



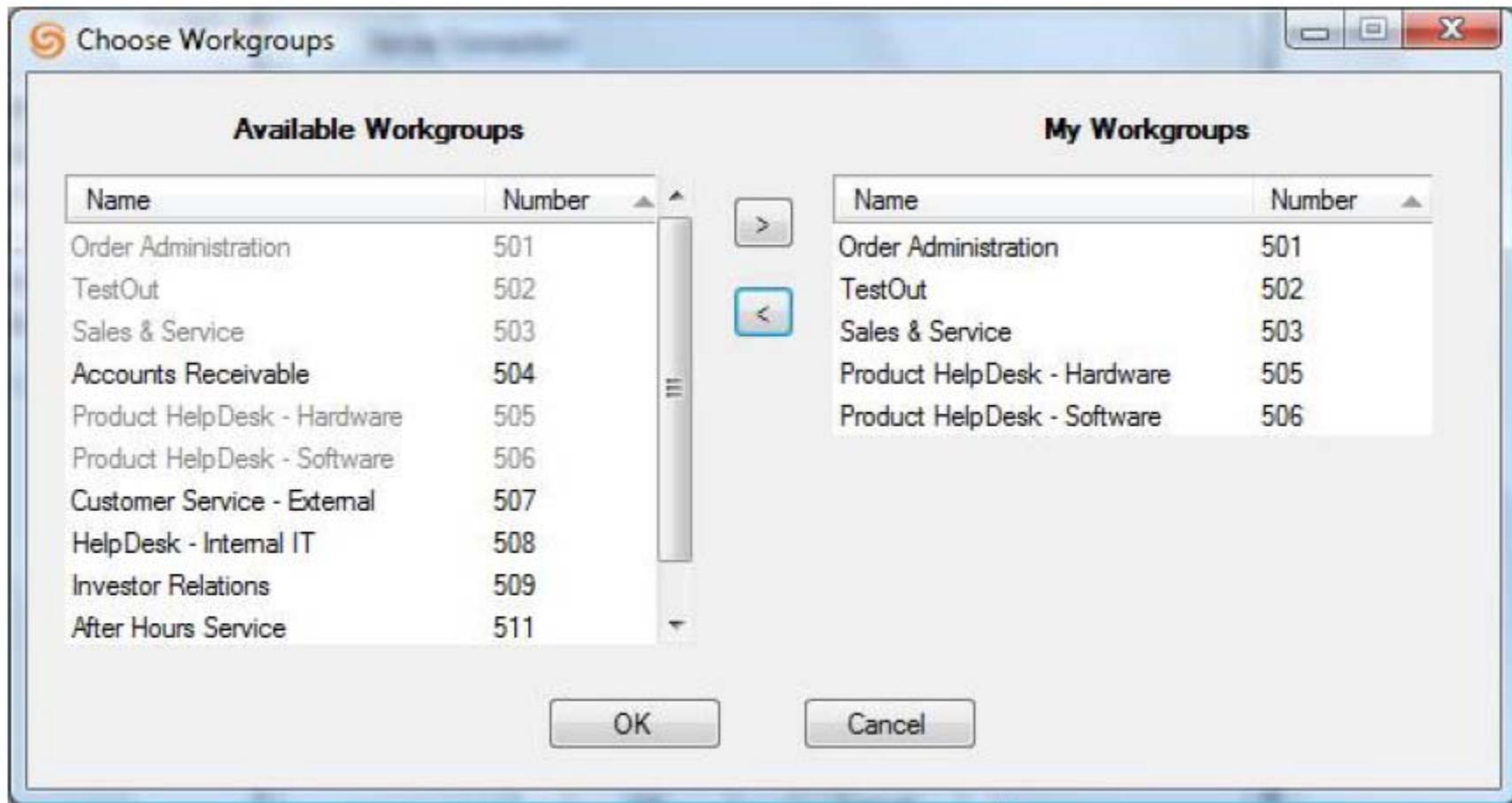
# ShoreTel Workgroup Monitor

## Overview

# ShoreTel Workgroup Monitor

- **Feature Highlights**
  - Graphical, easy to read views of real-time performance trend data
  - Views display group & individual agent trends
  - Supervisors select views of interest
  - Color coded thresholds and Audible Alerts
  - Abandoned calls list allows immediate click-to-callback
- **Components**
  - Software loaded onto ShoreWare Director or any DVS server
  - Client Application loaded on desktop computer(s) of supervisors
- **Capacity**
  - Up to 300 total Workgroup Agents & 20 supervisor clients per system
  - Contact ShoreTel Professional Services for larger deployments

## Supervisors select queues of interest



ShoreWare Workgroup Monitor – Workgroup Selection Window

## Color-coded thresholds & Audible Alerts

**Choose Thresholds**

**My Workgroups**

Name	Number
Order Administration	501
TestOut	502
Sales & Service	503
Product HelpDesk - Hardware	505
Product HelpDesk - Software	506

Enable Thresholds

**Yellow** **Red**

Calls in Queue: 6 (Yellow) / 14 (Red)

Maximum Wait (Minutes:Seconds): 03 : 00 (Yellow) / 06 : 15 (Red)

Average Wait (Minutes:Seconds): 02 : 00 (Yellow) / 04 : 00 (Red)

Alerts:  Audible (Yellow) /  Audible (Red)

OK Cancel

ShoreWare Workgroup Monitor - Thresholds Window

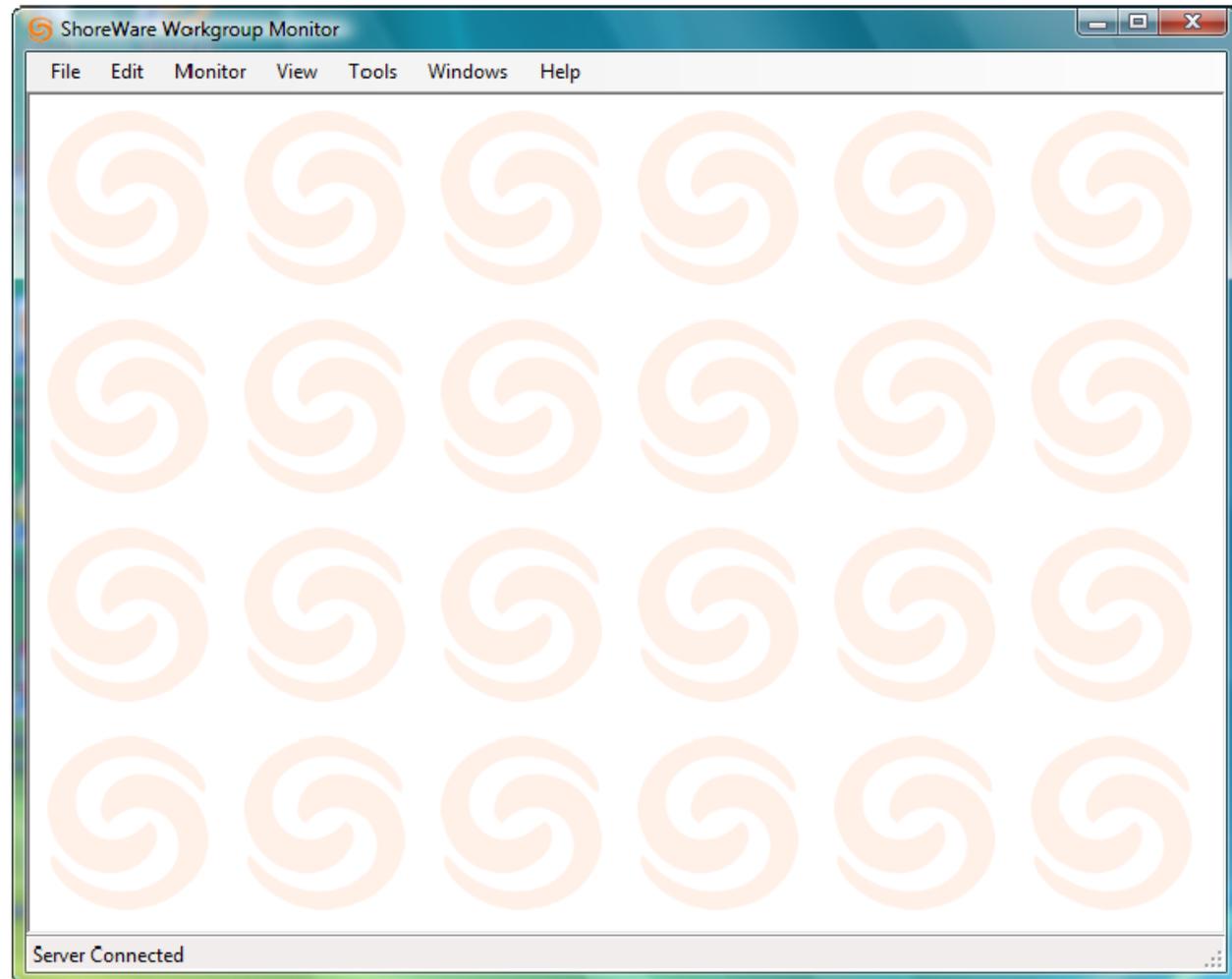
## ShoreTel Workgroup Monitor

- **Graphical Views of Queue & Individual Agent Performance Trends**
  - **At a Glance**
  - **Workgroup Trend**
  - **Abandoned Calls**
  - **Agent View**
  - **Agent Detail**
  - **Agent Calls Answered**
  - **Agent Connect %**
  - **Agent State Summary**
  - **Large Value Displays**



# ShoreTel Workgroup Monitor

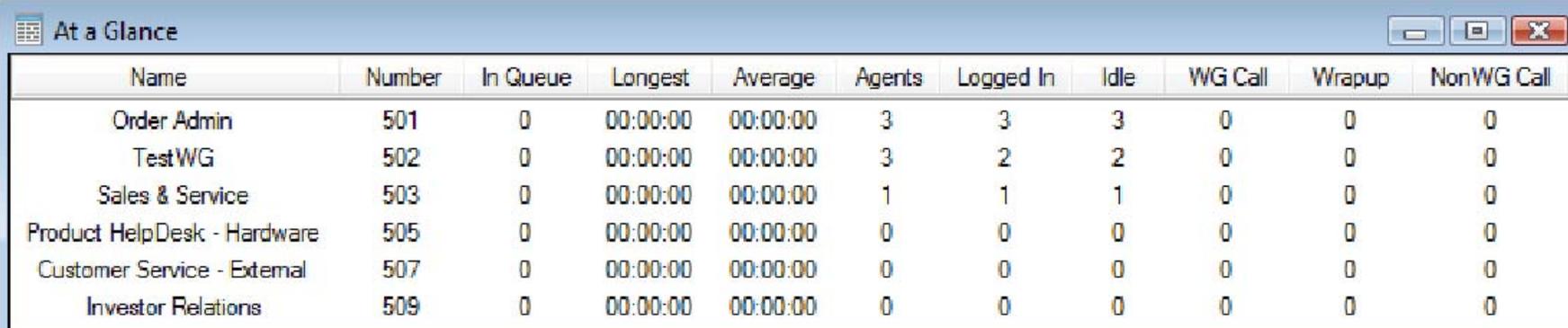
Workgroup Supervisors add views of their choosing to their customizable "canvas"



ShoreWare Workgroup Monitor - Main Window

## “At a Glance” view of consolidated statistics

- Tabular, summary information per Workgroup
- Double click a Workgroup for Trend view; right click for other views
- Right click to add or remove columns

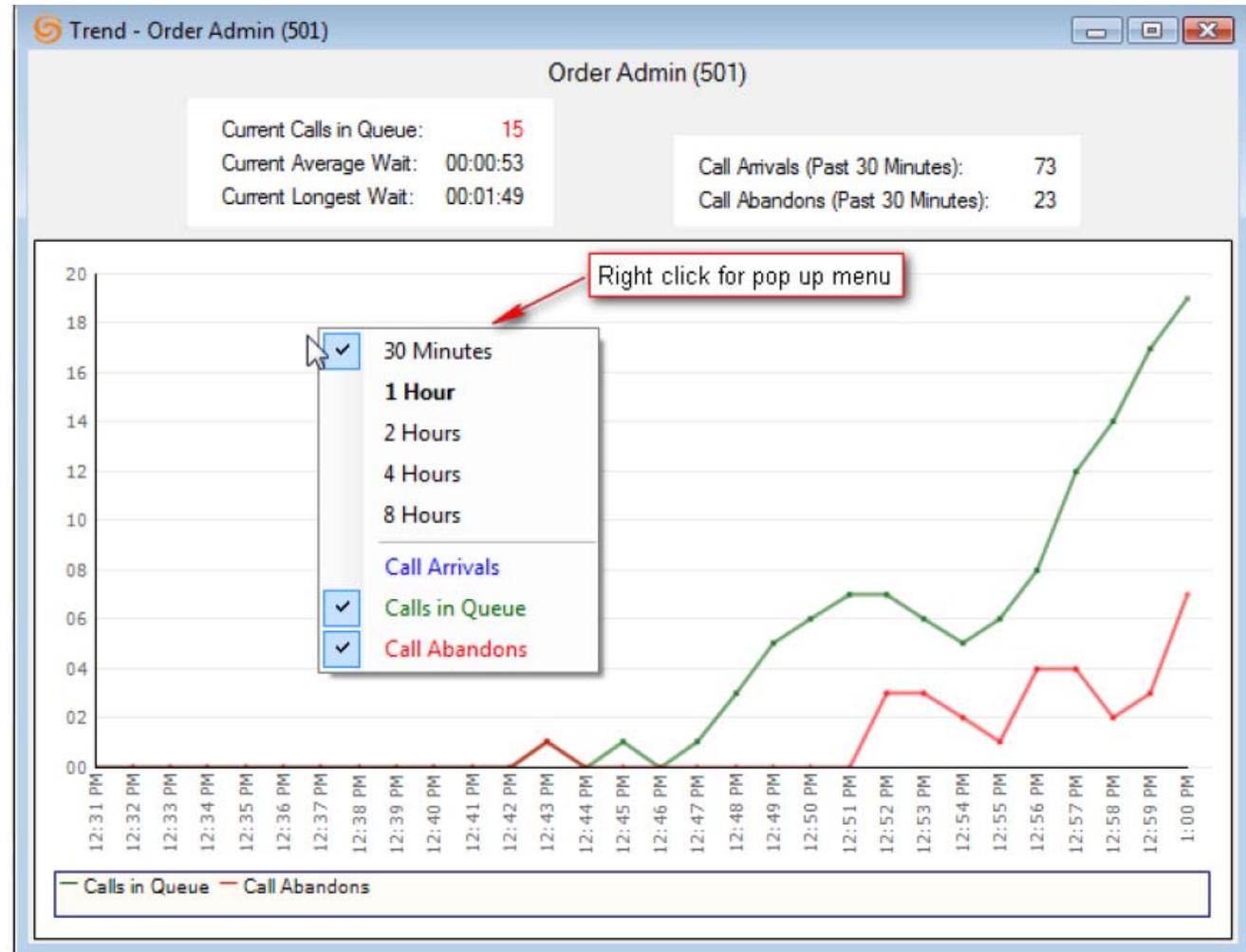


Name	Number	In Queue	Longest	Average	Agents	Logged In	Idle	WG Call	Wrapup	NonWG Call
Order Admin	501	0	00:00:00	00:00:00	3	3	3	0	0	0
TestWG	502	0	00:00:00	00:00:00	3	2	2	0	0	0
Sales & Service	503	0	00:00:00	00:00:00	1	1	1	0	0	0
Product HelpDesk - Hardware	505	0	00:00:00	00:00:00	0	0	0	0	0	0
Customer Service - External	507	0	00:00:00	00:00:00	0	0	0	0	0	0
Investor Relations	509	0	00:00:00	00:00:00	0	0	0	0	0	0

Workgroup Monitor – At A Glance Window

## Trend View

- Moving graph showing number of call arrivals, maximum number of calls in queue and number of abandoned calls
- Color-coded summary data displayed on top



ShoreWare Workgroup Monitor – Trend Window

## Abandoned Calls View

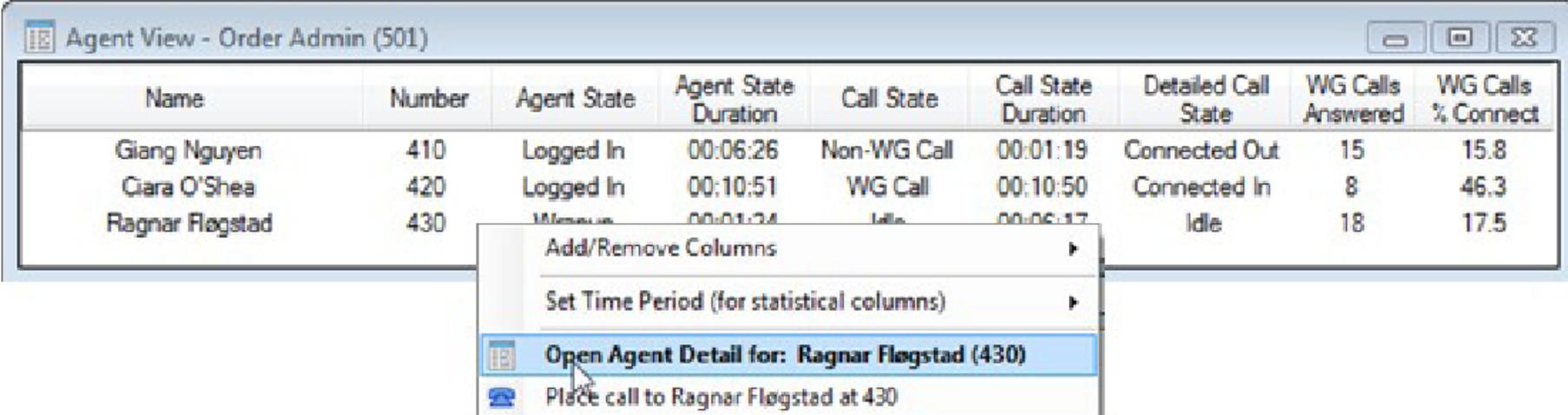
### Abandoned Calls list with built-in Click to Callback

Abandoned	Number	Name	DNIS	Waited
16:25:28	+14087770103	JONES JENNIFER		00:00:21
16:24:22	+14087770104	ANDERSON ALLEN		00:00:51
16:24:18	420			
16:04:27	440	Elena Martinez		00:00:45
16:04:26	420	Ciara O'Shea		00:00:45
16:03:20	440	Elena Martinez		00:00:17
16:03:12	420	Ciara O'Shea		00:00:11

Workgroup Monitor – Abandoned Calls Window

# Agent View

- Current Agent State and Performance Trend for past period
- Right click for Agent Detail View
- Right click to add or remove columns



Name	Number	Agent State	Agent State Duration	Call State	Call State Duration	Detailed Call State	WG Calls Answered	WG Calls % Connect
Giang Nguyen	410	Logged In	00:06:26	Non-WG Call	00:01:19	Connected Out	15	15.8
Ciara O'Shea	420	Logged In	00:10:51	WG Call	00:10:50	Connected In	8	46.3
Ragnar Fløgstad	430	Missed	00:01:24	Idle	00:06:17	Idle	18	17.5

Workgroup Monitor – Agent View Window

## Agent Detail

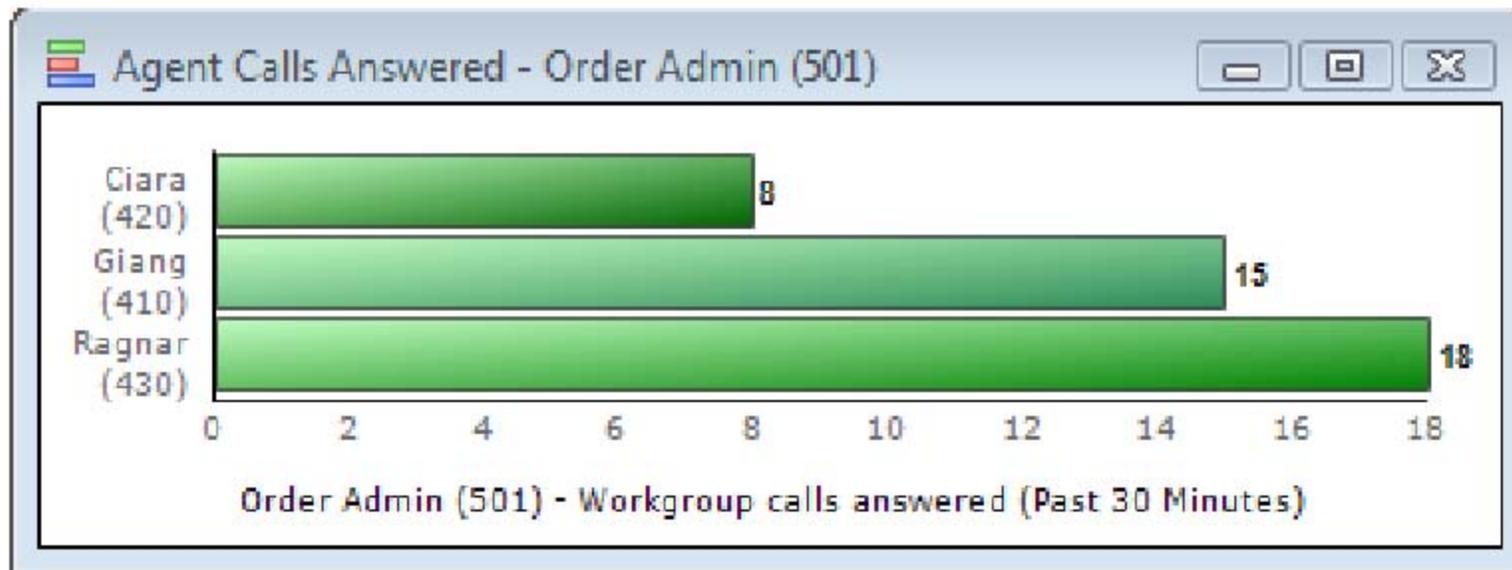
- Launch from Agent View
- Details of all calls in past period
- Active calls highlighted in green
- Right click to define length of past time period

Start	End	Duration	In	WG	RNA	Calling Nr	Calling Nm	Called Nr	Called Nm	DNIS Nr	DNIS Nm
10:23:40	Active	00:00:17	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	+14087770104	ANDERSON ALLEN	501	Order Admin		
10:23:09	10:23:41	00:00:31	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	410	Giang Nguyen	106	VM-Login		
10:22:13	10:23:08	00:00:55	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	+14087770103	JONES JENNIFER	501	Order Admin		
10:21:42	10:22:08	00:00:25	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	410	Giang Nguyen	9+14087770104			
10:03:00	10:04:53	00:01:52	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	410	Giang Nguyen	9+14087770103			
09:56:43	09:57:33	00:00:49	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	750	RPTest	501	Order Admin		
09:56:09	09:56:24	00:00:14	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	750	RPTest	501	Order Admin		
09:55:36	09:55:50	00:00:13	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	750	RPTest	501	Order Admin		
09:54:55	09:55:17	00:00:21	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	750	RPTest	501	Order Admin		
09:54:18	09:54:26	00:00:16	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	750	RPTest	501	Order Admin		

Workgroup Monitor – Agent Detail Window

## Agent Calls Answered

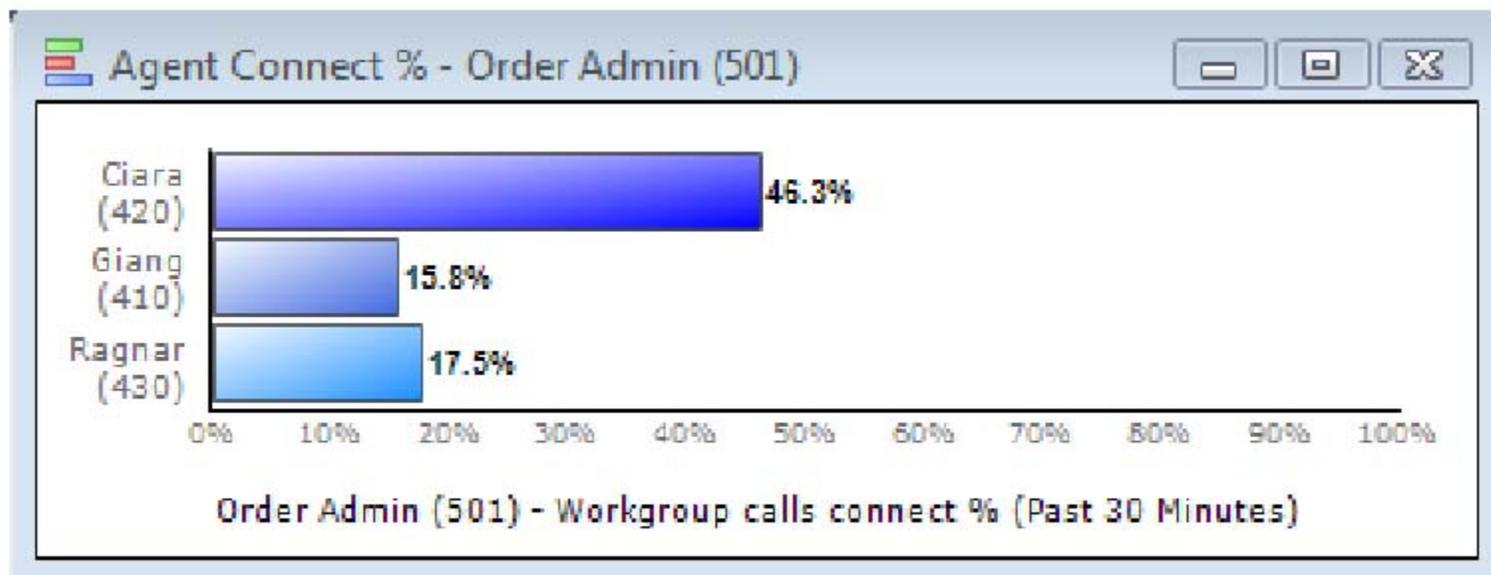
- Displays number of WG calls answered within configured time period
- Right click to set time period & configure color scheme



Workgroup Monitor – Agent Calls Answered Window

## Agent Connect %

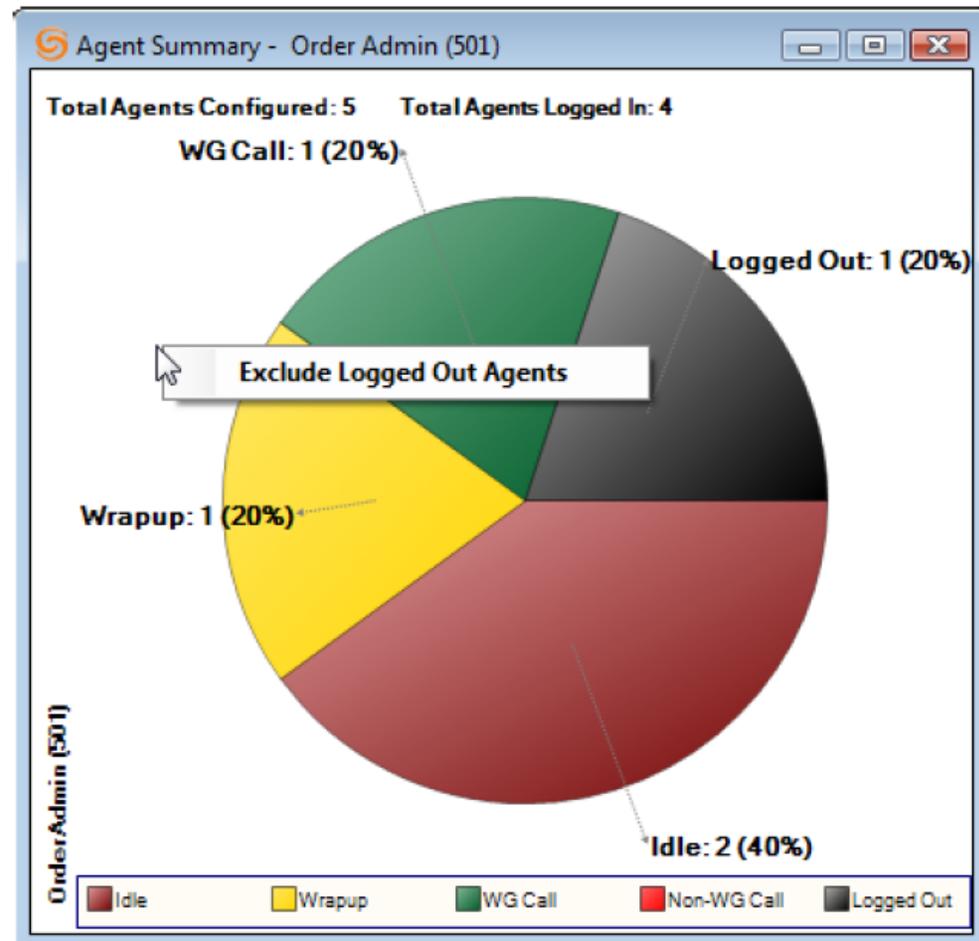
- Percentage of time connected on a WG call in configured time period
- Right click to set time period & configure color scheme



Workgroup Monitor – Agent Connect % Window

## Agent Summary View

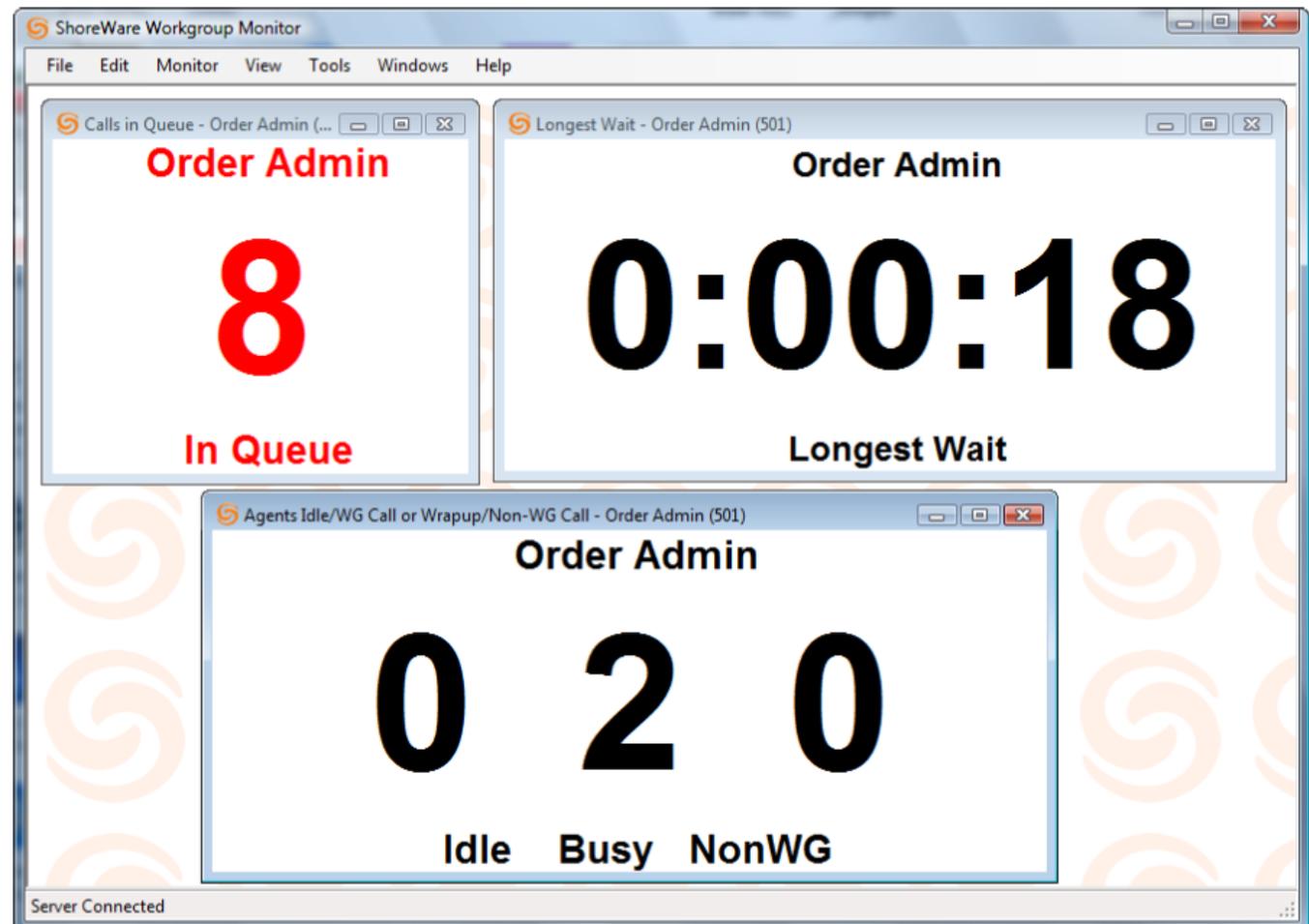
- Displays current states of all agents in selected group
- Cumulative real-time view of agent utilization



ShoreWare Workgroup Monitor – Agent Summary Window

## Large Value Displays

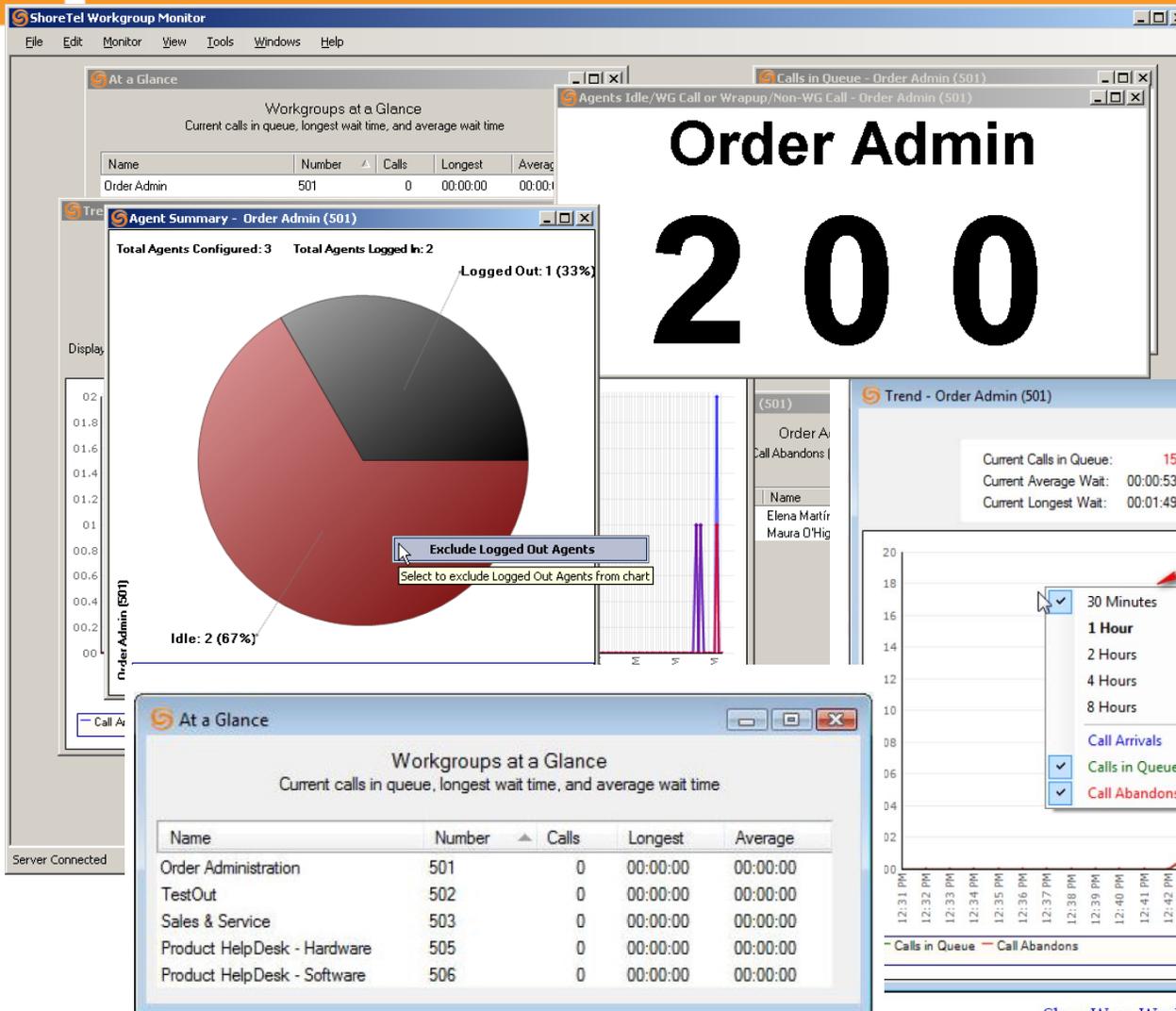
- Large format for displaying key statistics to wallboard screens
- Font grows as windows are resized



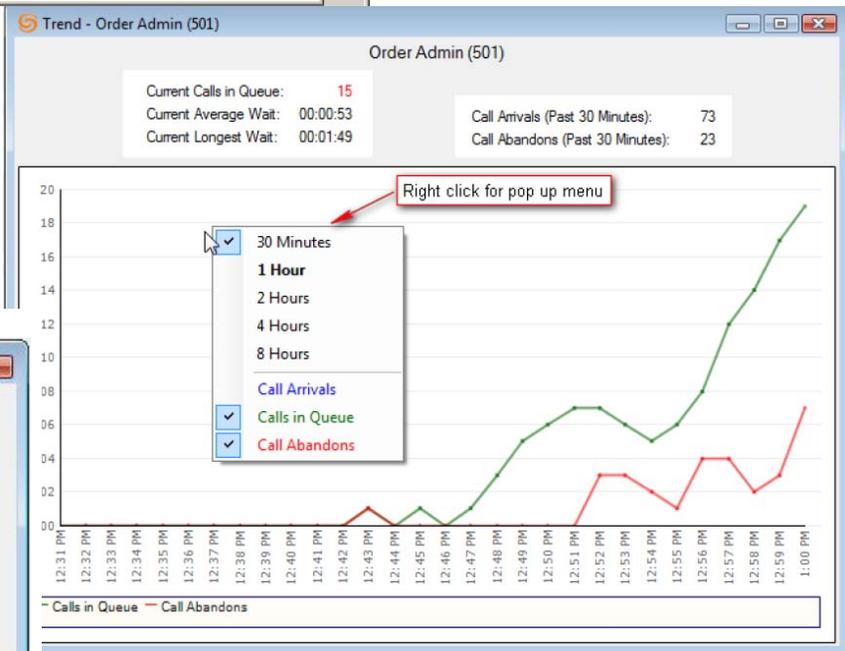
Workgroup Monitor – Large Value Display Window (Example)

# ShoreTel Workgroup Monitor

A wide array of new tools empower call center supervisors and increase corporate efficiency



# Order Admin 2000



ShoreWare Workgroup Monitor - Trend Window

ShoreWare Workgroup Monitor - At a Glance Window

## Additional Details & Recommendations to Partners

- Available through authorized ShoreTel resellers
  - Available worldwide (User Interfaces US English only)
- See “Extended Applications” in QMS – SKU #18003
- List price \$3713 (licensed one per system); standard discount applies
- Check Partner Site for Selling Tools  
[http://partners.shoretel.com/product\\_sales\\_tools/products/applications/](http://partners.shoretel.com/product_sales_tools/products/applications/)
- Download 45 Day Free Trial from Support site  
<http://partners.shoretel.com/support/products/applications/>
- Contact Professional Services for Partner Demo Kit License Key
- See also Enhanced Workgroup Reports, Enhanced Historical Reports, and Enhanced Workgroup Reporting Bundle