

## Agent Detail View

Double clicking on any Agent Icon will cause the Agent Detail window to open. Any measured parameter can be displayed in the Agent Detail view. Management can view any Alert emails that were sent to the Agent. If Voice Mails are stored as files or records in a Voice Mail database, management can open up a Voice Mail List. By double clicking on any Voice Mail entry, the Voice Mail message can be heard through the manager's PC speakers or headphones.

To listen to VM message,  
 select VM and double click  
 on it.

Voice Mail Alert Log for Employee 1					
Date	Time	VM #	Caller	Customer Name	Priority
20070226	1172507075	2351	7607264091		2
20070226	1172507900	2351	3233776748	Unknown	2
20070226	1172508307	2351	9094444000	Unknown	2
20070226	1172509512	2351	7607264091	Unknown	2
20070226	1172513260	2351	6023731412	Unknown	2
20070226	1172514774	2351	3237246464	Unknown	2
20070226	1172522722	2351	9164297302	Unknown	2
20070226	1172522770	2351	5592886451	Unknown	2
20070226	1172522885	2351	9164297302	Unknown	2
20070226	1172523095	2351	9164297302	Unknown	2
20070226	1172523972	2351	5592886451	Unknown	2
20070226	1172524097	2351	6787954000	Unknown	2
20070226	1172526226	2351	5592886451	Unknown	2
20070226	1172532912	2351	2512435057	Unknown	2
20070226	1172533078	2351	9098758312	Unknown	2
20070226	1172533709	2351	3233773748	Unknown	2
20070226	1172541167	2351	2512435057	Unknown	2

Show Emails

Performance Details For Employee 1 (2351)	
4	Total Out Going Calls: 4
27	Total Incoming Calls: 27
25	Total Voice Mails: 25
2	Total Returned Calls: 2
0	Total Live Calls: 0
2115	Agent is Logged In.
Agent has been notified twice by email that there are 25 Voice Mail calls that need to be returned. The Agent's Supervisor and Manager have also been notified.	
<a href="#">Click Here for Voice Mail Summary</a>	

Show Emails

From: System Admin  
 Date: 03/19/2007 11:34:05 AM  
 To: Employee 1; Supervisor; Manager  
 Subject: Voice Mails Over Limit - Second Warning

Dear EmployeeName,

You currently have 25 Voice Mails that you have not responded to. It appears that at least 12 of these are from your Primary customer. This is the second warning! Please address these Voice Mails as soon as possible. If you are having difficulty either making calls or if these Voice Mails are not from Primary Clients, please contact Armon so that they can be eliminated from your Voice Mail monitor.