

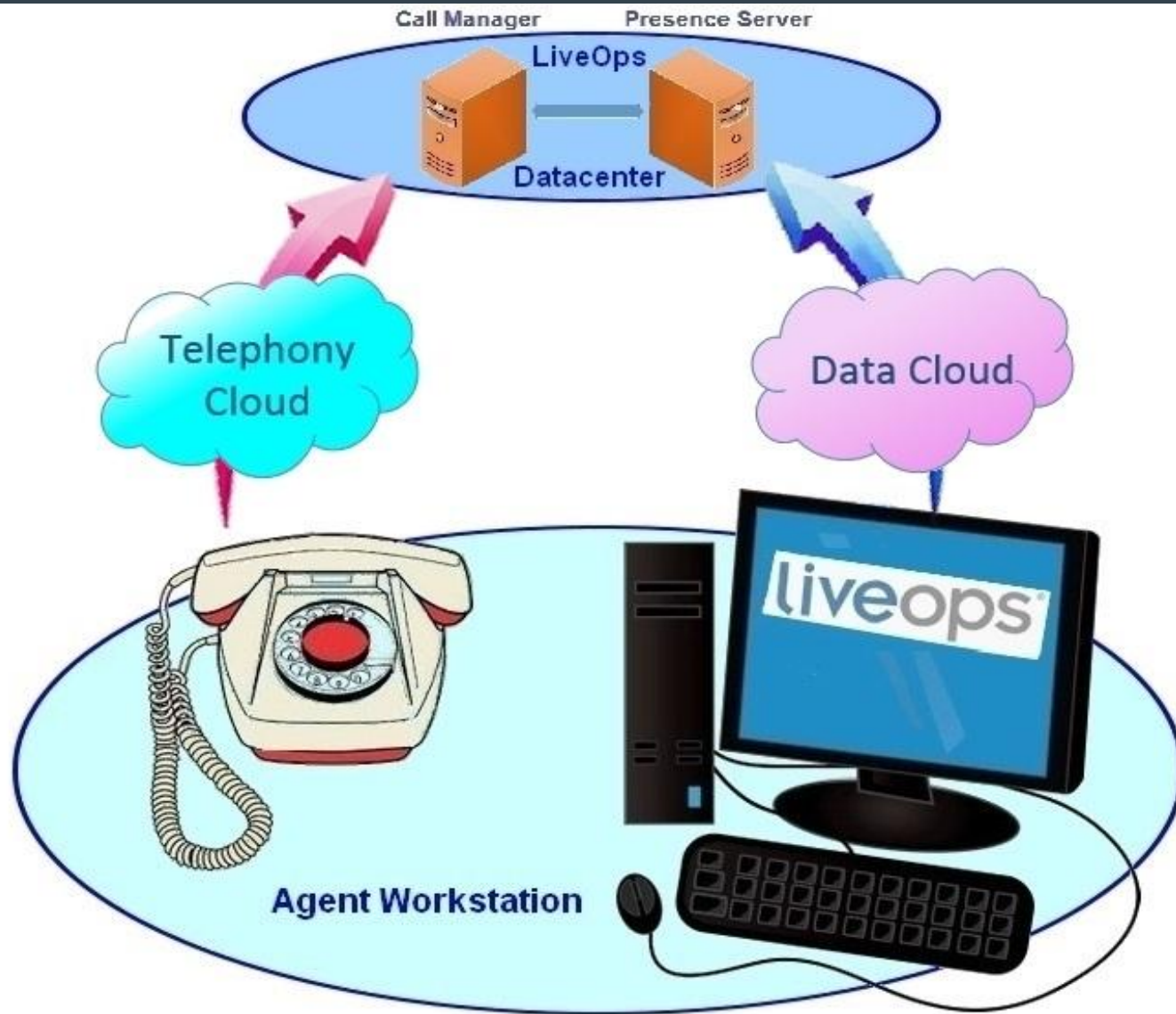
liveops



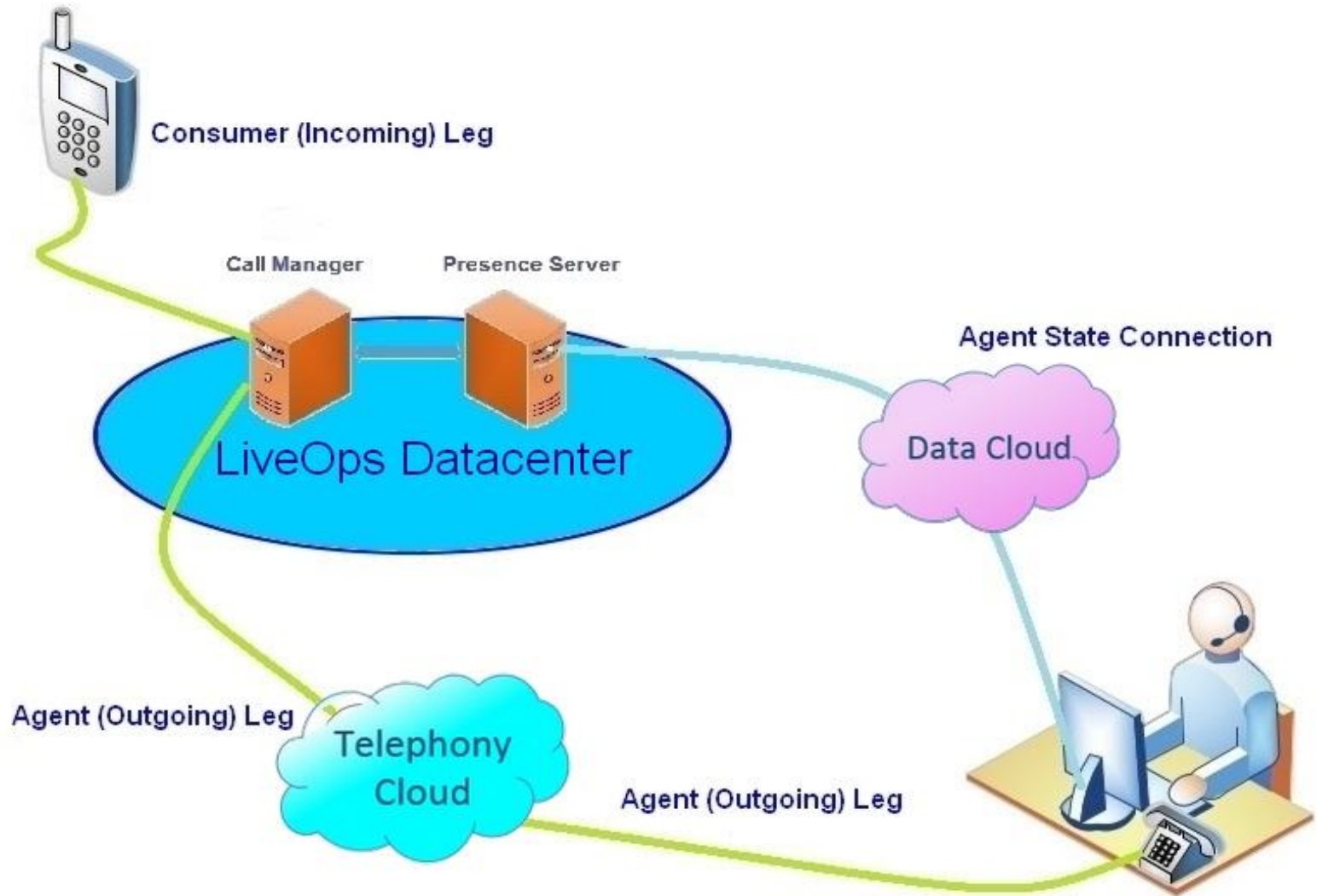
Agent Telephony View

August 2015

LiveOps Telephony & Data Paths

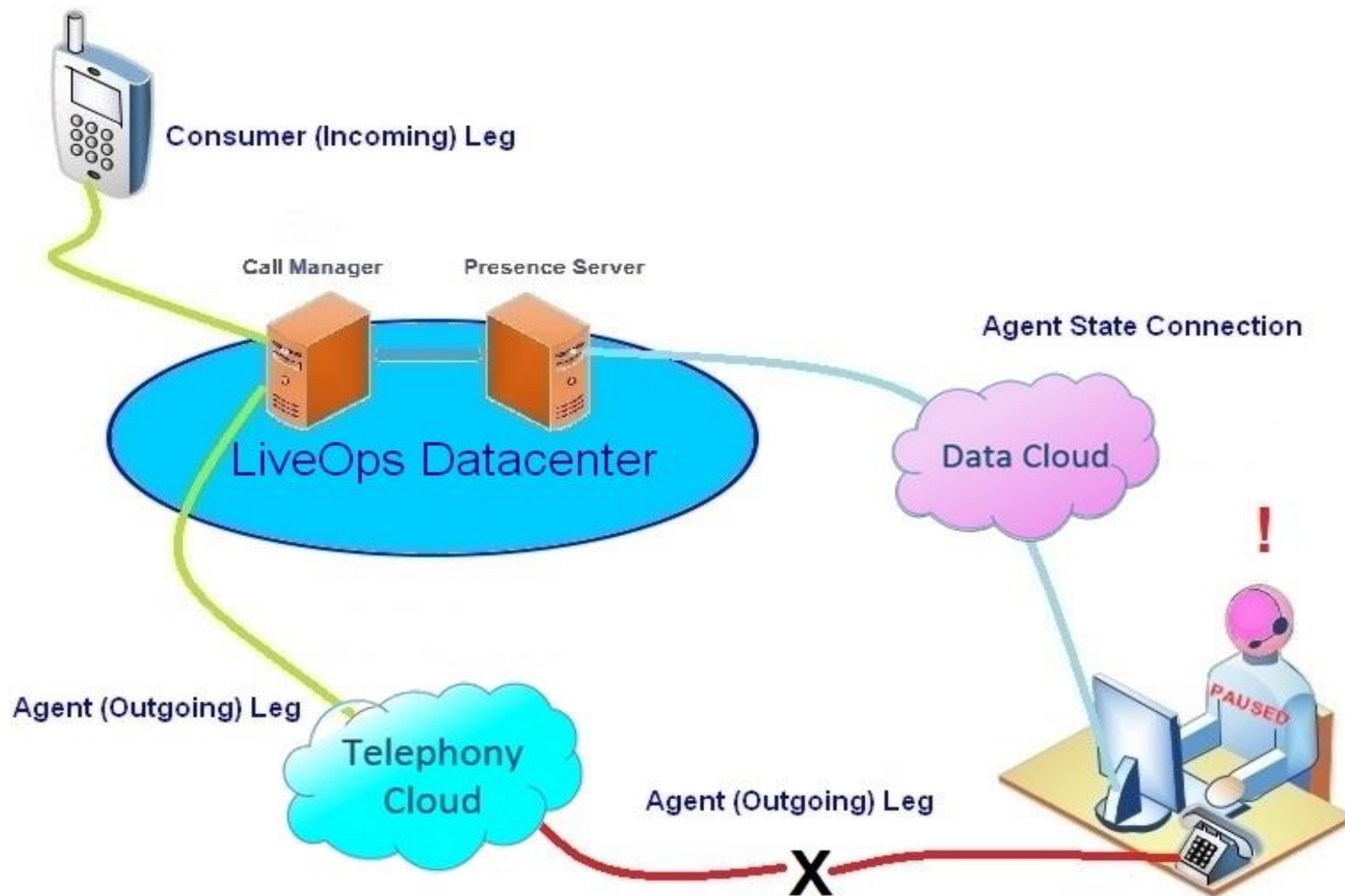


Call Manager Delivers Call to Available Agent



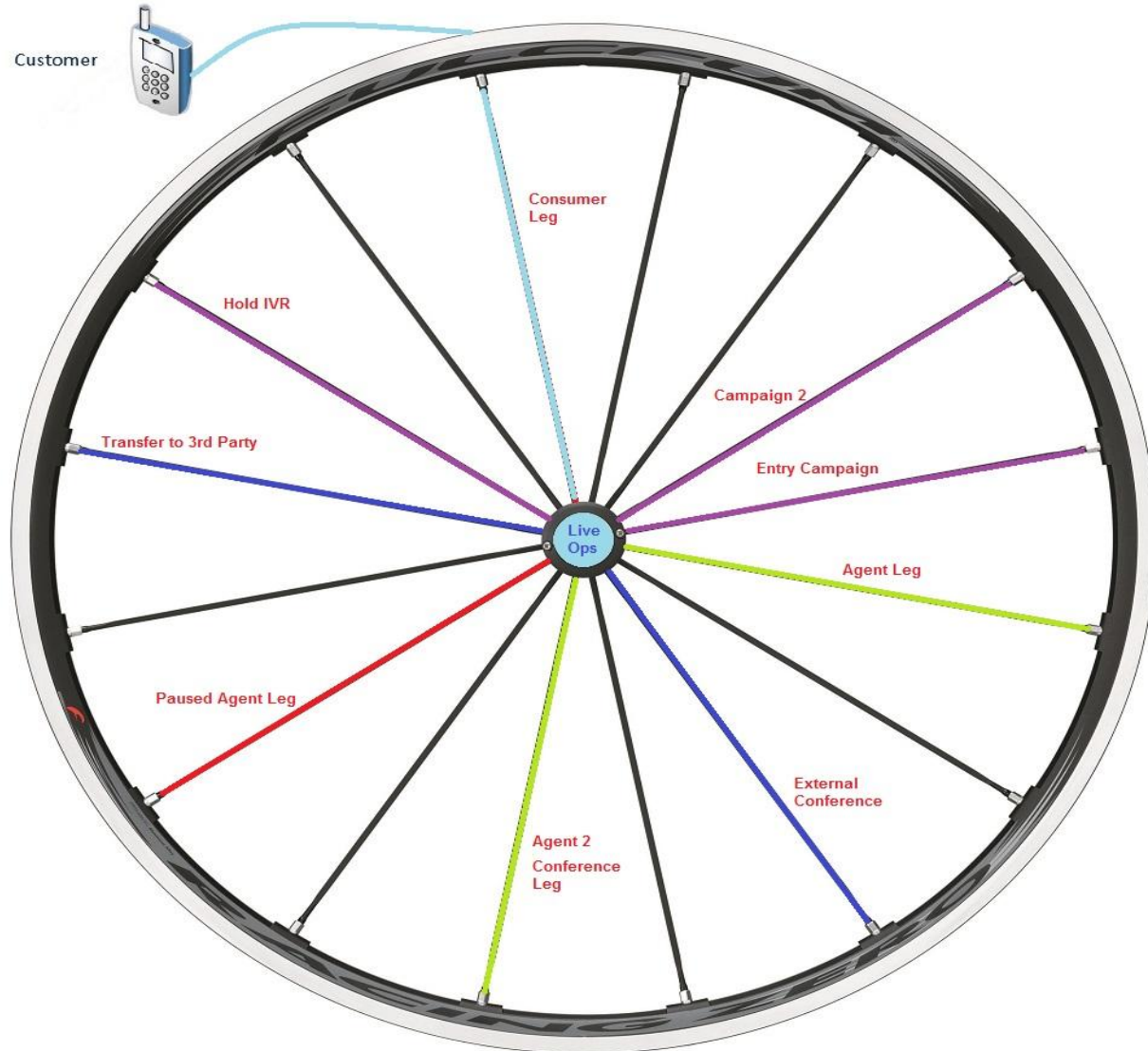
Call Manager receives the "consumer" leg of the call, and initiates the "agent" leg to an available agent.

Agent Leg Cannot Connect; Agent Paused

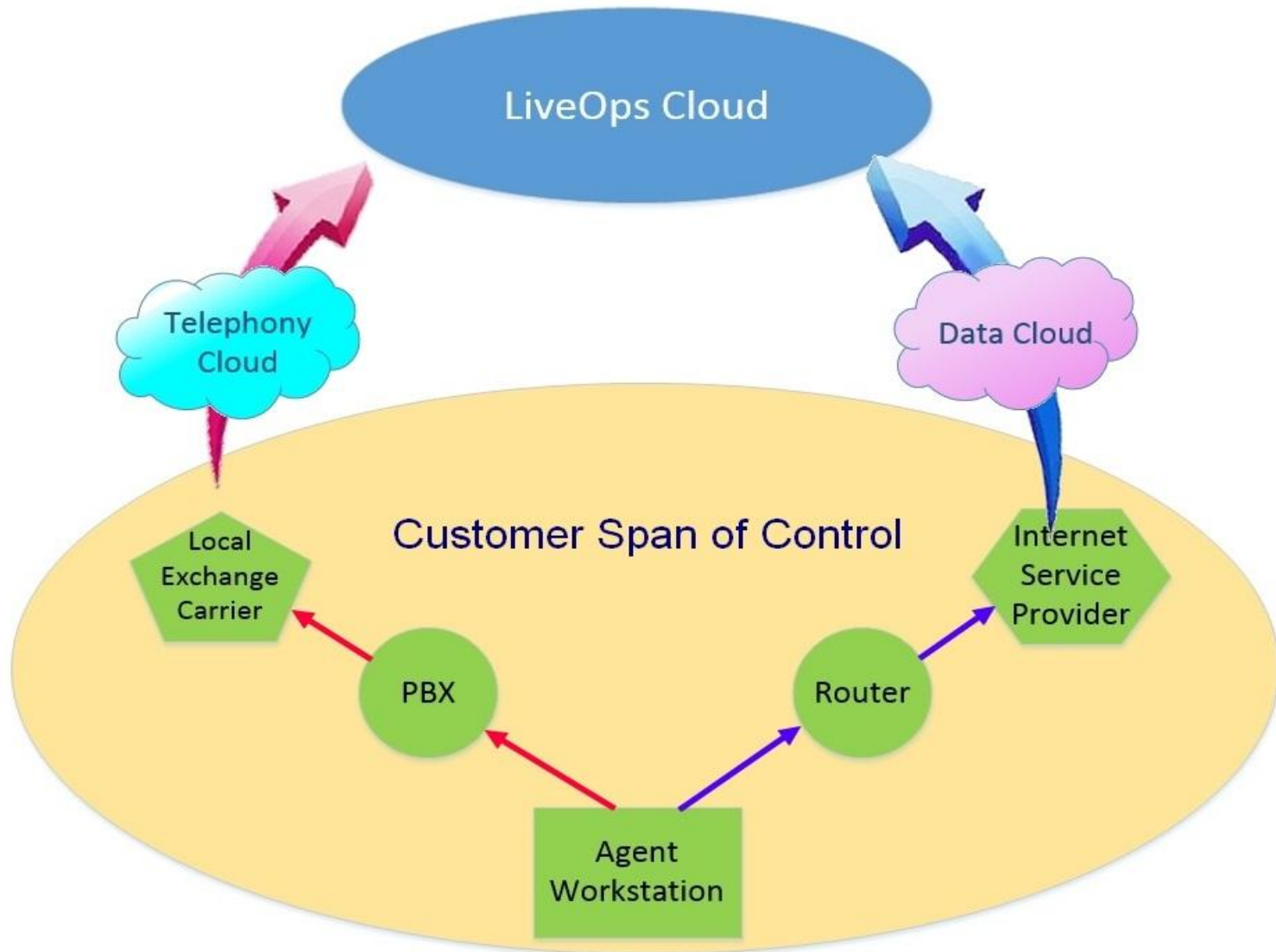


Agent leg cannot be connected, causing agent to be paused.

LiveOps is Logically the Hub of a Wheel



Customer Span of Control

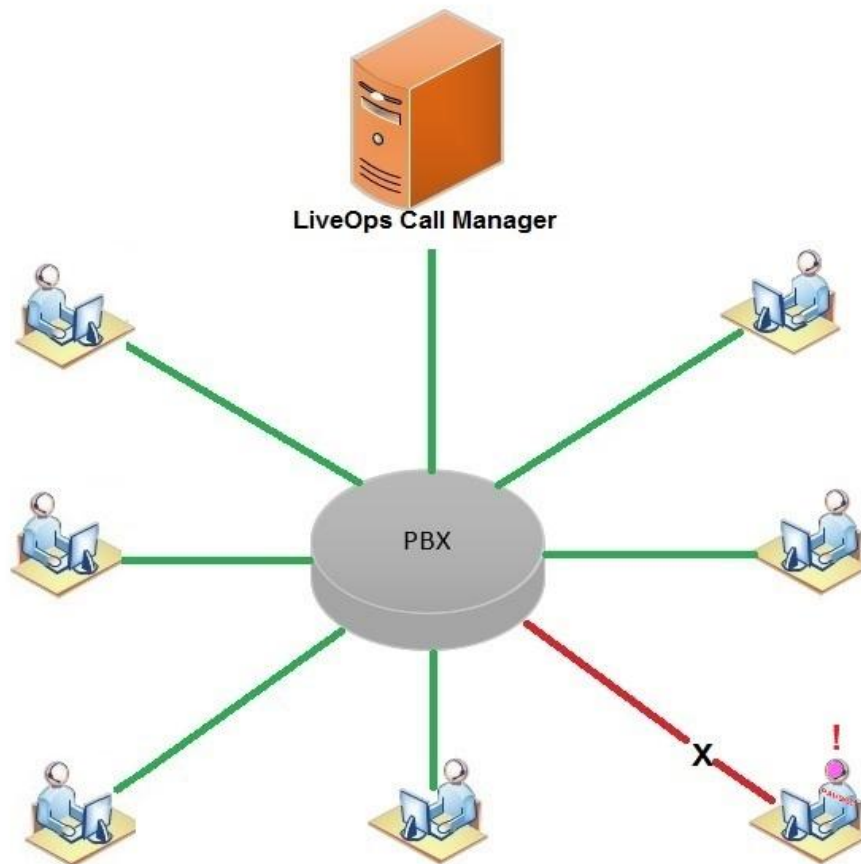


Reasons Why Agents Can Be Paused

- Agent didn't answer within the time limit set.
- Agent's phone connection is busy.
- Agent's phone number may be forwarded to a different phone.
- Carrier issue prevents call from being delivered.
- PBX cannot deliver call to agent.
- Local Exchange Carrier (LEC) issue.
- Agent phone number not formatted correctly.



Agent Paused Due to PBX Capacity Issue



In this scenario, an available Agent is paused because Call Manager received a busy signal, due to the limited capacity of the customer's PBX.

7 Agents are available, but the customer-site PBX supports only 6 lines

Audio Quality Issues, Dropped Calls

- Mobile phones can have dropped calls, poor voice quality.
- If all calls are affected, this may be a carrier issue.
- Test by calling from the agent phone to outside line.
- If only LiveOps calls are affected, open case with LiveOps.
- Dropped calls can have many causes.
- If the rate of dropped calls increases, open LiveOps case.





Q & A