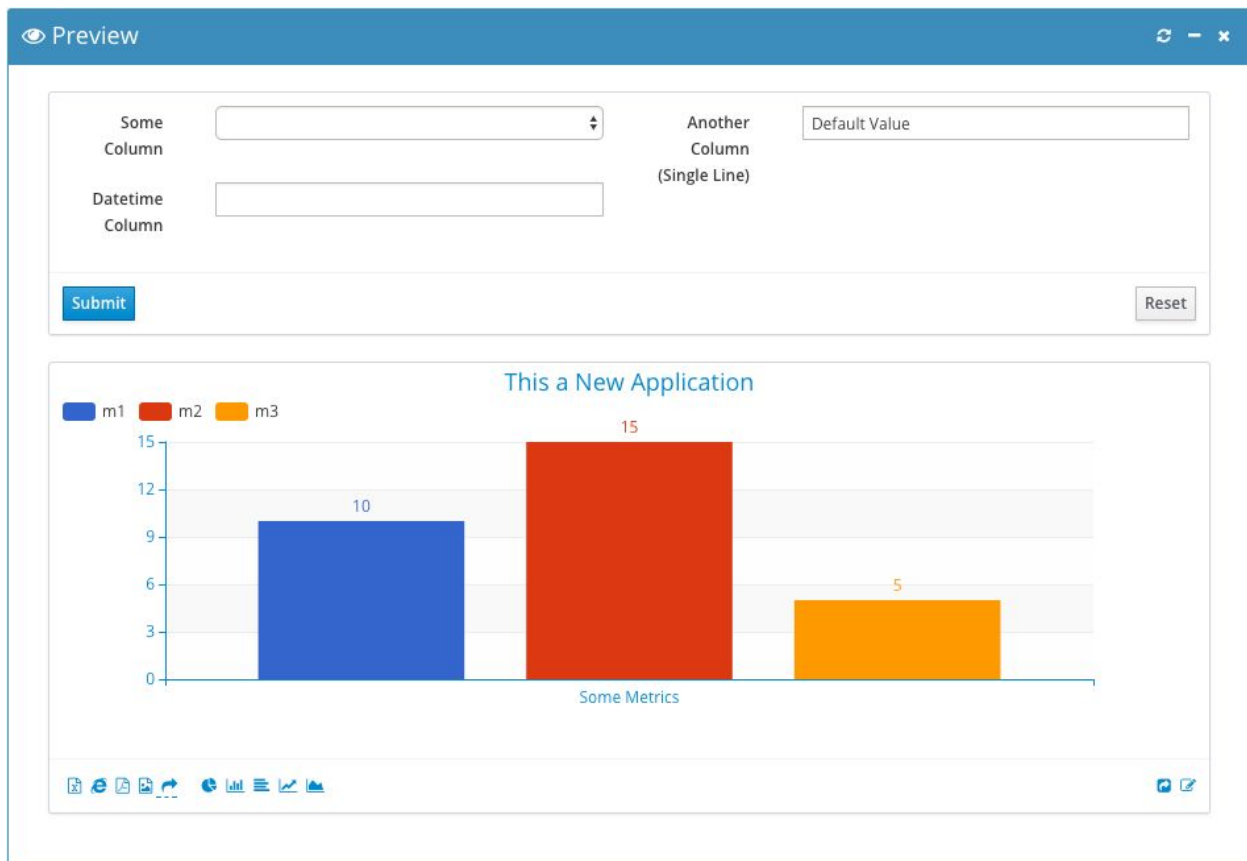
Preview of the new Application. Form input fields will be interactive if configured.

At the bottom of the Application edit window will be the **Settings** and **Options** sections. The Settings section allow the assignment of a Category to the Application, user/group permissioning, custom script to run on execution of the Application, and specifying relative Applications. Within the Options section are settings related to the visual presentation of the Application if applicable. Various tabs will be hidden or exposed dependent on the Visualization selected for the Application.

Best Practices

For the best results with Flow, please follow these suggested guidelines.

You Should:

- Assign only the minimum permissions necessary for individuals to fulfill their role duties
- Plan Queues and Queue overflow before creating them in Flow.
- Test your Queues before putting them fully into production use - a Queue that is not configured properly can likely lead to a bad customer experience trying to contact the organization frustrating callers before they can reach you.
- Educate Supervisors to not directly modify Agent status unless necessary - status changes are tracked internally so skewing in favor of or against Agents can be detected.
- Clone existing Application reports and dashboards when making custom Applications or modifying existing ones.
- If Application reports are being sent to multiple individuals, request your IT department to create a mailing group including the relevant individuals so reports can be sent to a single "address".

You Should Avoid:

- Re-using Agent ID numbers.
- Deleting Agents, Queues, etc. - set them to inactive or disabled to retain historical data that may be used later in reporting.
- Recycling existing queues by renaming them or repurposing a disabled queue. If a new queue is needed it should be created.
- Setting Queues that overflow to do so into Queues that also overflow.
- Creating skills that are named or implicitly suggest proficiency such as "help desk trainee". The proficiency associated with each skill accounts for this.
- Deleting Reporting Parameters starting with "nt-".

Glossary

Not all of the terms used in this manual may be implicitly understood nor the definitions as used with NocTel Flow understood by the reader. This glossary section defines terms specific to NocTel Flow and reiterates definitions of standard terminology used in relation to contact centers. The terms in the glossary sections are listed alphabetically.

Common Contact Center Terminology

Abandonment: Term used for when inbound callers to the contact center hang up from growing impatient waiting in queue. This is often remedied through overflow queues and call back options so callers don't need to wait in long excessively long or need to remain on the line in order to remain "in line" in the queue.

Agent: A contact center employee who takes calls from one or more queues.

Attrition: Also known as *turnover*. Describes the rate at which employees - typically agents - leave the organization. Attrition always bears a negative connotation, so having the same measurement being referred to as "Retention Rate" is uncommon but not improbable.

Automatic Call Distribution (ACD): A pattern or patterns used by the system to determine how calls are sent to Agents in a given Queue. The point of ACD is to improve calls handled efficiency by always ensuring that as long as there are calls in a Queue, whenever an Agent becomes available the next call is immediately dispatched. It can also attempt to leverage matching calls to Agents best suited to address their particular problem.

Automatic Number Identification: Generally the same as Caller ID.

Automated Speech Recognition: Speech input for IVRs.

Available Time: Also known as **Idle Time**. The amount of time an agent is online for and can take calls, but is not doing so or engaged in productive support activities. High Available/Idle Time is indicative of either an overstaffed queue per volume or a poor quality agent.

Average Call Duration (ACD): How long calls with customers - not including ACW time -

Average Handling Time (AHT): How long on average (for a queue or entire contact center) it takes for agents to handle a call from being answered to completing the inquiry, which may include Wrap Up (After Call Work) time.

Average Wait Time (AWT): How long on average (for a queue or entire contact center) callers are waiting for in queue before reaching an available agent.

Barging: A supervisor function that allows a supervisor to join an in progress call with an agent and caller.

Channel: Used to denote a communication method to reach the organization. Inbound calls to the contact center and outbound calls by agents from the contact center are considered "voice channel", whereas communication with customers via social networks would be considered a "social media channel". Each of these methods of communication with and to the contact center are a channel.

Contact Center: Close but not fully synonymous with call center. Contact center is frequently used to avoid pigeonholing an organization by implicitly suggesting customer support can only be reached through a voice channel when the organization's support can also be reached via email, social media, etc..

Customer Relationship Management (CRM): Typically systems that help businesses track leads, sales, and more at the core of business with customers. Stored information might include transaction history, notes of changes, and much more. Integration with external applications and services is becoming more commonplace as such systems have been found valuable for real-time interactions.

Flagging: An agent action that alerts a supervisor the agent requires assistance. In the context of contact centers, this is usually in regard to needing assistance or intervention by a supervisor and not a technical issue with the agent's workspace or device.

Flows: Though the product itself is called Flow, "flows" in the contact center sense typically mean the logical progression of how callers into the contact center are processed. Flows typically consist of some series of **IVR**s before callers even get placed into waiting queues to speak with agents if there are no currently available agents. They also consist of the scripts agents may follow when addressing the caller either as an explicit process they follow or as a required greeting or notice (e.g.: "Please affirm your consent this call may be monitored for training and quality purposes"). With CRM integration, this can also be extended to include what information the Agent is provided based on the caller coming or information the Agent inputs into the CRM from the call interaction.

Interactive Voice Response (IVR): Also known as **Auto Attendant** and **Pre-Agent Menus**. Pre-configured menu prompts for caller input - typically via numberpad on the caller's handset, but can also operate with voice input. Caller inputs can be used for metric gathering purposes

such as customer satisfaction or inquiry type, but are most typically used to funnel callers through decision trees to pare down the precise nature of the inquiry.

Key Performance Indicator (KPI): A metric that is typically used as a trustworthy measure of how well or poorly some aspect of the contact center is meeting quotas, goals, efficiency, etc.. These are generally consistent across most businesses, but just about anything can be made into a KPI if it's considered valuable enough to support or refute some aspect of performance.

Monitor: Supervisor function that allows a supervisor to listen in on an agent's in progress call without the caller or the agent knowing the supervisor is listening. It is different from bridging and muting the line as bridging often provides some audible indicator someone else who wasn't previously on the call has joined. Monitoring performed by a supervisor generally gives no indicator there is a "man in the middle" listening.

Service Level: A time threshold in which agents should respond to calls offered to them. Sometimes considered as "Time to Answer".

Skill(s): Some capability or term used to indicate knowledge of a topic or ability. Skills are used to determine what agents can take calls from various queues to ensure when an agent takes a call they have the proper qualifications to handle the caller's inquiry.

Queue: An abstraction of a holding area for received inbound calls to the contact center to account for the common situation where there are more callers than available agents. Routing logic to the contact center is used to determine which calls are placed in which queues. The most common strategy is to have a queue for each broad inquiry type such as "help desk", "sales", etc..

Status: The term denoting the availability state of an Agent. Status "codes" tend to capture the broad status of the Agent in real-time. These include Available, In-Call, Wrap Up, Idle, Break, Lunch, and Offline. Their intent is to quickly tell you what an Agent is doing currently. NocTel Flow implements additional Statuses for more granularity to pinpoint Agent activity.

Supervisor: A contact center employee who is typically responsible for the day to day activities of Agents supporting queues the supervisor is responsible for. Supervisors are generally expected to be able to handle and support calls some Agents working the Queue might have difficulty with or not be able to provide a definitive answer to an inquiry. Supervisors can be thought of team leads or first level managers of the working contact center staff.

Take Over: Supervisor function that allows a supervisor to transfer an agent's in progress call with a customer to themselves.

Utilization: Also referred to as **Occupancy**. This is the measure of time agents supporting a queue have spent engaged in activities taking customer inquiries. A higher ratio of time spent handling calls and wrap up indicates a high utilization.

Wallboard: A large display or series of displays placed in contact centers to convey information and metrics relevant to the general operations of the contact center. Such metrics generally include longest caller waiting time, number of calls in each queue, and calls handled over specific intervals.

Whispering: Supervisor function that allows a supervisor to speak to an agent on the line with a caller without the caller being able to hear what the supervisor is saying to the agent.

Wrap Up: Also known as "After Call Work" (ACW) that refers to necessary activities after an agent has ended a call with a customer. This is important for Automatic Call Distribution (ACD) because it accounts for the fact that while the agent is not speaking to a customer, they are still performing activities relevant to that last caller and therefore cannot take another call yet.

Flow Specific Terminology

Activity: A free-form blurb agents can set to more clearly state their current status. The activity is tied to a status and is intended to promote clearer communication with supervisors and managers. For example, an agent may set their status to Offline with the activity reading "OOO personal medical situation" to let their supervisor better recall and note why the agent is Offline when they should be online and available.

Agent Responsiveness: A measure of how many calls agents take out of the calls offered.

Application: The NocTel Flow Reporting term used to denote flexible entities that can be constructed to create both static and dynamic reports and charts as well as dashboards that may display other Applications.

Average Wrap Time: How long on average agents, queues, or contact center spend on Wrap Up Work.

Category: A label with individual user and user group permissioning to group together related, relevant Applications and make them accessible to the proper audience.

Excused: A Flow-specific agent status denoting an agent absence that is known and acknowledged by the agent's supervisor or manager. Excused absence status is typically used when a sudden or unexpected circumstance results in an agent not being able to report in for duties when otherwise normally scheduled. An excused absence is intended to provide greater accuracy measuring agent presence and availability.

Manager: In the Flow context, managers refer to contact center employees who have the most authority within a given contact center. Managers are responsible for the overall performance of the contact center and determining the best strategy to maximize performance and other KPIs.

Overflow: A configurable state for queues indicating the queue is not clearing out calls quickly enough as new calls enter or callers waiting in the queue are waiting too long to speak to an available agent. When overflow occurs and the queue is configured for overflow, calls meeting specified criteria are shoveled to a separate queue where there are available agents to take the overflowed calls.

Position Announcement: In the context of queues, refers to the queue setting enabling an automated message to play to each queued caller informing them of their current position in the queue.

Proficiency: Used in the context of **Skills** denotes how competent an agent is in the associated skill. Skills and, by extension, Skill *Proficiency* can be used to determine skills-based best fit to available agents in queues. Proficiency is measured on a scale of 0 to 9 with 1 being the lowest proficiency and 9 being the highest. A Proficiency of 0 denotes the lack of the associated skill to the queue or agent.

Screen Pop: A NocTel Flow feature that allows for custom integration within queues to automatically load or display content when a call is offered to an agent relevant to the caller.

Skills-based Best Fit: The ACD pattern in which queues are configured for matching skills and proficiencies. Calls offered to assigned agents in queues are done so based on how closely aligned the offered call's needed skills and proficiencies are relative to all available agents'. The closest match to call need skills and proficiencies to agent's determines which available agent the call is offered to first.

Team: A logical grouping of agents, queues, team leads, and supervisors.

Unexcused: A Flow-specific agent status to denote an agent's absence is not acknowledged or accounted for. This status is meant to capture dates and duration of agent truancy for occurrences such as agents taking excessively long or a large number of breaks, not reporting for duty when scheduled normally without providing notice to a supervisor/manager, and taking excessively long lunch breaks.

User Level: Synonymous with User Role and User Type. By default NocTel Flow implements the Agent, Supervisor, and Manager user levels. Manager users can create additional User Levels as granularly as needed for the contact center.

Support Contact

Sometimes things can get into a bad or otherwise odd state, or you might have questions or feedback for the team - NocTel Flow's Support Team is here for just such occasions and available standard to all Flow customers.

For questions or issues relating to features - configuration, expected behavior, etc. - we recommend you visit the NocTel Flow Knowledge Base at https://www.noctel.com/help/ first and then contact support if the recommended resolution was not effective or you believe does not apply accurately to your issue.

You can reach NocTel Flow Support through the following channels:

Email: support@noctel.com

Phone: +1.503.764.4300

Support Contact Procedures

While we welcome any inquiries you may have, we ask you have on hand to the best of your knowledge the following:

- The affected account name and number
- Potential consent to remotely access the account, if necessary for remediation
- Activity/activities performed resulting in the issue experienced
- User or Users affected by the issue
- Affected entities such as Queues, Agents, Phone Numbers, etc.
- An estimate on *when* your issue first occurred or was first noticed

Providing the above greatly assists NocTel Flow Support in pinpointing and resolving your issues.

NocTel Flow Support operates under an SLA policy ensuring no inquiry goes unfulfilled regardless of scope or priority.

Urgent Support Inquiries

For urgent support issues affecting your contact center's ability to fundamental function, NocTel Flow Support may be able to resolve issues remotely. Depending on the urgency and scope of issues, a support charge billed per hour may apply to remediate your issue. The fees associated with urgent support vary by scope and severity of issue.

Such issues involve NocTel Flow Support engineering assistance with network misconfiguration, removal of built-in content causing breakage, and on-site support.