Texbox - MI

The purpose of this procedure is to provide Supervisors with guidance on accessing and using the Texbox Control Centre. The Control Centre can be used to monitor and produce reports on various types of Texbox user performance data, for management information (MI) purposes.

The types of data that can be monitored or gathered using the Control Centre are as follows:

- **Line status** – for monitoring how many calls are currently on the Texbox system and their status e.g. whether calls are incoming, outgoing or idle
- **User status** - for monitoring user log in times and a user's status e.g. whether the user is busy on an inbound/outbound call or whether they are awaiting a call (idle)
- **System logs** - viewing the system log allows you to analyse information such as user log in/line activity, incoming calls, outgoing calls and internal calls. Current logs can be viewed, but you can also view any monthly logs from the previous six months
- **System reports** - for gathering information such as the amount of successfully connected calls, abandoned calls, failed calls, handled calls and user call handling times
- **Call reports** - for monitoring purposes, and for producing reports on such call information as call start times, call durations, call status, numbers dialled, incoming callers' numbers
- **User reports** – for monitoring and producing reports on the number of calls answered/transferred/put on hold, call hold times, failed and successful calls

All data recorded via the Texbox Control Centre can be exported i.e. downloaded from the system's database onto an output file. The Control Centre can be accessed via your internet browser, by entering the dedicated URL on your address bar: **np-softtextphone.gpn.gov.uk/cc**

Access the Texbox control centre

1. Open your internet browser and then enter the following Texbox URL on the address bar: **np-softtextphone.gpn.gov.uk/cc**
2. Enter your **User ID** and default password **123**. Whenever you need to exit the Control Centre, select the **Logout** tab.

Monitor line status

3. Select the **Line** tab. This will generate all public switch telephony network (PSTN) lines and their status.
4. Select **Refresh** to update the status of the lines. Agent information such as user names and call status will be displayed on each line. The lines can also be refreshed periodically by selecting a refresh time from the drop down list next to the Refresh tab. Refresh times available are 5,10,20,30 or 60 seconds.
5. The line data available to you is as follows:
   - **Status** - Idle (this will display as green) - Outgoing (this will display as blue) - Incoming (this will display in orange)
   - **User** - This will display the user ID of the person who is making or receiving the call
   - **Option** - Displays the option of the interactive text response choice selected by an agent
   - **Group** - Displays which group is handling the call
   - **DNIS** - This is the dialled number identification service, and is used to display the number that a caller has dialled

Monitor user status

6. Choose the User tab, then select **Refresh** to update the status of the lines. The lines can also be refreshed periodically by selecting a refresh time from the drop down list next to the Refresh tab. Refresh times available are 5,10,20,30 or 60 seconds.
7. The line data available to you is as follows:
   - **Logged in since** - Time and date when the user has logged into the system
   - **User Name** – the user's ID
   - **Process Number** – The internal process number associated to each user

- **Status** – Idle – When longest idle users log in, they automatically have their status set to idle – Away – When broadcast users log in they automatically have their status set to away, and no calls are routed to them – Busy – When an agent accepts an inbound or makes an outbound call.

8. To view all users who have logged into the system, and their details, select the **Display all** checkbox.
9. To view a specific group of users e.g. customer services, select **Group** checkbox and then select a group from the drop down list.
10.

    To sort a list of users by name, navigate to the Logged in since columns and select **Sort**.

View system Logs

11. You can view the following information by accessing the system logs:
    - User login activity
    - Line activity
    - Incoming calls
    - Outgoing calls
    - Internal calls
12. Select the **View Log** tab. The last 20 latest logged lines in the system will be displayed.
13. Select **Refresh** to update the status of the lines. The lines can also be refreshed periodically by selecting a refresh time from the drop down list next to the Refresh tab. Refresh times available are 5,10,20,30 or 60 seconds.

1.

   To view any previous system logs within the last six months, select the **Current month** drop down and choose one of the monthly options available. For easier navigation through the lines, you can use the Back and Forward buttons.

Access reports

2. Select the **Reports** tab
3. Choose the type of reports you would like to create:
    - **System reports** - Select the **System** tab to generate reports regarding information such as the number of incoming, outgoing, abandoned calls
    - **Call reports** - Select the **Calls** tab to generate reports about incoming and outgoing call information.
    - **Users reports** - Select the **Users** tab to generate reports about users performance. You can display all users' performance or the performance of users in a specific group.

Generating system reports

4. Enter the time period you require in the **Custom D/M/Y start** and **end** drop down date lists.
5. Once you have entered your time period, select **Go** to generate the system reports. The following information will be provided:
    - **Successful Incoming Connections** - The number of incoming calls accepted by Texbox
    - **Abandoned Calls** – The number of incoming calls that were connected but not handled by an agent (this includes calls that diverted to the answering machine)
    - **Total Abandoned Time** – The time period where calls were waiting in a queue to be answered by an agent
    - **Failed incoming connections** – The number of incoming calls which have failed due to one of the following reasons: busy, user hang up, remote hang up, no carrier (this is where the incoming text call has an invalid modem), other types of errors
    - **Successful outgoing connections** – The number of outgoing calls which were connected
    - **Failed Outgoing Connections** – The number of outgoing calls which were not connected
    - **Handled Calls** – The number of calls routed from the waiting queue to a user
    - **Handled Total Duration** – The total time users have taken to handle their calls
    - **Average Speed Answer** – The average time between a call being connected and a call being answered by an agent
    - **Internal Calls** – The number of calls between Texbox agents

- **Transfer Calls** - The number of calls which have had at least one transfer

Generating call reports

6. Select the **Calls** tab.
7. Enter the time period you require in the **Custom D/M/Y start** and **end** drop down date lists, or by selecting the Period drop down list.
8. Once you have selected your time period, select **Go** to generate the call reports. The following information can be monitored:
    - **Call start** - This shows the time and date that the call was connected
    - **Duration** - The elapsed time between a call being connected and then being terminated
    - **User ID** – Displays the agent who made/received a call
    - **DNIS** (dialled number identification service) – This displays the telephone numbers dialled
    - **CLI** (caller line identification) – This displays the incoming caller's telephone number
    - **Outgoing Dialled Number** - The number dialled by an agent
    - **VCO** – This displays if voice carry over is used during a conversation
    - **Initial Status** - Whether call is successful, failed, busy, hung up

Generating user reports

9. Select the **Calls** tab.
10. To view all users who have logged into the system, and their details, select the **Display all** checkbox.
11. To view a specific group of users e.g. customer services, select the **Group** checkbox and then select a group from the drop down list.
12. Enter the time period you require in the **Custom D/M/Y start** and **end** drop down date lists, or by selecting the Period drop down list.
13. Once you have selected your time period, select **Go** to generate the user reports. The following information can be monitored:
    - **User ID**
    - **Current Login Duration** – The time elapsed since a particular agent logged in
    - **Current Status** – 1. Available, 2. Call work – this prevents calls being routed to an agent. When broadcast users log in they automatically have their status set to call work. They are able to answer calls, but no calls will be routed to them, 3. Busy – this is where agents accept inbound calls, or make outbound calls
    - **Current Status Duration** – The time elapsed since the agent has been in their current status
    - **Internal Calls** – The number of internal calls made
    - **Transfer Calls** – The number of transferred calls made
    - **Times Put On Hold** – The number of times the user has put calls on hold
    - **Average time on hold**
    - **Successful Outgoing Calls**
    - **Failed Outgoing Calls**

Exporting reports

14. Select **Export System**, **Export Calls** or **Export Users** to export the system, call or user data you require.
15. Enter the time period you require in the Custom D/M/Y start and end drop down date lists, or by selecting the **Period** drop down list.
16. Depending on the type of report that is to be exported, the following options can be selected:
    - **Export System** - All system reports can be exported by selecting **Download** and specifying a time period and DNIS
    - **Export Calls** – All call reports can be exported by completing the following: Period of time, specific DNIS, selecting whether calls are abandoned, incoming or outgoing, selecting successful, failed or both, and selecting either all users or a group or user. Select **Download** to complete the export

- **Export Users** – All user reports can be exported by specifying a time period and selecting either all users or a specific group. Select **Download** to complete the export.

Call - Hearing And Speech Impaired