Web Ignite User Guide

LAUNCHING WEB IGNITE

Once Ignite is launched you can sign into the application. (The intended users of Web Ignite are employees connected either locally on the LAN or to the network via VPN. Web Ignite requires JavaScript be enabled on your browser).

Launch Ignite by typing the following URL into a supported web browser: 172.30.228.8/Ignite


To LogIn: From The Web Ignite page Enter your Username and Password. (By default the usernames are FirstnameLastname and ChC02023! as the password)
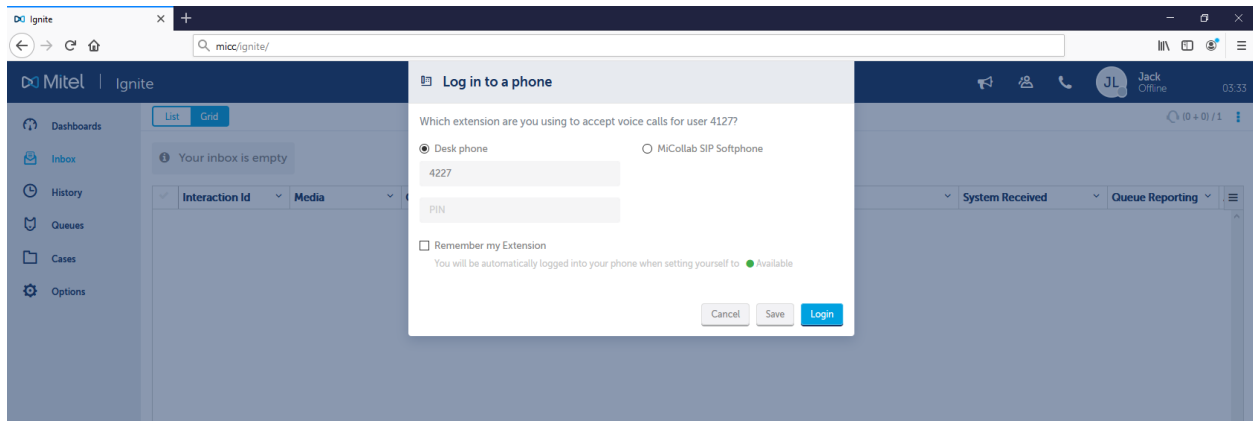
Your default sign-in state is Make Busy. This means you are signed into Ignite but your ACD agents are Not Available. You cannot receive ACD interactions until your state is Available. We recommend you log into your phone before signing into Ignite so that your agents may become Available. Logging out of Ignite will log out all agents.

Avatar and agent state (WEB) The avatar displays your agent avatar, your agent's first name, your current state, and how long you have been in that state.
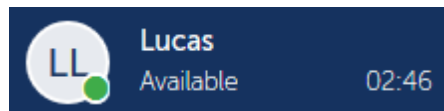
The color of the circle over the avatar indicates your current presence.
- **Green**—Indicates an Available state
- **Red**—Indicates an ACD or Do Not Disturb state
- **Yellow**—Indicates a Make Busy or Work Timer state, or that the agent is logged in, but not present to any of their agent groups
- **Blue**—Indicates that the agent is in a non-ACD state
- **Gray**—Indicates the agent is logged out or otherwise unavailable
If you have been enabled to adjust your agent group presence and agent state, you can click your avatar to both view and change your agent group presence or agent state

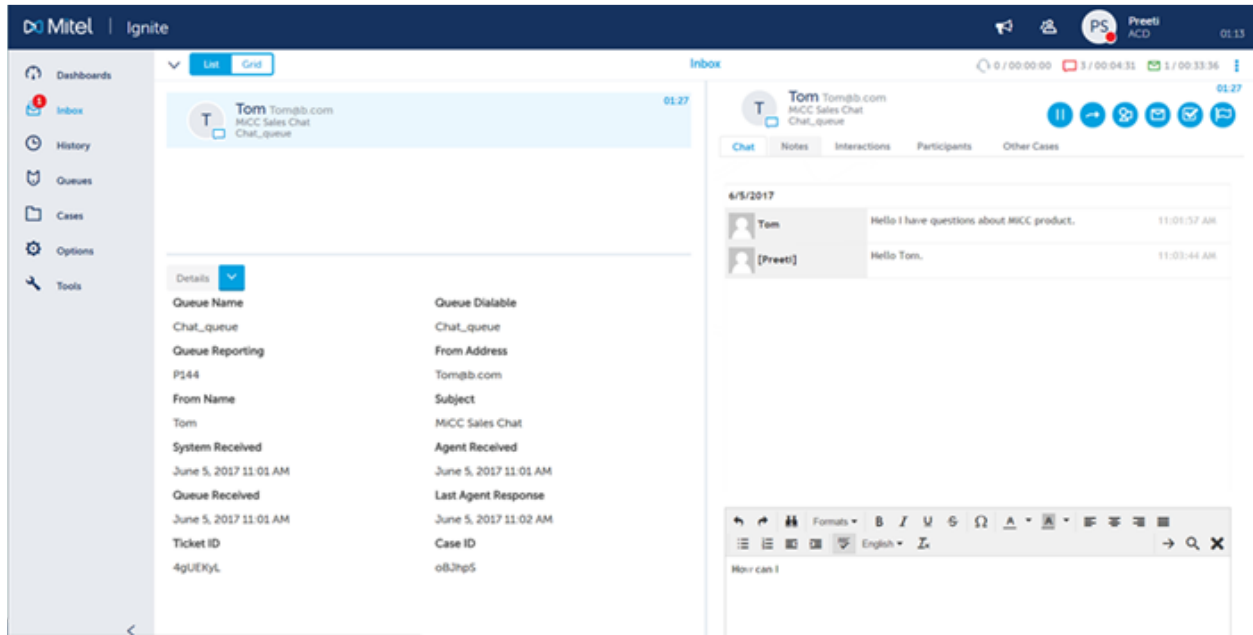*Viewing agent state and state statistics*
The agent state section of the Avatar displays the employee's overriding state, including:
- **Incoming** – Displays when an employee has interactions ringing in the Inbox
- **ACD** – Displays when an employee is handling ACD interactions
- **ACD Hold** – Displays when an employee has placed ACD interactions on hold
- **Non ACD** – Displays when an employee is handling non-ACD interactions
- **Non ACD Hold** – Displays when an employee has placed non-ACD interactions on hold or have themselves been placed on hold during a Non ACD call

- **Outbound** – Displays when an employee has placed an outgoing call
- **Outbound Hold** – Displays when an employee has placed an outgoing call on hold.
- **Work Timer** – Displays after an employee has handled an interaction, provided none of an employee's agents are in an ACD, non-ACD, Outbound, Make Busy, or Do Not Disturb state
- **Do Not Disturb** – Displays when the employee is in a Do Not Disturb state
- **Busy** – Displays when an employee is in a Make Busy state

- **Away (Not Present)** – Displays when an employee is not present in any of their agent groups
- **Offline** – Displays when an employee is signed in, but their agents are logged out
- **Reseize Timer** – Displays when a call fails to route to an employee
- **Available** – Displays when an employee does not have inbound interactions in the Inbox

Inbox.

Ignite's Inbox displays all interactions currently handled by the employee, ringing the employee, drafts, as well as failed send and autoreply items belonging to the employee
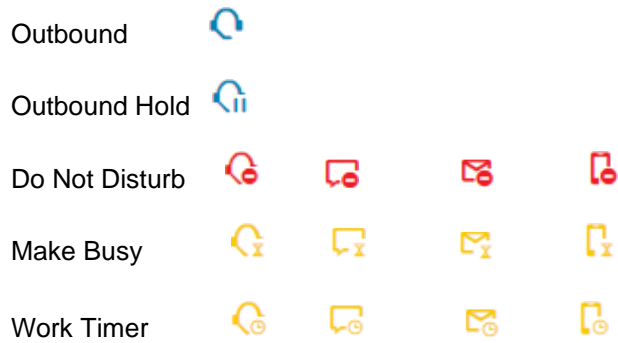

Viewing agent handling statistics

The Inbox contains agent handling statistics for each of the media types the agent handles.

Each media type's icon indicates the corresponding state of the employee's agents.

STATE	VOICE	CHAT	EMAIL	SMS
Ringing				
ACD				
ACD Hold				
Idle				
Non ACD				
Non ACD Hold				

Outbound				
Outbound Hold				
Do Not Disturb				
Make Busy				
Work Timer				

The Inbox offers five different types of handling statistics:

- **Average Handling Time (mins)** – The average time the agent has taken to handle interactions of each media type
- **Workload (current + Work Timer / maximum)** -- Displays active interactions, and any Work Timer states, against the maximum number of interactions an agent can be pushed per media type, as defined by the agent's Workload. Note that Work Timer states count against Workload, and will affect whether agents are pushed interactions. For more information, see "Work Timer" on page 364
- **ACD (Count / Duration)** -- Displays the number of ACD interactions the agent has handled for a media type, and the time spent handling interactions of that media type
- **Non-ACD (Count / Duration)** -- Displays the number of non-ACD interactions the agent has handled for a media type, and the time spent handling the interaction
- **Unavailable %** -- Displays the percentage of time the agent is unavailable during the shift, including Do Not Disturb, Make Busy, Unknown, and Work Timer states, and when the agent is logged in but not available to receive ACD interactions

History

The History page contains a searchable archive of all interactions handled by an agent as well as interactions sent to the queues for which the agent answers. Agents can filter these historical interactions by type, limit the display interactions to items the agent has handled, or search for specific interactions.

To call back a participant of a case from History
1. Click **History** and, optionally, select a **Filter:**.
2. From the list of interactions, click any interaction you want, or, optionally search for the interaction.
3. In the **Participants** tab, highlight the participant record you want to dial to, or, hover over the participant's avatar and select.
4. Click **Call** button.

Queues

Queues displays the queues and queue groups from which an employee's agent handles interactions. Queues groups the display by queues groups and queues.
Agents can pin queues and queue groups as favorites so that your most handled queues are always readily available. By selecting a pinned queue or queue group in the Queues page, agents can view interactions in queue. Each queue and queue group indicate
- The number of agents available in each queue's answering agent groups. For reporting queue groups and unified queue groups, the total number of agents available for their component queues is displayed.
- The number of interactions in queue, or 'interactions Waiting', for the queue and the queue groups.
- The queue or queue group's Service Level percentage

To pin queues or queue groups as favorites
1. Click **Queues**.
2. Click the **Select Favorite Queues** button.
3. Select the queues and queue groups you want to favorite.
4. Click **Save**.

YOUR IGNITE PROFILE

Ignite provides each user with a profile, associated to the username used to log into Ignite. You can adjust several of the profile's default settings to customize your Ignite experience.
Ignite remembers your changes to the following elements:
- History
- Favorited queues
- Dashboard
- Default landing page
- Phone settings, including Extension, PIN, and automatic login to your phone
- Automated diagnostics reporting
- Filter selection preference

You cannot delete your profile; however you can reset the above to Ignite's default settings.
The following procedures explain how to:
- Set an avatar image
- Clear or change your avatar image
- Specify your language preference
- Set Ignite's default landing page
- Configure notification display duration
- Configure phone settings, including Extension, PIN, and automatic log-in to the phone
- Enable automated diagnostics reporting from Ignite
- Reset your profile to Ignite's default settings

# CONFIGURING IGNITE DASHBOARDS

Real-time monitoring of employees, agents, queues, and callback requests is available via the dashboards in Ignite. You can create multiple dashboards, customize the widgets that display in each, and give them meaningful names to indicate their purpose.
NOTE: The real-time monitors in Ignite are known as 'widgets' in the dashboard user

interface.

Adding and configuring dashboards

Upon first use of Ignite , a default dashboard is created, containing the Employee State widget only. You can rename this dashboard and include additional widgets to display. See "Accessing real-time information with Ignite " on page 281 for information on how to use the real-time monitors.
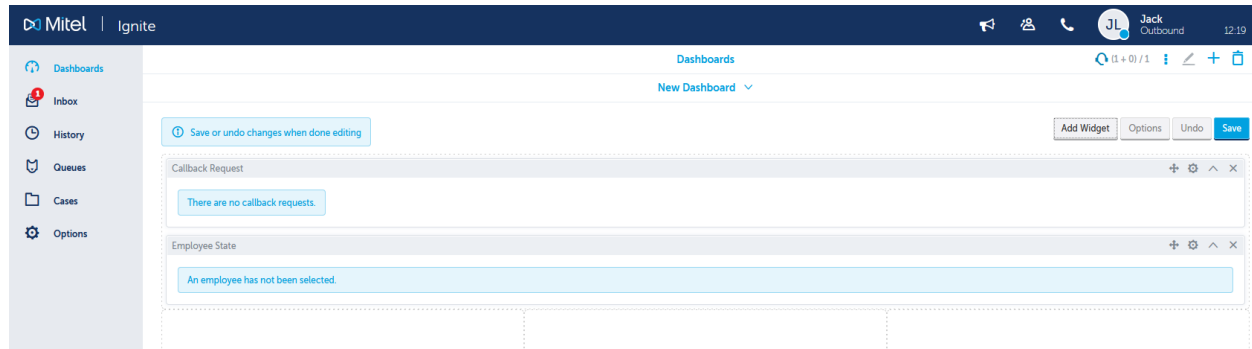
To access the dashboards
1. In Ignite , click **Dashboards**.
2. Click the down arrow to see a list of dashboards, with the number of widgets you have added for each one
NOTE: If this is your first use of Ignite, only the Default Dashboard will display.
3. Open a dashboard by selecting it from the list..

To create a new dashboard
1. Click **Dashboards**.
2. Click the **Add Dashboard** button.
3. Click **Save**.

To modify a dashboard's title and display format
1. In a dashboard, click the **Edit Dashboard** button.
2. Click **Options**.
3. Optionally, rename the dashboard by entering text in the field under **Title**.
4. Optionally, reorganize the template by selecting from the choices under **Layout**.
5. Click **Close**.
6. Optionally, click **Undo** to revert changes or click **Save** to accept changes.

To delete a dashboard
1. In the dashboard you want to delete, click the **Delete Dashboard** button.
NOTE: The dashboard you want to delete must be one that was previously saved. If not, then you must save it first before deleting.
2. Click **Delete** to delete the dashboard or click **Cancel** to retain the dashboard.

Adding and configuring dashboard widgets

The following widgets can be added to dashboards:
- **Employee State**—Displays employee presence and shift information
- **Callback Requests**—Displays a list of callback requests
- **Queue Now**—Displays queue and queue group statistics
- **Agent State**— Displays agents organized by time spent in the following states: ACD, Idle, Non-ACD, Unavailable, Not Present, and Offline
- **Web Browser**— Displays the website content that is embedded in the widget

To add widgets to a dashboard

1. In a dashboard, click **Add Widget**.
2. Select the widget you want to add to the dashboard.
3. Repeat steps 2-3 to select additional widgets if desired.
4. Click **Save**.
5. If you want to add more widgets after saving, select the dashboard to which you want to add widgets and click the **Edit Dashboard** button.
When a dashboard is in edit mode, you can edit the content within widgets, collapse widgets, change the widgets' location on the dashboard, or remove widgets from the dashboard.

Adjusting agent states in Ignite

Agents can adjust their states to make themselves available or unavailable to receive ACD interactions without logging out of the application.
Agents can set the following states in Ignite:
- **Available**: Agents are logged into Ignite and their ACD agents are available to receive ACD interactions.
- **Offline**: Agents are logged into Ignite and can peruse the interaction repository, but their ACD agents are offline and cannot receive ACD interactions.
NOTE: Time in Offline does not count towards shift duration.
- **Busy**
- **Do Not Disturb**
To adjust your agent state
1. Click your avatar and select **State**.
2. Select a state

Receiving information in screen pops

When interactions are ringing in the Inbox, agents may receive screen pops on their desktops. Screen pops differ from toaster notifications. Toaster notifications alert agents to ringing interactions and indicate basic information such as the interaction's media type. A screen pop displays information relevant to handling a specific interaction.

HANDLING CALLS IN IGNITE

The following procedures explain how to
- View call information
- Pick calls out of queue
- Answer and end calls
- Perform in-call actions
To perform other call handling functions such as conferencing and supervised transfers, agents must use Contact Center Softphone, PhoneSet Manager, MiCollab, or a hard set

Viewing call information

You can view basic call information in Ignite before picking a call out of queue or handling it from the Inbox. Note that information displayed may vary based on administrative configuration.
The following explains how to
- View information for calls in queue
- View information for calls in the Inbox

To view information for calls in queue
1. Click **Queues** and select the appropriate queue.
2. Select a call from the queue.

Picking calls out of queue

Agents can pick calls out of queue and send them to the Inbox. Once ringing in the Inbox, the call can be answered.
NOTE:

- Agents cannot pick or pick and reply to interactions from the queue if they are in Do Not Disturb.
- Agents may only pick or pick and reply to interactions from the queue if they have the appropriate permissions.

To pick a call from the queue
1. Click **Queues** and select the appropriate queue.
2. Select a call from the queue or hover over the item avatar and click **Pick**.
The call is transferred to your Inbox.

Answering and ending calls

To answer a call
- In the Ignite toaster, click **Accept**. Alternatively, select the call or hover over the item avatar and click **Accept**.

To end a call
- Click **Inbox** and select a call or hover over the item avatar and click **Hang Up**.

Performing in-call actions
While on active calls you can:
- Put calls on hold and retrieve calls from hold

- Transfer calls

Putting calls on hold and retrieving calls from hold

At times, agents may have to put a call on hold. Ignite displays a paused icon over calls on hold so they can be easily identified.
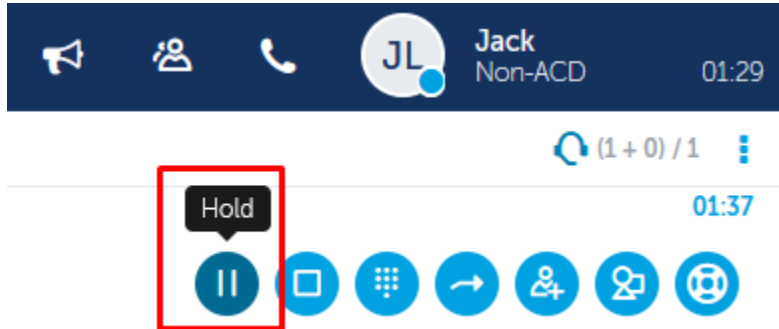
NOTE: Calls on hold may not be transferred until hold is removed.

The following explains how to
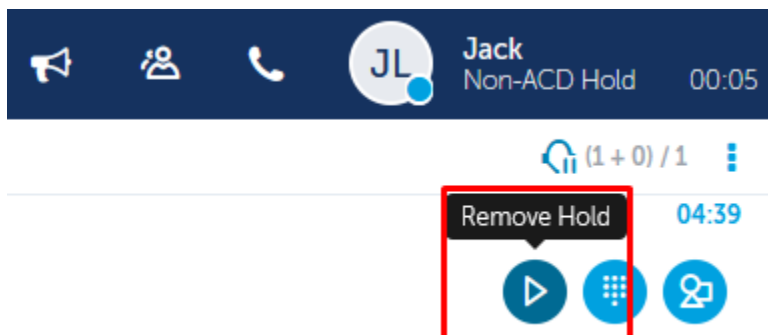
- Put a call on hold
- Retrieve a call from hold

To put a call on hold

- Click **Inbox** and select a call, or hover over the item avatar, and click **Hold**.

To retrieve a call from hold

- Click **Inbox** and select a call or hover over the item avatar and click **Remove Hold**.

Transferring calls

You can perform either a blind or a supervised transfer of a voice call from Web Ignite. To perform either type of transfer, you make a consultation call to another party (the available queues, employees, external, or Active Directory contacts) and then decide whether you want to transfer the call immediately (blind transfer) or wait to talk to the other party before you transfer the call (supervised transfer). You can also modify the interaction to make it a conference while talking to the consultative party.

To perform a blind transfer

1. While on a call, click **Transfer**.
2. In the **Transfer** window, you can search and filter to select the required destination from the available queues, employees, external, or Active Directory contacts.
3. Select the transfer destination from the Results list.
4. Click **Complete Transfer**.

If the other party does not answer, there is a ring back to you. If you want to cancel the transfer while the destination is ringing and before you have completed the transfer, click **Cancel**, you are reconnected with the customer.

To perform a supervised transfer
1. While on a call, click **Transfer**.
2. In the **Transfer** window, you can search and filter to select the required destination from the available queues, employees, external, or Active Directory contacts.
3. Select the transfer destination from the Results list. The call now is ringing the other party and the caller is placed on hold.
4. After the other party accepts the transfer, you can do one of the following:
- Click **Cancel** to cancel the call with the other party whom you consulted.

- Click **Swap** to swap call.
- Click **Complete Transfer** to complete the transfer.
- Click **Conference** to connect the three parties together.