

LiveOps Client Quick Start Guide

In this chapter...

- [Goals for this Guide](#)
- [Accessing Hosted Call Center](#)
- [A Quick Tour of Hosted Call Center](#)
- [How to...](#)
- [Review](#)

Goals for this Guide

Hosted Call Center is several things, depending on who you are and what your role is. Depending on your viewpoint, Hosted Call Center is a web-based telephony platform, a collection of monitoring and reporting tools or an online workplace for Agents. The view seen by you, the Hosted Call Center Client, is focused on the reporting and monitoring aspects of the platform.

In this Quick Start Guide, we'll take a quick tour through Hosted Call Center. You will learn:

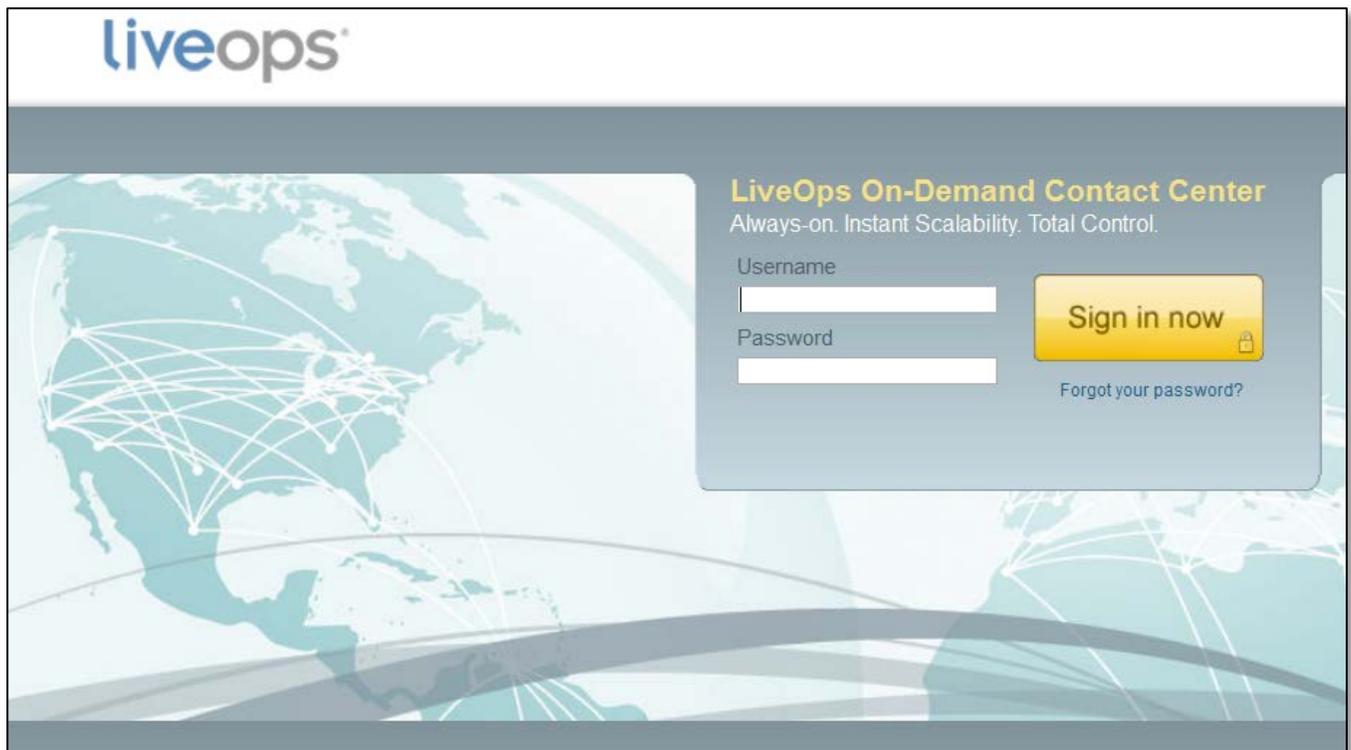
- the general purpose of Hosted Call Center
- how to access Hosted Call Center
- how to accomplish common tasks
- how to access the Report Tool and create a simple custom report
- how to access the Call Map to see current calls in progress
- how to access the EyeOps monitoring tool

This Guide presents a high level overview of each of these topics. In addition, we explain the most common couple of tasks for each component in a "How To" section. If you find you still have questions about a part of Hosted Call Center after reading this Guide, further User Guides will explain things in much more detail.

Accessing Hosted Call Center

Before you can use any of the features of Hosted Call Center, you must sign in.

1. Navigate your web browser to the address (URL) of your Hosted Call Center. (If you don't know the URL, consult your system administrator or LiveOps account manager)
2. Enter your Username and Password
3. Click Sign In (or just press Enter)



A Quick Tour of Hosted Call Center

Figure 1.1 shows a sample of a typical Hosted Call Center Client Home page, with the various page components pointed out.

- Click on a label balloon to jump to an explanation of that component.

Figure 2.1 - The Hosted Call Center Home page

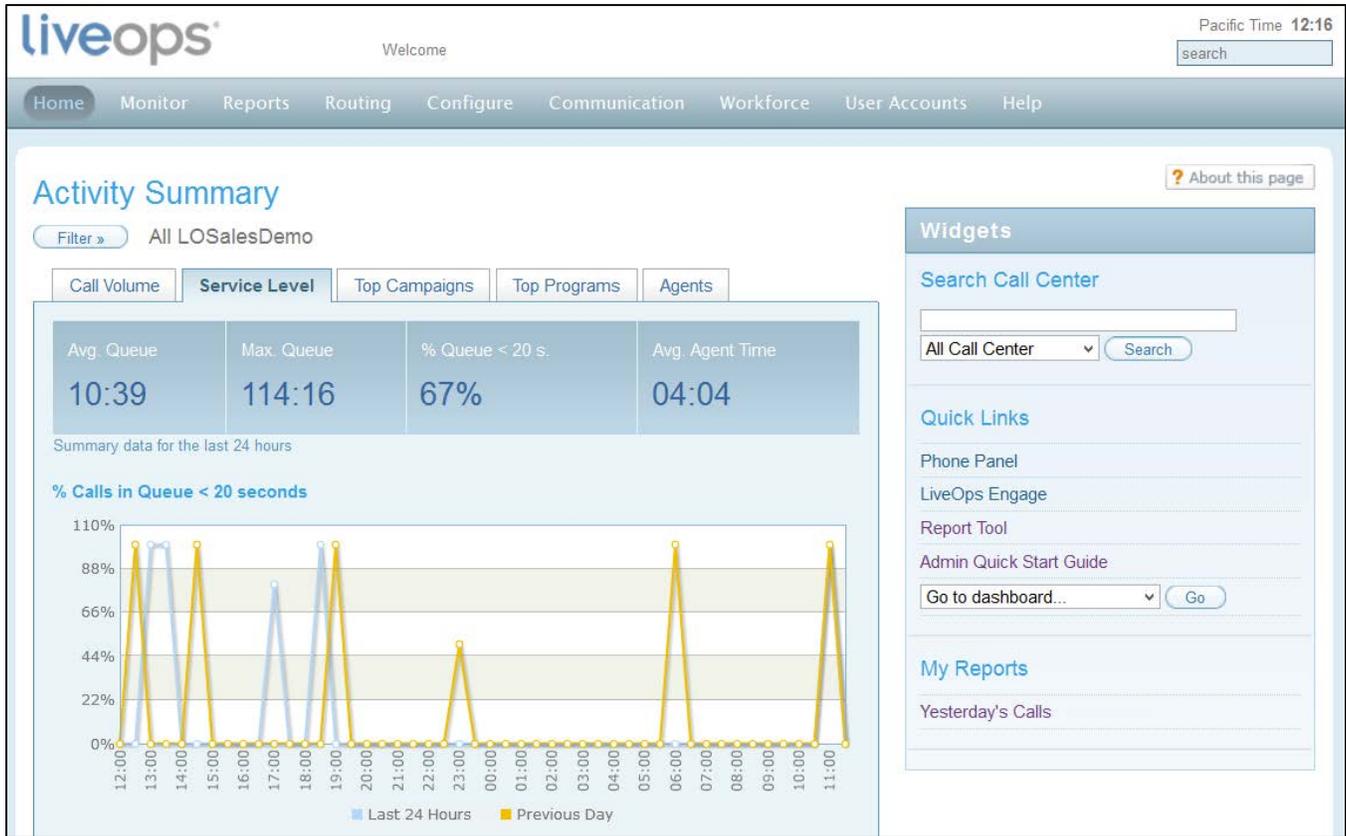


Table 2.1 - Call Center components

Component	Features
Page Header	<p>Located at the very top of your Hosted Call Center Home page, the header contains the following important information and links:</p> <ul style="list-style-type: none"> • The greeting. Hosted Call Center address you by your first name followed by your username. To change your login name, contact your Hosted Call Center Administrator or LiveOps Account Manager • The sign out link terminates your Hosted Call Center session

	<ul style="list-style-type: none"> ○ TIP: Be sure to sign out after using Hosted Call Center , especially if you access it from a public computer • The Change Password link lets you set a new Hosted Call Center password for this account <ul style="list-style-type: none"> ○ TIP: Protect your sensitive data! Choose a secure password that contains more than 6 characters, including numbers and punctuation marks (but choose a password you can remember!) • The current Hosted Call Center time • NOTE: Hosted Call Center time is Eastern time.
<p>Menu Bar</p>	<p>The Hosted Call Center menus provide access to all the pages and tools available to you. Click the top level menu item to go to that component's "Landing Page." Each landing page describes the things you can do with that component. Move your mouse cursor over the menu item to see the sub-menus, if any.</p> <ul style="list-style-type: none"> • The Home menu item returns you to your Hosted Call Center Home page. It has no sub-menus • The Monitor menu item is where you will find the various monitoring tools to help you track your Hosted Call Center performance in real time: <ul style="list-style-type: none"> ○ The graphical Map shows you, in real time, the origin and destination of every call in your Hosted Call Center system and other useful information. ○ EyeOps presents you with a real time, live snapshot view of your current vital statistics, and over a dozen detailed reports on key aspects of Hosted Call Center's performance. • The Reports menu item gives you access to the powerful, free form Report Tool, as well as your first five Saved Reports. The Call Log is a default Report Type that shows you the details of "yesterday's" calls. • The Help menu is where you will find useful documentation (such as this wonderful User Guide) and resources like the Frequently Asked Questions (FAQ) and the Glossary. <p>For more information on reports, see the Report Tool User Guide. For more on monitoring, see the Monitoring Tools User Guide.</p>
<p>My Reports</p>	<p>Your first five Saved Reports also appear in the My Reports section, below the Home menu. These are the same as the reports listed in the Reports menu, and are provided here purely for convenience.</p>

Yesterday's Summary

By default, your **Home page** contains a summary area, detailing the performance your top Programs for the previous day. The summary area consist of:

- Top Programs Summary
- Yesterday's Calls per Hour graph
- Yesterday's Media Summary graph

These views may be customized specifically for your needs, so it's difficult to define them exactly here. Typically, the Top Programs Summary will list one or more of your highest volume Programs, with vital statistics for each.

The Yesterday's Calls per Hour graph shows a picture of your call volume over the course of the previous day. The Yesterday's Media Summary graph shows the origin for those calls.

Please contact your LiveOps Account Manager if you have questions about your summary or graphs.

How To Accomplish Common Tasks

Hosted Call Center is a complex and powerful application. Yet it is easy to get quick answers to your most common questions. This section explains how to go about doing this.

"How do I see how many calls vs. orders my Program(s) took yesterday?"

The simplest answer is: look at the Top Programs Summary area described above. That will show the number of calls, the number of orders, your conversion rate and total revenue for your highest performing Programs (assuming you have more than one).

If your Program is not listed in the Summary area, you can find this information by running a report:

- Select the **Reports | Report Tool** menu item
- Make sure the **Report Type** drop down list is set to "Calls Received - Group" (this is the default)
- If you have more than one Program and want to see results for each individual one, check the **Group By: Program Name** field
- If you want to see results for only a single Program, type the name of the Program in the **Where: Program Name** field
 - You must type the Program Name exactly as it appears, or Call Center won't be able to find it. Case does not matter but spelling and spacing do.
- If you want to see results for a different day or a range of dates, use the **When:** fields to specify the time period
- Click the **Run Report** button
- For lots more about reports, consult the [Report Tool User Guide](#).

"How do I look up an order by customer name or phone number?"

You can use Report Tool's "Calls Received - Detail" report type to find any individual call:

- Select the **Reports | Report Tool** menu item
- Make sure the **Report Type** drop down list is set to "Calls Received - Detail "
- Use the **When:** fields to set the date. If you know the exact date of the call you want to find, check the **Specific Range** radio button and type the date in the **Starting Date:** field (in YYYY-MM-DD format). If you only have a vague idea of when the call occurred, use the **Last Week**, **Last Month** or range fields to look for calls in that range.
- In the **Show Fields:** section, check the **Last Name** and/or **Home Phone** fields
- In the **Where:** section, type the caller's last name and/or home phone number in the corresponding fields
- Click the **Run Report** button
- If the call you are looking for does not appear, try the following:
 - Increase the date range

- Clear the Disposition Type field in the Where: section (the call may have a different disposition than expected)
- You can use this same method to find a call recording for a given call. When you've found the call you want to listen to, click the "play" icon: 

"How do I see how callers responded to my offer?"

The fields that Hosted Call Center uses to record a caller's responses to an offer are stored at the Program level. If your offer gives callers a choice of options or upsells, you can see how they responded to those choices by including Program Specific Fields in your report:

- Select the **Reports | Report Tool** menu item
- If you want to see how an individual caller responded, set the Report Type: to "Calls Received - Detail". If you want to see how callers responded in general, set the Report Type: to "Calls Received - Group".
- Use the **Where:** section's **Program Name** field to specify the name of the Program you wish to examine
- Check the **Program Specific Fields** checkbox in the **Show Fields:** section
- Click Run Report

Now, your query form will contain all the specific fields available for this Program in the Show Fields: and Where: sections. You can use these to find out how callers responded to particular parts of your offer:

- Select the fields you want to show by checking them in the **Show Fields:** section. To sort the report more meaningfully, you can **Group By:** the fields you are looking for. This will aggregate the results by those fields.
- If you want to filter the responses, type your selection criteria in the appropriate **Where:** field
- To read more about filtering your answers, see [Chapter 3](#) of the Report Tool User Guide.

"How do I see what my Agents are doing right now?"

EyeOps shows you the real-time status of all the calls for your Programs, and the Agents (or LiveIVRs) handling those calls:

- Select the **Monitor | EyeOps** menu item
- Change the "Live Stats" view to Agent Status

The left hand column will show the number of Agents in each status: currently on a call, idle or paused. To see the details of each of these, click the underlined status.

- To learn more about EyeOps, see the [EyeOps Explained](#) chapter of [Monitoring Tools User Guide](#).

"EyeOps is cool, but I do better with pictures."

You can see a lot (but not all) of the same information as EyeOps displayed graphically using the Map. To launch the Map, you must use a browser with Java installed.

- Select the **Monitor | Map** menu item
- Enter your Call Center user name and password
- The graphical call Map will display momentarily
- To learn more about the Map, see the [How to Use the Map](#) chapter of this [Monitoring Tools User Guide](#).

Review

In this Quick Start Guide you learned that Hosted Call Center is a collection of powerful, feature rich tools designed to power your teleservice business. Hosted Call Center Clients use these tools to satisfy two primary goals:

- Report Tool lets you evaluate the performance of your Programs over time
- EyeOps and the Map let you monitor Hosted Call Center activities in real time

This Guide presented you with several common tasks and the steps to accomplish them. The other User Guides listed in the Next Steps box to the right are devoted to explaining the Hosted Call Center reporting and monitoring tools in detail.

Next Steps

[Report Tool User Guide](#) tells you everything you need to know to begin creating your own custom reports.

[The Call Log](#) examines a report tool that details the calls you received for your Programs.

[Monitoring Tools User Guide](#) describes the features of the graphical real time Call Map and other monitoring tools.