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CCPulse

CCPulse is a tool that provides real time information on telephone activity. It is used by team leaders and managers in operational areas to monitor incoming and outgoing telephone activity.

CCPulse views can be customised to display any relevant information for your team. This can be done by updating the views pane. Views will automatically refresh to ensure up to date information is displayed.

All CCPulse users must download appropriate templates for their role from the intranet. These templates can be found by selecting templates from the A-Z then selecting CCPulse.

This procedure gives instructions and details on using CCPulse in several scenarios.

Each section of the following procedure can be followed independently.

Downloading New Templates

1. Close CCPulse if it is open. From the Child Maintenance Group (CMG) intranet take the following actions:

   - select **A-Z**
   - select **T** from the alphabet list
   - select **Templates** from the list
   - select **CCPulse Templates** from list

2. A seven step instruction guide and a hyperlink will then display. Follow the guide and select the hyperlink to download the new templates.

   Any views you had already set up will be removed and new views will need to be created. Templates are specific to a workstation therefore if you move workstation you may need to download the templates again.

Logging On

3. Select the **CCPulse** icon from the desktop.

4. Enter staff number into the user name field.

5. Enter password into the user password field.

6. Select **Details**.

7. Ensure the appropriate application name is entered in the **Application** field, the host name is entered in the **Host Name** field and **52600** is entered in the **Port** field. For further information see the below table:

Site	Application Name	Host	Port
Hastings	CMEC_HSTS_CCP_01	rdrtss21.cti.icons.gpn.gov.uk	52600
Durham House	CMEC_DRHS_CCP_01	rdrtss18.cti.icons.gpn.gov.uk	52600
Peel Park	CMEC_PERK_CCP_01	rdrtss22.cti.icons.gpn.gov.uk	52600
Falkirk	CMEC_FALK_CCP_01	rdrtss18.cti.icons.gpn.gov.uk	52600
Global	CMEC_GLOBAL_TD_CCP_01	rdrtss17.cti.icons.gpn.gov.uk	52600
Plymouth Crownhill	CMEC_PLCR_CCP_01	rdrtss20.cti.icons.gpn.gov.uk	52600
Plymouth Clearbrook	CMEC_PLCL_CCP_01	rdrtss22.cti.icons.gpn.gov.uk	52600
Longbenton	CMEC_LNTN_CCP_01	rdrtss18.cti.icons.gpn.gov.uk	52600
Belfast Millennium House	CMEC_BMIL_CCP_01	rdrtss19.cti.icons.gpn.gov.uk	52600
Belfast Great Northern Tower	CMEC_BGNT_CCP_01	rdrtss19.cti.icons.gpn.gov.uk	52600

Leicester	CMEC_LEBC_CCP_01		
		rdrtss19.cti.icons.gpn.gov.uk	52600
Dudley Pedmore House	CMEC_DPMH_CCP_01		
		rdrtss04.cti.icons.gpn.gov.uk	52600

8. Select **OK**.

Logging off

9. Select **File**.

10. Select **Close All**.

11. ## CCPulse Symbols

4 What the symbols on left side of the screen mean	
◈	Logged Out: a person or team is logged out. When all staff are logged out, the team is not available for calls.
◆	Not Ready for Next Call: a person or team is logged in but is not ready.
◈	Available for CS2 Call: a person or team is waiting for a call.
🔡	Call Dialling: a member of staff is dialling a call.
⌛	Call on Hold: a member of staff is on hold.
◀▶	Call Consult: an agent is speaking with another agent while a second call is on hold.
▲	Call Ringing: a call has arrived at an agent's telephone.
◀	Call Outbound: a member of staff is making an outbound call.
▶	Call Inbound: a member of staff is on an inbound call.
▶◀	Call Internal: a member of staff is on an internal call.
◈	After Call Work: An agent is busy with after-call work.
?	Call Unknown: The stat server has no information about this call.
More Help – You can get more help on using CC Pulse by clicking on the Help symbol in the toolbar at the top of the screen.	

Redirect on no answer (RONA)

12. Whenever an inbound call is routed to an available caseworker from a queue, they have a maximum of 15 seconds ringing time to answer the call.

13. If the call is not answered within 15 seconds, the telephony system automatically retrieves the call, places it in another queue and attempts to deliver it to another available caseworker.

14. The caseworker who did not answer the call is automatically made not ready for further calls until they manually change themselves to ready via the computer telephony interface (CTI) toolbar on the system. Users who are not on the system would do this via genesys agent desktop (GAD).

Views

The CCPulse home screen is split into three sections.

The screenshot below is included for illustration purposes only:
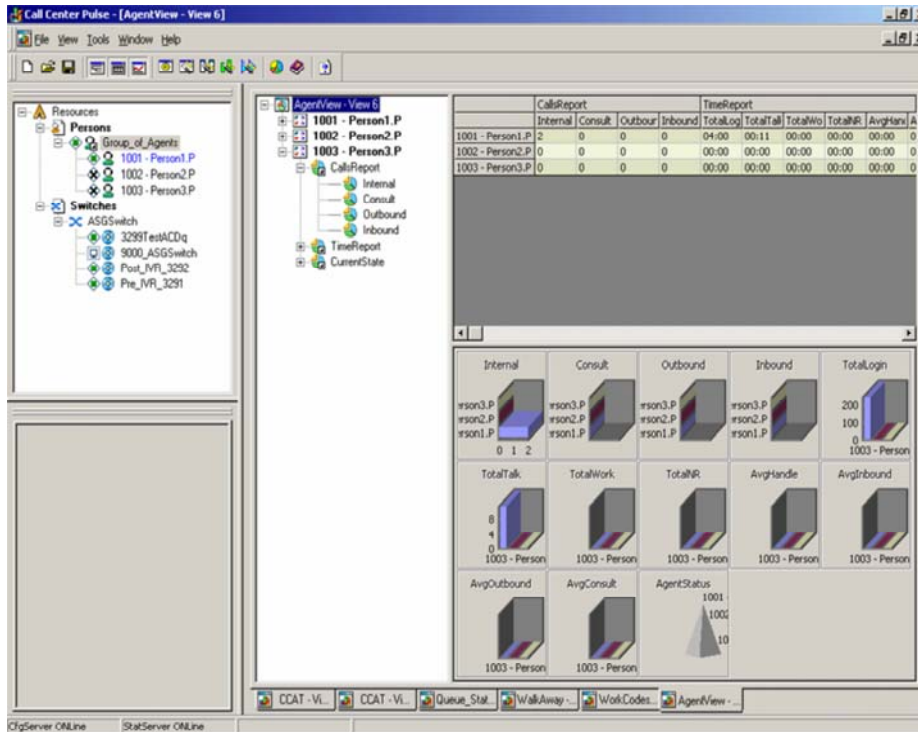
15. The top left box displays a full list of teams and caseworkers which the user can view.

16. The bottom left box will display details of a specific caseworkers current telephony statistics for that day since they logged on, when required.

17. To display information in this box :

    ■ Right click (or shift and F10) on the user you want to monitor

    ■ Select **Monitor Extended Current Status**

18. The box will then display:

    ■ Monitored time – the time recorded for that day

    ■ Logged in time – the time logged in for that day

    ■ On hook – the length of time a caseworker has been unavailable due to after call work following the last call

    ■ Not ready - the total time a caseworker has been unavailable since the last call for any reason

19. The right hand box can be changed to supply different views to suit a users needs (refer to creating a view), the options available are:

    ■ Agent full view – This will be used mainly by team leaders and managers to monitor the team's telephony performance. Details of caseworkers call status, total number of calls received and their duration and the amount of logged in and call time will be displayed.

    Full details of all the specific fields and codes contained are available at this link:

    http://csrhelp/webhelp/externalprocedures/current/yt/yt_01053.htm

    ■ Agent mini view – This will be used by workgroup leaders and senior business leaders. Details of workgroups total calls and performance are displayed.

    Full details of all specific fields and codes contained are available at this link:

    http://csrhelp/webhelp/externalprocedures/current/yt/yt_01054.htm

    ■ Queue view – This will be used by team leaders and managers at National Helpline (NHL). Details of calls handled, calls waiting and performance in answering calls are displayed.

Full details of all specific fields and codes contained are available at this link:

http://csrhelp/webhelp/externalprocedures/current/yt/yt_01057.htm

- NHL queue – This will again be used by team leaders and managers at NHL and will provide more detailed information on call handling and performance.

Full details of all specific fields and codes contained are available at this link:

http://csrhelp/webhelp/externalprocedures/current/yt/yt_01058.htm

Creating a view

20. Ensure the correct templates have been downloaded.

21. Launch **CCPulse.**

22. Select **File** and **New.**

23. Select the appropriate server from the drop down list and select **Next.**

24. In the object types dialogue box select **Tenant**.

25. Still in the object types dialogue box select the cross beside person and switches to open these lists. Then select:

- Group of agents

- Agent

- Group of queues

- Virtual queue

26. Select **Next**.
27. In the **Object Instances** dialogue box, select the teams you manage and include all agents. These will have a T after them if they are a team, W after them if they are a Workgroup or an S after them if they are a Segment. Please ignore any that have VG after them.

28. Under switches select the segment you want to view. For NHL the appropriate call types should be selected (these are shown without a segment number in the name).

29. Select **Finish**.

30. To display the real time view:

- For an agent view, highlight the agent/s in the left hand side column, right click (or shift and F10) and select real time view and then select either agent full or agent min view

- For a group view, highlight the group/s in the left hand side column, right click (or shift and F10) and select real time view and then select either group full or group min view

- For a queue view highlight the queue/s in the left hand side column, right click (or shift and F10) and select real time view and then select the queue view for your area or, if a member of NHL, the NHL queue view

31. Select **OK**.

To ensure the management information (MI) presented is only for your area always select the queue view for your regional area.

To ensure that CC pulse performs to the best of its ability please do not request any MI that is not necessary. The more information you request the slower CC pulse will run.

Thresholds and actions

CCPulse users can set the system to display certain actions when certain thresholds are reached. This will supply users with an 'at a glance' view of important performance information.

The thresholds and actions available are :

Threshold	Action	Applicable Statistic
Service Level display should change to red when the service level falls to a level of 89% or below.	Turn Cell Red	Queue - Performance - PCA 30
The Number of Calls in Queue display should change to red when it reaches 15 queuing calls or more.	Turn Cell Red	Queue - Current - Calls Waiting
The Average Speed of Answer (ASA) display should change to amber when ASA reaches a level of 10 seconds or more.	Turn Cell Amber	Queue Average - Average Time To Answer
The ASA display should change to red when ASA reaches a level of 20 seconds or more.	Turn Cell Red	Queue Average - Average Time To Answer
In all instances above, when the statistics fall below these levels, the display should return to its normal colour.	Return to normal colour	Queue - Performance - PCA 30 Queue - Current - Calls Waiting

	Queue Average - Average Time To Answer

To set a threshold in CCPulse:

32. Right click (or select and F10) with your mouse on the agent, group or queue you wish to set the threshold on.

33. Select **Set Threshold** from the dropdown list.

Call - Routing

Verint