Allworx®

View™ User Guide

Version 1.3

Version C Updated February 15, 2017

Allworx® View™ Version 1.3

User Guide

Copyright

Warranty

This warranty shall not apply to any products to the extent the defect or non-conformance is due to (A) accident, alteration, abuse, misuse, or repair not performed by Allworx, (B) storage other than specified, (C) failure to comply with applicable environmental requirements for the products.

Environmental Conditions

Allworx servers and phones

Operating:	
Temperature	+5° to 40° C / +41° to +104° F
Relative Humidity	5 to 90% (non-condensing)
Storage:	
Low Temperature Point	-40° C / +40° and any convenient humidity
High Temperature Point	+66° C / +150° 15% RH
High Relative Humidity Point	+32° C / +90° 90% RH

Toll Free 1 866 ALLWORX * 585 421 3850
www.allworx.com
Version C Updated: February 15, 2017

Trademarks

The following trademarks are owned by Allworx:

Allworx® Verge™ IP phone series
Allworx® 92xx™ IP phone series
Allworx® Verge™ 9308
Allworx® Verge™ 9312
Allworx® Verge™ 9318Ex

Allworx® Reach™
Allworx® Reach Link™

Allworx® Interact™
Allworx® Interact™ Professional
Allworx® Interact Sync™

Allworx® View™
Allworx® View™ ACD

Allworx® OfficeSafe™
Allworx® Migrate™

Allworx® Connect™ servers
Allworx® Connect™ 731 server
Allworx® Connect™ 536/530 server
Allworx® Connect™ 536 server
Allworx® Connect™ 530 server
Allworx® Connect™ 324/320 server
Allworx® Connect™ 324 server
Allworx® Connect™ 320 server

Revision History

Revision	Date	Description
A	02-OCT-2016	New Release
B	20-FEB-2017	Added Server 2016 to Equipment Requirements table.
C	15-FEB-2017	Updated Installation Guide > Troubleshooting 2008r2 with application server role installed.

Contents

1 - Introduction 1

1.1 - Who Should Read This Guide 1

1.2 - Guide Purpose 1

2 - Setup 3

2.1 - Installation Checklist 3

2.1.1 - Allworx Server Setup 4

2.1.2 - Windows Server Setup 6

2.1.3 - Install the View Application 7

2.1.4 - Upgrade the View Application 9

2.2 - Configure the View Application 10

2.3 - Remove the View Application 12

3 - Troubleshooting 13

A - Time Synchronization 17

Chapter 1 Introduction

The Allworx View™ web application provides dynamic, comprehensive usage reporting on the Allworx phone system. This application uses complete and accurate data of the Allworx phone system for users to make data-driven decisions with an easy-to-use web browser-based user interface to ensure:

- subscription to the optimal number of outside lines
- using business resources and personnel effectively
- managing customer and associate calls quickly and efficiently
- planning future growth for infrastructure and personnel

The View application offers two levels of reporting:

- View CDR feature keys provides call detail reports.
- View Automatic Call Distribution (ACDR) feature key (optional - requires the View CDR feature key) provides customizable dashboards for supervisors and agents, and displays the information - using any popular web browser. Using configurable alarms, supervisors and agents can recognize and react to high call volume situations to minimize abandoned calls and frustrated customers.

1.1 Who Should Read This Guide

Users that install and maintain Windows and View servers should read this guide. This guide expects the reader to:

- understand computer networking.
- have background knowledge of Windows and Allworx servers.

1.2 Guide Purpose

The purpose of this guide is to assist end users in the set up and management of dashboards and reports.

1.3 Equipment Requirements

The table below is a complete list of equipment and requirements necessary to perform all operations identified in this User's Guide. Each chapter has a specific list of equipment and requirements necessary to perform the operations identified with that chapter.

System	Requirement
PC	• Running OS (with latest service pack) • RAM minimum: 2 GB • Monitor resolution: 1024 x 768 (XGA) • Internet connection
Supported Web Browsers	• Microsoft Internet Explorer 11 (latest release with auto upgrade enabled) • Microsoft Edge (Build 1511 minimum) • Google Chrome (Latest Release) • Mozilla Firefox (Latest Release) • Safari (Latest Release)

Chapter 2 Overview

This summary provides information about the View application such as the About window, understanding and identifying the icons, how to launch the application, and explains the Dashboard window.

2.1 About

Opens the About window, which provides information specific to the View application.

2.2 View Icons

Icon	Description	Icon	Description
	Additional information available for the line item.		Hides a scrollable area edit window
	Close the additional information display for the line item.		Displays a scrollable area edit window
	Pending alarm change not saved.		Moves a widget to the right within the marquee or scrollable area.
	Enables immediate access to a calendar.		Moves a widget to the left within the marquee or scrollable area.
	Enables immediate access to a time schedule.		Moves a widget up. (Marquee Area only)
	Removes the current widget.		Moves a widget down. (Marquee Area only)
	Application update available.		

2.3 Launch the View Application

To launch the View application:

1. Open a new browser window and enter the URL:

   ```
   https://<IP Address or DNS name>/AllworxView
   ```

   The View page displays. Consult with the View Administrator to obtain the IP Address, if necessary.

   If the message "This Connection is Untrusted" displays, contact the View Administrator to determine if the web application with a self-signed certificate was installed (in this case expect a warning).

2. Log in to the View server page with the assigned username and password.

   The View log in requires enabled JavaScipt and cookies for authentication purposes. If cookies are not enabled, an error message displays. Enable JavaScript and cookies.

2.4 Dashboard Overview

A dashboard is a customizable display of live information on calls, queues, and agents. View users with permissions can customize the data displayed for each dashboard widget such as selecting the widget options, font size, alarm display, and graphing capability for the widgets. When editing a dashboard, the View application identifies each dashboard item is a widget and places the widgets in scrollable areas on the display.

The default size of widgets and scrollable areas neatly fills a typical HD screen (1080p, 16:9 aspect ratio) with one Marquee area and up to three separate scrollable areas. Fill any area with the preferred widgets, and if all the widgets do not fit in the selected screen space, the area automatically begins to scroll periodically.

The View application dynamically scales the window when resizing the browser button. The minimum optimized width is 900 pixels.

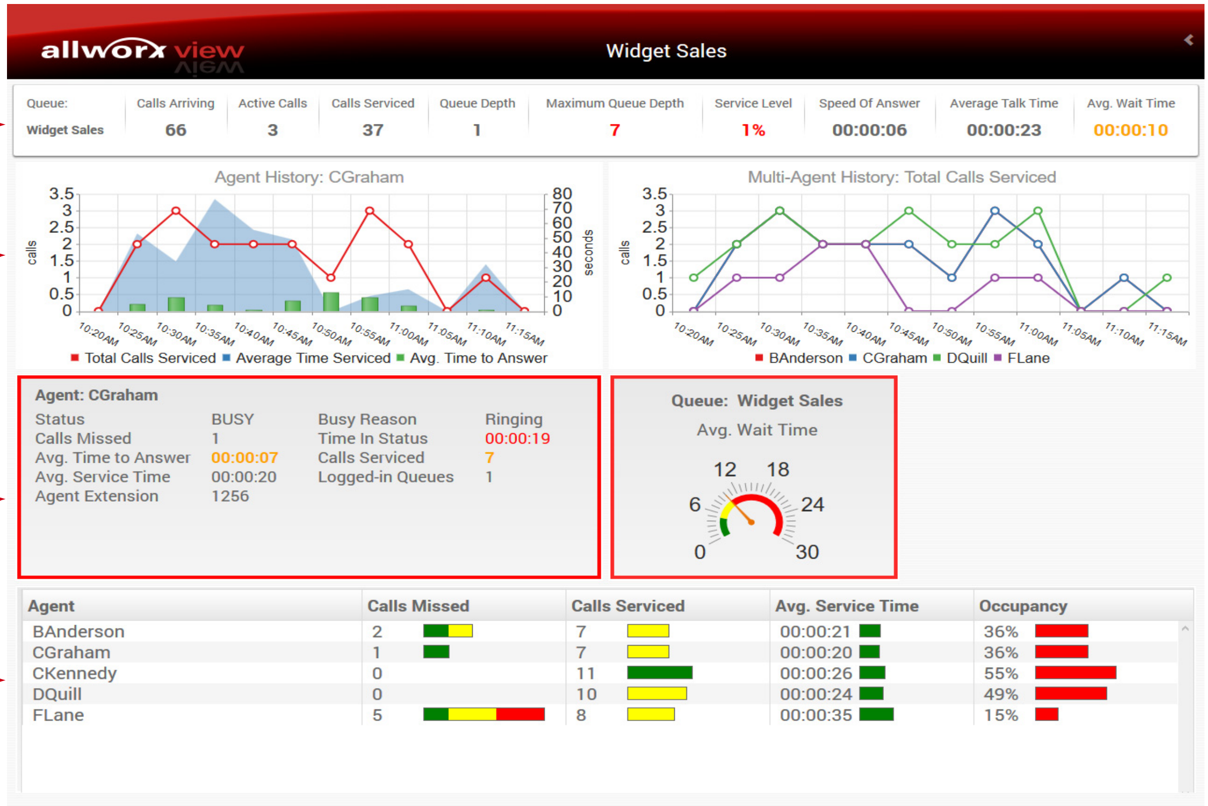
Example of a dashboard:

Marquee Area

Scrollable Area 1

Scrollable Area 2

Scrollable Area 3



2.4.1 Font Size

Dashboard widgets are available in small, medium, and large font. Only the Single Item widget does not offer font size selection. See "Single Item Widget" on page 9 for more information about the Single Item widget. In most dashboard widgets, the selected font size determines the number of maximum options to display in each dashboard widget.

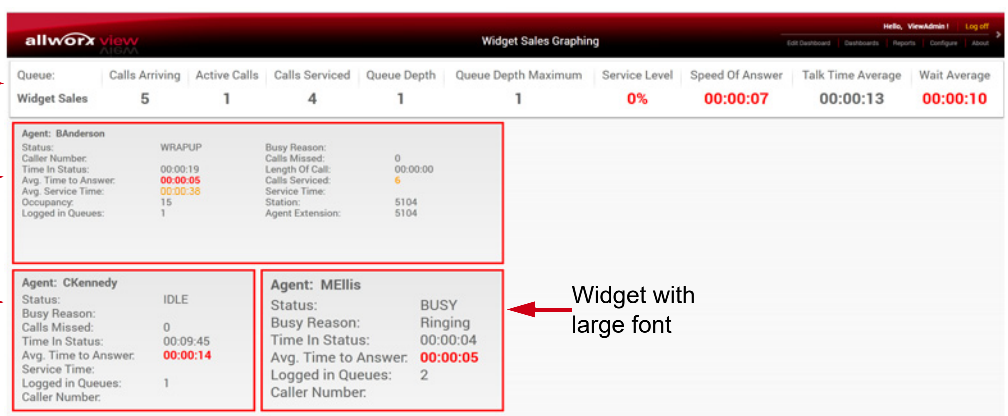
Examples of the dashboard font sizes:

Marquee with large font

Widget with small font

Widget with medium font

Widget with large font



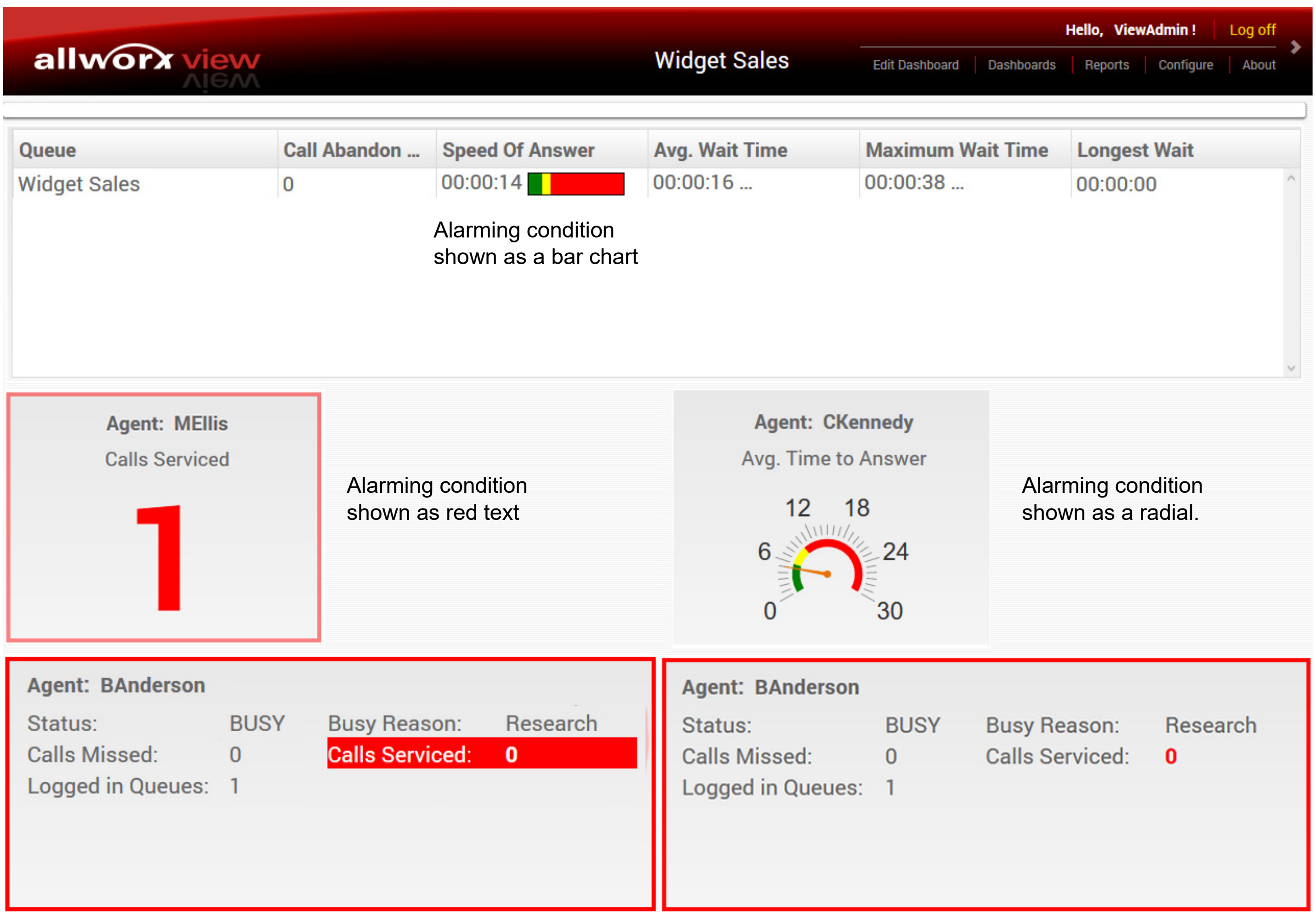
2.4.2 Alarm Display

All dashboard widget options with alarming conditions display in red (upper alarm limit) or yellow (lower alarm limit) text; however, some dashboard widget options enable customizing how to display alarms on the screen.

Alarms display as:

- Text: red or yellow font.
- Background: red or yellow highlights.
- Bar chart: green, yellow, and red bar. Available only in the Queue List or Agent List dashboards.
- Radial: green, yellow, and red sections. Available only in the Single Item dashboard.

Examples of displayed alarms:



Alarming condition shown as background

Alarming condition shown as red text

2.4.3 Graphing Display

Quickly scan trending call-reporting data by configuring queue and agent data in a graphical format.

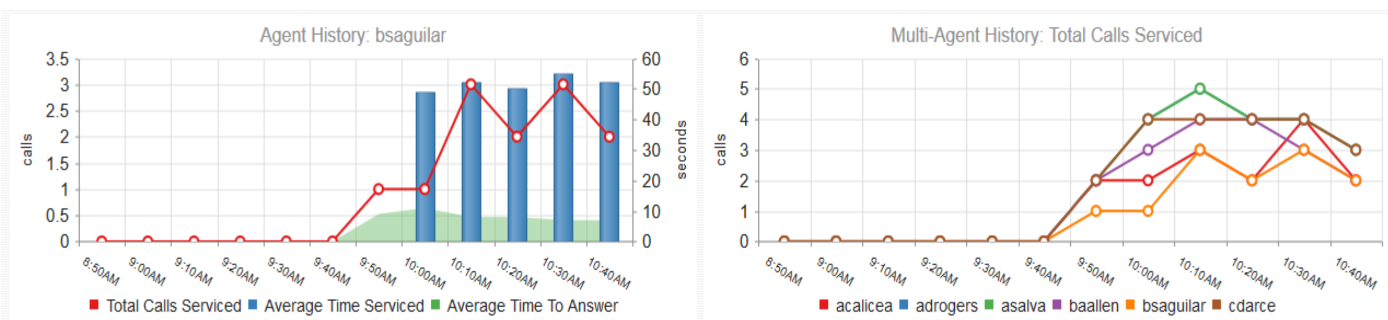
2.4.3.1 Historical Graphs

The History dashboard widget configurations support any combination of line, column, area, and stacked area graphical formats. The Agent History and Queue History dashboards display the call reporting data as a single agent or queue with multiple fields. The Multi-Agent History and Multi-Queue History dashboards display the call reporting data as multiple agents or queues with a single statistic.

Examples of the historical graph configurations:

Stacked Area Graph

Line Graph



Line, Bar, and Area Graph
(notice the different units of measure on the Y-axis)

Line Graph

Properties of the historical graphs include:

- Colors for the graphs are preselected: red, blue, green, purple, orange, brown, pink, and gray. As the trends overlap in the area graph, the colors blend using the subtractive color model.

- Hovering over the statistic in the legend area displays the data points as well as highlights the trend in a line graph.
- Hovering over a data point displays the value.
- Both the x-axis and the y-axis automatically scale based on the values.
- The Multi-Agent and Multi-Queue History graphs accommodate up to 8 agents or 8 queues.
- To hide a statistic in the historical graph, click on the statistic in the legend area. Click again to show the statistic.

2.4.3.2 Bar Charts

The List dashboard widgets configuration support using a bar chart format for some of the options. The bar charts correlate to and display numeric widgets and system or queue alarm conditions on the dashboard; real-time timed widgets are not available for bar charts (example: time/status widgets). See "Configuring Bar Charts" on page 55 for more information. The bar chart is available in the following widgets and options:

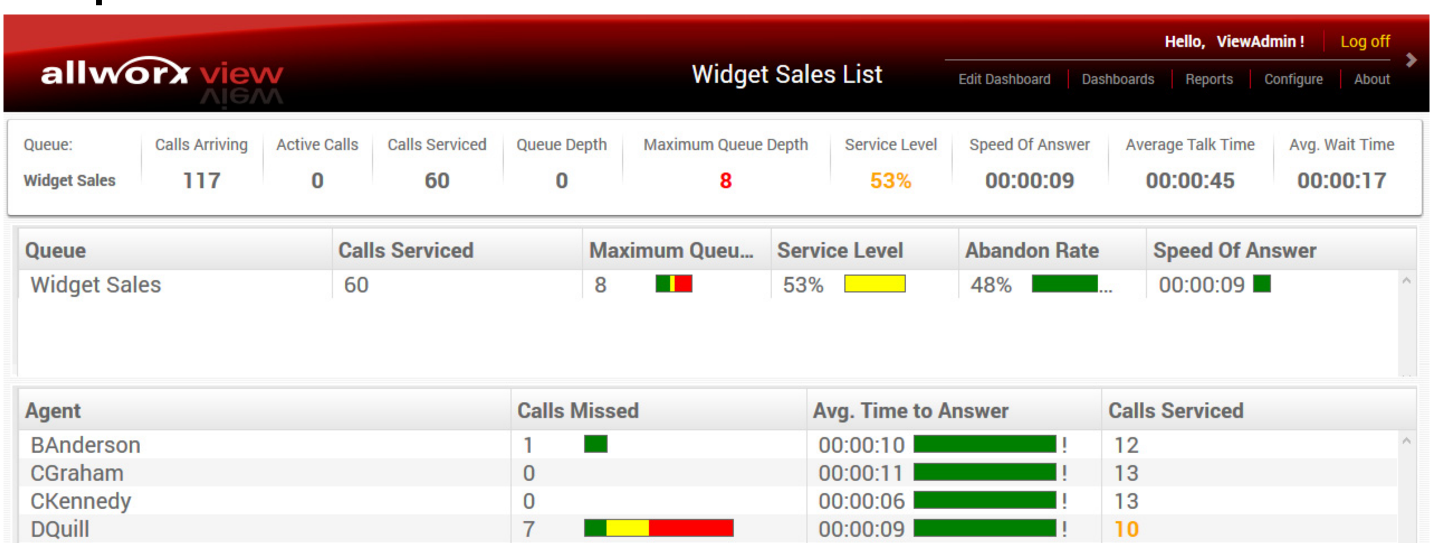
Agent List Options

- Calls Missed
- Occupancy
- Avg. Time to Answer
- Calls Serviced
- Avg. Service Time

Queue List Options

- Queue Depth
- Avg. Queue Depth
- Maximum Queue Depth
- Service Level
- Call Abandon Rate
- Speed of Answer
- Avg Wait Time
- Maximum Wait Time

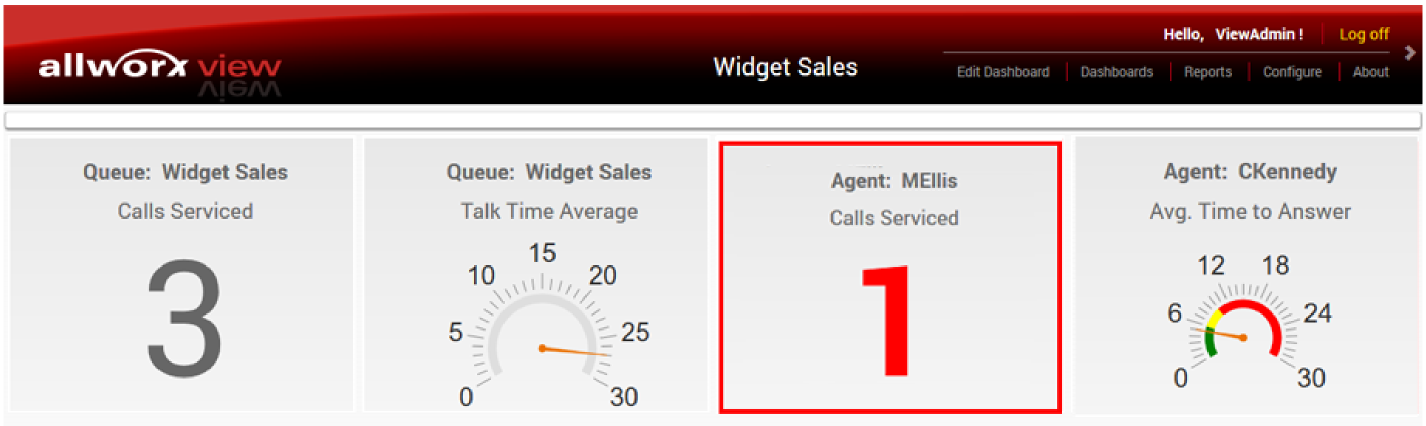
Examples of bar charts:



2.4.4 Single Item Widget

The Single Item widget configuration displays a single queue or agent option with enlarged text or radial dial format to quickly see call-reporting data.The Single Item widget correlates to and displays numeric widgets and system or queue alarm conditions on the dashboard.

Examples of a Single Item widget:



Enlarged Text View

Radial Dial View

Enlarged Text View with Alarming Condition

Radial Dial View with Alarming Condition

Chapter 3 Configure

The Configure feature enables users to manage the View application settings.

3.1 Permissions

The View application determines user access based on the user log in credentials. The table below identifies permissions based on user type.

Feature Path	View Admin	Queue Supervisor	Queue Agent	Allworx User
Configure				
Servers	Yes	No	No	No
System Alarms	Yes	No	No	No
Queue Alarms	Yes	No	No	No
SMTP Settings	Yes	No	No	No
Queue Status	Yes	No	No	No
Backup/Restore Database	Yes	No	No	No
User Settings	Yes	No	No	No
Contacts	Yes	Yes	Yes	Yes
Reports Schedule	Yes	Yes	Yes	Yes

3.2 Servers

The View application enables View administrators to:

- individually add, update, or delete the Allworx servers communicating with the View server.
- displays the communicating servers in a single table.

To manage an Allworx server:

Note:	In most cases, when using the Allworx Migrate Tool to transition to new Allworx hardware or a new IP address, it is expected that the new Allworx server be identical in the View Application as the previous Allworx server.
Note:	If the IP Address of the Allworx server changes, do not delete the server listed. Deleting and re-adding the Allworx server causes the View application to consider the entry as a new, separate server and does not continue updating data from the previous server. This also causes currently saved queries and dashboards to reference the deleted server and not the new server, which does not return expected results. **Recommendation**: Update the current IP Address to the new IP Address to ensure the queries and dashboards function as expected.

1. Open a new browser window and enter the View server IP address or DNS name (from the Network Administrator).

2. Log in with the username ViewAdmin or as a user with View administrative privileges and the password created during installation.

3. Navigate **Configure** > **Servers** to open the Manage My Servers page. All Allworx servers currently communicating with the View server display:

Add Server	Links an Allworx server to the View application. The Add Server dialog box opens. 1. Enter the required information in the fields provided, and then click **Save**

Field	Description
Enter the Server IP Address	Type the Allworx server IP address.
Enter the Server Port number	The default port number automatically displays. If changing the port number, also update the Allworx server firewall.
Enter the Server Location	Type the Allworx server location.

The server line displays the Status and the Time Of Status of the server.

Status	Description
Initialization Revoked	The authentication token was reset on the Allworx server. Requires initialization.
Initialization Failed	The login credentials were incorrect or a connection failure.
Discovered	The View application located an Allworx server in a multi-site network.
Connected (reading history)	Allworx server made a connection to the View application and is gathering or processing the server history information.
Connected	The Allworx server and View application are communicating.
Disconnected	The Allworx server and View application are not communicating.
Enabled	Server is available to collect data but not initialized.
Unknown	Status of the connection is not known. This can be due to the initial connection is in process or a disconnection from the database.

2. Click Initialize in the server line. The Login to Server dialog box opens. Enter the Allworx server Username and Password.
   View only monitors multiple sites, if the servers are part of a multi-site network. When adding an Allworx server from a multi-site network, the View application automatically discovers the other Allworx servers in the multi-site system. Manually authenticate each server.
3. Click **Save** to add the server to the list or **Cancel** to disregard the request. The

Save changes	Click to keep the updates.
Cancel changes	Click to disregard the changes.
<Column Heading>	Click to sort the server information by ascending or descending order of that data.
Delete	Removes an Allworx server from the View application. 1. Locate the server in the table, and click **Delete**. 2. Click **Confirm** to remove the server from the list or **Cancel** to disregard the request.

To manage the Allworx server information:

1. Log in to the View application with an Allworx username and password.

2. Navigate to **Configure** > **Servers** to open the Manage My Servers page. The table displays the added Allworx servers communicating with the View server.

3. Locate the server, click on the information, and update:

   - Location
   - Port
   - IP Address
   - Enable*

   * When the Enable state = false, the View application no longer monitors the server, but the Allworx server does continue to log information for reporting purposes. Limited to 5000 queue events, agent events, and calls each.

4. Click **Save changes** to update the information or **Cancel** to disregard the request. This adds the first Allworx server to the server list.

5. Click **Initialize** and provide the username and password of an Allworx user with View administrative permission. This initializes the server.

   The View application automatically discovers the IP addresses of other sites in a multi-site network. Initialize each site to connect the View application to each server.

3.3 Alarms

The View alarms are specific to:

System alarms	• Agents • Servers
Queue Alarms	Call queues set up on the Allworx server.

The View and View ACD add-on application alarms enable supervisors and agents to recognize and react to high-volume call situations. Any user with View administrative permissions can alter the threshold values. The View application displays a red triangle by changed, unsaved values. After saving the change, the red triangle no longer displays.

To change System Alarm or Queue Alarm information:

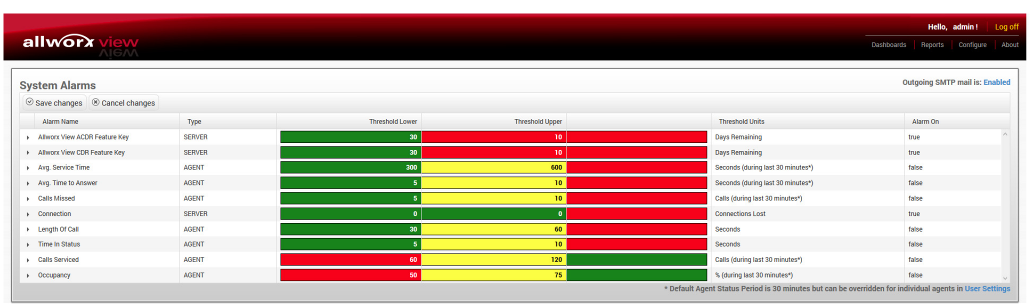
1. Log in to the View application with an Allworx username and password.

2. Navigate to: **Configure** >:

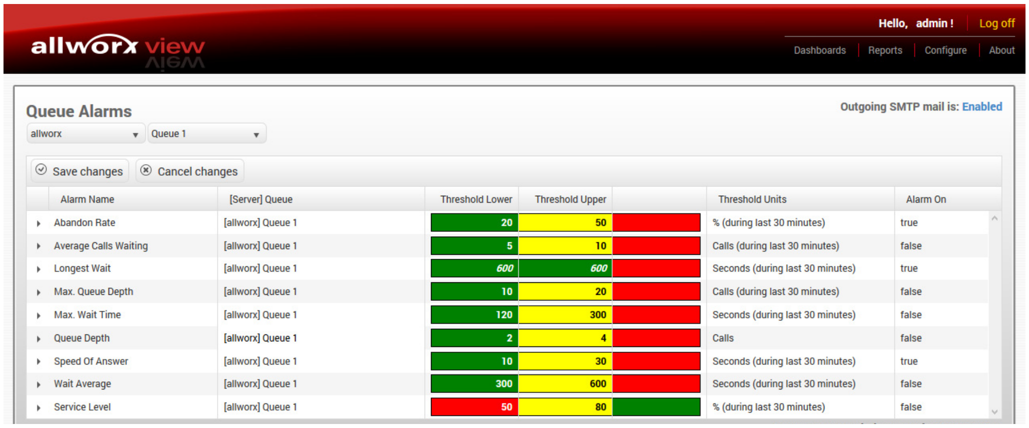
System Alarms	The list of System Alarms displays.	
Queue Alarms	The list of Queue Alarms displays. Entered the required server information:	
	Select Server...	Click the drop-down arrow and select a server from the list.
	Select Queue...	Click the drop-down arrow and select a queue from the list.

The page displays the alarm threshold limits and associated status interval for each alarm type in a green, yellow, and red bar chart that is dependent on the setting type.

System Alarms configuration example:



Queue Alarms configuration example:



Click the drop-down arrow to select the server and queue.

3. Click a column title to toggle between ascending and descending order. Locate the Alarm Name, and then click the number within the threshold limit to change the limit value.

   For the Alarm On value, click the value, and then check or uncheck the box to enable or disable the option, respectively.

4. Click **Save changes** to update the information or **Cancel changes** to disregard the request.

3.3.1 Email and SMS Notification

Emails to assigned View users contain descriptive information such as alarm type (red or yellow), agent name or queue number, and the setting causing the alarm. The setting line includes the setting name, actual performance, threshold limit, and interval (when applicable).

Clicking the arrow left of the Alarm Name displays the Email Recipients list of users receiving email notifications and configurable View alarm notifications and frequency. It is necessary to configure the SMTP prior to sending email notifications. See "SMTP Configuration" on page 16 for more information.

To manage an alarm email list:

1. Verify the user has a valid email address or email to SMS gateway. Verizon example: <10-digit number>@vtext.com. Contact the carrier in the event these instructions do not provide the proper SMS messaging to the cellular endpoint.

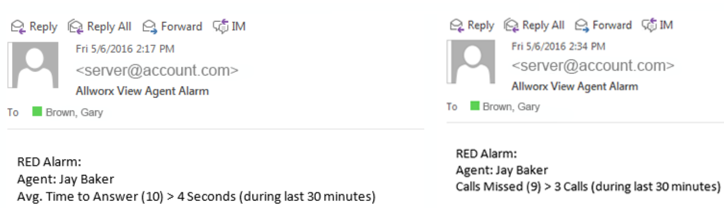
2. Log in to the View application with an Allworx username and password.

3. Navigate to **Configure** > **System Alarms** or **Configure** > **Queue Alarms**. For Queue Alarms, select the server and the queue from the drop-down lists.

   The list of respective Alarms displays. Click a column title to toggle between ascending and descending order.

4. Locate the Alarm, and click the arrow left of the Alarm name. An email dialog with displays.

Email Recipients	Displays users selected to receive emails when an alarm occurs. To update user information, click Edit, update the information, and then click Update to save the changes or Cancel to disregard the changes. To delete a user from the Email List, click Delete, and then click OK to remove the contact from the Email List or Cancel to keep the user on the Email list.
Add Contact	Select users to receive emails when the alarm occurs. If contacts exist, locate the Select from existing contacts section, click the drop-down arrow. Select the contacts from the drop-down list. If the contact is unavailable, locate the Add new Contact section. 1. Enter the First Name, Last Name, and Email Address in the fields. 2. Click **Add Contact** to update the contact list.
Delete Contact	Permanently removes a user from the Contact list and email notifications when an alarm occurs. 1. Click the Select a contact... drop-down arrow and select the contact name. 2. Click **Delete Contact** to update the contact list.

Customize Message	**NOTE:** When sending a custom message that is longer than 140 characters, some carriers with email to SMS services truncate the message to 140 characters and not send multi-part SMS messages.
	NOTE: When sending a custom message email, the subject and message body limit is 256 characters.
	
	Customize the subject and message content of alarm email notifications as well as the frequency of when to send email notifications based on alarm severity.
	• **Subject:** - customize the email subject line.
	• **Message Body**: - customize the text to send with each Alarm Notification email.
	• **Send when alarm severity is:** - specify the alarm severity of when to send the Alarm Notification email.
	• **Macros** - substitutions for the Alarm Notification email.
	  • %SEVERITY% - insert the alarm level (green, yellow, or red)
	  • %MESSAGE% - insert the entire alarm text.
	Email Example:
	
	
	Click **Save Message** to keep the updated information or **Reset** to clear all information and start over.

5. Locate and click the arrow left of the Alarm Name to close the Email tabbed interface.

6. Click **Save changes** to keep the email notification updates or click **Cancel changes** to disregard the request.

3.4 SMTP Configuration

Prior to sending alarm notifications, configure the SMTP settings for email delivery from the View application.

To set up the email SMTP settings:

1. Log in to the View application with an Allworx username and password.
2. Navigate to **Configure** > **SMTP Settings**. The SMTP Configuration page displays.
3. Update the fields.

SMTP Server (IP Address/Name)	Enter the email server IP Address or name.
Port Number	Enter the SMTP port.
From email address	Enter the email origin.
Enable outgoing SMTP mail for alarms and scheduled reports.	Turns on the email notifications. Check box to enable.
User ID	Enter the email service username.
Password	Enter the email service user password.
Security Type	Select an option from the drop-down list: • None • TLS • SSL
Requires Authentication	Required if the SMTP service requires a username and password to log in. Check box to enable - this enables the user to enter the username and password. This is a one-time setup.

4. Click **Test Settings** to verify the information or **Save Settings** to update the information.
5. Enter an email address if the field provided. Click **Test** to send an email to the address.

3.5 Queue Status

View application computes many statistics using a Queue Status Period, which uses a sliding window for the time period in minutes. Administrators can adjust the Status period time frame. The View application displays a red triangle by changed values to indicate an unsaved change.

To manage the queue status configuration:

1. Log in to the View application with an Allworx username and password.
2. Navigate to **Configure** > **Queue Status**. The Manage Queue Status page displays.
3. Click **Select Server...** and select an option from the drop-down list.
4. Locate the Queue in the list. Click **Status Period** and adjust the setting.
5. Click **Save changes** to update the information or **Cancel changes** to disregard the request.

3.6 Backup/Restore Database

The View application enables users with View administrator permissions to backup, restore, or purge the View database. The Allworx server has limited space to store View records. Sites that have heavy call traffic should perform a View backup on a daily basis. Prior to the following events, Allworx recommends performing a View backup:

- upgrading the View application
- upgrading the Allworx system software
- performing a restore on the Allworx server
- performing network changes to the Allworx server
- performing multi-site changes to the Allworx server
- using the Allworx Migrate Tool

3.7 Backup

Note:	Scheduled backups are highlight recommended.

At any time, Allworx administrators can either click **Backup Now** to begin the database back up immediately or schedule a back up to begin at another time.

After completing the backup, the View application provides a restore point in the Restore Data drop-down list.

To schedule or manage a backup:

1. Log in to the View application with an Allworx username and password.

2. Navigate to **Configure** > **Backup / Restore Database**.

Snap events to slot boundaries	Moves or adds a schedule report, and the event snaps to the lines which occur: • Every day on month calendar • Every 30 minutes on week calendar • Every 30 minutes on day calendar When unselected, these events to do not align directly with those predefined units or lines on the calendar. Check the box to enable or disable.
Today Left/Right Arrows	Highlights the current day on the displayed calendar. Clicking the left and right arrows adjusts the displayed calendar to the previous or next day, week, or month from the calendar currently shown, respectively.
Calendar Icon	Displays the current month and year selection. Clicking the calendar heading enables adjusting from the current month to years and then decades. Clicking the left and right arrows adjusts the displayed calendar to the previous or next day, week, or month from the calendar currently shown, respectively.
Calendar View	Adjusts the calendar display. The Day and Week view enable the administrator to select a specific time to begin the backup. The monthly view sets the default start time as 12 AM. • Day • Week • Month

3. Double-click a day, and then a time on the displayed calendar or double-click an existing event. The Event dialog box opens. Enter or adjust the required information.

Title	Enter a meaningful description of the scheduled event in the field provided.	
Start	Displays the date and time the View application begins to generate the report. Click the calendar or clock icon to select the date and time, respectively.	
Repeat	Enables scheduling a backup on a regular basis.	
	Never	N/A
	Daily	• Repeat every <x> day(s) • End (stops sending the report at the end of the schedule)
	Weekly	• Repeat every <x> week(s) • Repeat on: (day of week) • End (stops sending the report at the end of the schedule)
	Monthly	• Repeat every <x> month(s) • Repeat on: (day of week) • End (stops sending the report at the end of the schedule)
	Yearly	• Repeat every <x> year(s) • Repeat on: (day of week)

4. Click **Save changes** to update the calendar or **Cancel changes** to disregard the request.

3.7.1 Restore from Backup

For restores, the View administrator must use the View application to perform the restore. The View application uses an encrypted file; copy/paste functions do not work.

To perform a restore from backup:

1. Log in to the View application with an Allworx username and password.

2. Navigate to **Configure** > **Backup / Restore Database**. The Backup / Restore Status page displays.

3. Locate **Restore from Backup:** and click the drop-down arrow. Select the restore point.

4. Click **Restore Database** to begin the restore.

3.7.2 Purge Database

Caution:	Removes the information within the database and it is lost forever. Backup the database before doing a purge.

1. Log in to the View application with an Allworx username and password.

2. Navigate to **Configure** > **Backup / Restore Database**. The Backup / Restore Status page displays.

3. Locate the Purge Database: section. Enter the information:

Start Date	Identifies the first day of the purge range. 1. Click the calendar icon to open the calendar and select a day. 2. Click the timer icon and select a time to begin.
End Date	Identifies the last day of the purge range. 1. Click the calendar icon to open the calendar and select a day. 2. Click the timer icon and select a time to begin.
Purge Call Data **Purge Queue Event Data** **Agent Event Data** **Purge All Data**	Identifies the data to purge. Check the option box to select.

4. Click **Purge Database** to begin.

3.8 User Settings

The User Settings page displays active users and the level of access, administrator settings (Allworx administrators can adjust the settings as necessary to meet requirements), and indicator an unsaved value changes.

The settings available only to View administrators include:

Change View Administrator Password	Click to update the View Admin user account password.
Edit System Default	Click to update the Agent Status Period.

To manage the User Settings:

1. Log in to the View application with an Allworx username and password.

2. Navigate to **Configure** > **User Settings**. The User Settings page displays.

3. Locate the user line in the table and click:

User Name	Identifies the user. This field is not editable.
View Access	Identifies whether the user is able to see the View application. Click in the field to access the check box to enable or disable the access.
CDR Access	Identifies whether the user is able to access active calls widget on a dashboard or Call Life Cycle or Call Details report, which admin users can update.
Agent Status Period (minutes)	View application computes many statistics using an Agent Status Period, which uses a sliding window for the time period in minutes. Administrators can adjust the Status period time frame on a per agent basis. The View application displays a red triangle by changed values to indicate an unsaved change. The word **Default** refers to the Default Agent Status Period set by **Edit System Default**.
Active User	Identifies if the user is currently active on the Allworx Server. This field is not editable.
Administrator	Identifies if the user has administrative . This field is not editable.

For advanced information, click the arrow left of the username.

Add Queue	Enables the user to have access to dashboards and reports for other ACD queues without being a supervisor or agent. 1. Click **Add Queue** The Add Queue to User dialog box opens. 2. Click the Select Server... drop-down arrow and click on the server name. 3. Click the Select Queue... drop-down arrow and click on a queue name. 4. Click **Add Queue** to confirm or **Cancel** to disregard the request. 5. Click **Save changes** to confirm or **Cancel changes** to disregard the change.
Queue Name	Identifies the user-assigned queues.
Agent	Identifies if the user takes calls from the queue
Monitor	Identifies the queue the user can access from the View application. Click the true or false field to select or deselect the option.Setting the value to false, and then saving removes the queue when the page reloads.
Supervisor	Identifies if the user has queue supervisor .

4. Click **Save changes** to update the information or **Cancel changes** to disregard the request.

To remove the queue monitoring permissions for a user:

1. Navigate to **Configure** > **User Settings.**
2. Click the triangular control next to the username. A list of queues available to the user displays.
3. Locate the **Monitor** column and click on the word **True**. Uncheck the checkbox.
4. Click **Save changes** at the top of the Queue list, and then click **Save changes** at the top of the user list.

3.9 Contacts

Administrators can add, update, or delete contacts for email and SMS notifications.

To manage contacts:

1. Log in to the View application with an Allworx username and password.
2. Navigate to **Configure** > **Contacts**. The Contacts page displays.

Add a contact	1. Locate the Add New Contact section and enter the user First Name, Last Name, and Email. 2. Click **Add Contact** to save the information.
Update a contact	1. Locate the Contact List section and locate the user. 2. Click in the field and update the information. 3. Click **Save changes** to update the information or **Cancel changes** to restore the previously saved information.
Remove a contact	Locate the Contact List section, locate the user, and then click **Delete** > **Save**.

3.10 Reports Schedule

Administrators can specify dates and times to begin generating reports. The View application displays a red triangle by changed values to indicate unsaved changes.

The application indicates the if outgoing SMTP mail is disabled or enabled. Click the **Disabled** or **Enabled** link to access the SMTP configuration page. See "SMTP Configuration" on page 16 for more information.

To manage scheduled reports:

1. Log in to the View application with an Allworx username and password.

2. Navigate to **Configure** > **Reports Schedule**. The User Settings page displays.

Snap events to slot boundaries	Moves or adds a schedule report, and the event snaps to the lines which occur: • Every day on month calendar • Every 30 minutes on week calendar • Every 30 minutes on day calendar When unselected, these events to do not align directly with those predefined calendar units or lines. Check the box to enable or disable.
Today Left/Right Arrows	Locate the day on the displayed calendar. Clicking the left or right arrow adjusts the displayed calendar to the previous or next day, month, or decade from the calendar currently shown, respectively.
Calendar Icon	Displays the current month and year selection. Clicking the calendar heading enables adjusting the display from the current month to years and then decades. Clicking the left and right arrows adjusts the displayed calendar to the previous or next month from the calendar currently shown, respectively.
Calendar View	Adjusts the calendar display. The Day and Week view enable the administrator to select a time to begin the backup. Otherwise, the backup starts at • Day • Week • Month

3. Double-click a day, and then a time on the displayed calendar or double-click an existing event. The Event dialog box opens. Enter or adjust the required information.

<table>
<tr><td>Title</td><td>Enter a meaningful description of the scheduled event in the field provided.</td></tr>
<tr><td>Start</td><td>Displays the Start date and time of the report. Click the calendar or clock icon to select the date and time, respectively.</td></tr>
<tr><td>Repeat</td><td>Enables scheduling a report on a regular basis.
<table>
<tr><td>Never</td><td>N/A</td></tr>
<tr><td>Daily</td><td>• Repeat every <x> day(s)
• End (stops sending the report at the end of the schedule)</td></tr>
<tr><td>Weekly</td><td>• Repeat every <x> week(s)
• Repeat on: (day of week)
• End (stops sending the report at the end of the schedule)</td></tr>
<tr><td>Monthly</td><td>• Repeat every <x> month(s)
• Repeat on: (day of week)
• End (stops sending the report at the end of the schedule)</td></tr>
<tr><td>Yearly</td><td>• Repeat every <x> year(s)
• Repeat on: (day of week)
• End (stops sending the report at the end of the schedule)</td></tr>
</table>
</td></tr>
</table>

Report Name	Click the drop-down arrow and select an available option from the list. Only reports created by the user or shared by other users are available.
Recipients	Click the drop-down arrow and select the list of contacts created in "Contacts" on page 21. Repeat for each recipient.
CSV Report **PDF Report**	Select the report type output. Check the box for each type of report type.

4. Click **Save** to update the information or **Cancel** to disregard the request.

Chapter 4 Reports

View users can create and manage reports within the View application. The Reports feature enables specifying and managing information based on a set of criteria.

- Reports containing Agent Summary and Agent Matrix data: assign the user as an agent to an ACD queue (Fairness, Linear Priority, Sequential Round Robin) not a Call Queue (Ring All).
- Reports containing queue summary and matrix data: the data contains information for both ACD and Call Queues. See the Allworx Queuing and Automatic Call Distribution Guide Version 7.7 or Allworx Server Administrator's Guide Version 8.0 and later for more information about queues and agents.

4.1 Permissions

The View application determines user access based on log in credentials.

All Allworx users	Able to create and share a report with other users.
Queue Supervisor or Queue Agent	• Able to create and share a report with other users. • View queue information.

4.2 Report Configuration Overview

The available filters and operators in the View reporting section locate and return discrete sets of information within a large database across different filtering items

Operators	Dependent upon the filter value type. EXAMPLE: "scope = Inbound" AND "Abandoned = True" to find all abandoned inbound calls

Filter	Separate query modifier. The filter matches the criteria across the whole call.
	• Use entire strings to match against available values.
	• Using the operator "Contains" produces a discrete set of information matching a substring or value to query the database.
	• Use multiple filters together to create a query which uses AND to make the query return a further filtered set with each additional filter applied.
	  • There is currently no mechanism to alter this with the choice of AND/OR logic or group terms with parenthesis.
	  • Return information must match 100% of user-entered text fields - including spelling, and use of null.

4.2.1 Filter Descriptions

Abandoned	There are two possible values: 1. True - call that is terminated in the queued state. 2. False - call was ended by the caller while the call state was Active.
Audit PIN	Used in the call. See the Allworx Server Administrator's Guide for more information.
Call Duration	Length of time in total of the call.
Called Name	Caller ID name for the number called (callee). To find specific calls that went to a specific user's voice mail, the pattern is "CA<space>[<user id>]". CA stands for Call Answer application.
Called Number	Caller ID number for the number called (callee).
Caller Name	Caller ID name provided to the Allworx server for the call.
Caller Number	Caller ID number provided to the Allworx server for the call.
Call State	Current status of the call during the call leg. There are eight possible values: • Trying • Active • Transfer • Park • Ringing • Complete • Hold • Queued
Call State Durations	Duration of a specific call state. This filter requires using Call State filter.
Conference ID	All call records with the specified Conference ID number.
Destination Device	MAC Address or outside line specification of the device receiving the call.
DNIS Name	Dialed Number Identification Service name specified in the Allworx server for the number dialed. If there is no DNIS value specified for a DID number, the Allworx server enters the Caller ID for the number dialed, if available.
DNIS Number	Dialed Number Identification Service number specified in the Allworx server for the number dialed. If there is no DNIS number value specified for a DID number, the Allworx server enters Caller ID for the number dialed, if available.
DTMF	Dual Tone Multi-Frequency - digits entered during a call.
Queue	Allworx ACD or ring-all queue in the Allworx server.
Scope	There are three possible values: 1. Internal - placing and receiving calls internally to the Allworx system. 2. Incoming - placing calls from outside the Allworx system to an internal extension. 3. Outgoing - placing calls internal to the Allworx system to an endpoint outside of the Allworx System.
Site Name	The Allworx server site name - most useful to filter multi-site calls.
Source Device	MAC Address or outside line specification of the device placing the call.
Terminator	Call participant that ends the call.
User	A specific user. The filter matches all calls when the selected user participated in any portion of the call. Only available Call Details and Call Totals reports.

4.2.2 Operator Descriptions

Operator	Description	Field Type
=	Match all call records that equal the values entered in the text field.	• Numeric text field • Allworx server queue list • String text field
>	Match all call records that are greater than the entered values.	• Numeric text field
<	Match all call records that are less than the entered values entered.	• Numeric text field
>=	Match all call records that are greater than or equal to the entered values.	• Numeric text field
<=	Match all call records that are less than or equal to the entered values.	• Numeric text field
<>	Match all call records that do not equal the values entered in the text field.	• Allworx server queue list. • String text field
Contains	Match all call records containing values entered in the field. The match is explicit.	• String text field
Does not contain	Match all call records which do not contain values entered into the text field. The match is explicit.	• String text field.

4.2.3 Range Descriptions

Operator	Description
Fixed	Matches all criteria in a user-specified start and end date/time.
Today	Matches all criteria from 12:00 AM to 11:59 PM of the current day.
Yesterday	Matches all criteria from 12:00 AM to 11:59 PM of the previous day.
This Week	Matches all criteria from 12:00 AM Sunday to 11:59 PM Saturday of the current week.
Last Week	Matches all criteria from 12:00 AM Sunday to 11:59 PM Saturday of the previous week.
This Month	Matches all criteria from the first through the end of the current month.
Last Month	Matches all criteria from the first through the end of the previous month.
This Hour	Matches all criteria from the minute :00 through the current time.
Last Hour	Matches all criteria from the minute :00 through the minute :59 for the previous hour.
Past 60 Minutes	Matches all criteria from the current minute back to the previous 59 minutes.
Past 24 Hours	Matches all criteria from the current hour back to the previous 23 hours.

4.2.4 Reporting Descriptions

Field	Description
Abandon Rate	Percentage of abandoned calls during the time period. **Computation**: Total calls received over the total calls abandoned.
Abandoned	There are two possible values: 1. True - call that is terminated in the queued state. 2. False - call was ended by the caller while the call state was Active.
ACD Average Duration	Average duration of calls in an ACD queue for the duration of the group by value. **Computation**: ACD total duration over the number of ACD calls. **Start**: Call enters the queue. **End:** Call exits the queue or is ended while in queue.
ACD Total Duration	Cumulative duration of calls in an ACD queue for the duration of the group by value. **Start:** Call enters the queue or agent answers. **End:** Call exits the queue or is ended while in queue.
Audit Pin	Audit Pin Code used in the call.
Average Queue Depth	Average number of calls which were in queue for the duration of the group by value. This average is weighted by the amount of time the calls were queued.
Average Time Serviced	Average duration of time ACD agents service calls in an ACD queue for the duration of the group by value. **Computation:** Total time serviced over the number of calls serviced. **Start**: Agent in a queue answers the call. **End**: Call exits the queue or ends while in queue.
Average Time to Answer	Average duration of time it takes the agent to answer an incoming call. **Computation**: Total number of seconds ringing over the number of calls serviced. **Start**: The handset starts ringing. **End:** Agent answers call.
Average Wait Time	Average time (seconds) to answer a call once it enters the queue during the status period (does not include abandoned calls). **Computation**: total number of seconds waiting over the number of calls serviced. **Start**: Time the call enters the queue. **End**: Time the agent answers the call.
Average Wait until Abandon	The average duration of time a caller waits in a call queue before it is abandoned. **Computation**: total wait until abandon over the number of calls abandoned.
Call Duration	Amount of time, in seconds, a call is active. **Start**: The time an agent answers the call. **End:** The time the call ends.
Call State	Current status of the call during the call leg. There are eight possible values: • Trying • Active • Transfer • Park • Ringing • Complete • Hold • Queued
Call State Durations	Duration of a specific call state. This filter requires using Call State filter.
Caller Name	Caller ID name provided by the Allworx server for the call.

Field	Description
Caller Number	Caller ID number provided to the Allworx server for the call.
DNIS Name	Dialed Number Identification Service. Name specified in the Allworx server for the number dialed. If there is no DNIS value specified for a DID number, the Allworx server enters Caller ID for the number dialed.
DNIS Number	Dialed Number Identification Service. Number specified in the Allworx server for the number dialed. If there is no DNIS value specified for a DID number, the Allworx server enters Caller ID for the number dialed.
End Time	Time a call ends.
Incoming	Call that initiates from outside the Allworx system and answered by a user on the Allworx system.
Internal	Call that is between extensions on an Allworx system. Calls that initiate as internal calls can escalate to "outgoing" calls on transfer to a number external to the Allworx system.
Longest Call	Call that had the greatest amount of service time during the group by value. **Start**: An agent answers the call. **End:** The call ends while in queue.
Max Hold Time	Maximum time a call was on hold for the duration of the group by value. **Start**: Pressing the Hold button. **End**: User ends the hold.
Max Time Serviced	Longest amount of time, in seconds, for any call answered by an agent in a queue. **Start**: Time the agent answers the call. **End**: Time the call ends while in queue.
Max Time To Answer	Longest amount of time it took to answer a call from a queue during the group by value. **Start**: Agent handset starts ringing. **End**: Agent answers the call.
Maximum Queue Depth	Largest number of calls in queue for the duration of the group by value.
Maximum Time to Answer	Longest amount of time it took to answer a call from a queue during the group by value. **Start**: Agent handset starts ringing. **End**: Agent answers the call.
Maximum Wait Time	Longest duration of time a caller waits for an agent to answer the call. **Start**: Caller enters call queue. **End**: Agent answers call.
non-ACD Average Duration	Average duration of the call once answered, which is not part of an Automatic Call Distribution queue for the duration of the group by value. **Computation:** non-ACD Total Duration over the number of non-ACD calls.
non-ACD Total Duration	Total duration of the call once answered, which is not part of an automatic Call Distribution queue for the duration of the group by value. **Computation:** total call duration for calls not placed in an ACD queue.
Outgoing	Call that starts on an Allworx system to an end point outside the Allworx system.

Field	Description
Scope	Three possible values: • **Internal** - placing and receiving calls internally to the Allworx system. • **Incoming** - placing calls from outside the Allworx system to an internal extension. • **Outgoing** - placing calls internal to the Allworx system to an endpoint outside of the Allworx system.
Source Device	MAC Address or outside line specification of the device placing the call.
Terminate	How the call ended: • **Caller** - user placing the call • **Callee** - user receiving the call • **System** - Allworx system
Total Agent Service Time	Cumulative time agents in a queue were servicing active calls in a queue. **Start**: call is answered by an agent. **End**: call is ended by an agent.
Total Calls Abandoned	Number of calls terminated by the caller while not in an active call state. Non active call states include: Ringing, Hold, Queued, Parked.
Total Calls Exit Key	Number of calls when the caller selected the exit key to leave a queue while in a Queued call state.
Total Calls Received	Number of calls offered to an ACD queue or users which are part of a ring all queue. This count increments for each call offered. A single call offered multiple times will also increment the count.
Total Calls Serviced	Number of calls answered by agents in an ACD queue or users which are part of a ring all queue.
Total Calls Timed Out	Number of calls that exceed the maximum timeout value configured for an ACD queue. Calls follow the exit criteria set up by the queue. Count increments for each call that exceeds the timeout value set in the queue configuration or a single call offered multiple times that exceeds the maximum timeout value.
Total Calls w/No Available Agent	Count of calls which are received by an ACD queue with the queue was set to "no answer" and the call was received but not serviced AND the following conditions are met: • all agents are set to "busy no answer" • all agents are set to a busy reason provided by the queue • all agents are on in status "On Call".
Total Hold Time	Cumulative time selected agents placed callers on hold. **Start**: Agent places the call on hold. **End**: Agent retrieves the call on hold. (Does not include calls abandoned while on hold).
Total Missed Calls	Total number of calls where the agent was marked as "Busy no answer". This is a queue setting "Number of rings before agent is marked "Busy no answer".
Total Time Serviced	Cumulative amount of time on a queue call for all agents in the queue, even if the caller abandoned the call. **Start**: Agent answers the call. **End**: Call ends or exits the queue.
Total Time To Answer	Cumulative time it takes for an agent to answer a queue call **Start**: Agent handset rings. **End**: Agent answers call.

Toll Free 1 866 ALLWORX * 585 421 3850
www.allworx.com

Version B Updated: February 2, 2017

Field	Description
Total Wait Time	Cumulative time for all agents in a queue that a caller waits in a queue call. **Start**: Caller enters the queue. **End**: Agent answers call.
Total Wait until Abandon	Cumulative time a caller waits before terminating the call in a non-active call state. **Start**: Agent handset rings. **End:** Call is abandoned.
User	All calls for a specific agent that participated in any portion of the call.

4.3 Manage Reports

The Manage Reports option displays a list available reports to sort, edit, or delete.

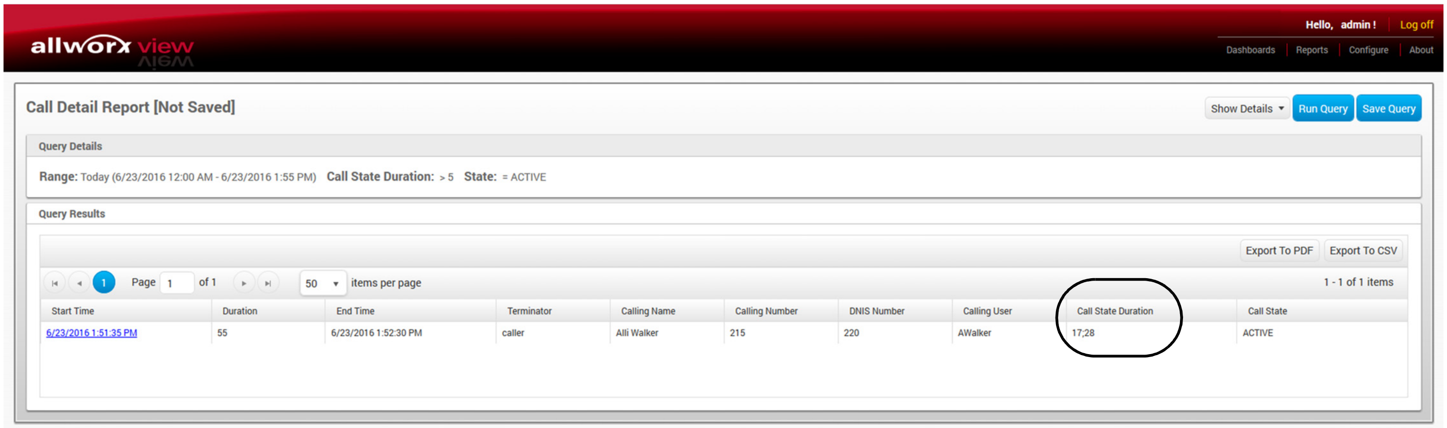
1. Log in to the View application with an Allworx username and password.
2. Navigate to **Reports** > **Manage Reports** and select an option:

Show Reports by type:	Report type filter. Click the drop-down arrow and select all to view all reports or select a specific report type from the list.
<Column Heading>	Click to sort the reports by ascending or descending order of that data.
Edit	Enables changing the Report Name and the Shared status. Click **Update** to save the changes or **Cancel** to disregard the request.
Delete	Removes the report from the list. Click **OK** to confirm or **Cancel** to disregard the request.

4.4 Call Detail Report

The Call Detail report enables users to configure or run a report specific to each call matching the query details and filters. When a selected filter item returns multiple values, the values display in semi-colon separated list.

Example: a transferred call has two active states. User selects the filter: Call State Duration > 10 seconds for the Call State = Active. The View report below displays one record, with two Call State Duration values that match the criteria, separated by a semi-colon.



4.4.1 Call Detail Report Management

1. Log in to the View application with an Allworx username and password.

2. Navigate to **Reports** > **Call Detail** and select an option:

Call Detail	Configure a new Call Detail report. See "Call Detail Query Configuration" on page 33 for more settings information.
My Reports	Select an existing report configuration not shared with other users.
Shared Reports	Select an existing report configuration to share with other users.

3. Manage the report, click:

Hide Details / Show Details	Remove or display the Query Details on the web page, respectively.
Run Query	Generate the Call Detail Report and display the report with the findings that meet the required criteria. Click any line in the report to open a new web page with additional details.
Save Query	Keep the report configuration to run at another time and overwrites any previously saved configurations. The only verification that the report has saved is the report title changes from **Call Detail Report <report name> [Not Saved]** to **Call Detail Report <report name>**.
Save Query As	Create a new report configuration, and does not overwrite any previously saved configurations. Enter a report name in the field provided. Locate the **Share this report** box - check to display the report in **Shared Reports** or unchecked to display the report in **My Reports**.
<Report Line Item>	(applies to the Call Detail Report only) Opens the Call Life Cycle report. This option is available only to users with View administrative permissions. To enable the permission, see "User Settings" on page 20.

The report displays on the web page. Select an option to manage the data.

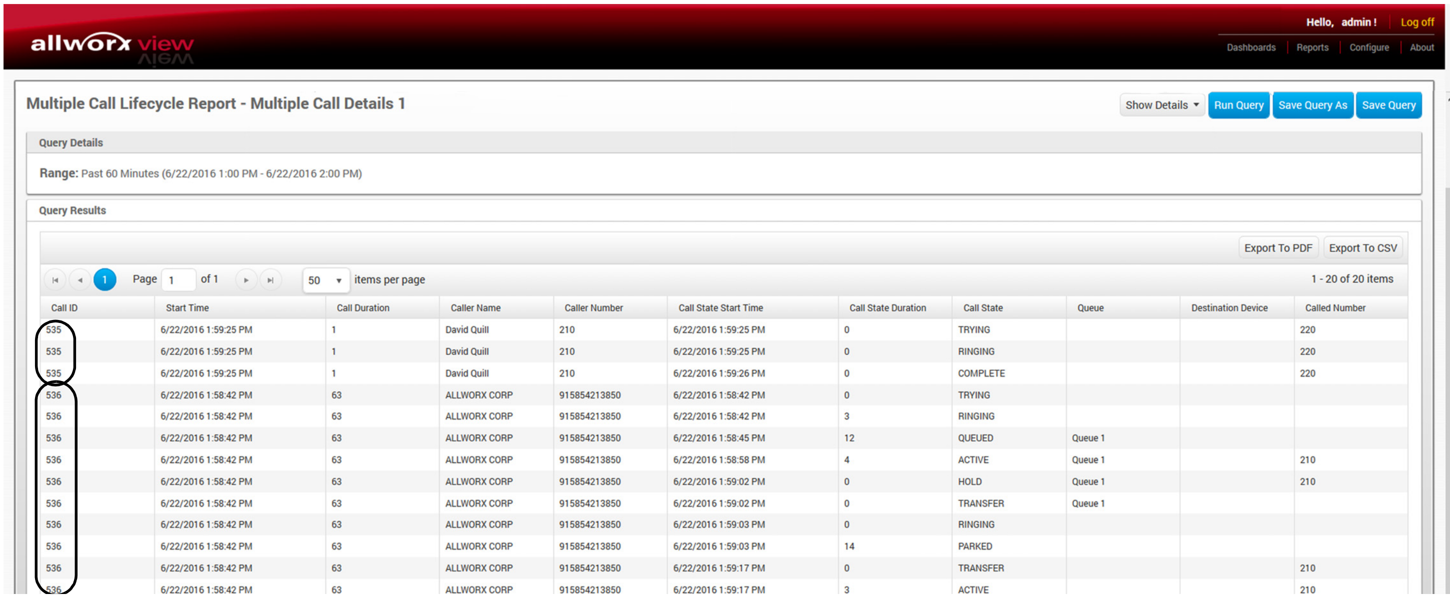
Output format:	
Export to PDF	Save the report in a PDF format.
Export to CSV	Save the report in a CSV format.
**NOTE*: When selecting the Export to CSV option, the numeric calculations are more precise for values such as averages and percentages than displayed within the application.	
Query Results:	
Click a column heading to sort the report by ascending or descending order of that data.	

4.4.2 Call Detail Query Configuration

Query:	
Select a range:	Click the drop-down arrow and select an available range. See "Range Descriptions" on page 27 for more information.
Filters: (this section is optional)	
Select Item:	Click the drop-down arrow and select: a filter. See "Filter Descriptions" on page 26 for more information.
Operator:	Click the drop-down arrow and select an operator. See "Operator Descriptions" on page 27 for more information.
Value:	Enter the required query information in the field provided.
Show These Fields:	
Check or uncheck the available check boxes to include or exclude the information from the report. Users must select at least one field. Options include: Start Time; Call Duration; End Time; Scope; Terminator; Source Device; Caller Name; Caller Number; User; Audit Pin; DNS Name; DNIS Number; Abandoned	

4.5 Multiple Call Lifecycle Report

The Multiple Call Lifecycle report provides all states of each call within a given range in one report. The View application presents the information on a per call basis displayed in a standard report grid with all selected columns. Call records display each Call State as a separate line item grouped by the Call ID number.



4.5.1 Multiple Call Lifecycle Report Management

1. Log in to the View application with an Allworx username and password.

2. Navigate to **Reports** > **Multiple Call Lifecycle** and select an option:

Multiple Call Lifecycle	Configure a new Multiple Call Lifecycle report. See "Call Detail Query Configuration" on page 33 for more settings information.
My Reports	Select an existing report configuration not shared with other users.
Shared Reports	Select an existing report configuration to share with other users.

3. Manage the report, click:

Hide Details / Show Details	Remove or display the Query Details on the web page, respectively.
Run Query	Generate the Call Detail Report and display the report with the findings that meet the required criteria.
Save Query	Keep the report configuration to run at another time and overwrites any previously saved configurations. The only verification that the report has saved is the report title changes from **Multiple Call Lifecycle Report <report name> [Not Saved]** to **Multiple Call Lifecycle Report <report name>**.
Save Query As	Create a new report configuration, and does not overwrite any previously saved configurations. Enter a report name in the field provided. Locate the **Share this report** box - check to display the report in **Shared Reports** or unchecked to display the report in **My Reports**.

The report displays on the web page. Select an option to manage the data.

Output format:	
Export to PDF	Save the report in a PDF format.
Export to CSV	Save the report in a CSV format.
*__NOTE__: When selecting the Export to CSV option, the numeric calculations are more precise for values such as averages and percentages than displayed within the application.	
Query Results:	
Click a column heading to sort the report by ascending or descending order of that data.	

4.6 Multiple Call Lifecycle Query Configuration

Query:	
Select a range:	Click the drop-down arrow and select an option. See "Range Descriptions" on page 27 for more information.
Filters: (this section is optional)	
Select Item:	Click the drop-down arrow and select: a filter. See "Filter Descriptions" on page 26 for more information.
Operator:	Click the drop-down arrow and select an operator. See "Operator Descriptions" on page 27 for more information.
Value:	Enter the required query information in the field provided.

Show These Fields:

Check or uncheck the available check boxes to include or exclude the information from the report. Users must select at least one field.

- Start Time
- Call Duration
- End Time
- Scope
- Abandoned
- Terminator
- Source Device
- Caller Name
- Caller Number
- Calling User
- Audit Pin
- DNIS Name
- DNIS Number
- Server
- Call State Start Time
- Call State Duration
- Call State End Time
- Call State
- Queue
- Conference ID
- Destination Device
- Called Name
- Called Number
- Called User
- DTMF

4.7 Call Totals Report, Call Totals Matrix, User Call Totals Report

The Call Totals report enables any Allworx user to configure or run a report or matrix specific to each call or set of calls matching the query details and filters including received calls that enter a call queue. The User Call Totals report enables any Allworx user to configure or run a report for a specific user or a set of users. The report includes calls when the selected user or users participated in any portion of the call and breaks down call durations into ACD and non-ACD calls.

4.7.1 Manage the Call Totals Reports

1. Log in to the View application with an Allworx username and password.

2. Navigate to **Reports** > **Call Totals** and select an option:

Call Totals	Configure a new Call Total report. See "Call Totals Report Query Configuration" on page 37 for more settings information.
Call Totals Matrix	Setup a new Call Totals Matrix report configuration. See "Call Totals Matrix Configuration" on page 38 for more settings information.
User Call Totals	Setup a new User Call Total report configuration. "Call Totals Report Query Configuration" on page 37.
My Reports	Select an existing report configuration not shared with other users.
Shared Reports	Select an existing report configuration to share with other users.

3. Manage the report queries and filters, click:

Hide Details / Show Details	Remove or display the Query Details on the web page, respectively.
Run Query	Generate the Call Detail Report and display the report with the findings that meet the required criteria.
Save Query	Keep the report configuration to run at another time and overwrites any previously saved configurations. The only verification that the report has saved is the report title changes from **Call Totals Report <report name> [Not Saved]** to **Call Totals Report <report name>**.
Save Query As	Create a new report configuration, and does not overwrite any previously saved configurations. Enter a report name in the field provided. Locate the **Share this report** box - check to display the report in **Shared Reports** or unchecked to display the report in **My Reports**.

The report displays on the web page. Select an option to manage the data.

Output Format:	
Export to PDF	Save the report in a PDF format.
Export to CSV	Save the report in a CSV format.
*NOTE: When selecting the Export to CSV option, the numeric calculations are more precise for values such as averages and percentages than displayed within the application.	
Query Results:	
Click a column heading to sort the report or matrix by ascending or descending order of that data.	

4.7.2 Call Totals Report Query Configuration

Query:	
Select the Report Type:	Click the drop-down arrow and select a range. Options include: • Call Volume by Hour • Call Volume by Day • Call Volume by Month
Select a Range:	Select an available option from the drop-down list. See “Range Descriptions” on page 27. for more information.
Filters: (this section is optional)	
Select Item:	Click the drop-down arrow and select a filter. See “Filter Descriptions” on page 26 for more information.
Operator:	Click the drop-down arrow and select an operator. See “Operator Descriptions” on page 27 for more information.
Value:	Enter the required query information in the field provided.
Show These Fields:	
Check / uncheck the available check boxes to include or exclude the information from the report. Select at least one field. • Hour/Month/Date • Internal • Total • Incoming • Outgoing	

4.7.3 User Call Totals Report Configuration

Query:	
Select Server:	Select an available option from the drop-down list.
Select Users:	Select an available option from the drop-down list. To select multiple users, click in the field and continue to select from the drop-down list.
Select a Range:	Select an available option from the drop-down list. See “Range Descriptions” on page 27 for more information.
Group By:	The options selected in the Select a Range query determine the availability of the options available in Group By: list. Therefore, not all options identified below display with each range selection. Click the drop-down arrow and select a range. Options include: • Entire Range • Every 30 Minutes • Day • Day of Week • Every 15 Minutes • Hour • Week • Month
Filters: (this section is optional)	
Select Item:	Click the drop-down arrow and select a filter. See “Filter Descriptions” on page 26 for more information.
Operator:	Click the drop-down arrow and select an operator. See “Operator Descriptions” on page 27 for more information.
Value:	Enter the required query information in the field provided.

Show These Fields:			
Check / uncheck the available check boxes to include or exclude the information from the report. Select at least one field.			
• Incoming	• Internal	• Outgoing	• ACD
• Total	• non-ACD Total Duration	• non-ACD Average Duration	• ACD Total Duration
• ACD Average Duration			

4.7.4 Call Totals Matrix Configuration

Query:	
Select a Range:	Click the drop-down arrow and select an available range. See "Range Descriptions" on page 27 for more information.
Group By: (Y-Axis)	The options selected in the Select a Range query determine the availability of the options available in Group By: (Y-Axis). Therefore, not all options identified below display with each range selection. Click the drop-down arrow and select a range. Options include: • Every 15 Minutes • Hour • Week • Month • Every 30 Minutes • Day • Day of Week
Group By: (X-Axis)	The options selected in the Group By: (Y-Axis) query determine the availability of the options available in Group By: (X-Axis). Therefore, not all options identified below display with each range selection. Click the drop-down arrow and select a range. Options include: • Every 15 Minutes • Hour • Week • Month • Every 30 Minutes • Day • Day of Week

Select a Field:			
Select one of the available radio button options for the Call Totals Matrix Report.			
• Internal	• Incoming	• Outgoing	• Total

4.8 Lines in Use Report and Lines in Use Matrix

The Lines in Use report or matrix is specific to all outgoing lines matching the query details configured by the View user. The Allworx server buffers data so if the View server and the Allworx server become disconnected, then the View data persists. This requires Allworx system software 8.0.7.6 or later.

4.8.1 Manage the Lines in Use Reports

1. Log in to the View application with an Allworx username and password.

2. Navigate to **Reports** > **Lines in Use** and select an option:

Lines in Use	Setup a new Lines in Use report configuration. See "Lines in Use Report Query Configuration" on page 39 for more information about the settings.

Lines in Use Matrix	Setup a new Lines in Use Matrix report configuration. See “Lines in Use Matrix Configuration” on page 40 for more information about the settings.
My Reports	Select an existing report configuration not shared with other users.
Shared Reports	Select an existing report configuration to share with other users.

3. Manage the report, click:

Hide Details / Show Details	Remove or display the Query Details on the web page, respectively.
Run Query	Generate the Call Detail Report and display the report with the findings that meet the required criteria.
Save Query	Keep the report configuration to run at another time and overwrites any previously saved configurations. The only verification that the report has saved is the report title changes from **Lines in Use Report <report name> [Not Saved]** to **Lines in Use <report name>**.
Save Query As	Create a new report configuration, and does not overwrite any previously saved configurations. Enter a report name in the field provided. Locate the **Share this report** box - check to display the report in **Shared Reports** or unchecked to display the report in **My Reports**.

The report displays on the web page. Select an option to manage the data.

Output format:	
Export to PDF	Save the report in a PDF format.
Export to CSV	Save the report in a CSV format.
*****NOTE**: When selecting the Export to CSV option, the numeric calculations are more precise for values such as averages and percentages than displayed within the application.	
Query Results:	
Click a column heading to sort the report by ascending or descending order of that data.	

4.8.2 Lines in Use Report Query Configuration

Query:	
Select Server:	Click the drop-down arrow to select an available server.
Select Line Groups:	Select available line group or groups from the multiple selection box.
Select a Range...	Click the drop-down arrow to select an available range. See “Range Descriptions” on page 27..

Group By...	Displays the percentage of use a line had during the period; this is not a count value of number of calls received on that line. The options selected in the Select a Range query determine the availability of the options available in Group By. Therefore, not all options identified below display with each range selection. Click the drop-down arrow and select a group. Options include: • Every 15 Minutes • Day • Month • Every 30 Minutes • Day of Week • Every Second (lines in use only) • Hour • Week • Every Minute (lines in use only) **NOTE**: The View application rounds down percentage values, if the value is less than 1.
Line Details:	Displays the information for each line connected to the server. Check the box to enable

Show Maximum or Average:

Displays the usage information for each line connected to the server. Average displays the average number of lines in use. Maximum displays the maximum number of lines in use.
NOTE: Large range values with small group by values can create long running queries.

4.8.3 Lines in Use Matrix Configuration

Query:

Select Server:	Click the drop-down arrow and select an available server.
Select Line Groups:	Select available line group or groups from the multiple selection box.
Select a Range:	Click the drop-down arrow and select an available range. See "Range Descriptions" on page 27 for more information.
Group By: (Y-Axis)	The options selected in the Select a Range query determine the availability of the options available in Group By: (Y-Axis). Therefore, not all options identified below display with each range selection. Click the drop-down arrow and select a range. Options include: • Every 15 Minutes • Hour • Week • Month • Every 30 Minutes • Day • Day of Week
Group By: (X-Axis)	The options selected in the Group By: (Y-Axis) query determine the availability of the options available in Group By: (X-Axis). Therefore, not all options identified below display with each range selection. Click the drop-down arrow and select a range. Options include: • Every 15 Minutes • Hour • Week • Month • Every 30 Minutes • Day • Day of Week

Show Maximum or Average:

Displays the usage information for each line connected to the server. **Average** displays the average number of lines in use. **Maximum** displays the maximum number of lines in use.

4.9 Queue Summary Report and Matrix

The Queue Summary option enables queue supervisors or queue agents to configure or run a report or matrix specific to all queue activity matching the query details and filters.

4.9.1 Manage the Queue Summary Reports

1. Log in to the View application with an Allworx username and password. Navigate to **Reports** > **Queue** and select an option:

Queue Summary	Setup a new Queue Summary report configuration. See "Queue Summary Report Query Configuration" on page 41 for more settings information.
Queue Summary Matrix	Setup a new Queue Summary Matrix report configuration. See "Queue Summary Matrix Configuration" on page 42 for more settings information.
My Reports	Select an existing report configuration not shared with other users.
Shared Reports	Select an existing report configuration to share with other users.

2. Manage the report, click:

Hide Details / Show Details	Remove or display the Query Details on the web page, respectively.
Run Query	Generate the Call Detail Report and display the report with the findings that meet the required criteria.
Save Query	Keep the report configuration to run at another time and overwrites any previously saved configurations. The only verification that the report has saved is the report title changes from **Queue Summary Report <report name> [Not Saved]** to **Queue Summary Report <report name>**.
Save Query As	Create a new report configuration, and does not overwrite any previously saved configurations. Enter a report name in the field provided. Locate the **Share this report** box - check to display the report in **Shared Reports** or unchecked to display the report in **My Reports**.

The report displays on the web page. Select an option to manage the data.

Output format:	
Export to PDF	Save the report in a PDF format.
Export to CSV	Save the report in a CSV format.
*__NOTE__: When selecting the Export to CSV option, the numeric calculations are more precise for values such as averages and percentages than displayed within the application.	
Query Results:	
Click a column heading to sort the report by ascending or descending order of that data.	

4.9.2 Queue Summary Report Query Configuration

Query:	
Select Server:	Click the drop-down arrow and select an available server.

Select a Queue:	Click the drop-down arrow and select an available queue.
Select a Range...	Click the drop-down arrow and select an available range. See "Range Descriptions" on page 27 for more information.
Group By...	Displays the percentage of use a line had during the period; this is not a count value of number of calls received on that line. The options selected in the Select a Range query determine the availability of the options available in Group By. Click the drop-down arrow and select a group. Options include: • Every 15 Minutes • Hour • Week • Month • Every 30 Minutes • Day • Day of Week

Show These Fields:

Check or uncheck the available check boxes to include or exclude the information from the report. Users must select at least one field. Options include:

- Total Calls Received
- Total Calls Serviced
- Total Calls Abandoned
- Abandon Rate
- Total Calls Exit Key
- Total Calls Timed Out
- Total Time Serviced
- Total Calls w/No Available Agent
- Average Time Serviced
- Average Queue Depth
- Maximum Queue Depth
- Average Time to Answer
- Maximum Time to Answer
- Total Wait Time
- Average Wait Time
- Maximum Wait Time
- Total Agent Service Time
- Average Wait until Abandon
- Total Wait until Abandon

4.9.3 Queue Summary Matrix Configuration

Query:

Select Server:	Click the drop-down arrow and select an available server.
Select Queue:	Click the drop-down arrow and select an available queue.
Select a Range:	Click the drop-down arrow and select an available range. See "Range Descriptions" on page 27 for more information.
Group By: (Y-Axis)	The options selected in the Select a Range query determine the availability of the options available in Group By: (Y-Axis). Therefore, not all options identified below display with each range selection. Click the drop-down arrow and select a range. Options include: • Every 15 Minutes • Hour • Week • Month • Every 30 Minutes • Day • Day of Week
Group By: (X-Axis)	The options selected in the Group By: (Y-Axis) query determine the availability of the options available in Group By: (X-Axis). Therefore, not all options identified below display with each range selection. Click the drop-down arrow and select a range. Options include: • Every 15 Minutes • Hour • Week • Month • Every 30 Minutes • Day • Day of Week

Show These Fields:
Check or uncheck the available check boxes to include or exclude the information from the report. Users must select at least one field.

- Total Calls Received
- Total Calls Serviced
- Total Calls Abandoned
- Abandon Rate
- Total Calls Exit Key
- Total Calls Timed Out
- Total Time Serviced
- Total Calls w/No Available Agent
- Average Time Serviced
- Average Queue Depth
- Maximum Queue Depth
- Average Time to Answer
- Maximum Time to Answer
- Total Wait Time
- Average Wait Time
- Maximum Wait Time
- Total Agent Service Time
- Average Wait until Abandon
- Total Wait until Abandon

4.10 Agent Summary Report, Agent Summary Matrix, and Agent History Report

The Agent Summary/Agent History option enables users to configure or run a report or matrix specific to agent activity matching the query details and filters.

4.10.1 Manage the Agent Summary Reports

1. Log in to the View application with an Allworx username and password. Navigate to **Reports** > **Agent** and select an option:

Agent Summary	Setup a new Agent Summary report configuration. See "Agent Summary Report Query Configuration" on page 44 for more settings information.
Agent Summary Matrix	Setup a new Agent Summary Matrix report configuration. See "Agent Summary Matrix Configuration" on page 44 for more settings information.
Agent History	Set up a new Agent History report configuration. See "Agent History Report Query Configuration" on page 45 for more settings information.
My Reports	Select an existing report configuration not shared with other users.
Shared Reports	Select an existing report configuration to share with other users.

2. Manage the report, click:

Hide Details / Show Details	Remove or display the Query Details on the web page, respectively.
Run Query	Generate the Call Detail Report and display the report with the findings that meet the required criteria.
Save Query	Keep the report configuration to run at another time and overwrites any previously saved configurations. The only verification that the report has saved is the report title changes from **Agent Summary Report <report name> [Not Saved]** to **Agent Summary Report <report name>**.
Save Query As	Create a new report configuration, and does not overwrite any previously saved configurations. Enter a report name in the field provided. Locate the **Share this report** box - check to display the report in **Shared Reports** or unchecked to display the report in **My Reports**.

The report displays on the web page. To output the report into another format, click:

Export to PDF	Save the report in a PDF format.
Export to CSV	Save the report in a CSV format.
*NOTE: When selecting the Export to CSV option, the numeric calculations are more precise for values such as averages and percentages than displayed within the application.	

4.10.2 Agent Summary Report Query Configuration

Query:	
Select Server:	Select an available option from the drop-down list.
Select Agent:	Select an available option from the drop-down list. Users can select multiple agents.
Select a Range:	Select an available option from the drop-down list. See "Range Descriptions" on page 27 for more information.
Group By...	Displays the percentage of use a line had during the period; this is not a count value of number of calls received on that line. The options selected in the Select a Range query determine the availability of the options available in Group By. Click the drop-down arrow and select a group. Options include: • Every 15 Minutes • Hour • Week • Month • Every 30 Minutes • Day • Day of Week

Show These Fields:

Check or uncheck the available check boxes to include or exclude the information from the report. Users must select at least one field.

- Total Calls Serviced
- Average Time Serviced
- Longest Call
- Total Time To Answer
- Total Missed Calls
- Total Time Serviced
- Average Time to Answer
- Max Time To Answer

4.10.3 Agent Summary Matrix Configuration

Query:	
Select Server:	Select an available option from the drop-down list.
Select Agent:	Select available agent or agents from the multiple selection box.
Select a Range:	Select an available option from the drop-down list. See "Range Descriptions" on page 27 for more information.
Group By: (Y-Axis)	The options selected in the Select a Range query determine the availability of the options available in Group By: (Y-Axis). Therefore, not all options identified below display with each range selection. Click the drop-down arrow and select a range. Options include: • Every 15 Minutes • Hour • Week • Month • Every 30 Minutes • Day • Day of Week

Group By: (X-Axis)	The options selected in the Group By: (Y-Axis) query determine the availability of the options available in Group By: (X-Axis). Therefore, not all options identified below display with each range selection. Click the drop-down arrow to select a range. Options include: • Every 15 Minutes • Hour • Week • Month • Every 30 Minutes • Day • Day of Week

Show These Fields:			
Check or uncheck the available check boxes to include or exclude the information from the report. Users must select at least one field.			
• Total Calls Serviced	• Total Time Serviced	• Total Time To Answer	• Total Hold Time
• Total Missed Calls	• Max Time Serviced	• Max Time To Answer	• Max Hold Time

4.10.4 Agent History Report Query Configuration

Query:	
Select Server:	Select an available option from the drop-down list.
Select an Agent:	Select an available option from the drop-down list.
Select a Range:	Select an available option from the drop-down list. See "Range Descriptions" on page 27 for more information.

The following information displays after clicking **Run Query**.

Agent Statistics Table			
• Total Calls	• Logged Out	• Total Idle	• Total On Call
• Logged In	• Logged into Queues	• Total Busy**	• Total Wrapup
Agent Log Table			
• Status*	• Event Time	• Time in Status	• Busy Reason

* Clicking an **On Call** status opens the call life cycle information.
** The Total Busy status includes Ringing, Admin Functions, and agent selected busy states (e.g., lunch or research).

Chapter 5 Dashboards

The dashboard is the main controller of the View application. Users can manage (setup) or select from a list of dashboards as a home screen. View now reports more data.

5.1 Permissions

The View application determines user access based on the log in credentials.

All Allworx users	Able to create and share a dashboard with other users.
Queue Supervisor or Queue Agent	• Able to create and share a dashboard with other users. • View queue information. • View personal agent information. • View all agent information. (supervisor only).

5.2 Manage Dashboards

The Manage Dashboard feature enables users to manage dashboards. To set dashboard as the home screen, click the radio button in the Home column associated with the dashboard.

To add, edit, or delete a dashboard:

1. Log in to the View application with an Allworx username and password.

2. Navigate to **Dashboards** > **Manage Dashboards**.

Add Dashboard	Create and setup a new dashboard. The Add a new Dashboard dialog box displays. 1. Enter a dashboard name and description. 2. Click **Save** to create the new dashboard or **Cancel** to disregard the request.
Open	Displays a saved dashboard.
Edit	Enables the user to update the Dashboard Name and Description in the fields provided or enable/ disable the shared checkbox. When complete, click Update to save the changes or Cancel to disregard the request. To edit the dashboard widgets, see "Edit Dashboard" on page 47.
Delete	Enables the user to remove the dashboard from the server. Click OK to remove the dashboard or Cancel to disregard the request. Requires no further action.

5.3 Dashboard

Select a dashboard to make it active on the viewing screen. Users can see shared dashboards and personal dashboards; however, users cannot edit a dashboard created by another user. Each dashboard displays in the menu by the name given during creation; long dashboard names are right justified.

5.4 Edit Dashboard

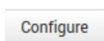
The Edit Dashboard feature enables users to reconfigure the widgets displayed on a saved dashboard.

To edit dashboard:

1. Log in to the View application with an Allworx username and password.

2. Locate the feature options and click **Edit Dashboard**.

3. Enter or update the information using the drop-down arrows. See “Statistics and Calculations” on page 49 for more information. While editing a dashboard, additional controls display with each widget. Click:

Up/down		Display or hide the scrollable area while editing the dashboard.
Up/Down		Change the widget order in the Marquee Area.
Left/right		Red arrows that change the widget order in the Scrollable Area.
Configure		Changes the widget contents.
Trash can		Deletes the widget.

4. Repeat as necessary for Scrollable Areas Two and Three.

5. Click:

Cancel	Disregards the configuration changes.
Preview	See the changes without affecting the current configuration.
Save As	Save the configuration with a new name; keeps the original configuration.
Save	Update the current configuration.

5.5 Statistics and Calculations

5.5.1 Agent Statistics

Term	Definition
Agent Extension	The extension the Agent is using to service calls.
Avg. Service Time	The average number of seconds an Agent spends servicing the calls answered during the Status Period. **Computation**: total time serviced over the number of calls serviced. **Start**: Agent in a queue answers the call. **End**: Call exits the queue or ends while in queue.
Agent Status	Current status of the Agent. One of LOGGED OUT, IDLE, BUSY, ON CALL, WRAP UP, Admin Function. Agents with a WRAP UP status do not show as busy status.
Avg. Time to Answer	The average time to answer all the calls during the Status Period. **Computation**: total number of seconds rfor serviced calls over the number of calls serviced. **Start**: The handset starts ringing. **End:** Agent answers call.
Busy Reason	Specific reason if the Agent Status is BUSY. It is undefined if the Agent is not BUSY.
Caller Number	The phone number of the caller when the Agent is ON CALL. Otherwise it is undefined. This does not include a Call Appearance calls in the dashboard.
Calls Missed	The number of missed calls of an Agent during the Status Period. Also known as RONA (roll-over no answer). A missed call is a call not answered in the number of rings set for the queue to set an agent status to "busy - missed call". This setting is found in **Phone System** > **Call Queues / ACD** > Maximum Rings before an agent is set to unavailable.
Calls Serviced	The number of calls answered during the Status Period.
Length of Call	The period of time an Agent has been servicing a call while ON CALL, Otherwise it is undefined. **Start**: Agent answers the call. **End**: Call ends or agent transfers the call.
Logged-In Queues	The number of Queues to which an Agent is currently logged in.
Occupancy	The percentage of time an Agent was either ON CALL or in WRAP UP during the Status Period. **Computation**: Total time on call plus the total time in WRAP UP over the total timeq.
Station	The station the Agent logged in to service calls.
Status Period	Interval of time (ending with the current time) used to compute Queue and Agent statistics. For example: if set to 30 minutes (default), then the statistics include the most recent 30 minutes of activity. Administrators can configure this period for each Queue or globally for Agents.
Time In Status	The period of time an Agent has been in the current Status. **Start**: Agent status changes to BUSY, ON CALL, WRAP UP, or IDLE. **End:** Agent status changes to a new status.

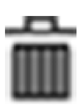
5.5.2 Queue Statistics

Term	Definition
Agents in Busy Status	The number of agents currently logged in to the queue that are in a Busy status. This does not include when the agent is in wrap up.
Agents on Call	The number of agents currently logged in to the queue servicing a call.
Available Agents	The number of idle agents currently logged in to the queue.
Avg. Queue Depth	The Average Queue depth now calculates for the length of time a call is in queue rather than previously calculated (a number of call queue events). This provides a better definition of the average queue depth over a period of time, which displays actual queue pressure over a time period. **Computation**: • Sliding window: the time spans in the queue history widget from the beginning of the interval to the current time. • Fixed window: the time spans in the queue history widget from the beginning of the interval to the following interval.
Avg. Talk Time	The average duration of time ACD agents are servicing calls in an ACD queue for the duration of the group by value. **Computation:** total time serviced over the number of calls serviced. **Start**: Agent in a queue answers the call. **End**: Call exists the queue or ends while in queue.
Avg. Wait Time	Average time (seconds) to answer a call once it enters the queue during the status period (does not include abandoned calls). **Computation**: The total number of seconds waiting over the total number of calls serviced for the Group by. **Start**: Time the call enters the queue. **End**: Time the agent answers the call.
Abandon Rate	The percentage of calls when the caller hangs up while the call is not in an active call state. **Start:** Call enters call queue. **End**: Caller hangs up, agent did not answer call.
Calls Arriving	The total number of calls arriving in the queue during the status period.
Queue Depth	The number of calls currently waiting in the queue.
Calls Serviced	The number of calls answered from the queue during the Status Period.
Longest Wait	The period of time the oldest waiting call is in the queue.
Max. Queue Depth	The highest number of calls waiting in the queue at any point in time during the Status Period.
Max. Wait Time	The longest time (seconds) to answer a call once it enters the queue during the status period (does not include abandoned calls). The application maintains this value over the status period and does not reset the value when there are no calls in the queue.
Service Level	The percentage of calls arriving answered in less than or equal to the value of the queue Wait Average alarm Lower Threshold during the Status Period.

Term	Definition
Speed of Answer	The average time (seconds) to answer for calls serviced during the status period. **Start**: Agent phone is ringing. **End:** Agent answers call.
Status Period	Interval of time (ending with the current time) used to compute Queue and Agent statistics. For example: if set to 30 minutes (default), then the statistics include the most recent 30 minutes of activity. Administrators can configure this period for each Queue or globally for Agents.
Total Agents in Queue	The number of agents currently logged in to the queue.

5.6 Dashboard Settings

Use these dashboard settings when adding or updating a dashboard.

Marquee Area	
Add a widget to the Marquee...	Users can add Marquees to display/scroll within the application. Click the drop-down arrow to select: • **Marquee** 1. Use the radio buttons to **Select a font size** for the displayed information. 2. Click the drop-down arrow and select an available Allworx server connected to the View server. 3. Click the drop-down arrow and select an available Queue associated with the server. 4. Check or uncheck the boxes to select options to display or hide. • Calls Arriving • Max. Queue Depth • Avg Wait Time • Active Calls • Service Level • Max. Wait Time • Calls Serviced • Speed of Answer • Call Abandon Rate • Queue Depth • Avg. Talk time • Abandon Rate 5. Click **Save** to update the information or **Cancel** to restore the previously saved information. • **Message** 1. Type a message to display in the Marquee - up to 128 characters. 2. Click **Save** to update the information or **Cancel** to restore the previously saved information.
Scrolling Cycle	Identifies the amount of time (in seconds) for each Marquee widget to to display before moving to the next Marquee widget. Enter a minimum value of 05.
Configure	Enables editing the current line information/configuration. Click **Save** to update the information or **Cancel** to restore the previously saved information.
	Removes the line from the marquee.

Scrollable Area <one, two, or three>

Add a widget to this area...	Click the drop-down arrow to select:. • Agent Summary • Agent Detail • Agent List • Agent History • Multi Agent History • Queue Summary • Queue Detail • Queue History • Multi Queue History • Queue List • Active Calls • System Information • Single Item
• **Agent Summary** displays the selected information in a single column. • **Agent Detail** displays the selected information in two-columns. • **Agent List*** displays the selected information in a linear format. * After selecting the agent, click in the field to select the next agent for the widget. All selected options are highlighted in blue.	1. Use the radio buttons to **Select a font size** for the displayed information. The font size determines the number of displayed options. 2. Click the drop-down arrow and select an available Allworx server connected to the View server. 3. Click the drop-down arrow and select an Agent associated with the server. 4. Use the radio buttons to select how to **Highlight Alarms** for the displayed information. 5. Check or uncheck the boxes to select options to display. • Agent Status • Busy Reason • Calls Missed* • Time In Status • Length of Call* • Avg. Time to Answer* • Calls Serviced* • Avg. Service Time* • Occupancy* • Station • Logged-In Queues • Agent Extension • Caller Number * When selecting this option, there are additional options available: See "Configuring Bar Charts" on page 55 for more information. 6. Click **Save** to update the information or **Cancel** to restore the previously saved information.
• **Agent History** displays up to three selected fields in a chart format for one agent. • **Multi Agent History*** displays a single selected field in a chart format for many agents. * After selecting the agent or queue, click in the field to select the next agent or queue for the widget. All selected options are highlighted in blue.	The time period is automatically defined for queue history widgets changing the length of the time span for the widget updates the intervals shown on the "X" axis. Differences occur as the intervals and measurements are different and caused by: • Time spans of queue sliding windows may be different from queue status window range. • Summary, detail, and single item widgets round the value - history widgets do not. • The start and end of the sliding window may or may not correspond to the history widget start/end for an interval boundary (x axis). 1. Use the radio buttons to **Select a font size** for the displayed information.The font size determines the number of displayed options. 2. Click the drop-down arrow and select an available Allworx server connected to the View server. 3. Click the drop-down arrow and select an Agent associated with the server. 4. Select how to display the information: • Sliding Window - displays the information from the current point in time going backwards. • Fixed Range - displays the information for a specific period of time. 5. Click: • Span - Select the range of the time for the chart type. • Start Time - Select the time of day to begin tracking the chart. Applies to Fixed Range chart.

	6. Select agent statistics to monitor. The Agent History widget supports up to three field types and the Multi Agent History widget supports one field type. • Total Calls Serviced • Max. Time Service • Max. Time to Answer • Avg. Time Serviced • Total Time Serviced • Avg. Time Of Hold • Total Calls Missed • Avg. Time to Answer • Max. Time of Hold • Total Time Missed • Total Time to Answer • Total Time of Hold 7. Select the **Chart Type**. Options include: • line • area • column • stacked area 8. Click **Save** to update the information or **Cancel** to restore the previously saved information. For examples of historical graph charts, see "Historical Graphs" on page 7.
• **Queue Summary** displays the selected information in a single column. • **Queue Detail** displays the selected information in two-columns. • **Queue List*** displays the selected information in a linear format. The Longest Wait option is not available in this format.	1. Use the radio buttons to **Select a font size** for the displayed information.The font size determines the number of displayed options. 2. Click the drop-down arrow and select an available Allworx server connected to the View server. 3. Click the drop-down arrow and select an Agent associated with the server. 4. Use the radio buttons to select how to **Highlight Alarms** for the displayed information. 5. Check or uncheck the boxes to select options to display. • Calls Arriving • Call Abandon Rate* • Agents in Busy Status • Calls Serviced • Speed Of Answer* • Agents On Call • Queue Depth* • Avg. Talk Time • Total Agents in Queue • Avg. Queue Depth* • Avg. Wait Time* • Longest Wait • Max. Queue Depth* • Max. Wait Time* • Service Level* • Available Agents * When selecting this option, there are additional options available: See "Configuring Bar Charts" on page 55 for more information. 6. Click **Save** to update the information or **Cancel** to restore the previously saved information.
• **Queue History** displays up to three selected fields in a chart format for one agent. • **Multi Queue History*** displays a single selected field in a chart format for many agents. * After selecting the agent or queue, click in the field to select the next agent or queue for the widget. All selected options are highlighted in blue.	The time period is automatically defined for queue history widgets changing the length of the time span for the widget updates the intervals shown on the "X" axis. Differences occur as the intervals and measurements are different and caused by: • Time spans of queue sliding windows may be different from queue status window range. • Summary, detail, and single item widgets round the value - history widgets do not. • The start and end of the sliding window may or may not correspond to the history widget start/ end for an interval boundary (x axis). 1. Use the radio buttons to **Select a font size** for the displayed information.The font size determines the number of displayed options. 2. Click the drop-down arrow and select an available Allworx server connected to the View server. 3. Click the drop-down arrow and select an Agent associated with the server. • Sliding Window - displays the information from the currrent point in time going backwards. • Fixed Range - displays the information for a specific period of time. 4. Click: • Span — Select the range of time for the chart type. • Start Time — Select the time of day to begin tracking the chart. Applies to Fixed Range chart.

5. Select agent statistics to monitor. The Agent History widget supports up to three field types and the Multi Agent History widget supports one field type.
   - Total Calls Received
   - Total Calls Serviced
   - Total Calls Abandoned
   - Total Calls Exit Key
   - Total Calls Timed Out
   - Total Wait Time
   - Total Time Serviced
   - Avg. Time Serviced
   - Avg. Queue Depth
   - Max. Queue Depth
   - Avg. Time to Answer
   - Avg. Wait Time
   - Max. Wait Time
   - Max. Time to Answer
   - Total Calls No Available Agent
   - Total Agent Service Time
   - Avg. Wait Until Abandon
   - Total Wait Until Abandon
   - Abandon Rate
6. Select the **Chart Type**. Options include:
   - line
   - column
   - area
   - stacked area
7. Click **Save** to update the information or **Cancel** to restore the previously saved information.

- **Active Calls** displays the selected information from all servers (i.e., multi-site has 10 servers, the Scrollable Area displays calls from all 10 servers). This option is available only to users with View CDR . To enable the permission, see "User Settings" on page 20.

1. Use the radio buttons to **Select a font size** for the displayed information.
2. Check or uncheck the boxes to select options to display.
   - Call State
   - Start Time
   - Caller
   - Calling Number
   - Recipient
   - Recipient Number
   - Scope
3. Click **Save** to update the information or **Cancel** to restore the previously saved information.

- **System Information** displays the selected information from all servers (i.e., multi-site has 10 servers, the Scrollable Area displays calls from all 10 servers).

1. Use the radio buttons to **Select a font size** for the displayed information.
2. Check or uncheck the boxes to select options to display.
   - Site Name
   - Server Model
   - Status
   - Software Version
   - Lines in use
   - Time of Status
   - Number of Users
   - Number of Queues
3. Click **Save** to update the information or **Cancel** to restore the previously saved information.

- **Single Item** displays one option for a Queue or Agent Widget.

1. Selected the **Widget Type**.

Queue Widget	Displays the Queue option in a text format.
Queue Radial Widget	Displays the Queue option in radial format.
Agent Widget	Displays the Agent option in a text format.
Agent Radial Widget	Displays the Agent option in radial format.

2. Click the drop-down arrow and select an available Allworx server connected to the View server.
3. Click the drop-down arrow and select an Queue or Agent associated with the server.

• **Single Item** (con't)	4. Select the statistics to monitor. **Queue** • Calls Arriving • Calls Serviced • Queue Depth • Avg. Queue Depth • Max. Queue Depth • Service Level • Abandon Rate • Speed of Answer • Avg. Talk Time • Avg. Wait Time • Max. Wait Time • Available Agents • Agents in Busy Status • Agents On Call • Total Agents in Queue • Longest Wait **Agent** • Agent Status • Busy Reason • Caller Number • Calls Missed • Time In Status • Length of Call • Avg. Time to Answer • Calls Serviced • Avg. Handle Time • Occupancy 5. Click **Save** to update the information or **Cancel** to restore the previously saved information.
Screen area size	Click the drop-down arrow and select an option from the list. • 1/3 Screen (Default) • 2/3 Screen • Full Screen
Scrolling Cycle	Enter a a minimum value of 5.
Set Maximum	The maximum for a radial dial widget. The default is 30, which should be higher than the Max Threshold. Use the up/down arrows to change appropriately.

5.7 Configuring Bar Charts

A graphical display of queue and agent alarm thresholds using green (meeting or exceeding requirements), yellow (meeting yellow alarming requirements), and red (meeting or exceeding red alarming requirements). There are two types of bar charts:

- Progressive bar chart - displays a professively colored bar chart to represent the level of the current alarm level. May be:
  - Single color (green): no current threshold reached.
  - Bi-colored (green and yellow): a lower threshold reached.
  - Tricolored (green, yellow, and red): an upper threshold limit is reached (upper = larger number and lower = smaller number).
- Goal-oriented bar charts - displays a single-colored bar chart and reverses the upper and lower thresholds (upper = smaller number and lower = larger number).

The bar chart is available in the following widget options:

Agent List Options

- Calls Missed
- Avg. Service Time
- Avg. Time to Answer
- Occupancy*
- Calls Serviced*

Queue List Options

- Queue Depth
- Avg. Queue Depth
- Max. Queue Depth
- Service Level*
- Abandon Rate
- Speed Of Answer
- Avg. Wait Time
- Max. Wait Time

* Goal-oriented bar chart

To configure the bar charts:

1. Log in to the View application with an Allworx username and password.

2. Locate the feature options and click **Edit Dashboard**.

3. Access the Configure Dialog for the Agent List or Queue List widget by doing one of the following:

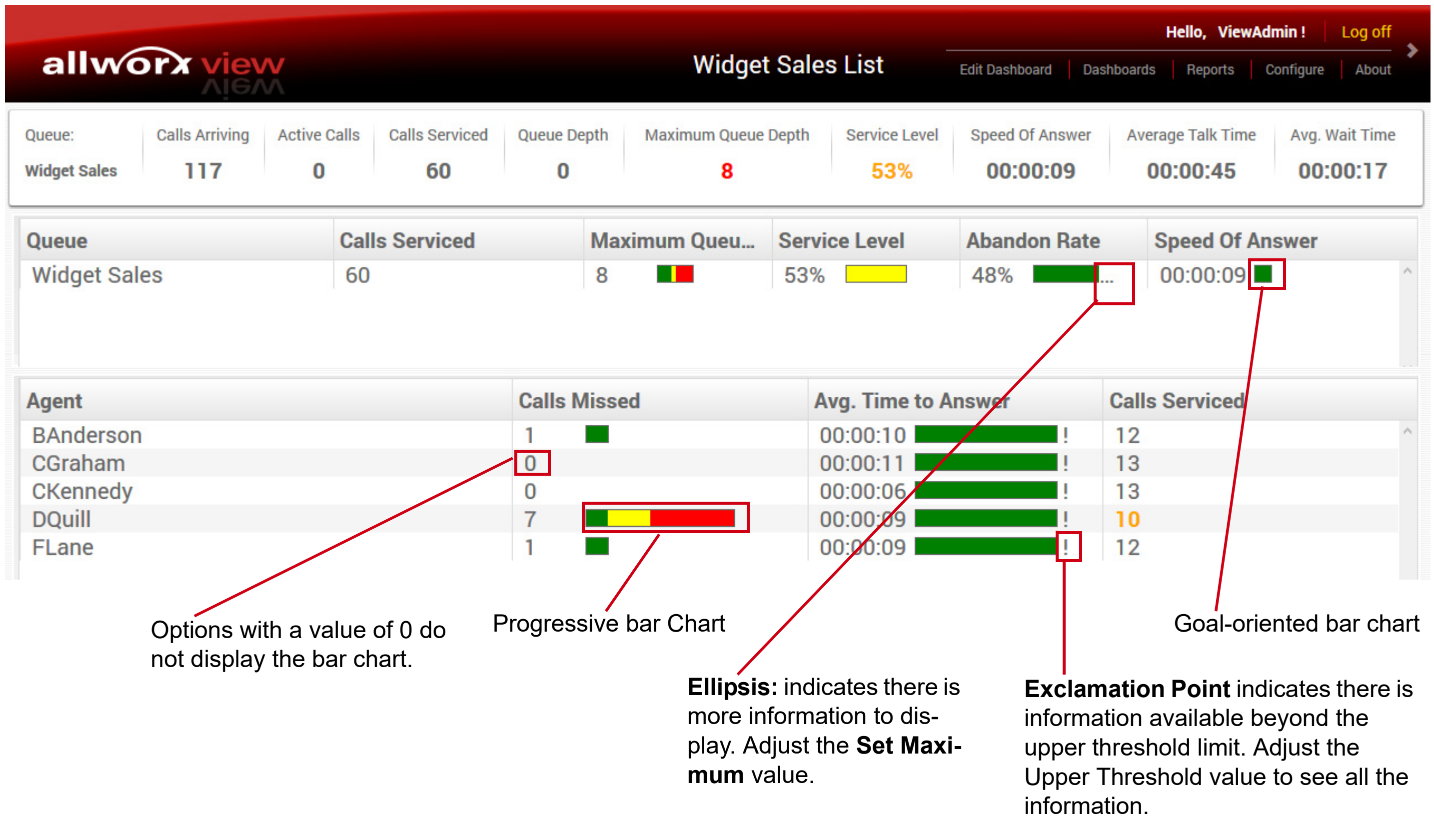
    - Add a new **Agent List** or **Queue List** widget.
    - Locate the existing Agent List or Queue List widget and click **Configure**.

4. Select the options to display, and click the available **Bar Chart** checkbox. Allworx recommends selecting no more than four bar charts to display.

5. Locate the **Set Maximum** field and click the up or down arrow. This is an upper maximum boundary to display in the widget option detail. Defaults are taken from the Threshold settings and should be set higher than the Max Threshold value.

6. Click **Save** to keep the changes or **Cancel** to disregard the request. If necessary, adjust the lower and upper threshold limits. See "Alarms" on page 14 for more information about adjust the threshold limits.

Examples of bar charts:



Chapter 3   Troubleshooting

Condition	Description	Solution
Login		
Log in does not work.	Log in error message displays that cookies are disabled.	Enable the cookies: 1. Navigate to **Start** > **Control Panel** > **Internet Options**. 2. Click the **Privacy** tab. 3. Adjust the Settings slider bar to enable cookies.
Received message “Login failed! Either the supplied credentials were not valid, or there was a problem connecting to the Allworx Server.”	Attempting to log in to an added Allworx server and received the message.	Selected configured servers and verify the status equals connected.
Users are unable to access the application servers and dashboards are not working properly.	After reinstalling the View application and performing a restore from a previous session, the application is not working properly.	**To recover:** 1. Restart the View application after performing the recovery. 2. Navigate to **Configure** > **Server**, write down the server information, and then delete the servers. 3. Re-add the servers. Users can now access the View application, and the dashboards work properly.
Data Error		
There is a gap in the call history data.	There is an eventual consistency to the call history data in the view application under the following conditions: • Server is under heavy call load. • A server was disconnected for a while and is receiving calls.	The View application yields to the active and current calls before committing the historical data to the database. The amount of time for consistency varies. Select Configure Servers and if the status is **Connected (reading history)**, the server is still syncing data.
The screen does not go to full screen after clicking the chevron icon.	In Internet Explorer, clicking the chevron does not change the screen to full screen.	Internet Explorer 11 does not support programmatic full screen. Tap the F11 key to toggle between full screen and standard viewing mode.
Scheduled reports are emptied when received.	1. The range requested covers a time frame in the future. 2. The range requested covers a time frame with no call data.	1. Adjust the report schedule to cover a time in the past. 2. Adjust the report range to cover a different range.
The Call Details report does not display in the menu.	The View administrator has not given the user CDR .	Contact the View administrator.

Condition	Description	Solution
Received error: Failed to Restore your Database.	There is a problem with the View application database. The current database is missing or badly corrupted.	Recover the database. Requires admin rights: 1. Log in to the View server. 2. Use IIS Manager to stop the AllworxViewSite web site. 3. Use Services Manager to stop the Allworx View Service (this also stops the Allworx View Alarm Service and Allworx View Scheduler Service). 4. Open a file explorer and find the View database directory location. By default this is in ProgramData/Allworx/View, but is configurable during installation. 5. Rename or delete the corrupted database file, "CRA.FDB". 6. Copy the empty database file "CRA_empty.FDB", and then rename the copy to "CRA.FDB". 7. Restart the Allworx View Service, Alarm Service and Scheduler Service. 8. Restart the web site. 9. Log in to the View application using the ViewAdmin account (using the password supplied during the initial installation). At this point it is possible to restore a database backup, or simply reconfigure the View application and start over, if legacy data is not important.
Windows Administrator removed the Allworx View website from IIS without uninstalling the View application.	Need to manually add the Allworx View website to IIS.	To add the Allworx View website: 1. Open IIS manager. 2. Right-click on the web server and select **Add Website...** 3. Locate the Site name box and enter **AllworxViewSite**. 4. Locate the Physical Path textbox and select the **...** button. 5. Navigate to **Program Files** > **Allworx** > **View** > **View Site**, and then select **OK**. 6. Locate **Binding Type** and select **https.** 7. Enter the IP address to bind. 8. Select the SSL certificate to use. 9. Select **OK.** 10. Locate the newly added site and right-click > **Add Application**. 11. Locate **Alias** and enter **AllworxView.** 12. Locate the Physical Path textbox and select the **...** button. 13. Navigate to **Program Files** > **Allworx** > **View** > **View Application**. Click **OK**. 14. Click **OK**. 15. Right-click the **AllworxView** application and select **Manage Application** > **Advanced Settings**. 16. Click **Application Pool** and select **AllworxViewAppPool.** 17. Click **OK**, and then click **OK.** 18. Click **Browse <ipaddress:443>** on the right side of the dialog box.

Condition	Description	Solution
Display Error		
The CSV file does not properly display 9+1+<10-digit> numbers properly.	After exporting a report to a CSV file with the Calling Number option, the CSV file displays the Calling Number as a scientific function.	Reformat the cell as a text string.
While using the Microsoft Edge browser, View is not behaving as expected.	Dashboard widgets unavailable or difficulty with calendar drop-downs.	Verify the PC is running Windows 10 build 1511 (minimum). To verify the Windows version, navigate to **Start** > **Settings** > **System** > **About**. If there is no version level available, upgrade the Windows operating system.
View does not display full screen in Microsoft Edge.	When using Windows 10 and Microsoft Edge, the View application does not go to full screen after pressing F11.	Select the chevron in the top, right-hand corner of the View application.
Cannot compute Average Queue Depth using non-contiguous groups.	The computed Average Queue Depth includes the time calls were queued. Large ranges in Group By values contain periods of sparse data, which creates non-contiguous groups.	Select a smaller Group By value like every 15, 30, or Hour. Save the report.
Ellipsis showing for goal-oriented bar charts in Firefox.	The Firefox web browser displays the ellipsis when it should not.	Recommendation: use a different browser like Google Chrome or Internet Explorer 11.0.

Toll Free +1 866 ALLWORX • +1 585 421 3850
www.allworx.com
Version C Updated: February 15, 2017