



U N I F I E D C O M M U N I C A T I O N S

Call Center

Supervisor & Admin Guide

Document Version: 1.2
Last Updated: June 2025
Classification: Admin Guide

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Introduction

Telephonica combines proven telecom reliability with cutting-edge Voice AI to deliver smarter customer communication that works 24/7. From cloud telephony and call center solutions to AI-powered customer service agents, Telephonica provides seamless global communication for businesses of all sizes.

This guide provides Supervisors and Administrators with comprehensive instructions for configuring, managing, and monitoring the Telephonica Call Center platform. The platform delivers enterprise-grade queue management, intelligent call routing, real-time monitoring, and advanced reporting capabilities.

The Telephonica Call Center module is accessed through the web interface under Apps > Call Center. From this central hub, administrators can manage queues, agents, tiers, and all associated settings.

Audience

- **Supervisors** – Team leads responsible for monitoring agent performance, adjusting agent status, and overseeing day-to-day call center operations.
- **Administrators** – System administrators responsible for creating and configuring queues, agents, tiers, strategies, and all advanced call center settings.

Navigating the Call Center Module

Log in to the Telephonica web interface and navigate to Apps > Call Center. The main view displays a list of all configured queues. From the top-right corner of the Call Center page, you can access:

- Agents – Manage all call center agents
- Tiers – Assign agents to queues with priority levels

Each queue entry has a pencil icon on the right to edit the queue configuration. Once inside a queue, additional controls at the top-right allow you to view, stop, start, restart, and save the queue.

Call Center Queues

Queues are the core building blocks of the Telephonica Call Center. Each queue represents a logical grouping where incoming calls are held and distributed to available agents according to the configured strategy.

Creating a New Queue

To create a new queue, navigate to Apps > Call Center and click the Add button in the top-right corner. Fill in the following fields:

Field	Description
Queue Name	A descriptive reference name for the queue (e.g., Sales, Support, VIP).
Extension	A unique extension number for the queue. Ensure this does not conflict with existing extensions.
Strategy	The call distribution method used to route calls to agents. See Strategies below.

Music On Hold	Select the hold music, stream, or ringtone callers hear while waiting in the queue.
Record	Enable or disable call recording for this queue.
Description	An optional description to help organize and define the purpose of the queue.

□ Important

Always ensure the queue extension is unique across the entire system. Duplicate extensions will cause routing conflicts.

Call Center Queue

Queue Name	 Enter the queue name.																										
Extension	 Enter the extension number.																										
Greeting	▼ ◀ Select the desired Greeting.																										
Language	▼ Select the language, voice and dialect.																										
Strategy	Longest Idle Agent ▼ Select the queue ring strategy.																										
Agents	<table border="1"> <thead> <tr> <th>Agent Name</th> <th>Tier Level</th> <th>Tier Position</th> <th></th> </tr> </thead> <tbody> <tr> <td> ▼</td> <td> 0 ▼</td> <td> 0 ▼</td> <td> — </td> </tr> <tr> <td> ▼</td> <td> 0 ▼</td> <td> 0 ▼</td> <td> — </td> </tr> <tr> <td> ▼</td> <td> 0 ▼</td> <td> 0 ▼</td> <td> — </td> </tr> <tr> <td> ▼</td> <td> 0 ▼</td> <td> 0 ▼</td> <td> — </td> </tr> <tr> <td> ▼</td> <td> 0 ▼</td> <td> 0 ▼</td> <td> — </td> </tr> </tbody> </table> Tiers assign agents to queues.			Agent Name	Tier Level	Tier Position		▼	0 ▼	0 ▼	—	▼	0 ▼	0 ▼	—	▼	0 ▼	0 ▼	—	▼	0 ▼	0 ▼	—	▼	0 ▼	0 ▼	—
Agent Name	Tier Level	Tier Position																									
▼	0 ▼	0 ▼	—																								
▼	0 ▼	0 ▼	—																								
▼	0 ▼	0 ▼	—																								
▼	0 ▼	0 ▼	—																								
▼	0 ▼	0 ▼	—																								
Music on Hold	▼ Select the desired hold music.																										
Record	☐ Save the recording.																										
Queue Limit	 Limit the number of callers allowed to wait in queue.																										
Time Base Score	System ▼ Select the time base score.																										

		Limit the number of callers allowed to wait in queue.
Time Base Score	System	Select the time base score.
Time Base Score Seconds		Set the time base score in seconds. Higher numbers mean higher priority.
Max Wait Time	0	Enter the max wait time.
Max Wait Time with No Agent	90	Enter the max wait time with no agent.
Max Wait Time with No Agent Time Reached	30	Enter the max wait time with no agent time reached.
Timeout Action	v ⏮	Set the action to perform when the max wait time is reached.
Tier Rules Apply	☐	Set the tier rule rules apply to true or false.
Tier Rule Wait Second	30	Enter the tier rule wait seconds.
Tier Rule Wait Multiply Level	☒	Set the tier rule wait multiply level to true or false.
Tier Rule No Agent No Wait	☒	Enter the tier rule no agent no wait.
Discard Abandoned After	900	The number of seconds before the abandoned call is removed from the queue.
Abandoned Resume Allowed	☐	A caller who has left the queue can resume their position in the queue by calling again before the abandoned call has been discarded.
Caller ID Name Prefix		

Queue Strategies

The strategy determines how the system selects which agent receives the next call:

Strategy	Behavior
Longest Idle Agent	Routes the call to the agent who has been idle the longest, based on tier level. Most commonly used.
Agent With Fewest Calls	Routes the call to the agent who has handled the fewest calls.
Agent With Least Talk Time	Routes the call to the agent with the least accumulated talk time.
Ring All	All available agents ring simultaneously. First to answer is connected.
Ring Progressively	Rings agents in order, progressively adding agents until all are ringing.
Round Robin	Distributes calls evenly by ringing the next agent in line each time.
Random	Selects an available agent at random.
Top Down	Rings agents in order of position starting from position 1 for every call.

Sequentially By Agent Order

Rings agents in sequence according to their tier and order assignment.

Tip

For most call centers, Longest Idle Agent is recommended as it balances workload naturally. Use Ring All for small teams where speed of answer is the top priority.

Time Base Score

Controls how the system calculates a caller's wait time priority:

- **Queue:** Wait timer starts when the caller enters this queue. Resets if transferred.
- **System:** Wait timer starts when the caller enters any queue. Carries over between transfers.

Time Base Score – Seconds (Queue Prioritization)

This optional field prioritizes one queue over another by adding a time offset:

- **VIP Queue with 300 seconds:** Callers are treated as if they waited 5 minutes, so VIP callers are served first.
- **Value of 0 (default):** Provides infinite priority.

Wait Time & Timeout Settings

Setting	Description	Default
Max Wait Time	Maximum seconds a caller waits before the Timeout Action executes.	90 sec
Max Wait Time with No Agent	Maximum seconds a caller waits when no agents are available.	30 sec
Timeout Action	Destination for calls exceeding max wait (e.g., voicemail, IVR, extension).	—

Tier Rules

Setting	Description	Default
Tier Rules Apply	True: calls route by tier level. False: all tiers treated equally.	False
Tier Rule Wait Second	Seconds before escalating to the next tier.	30 sec
Tier Rule Wait Multiply Level	True: wait compounds per tier (30s, 60s, 90s). False: immediate escalation.	False
Tier Rule No Agent No Wait	True: skip empty tiers immediately.	False

	Enter the tier rule no agent no wait.
Discard Abandoned After	900 The number of seconds before the abandoned call is removed from the queue.
Abandoned Resume Allowed	☐ A caller who has left the queue can resume their position in the queue by calling again before the abandoned call has been discarded.
Caller ID Name Prefix	 Set a prefix on the caller ID name.
Announce Sound	 A sound to play for a caller at specific intervals, as defined in seconds by the Announce Frequency. Full path to the recording is required.
Announce Frequency	 How often should we play the announce sound. Enter a number in seconds
Exit Key	 Define a key that can be used to exit the queue.
Context	telephonica.telefonica.ca Enter the context.
Description	 Enter the description.

Abandoned Call Settings

Setting	Description	Default
Discard Abandoned After	Seconds after which an abandoned call is discarded from queue memory.	900 sec
Abandoned Resume Allowed	True: caller can resume position if they call back within the discard window.	False

Caller Experience Settings

Setting	Description
Caller ID Name Prefix	Prefix on caller ID shown to agent, identifying the queue (e.g., "SALES:", "VIP:").
Announce Sound	Sound file played to the caller at intervals while waiting. Requires full path to .wav file.
Announce Frequency	How often (seconds) the announce sound is played.
Exit Key	DTMF key the caller can press to exit the queue.

Call Center Agents

Agents are the users who receive and handle calls routed through Telephonica call center queues. Agent configuration is managed under Apps > Call Center > Agents.

Agent Name		Select the agent name.
Type	callback	Enter the agent type.
Call Timeout	20	Enter the call timeout.
Username		
Agent ID		Enter the agent ID.
Agent Password		Enter the agent password.
Contact		Select the contact number.
Status		Select the default agent status. Recommend leaving the status empty as it will keep the last known status after the service is restarted.
No Answer Delay Time	30	Enter the agent no answer delay time in seconds. How long the system will wait before reattempting a call to an agent who has not answered.
Max No Answer	0	If the agent fails to answer calls this number of times, their status is changed to 'On Break' automatically.
Wrap Up Time	10	The amount of time to wait before putting the agent back in the available queue to receive another call, to allow them to complete notes or other tasks.
Reject Delay Time	90	If the agent presses the reject button on their phone, wait this defined time amount in seconds.
Busy Delay Time	90	If a busy response is received then wait for the delay time in seconds before calling the agent again.

Adding a New Agent

Click Add in the top-right corner of the Agents page:

Field	Description
Agent Name	Display name for the agent in all views and reports.
Type	Callback: system calls the agent via contact field. UUID-Standby: bridges directly to the agent's active session.
Call Timeout	Seconds the agent's phone rings before they are marked unavailable for that attempt.
Username	Associates a Telephonica system user account with this agent.
Agent ID	Unique identifier for phone login via *22. Required.

Agent Password	PIN for *22 login. Not required if authorized login is enabled.
Contact	Extension the system calls when routing a call to this agent.
Status	Default status: Available, Logged Out, On Break, or Do Not Disturb.
No Answer Delay Time	Seconds to wait before retrying the agent after a missed call.
Max No Answer	Maximum unanswered attempts before the agent is skipped.
Wrap Up Time	Seconds between calls for after-call work. Agent is not offered new calls during this time.
Reject Delay Time	Seconds to wait before offering a new call after the agent manually rejects.
Busy Delay Time	Seconds to wait before retrying an agent in Do Not Disturb.
Agent Logout	Optional time-of-day for automatic logout (requires logout service).

Important

Always set the Agent ID field when creating agents. Without it, agents cannot log in via their phone using *22.

Agent Login & Logout

Phone-Based Login (*22)

Agents dial *22 from their phone and enter their Agent ID and Password. If authorized login has been enabled by the Telephonica administrator, no password is required.

Web-Based Login

Supervisors and admins can change agent status through the web interface at Status > Agent Status. Administrators can log other agents in or out from this page.

Agent Status Management

Navigate to Status > Agent Status for a real-time view of all agents with the ability to change their status.

Status Types

Status	Description	Receives Calls?
Available	Logged in and ready to receive queue calls.	Yes
On Break	Temporarily unavailable for queue calls. Can still receive direct calls.	No (queue)
Logged Out	Fully logged out. No queue calls.	No
Do Not Disturb	No calls at all (queue or direct).	No

Changing Agent Status

Select the desired status for each agent using the radio buttons on the Agent Status page and click Save. Agents can also change their own status via *22 or the Operator Panel.

Call Center Agent Status

Agent	Status
Alex	☐ Available ☒ Logged Out ☐ On Break
Josee	☐ Available ☒ Logged Out ☐ On Break
Stephane	☐ Available ☒ Logged Out ☐ On Break
Tony	☐ Available ☒ Logged Out ☐ On Break

Operator Panel

The Operator Panel provides a visual interface for agents to manage their status. To enable it, ensure the agent's extension is assigned to their user account under Accounts > Extensions.

Tiers & Agent Assignment

Tiers define agent priority within a queue, creating escalation paths from primary to backup agents.

Configuring Tiers

Navigate to Apps > Call Center > Tiers. Click Add to create a new assignment:

Field	Description
Agent Name	The agent to assign.
Queue Name	The queue to assign the agent to.
Tier Level	Priority level (lower = higher priority). Level 1 agents are contacted first.
Tier Position	Position within the tier, used by sequential strategies for ring order.

Tier Escalation Example

Support queue: Tier Rules Apply = True, Tier Rule Wait Second = 30, Strategy = Longest Idle Agent.

Agent	Queue	Level	Position
Alice	Support	1	1
Bob	Support	1	2
Carol	Support	2	1
Dave	Support	2	2

Incoming calls first reach Alice or Bob (Level 1). If neither answers within 30 seconds, the system escalates to Carol and Dave (Level 2).

Active Call Center Monitoring

Navigate to Status > Active Call Center for real-time queue visibility.

Features

- Select a queue to view its live activity
- See agent availability, current calls, and break status
- View callers waiting and their wait times
- Eavesdrop on an active call
- Transfer a call between agents or to an external destination
- Click-to-call an available agent

Active Queues

Navigate to Status > Active Queues for a summary of all queues showing callers waiting, agents available, and overall queue health.

Agents Status...

A current list of agents is below:

Name	Extension	Status	State	Status Change	Last Call	Missed	Answered	Tier State	Tier Level	Tier Position	Options
Alex	221	Logged Out	Waiting	20:38:17	10:06:44	0	0	Ready	0	0	Call

Queue: Customer service French Waiting: 1 Trying: 0 Answered: 0

A current list of callers in the queue is below:

Time	Name	Number	Status	Options	Agent
0:00:29	210	210	Waiting	Eavesdrop Transfer	

Call Center Wallboard

The Wallboard is a heads-up display for large screens showing real-time call center activity at a glance.

Accessing the Wallboard

All-Queues Wallboard

Apps > Call Center > click Wallboard button. Shows all queues and all logged-in agents.

Date and Time 12 April 2026 6:23:40 am	4001 Customer Service English 1 0 Answered 0 Trying 0 Abandoned	4002 Customer Service French 0 0 Answered 0 Trying 1 Abandoned	Average Talk Time 00:00:00 00:00:00 Total	Average Wait Time 00:00:00 00:00:00 Total
Waiting Alex 0 Answered 00:00:00 Last Change	Waiting Josee 0 Answered 00:00:00 Last Change	On Break Stephane 0 Answered 00:00:00 Last Change	Waiting Tony 0 Answered 00:00:00 Last Change	

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Single-Queue Wallboard

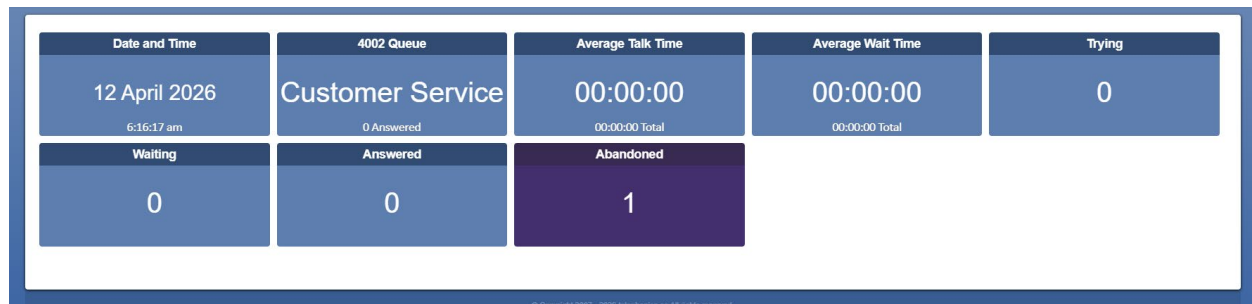
Apps > Call Center > edit a queue > click Wallboard button. Shows only that queue and its assigned agents.

Wallboard Metrics

Metric	Description
Queue Answered Today	Calls answered per queue for the current day.
Agent Answered Today	Calls answered per agent for the current day.
Average Talk Time	Average call duration across the queue or per agent.
Average Wait Time	Average time callers waited.
Total Talk Time	Accumulated talk time across all calls.
Total Wait Time	Accumulated wait time across all callers.
Callers Waiting	Number of callers currently in the queue.
Agent Status	Visual indicator: Available, On a Call, On Break, or Logged Out.

Tip

Use the single-queue Wallboard for team displays, and the all-queues Wallboard for a centralized supervisor station.



Call Center Announce

The Call Center Announce feature announces the caller's position in line while they are waiting in a queue. This runs globally across all active queues – once enabled, every caller hears their position automatically.

Tip

Position announcements help reduce caller frustration and decrease abandonment rates by giving callers transparency about their wait.

Call Center Callbacks

The Callback feature allows callers waiting in a queue to request a callback instead of remaining on hold. The system records their caller ID, and when an agent becomes available, automatically calls back the caller and places them at the front of the queue.

How It Works

1. A caller enters the queue and hears hold music or announcements.
2. The caller is presented with an option to request a callback (via IVR or DTMF key).
3. The caller confirms the callback request and hangs up.
4. The system monitors the queue for agent availability.
5. When an agent is available, the system calls back the caller.
6. The caller is reconnected at the front of the queue and connected to the agent.

Optional IVR Menu

An IVR Menu can provide additional options to callers in the queue:

- Play a message asking if the caller wants a callback
- Send the caller to voicemail
- Hang up the call
- Transfer to a live answering service

Callback Status

Status	Description
Waiting	Callback recorded, waiting for an agent to become available.
Trying	System is actively attempting to call back the caller.
Failed	Callback attempt unsuccessful (caller did not answer or number unreachable).
Answered	Callback completed and caller connected to an agent.

Call Center Notify

Sends an email notification when a caller abandons a queue, including the caller's ID information for follow-up.

Configuration

1. Navigate to Apps > Call Center and click the edit icon on the desired queue.
2. Enter the notification email address.
3. Save the queue configuration.

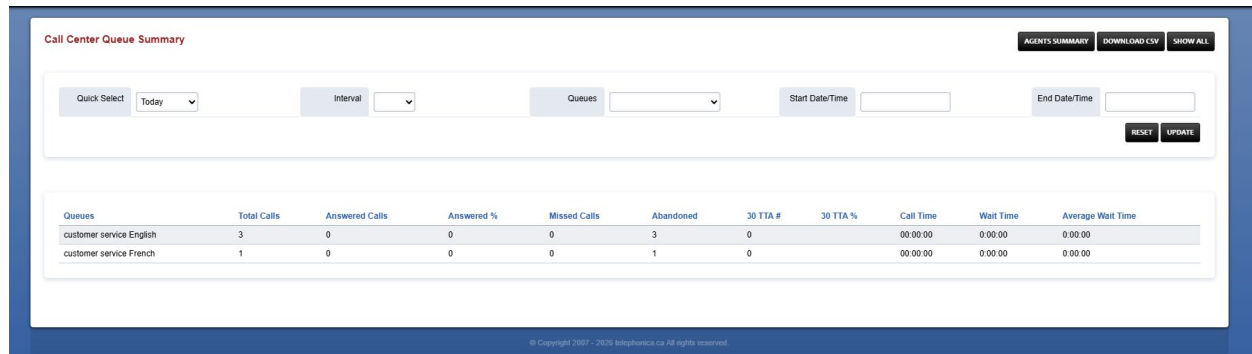
When a caller abandons the queue, an email is automatically sent with the caller's details.

Tip

Combine Notify with Callbacks: Notify alerts you to abandoned calls, while Callbacks give callers the option to be called back automatically.

Call Center Queue Summary

Historical reporting on queue performance over a configurable time period.



Queues	Total Calls	Answered Calls	Answered %	Missed Calls	Abandoned	30 TTA #	30 TTA %	Call Time	Wait Time	Average Wait Time
customer service English	3	0	0	0	3	0		00:00:00	0:00:00	0:00:00
customer service French	1	0	0	0	1	0		00:00:00	0:00:00	0:00:00

Search & Filters

- **Quick Select** – Predefined date ranges for common reporting periods.
- **Interval** – Granularity: Hour, Day, Month, or Year.
- **Queues** – Select specific queues to include.
- **Start/End Date/Time** – Define the reporting period.

Report Columns

Column	Description
Queues	The name of the queue.
Total Calls	Total calls that entered the queue.
Answered Calls	Calls answered by an agent.

Missed Calls	Caller stayed until timeout or no-agent timeout was reached.
Abandoned	Caller hung up before reaching an agent.
30s TTA #	Number of calls answered within 30 seconds.
30s TTA %	Percentage of calls answered within 30 seconds – a key service level indicator.
Call Time	Total accumulated call time.
Wait Time	Total accumulated wait time.
Average Wait Time	Average time callers waited before connection.

Call Center Agent Summary

Individual agent performance reporting over a configurable time period.

Search & Filters

- **Quick Select** – Predefined date ranges.
- **Interval** – Granularity: Hour, Day, Month, or Year.
- **Agents** – Select specific agents.
- **Start/End Date/Time** – Define the reporting period.

Report Columns

Column	Description
Agents	The name of the agent.
Answered Calls	Calls the agent answered.
Missed Calls	Calls offered but not answered. Another agent may have picked up.
Call Time	Total call time for answered calls.
Wait Time	Total wait time experienced by this agent's callers.
Average Wait Time	Average wait time for this agent's callers.

Note

Queue missed calls and agent missed calls are different. A queue miss means the caller timed out. An agent miss means the agent didn't answer, but another agent may have handled the call.

Quick Reference Card

Common Dial Codes

Code	Function
*22	Agent login/logout from call center queue
*24	Set agent status to On Break

Key Navigation Paths

Task	Navigation Path
Manage Queues	Apps > Call Center
Manage Agents	Apps > Call Center > Agents
Manage Tiers	Apps > Call Center > Tiers
View Agent Status	Status > Agent Status
Monitor Active Queues	Status > Active Call Center
Queue Summary Report	Apps > Call Center > Queue Summary
Agent Summary Report	Apps > Call Center > Agent Summary
Wallboard (All Queues)	Apps > Call Center > Wallboard
Wallboard (Single Queue)	Apps > Call Center > [Queue] > Wallboard
Operator Panel	Apps > Operator Panel

Agent Status Quick Reference

Status	Queue Calls	Direct Calls	Phone Code
Available	Yes	Yes	*22
On Break	No	Yes	*24
Logged Out	No	Yes	*22
Do Not Disturb	No	No	—



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