



# Solgari Hub

Solgari Hub User Guide

## Overview

- Login to Solgari Hub
- Solgari Hub Main Menu
- Activity Dashboard
- Solgari Hub Configuration
- Archives
- Reporting & Monitoring
- Roles and Users

## Configuration

- IVRs
  - General Configuration & Audio
  - Menu Options
- Skills
  - Skills Based Questionnaires
  - Skills Based New Questionnaire
- Departments
  - Create a New Department
  - Assigning Users
- CLID Manipulation
- Inbound Rules
- Queues
  - General Information
  - Destination No-answer
  - Intro Prompt & Customer Waiting Times
  - Agents
  - Managers
- Phone Book
- End Users
  - General Information
  - Voicemail Settings
  - Call Forwarding Settings
  - Option Settings
  - CRM Settings, Skills & Departments
- CRM
- Channels
  - Create a New Channel
- Conference

## Archive

- Call Recordings
- Conversation Logs

## Reporting & Monitoring

- Reporting
- Running a report
- Queue Wallboards
- Live Monitoring
- Manage/Monitor

## Roles & Users

- Creating Solgari Hub Roles
- Assigning Solgari Hub Roles

# Solgari Hub

Overview

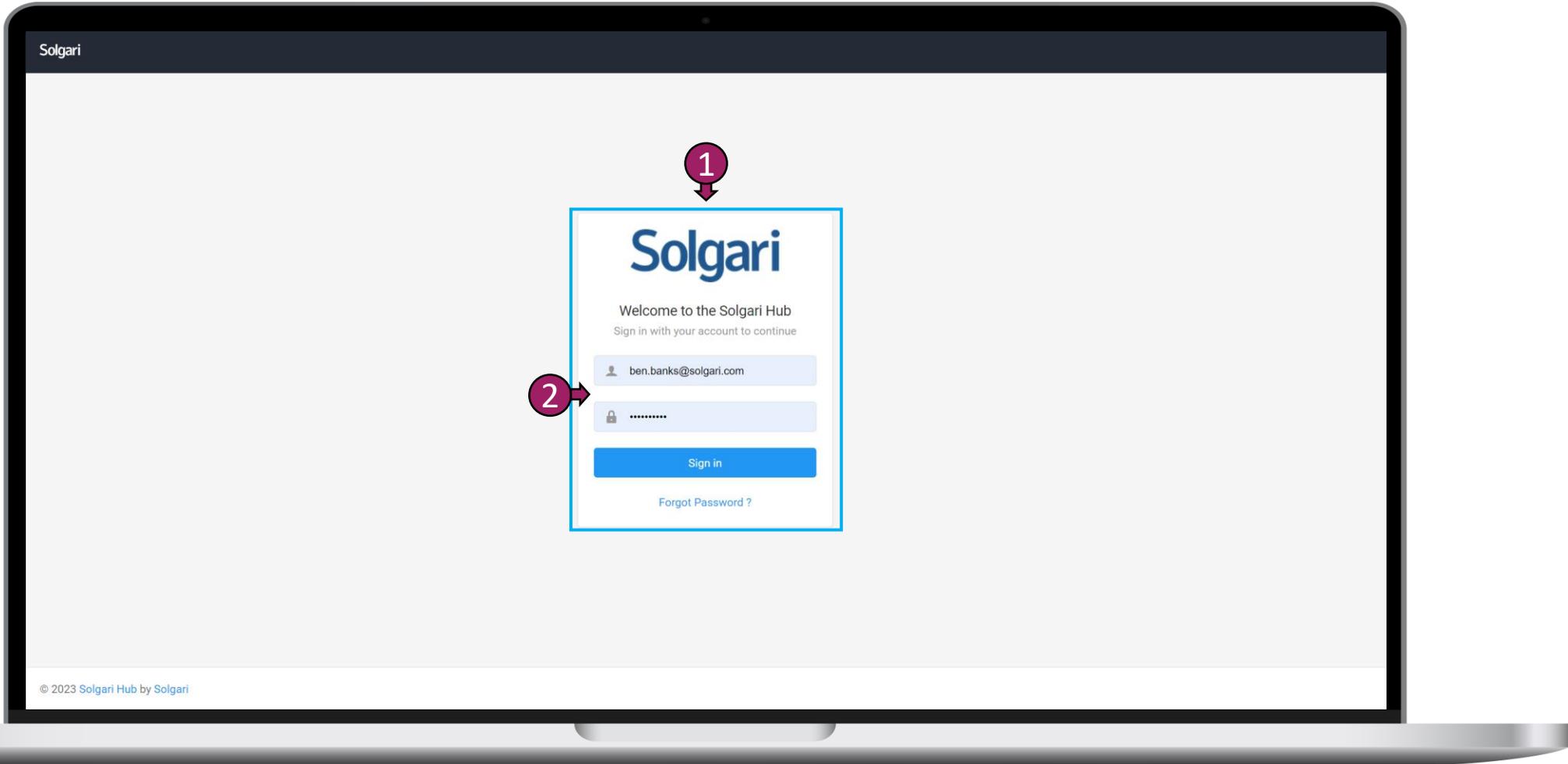
# Login to Solgari Hub

## 1 Solgari Hub Login

You can use any internet browser to log into the Solgari Hub.

## 2 Login Credentials

Once you have received your username (email) and password from your Solgari administrator, you will be able to login to the Solgari Hub.



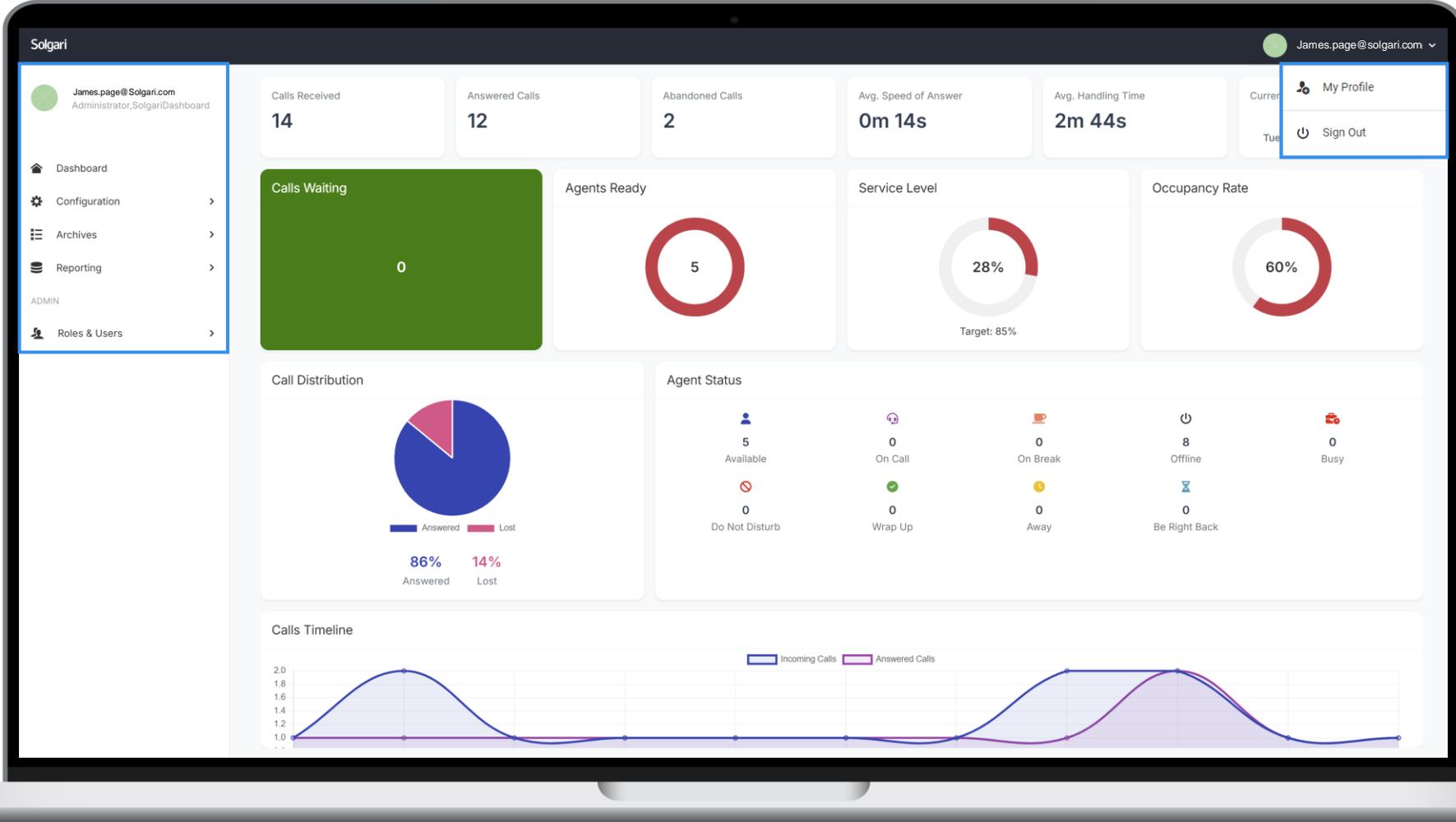
# Solgari Hub Main Menu

## Solgari Hub Main Menu

The Solgari Hub is comprised of sections, sub-sections and areas.

Each section offers a wide range of Contact Centre functions and features to help your business manage all communications with customers.

The Solgari Hub is also where you manage agent settings, permissions, data analytics & agent visibility.



## Logging Out

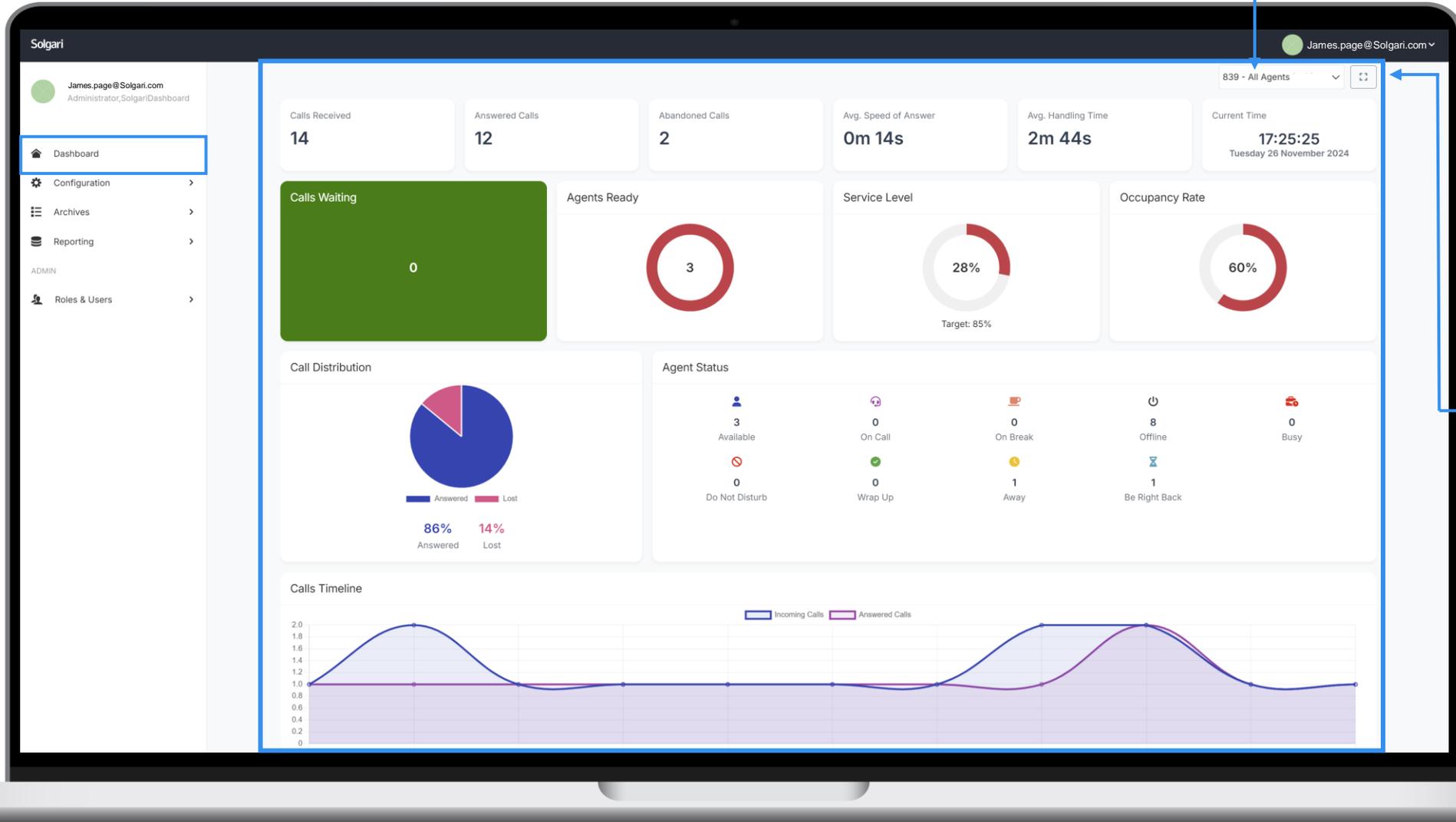
To log out of the Solgari Hub, go to your name in the top righthand corner of your screen and select the drop down.

# Activity Dashboard

## Dashboard Statistics

The dashboards will give you up to date live information regarding

- Agents Status,
- Volume of conversations,
- SLAs,
- Occupancy Rates.
- Answer Rate
- Abandon Rate
- Timeline
- Average Handling Time
- Total of all conversations per queue



## Queues

Once you have signed into Solgari Hub, You can immediately view all communication activity across all channels, queues and agents.

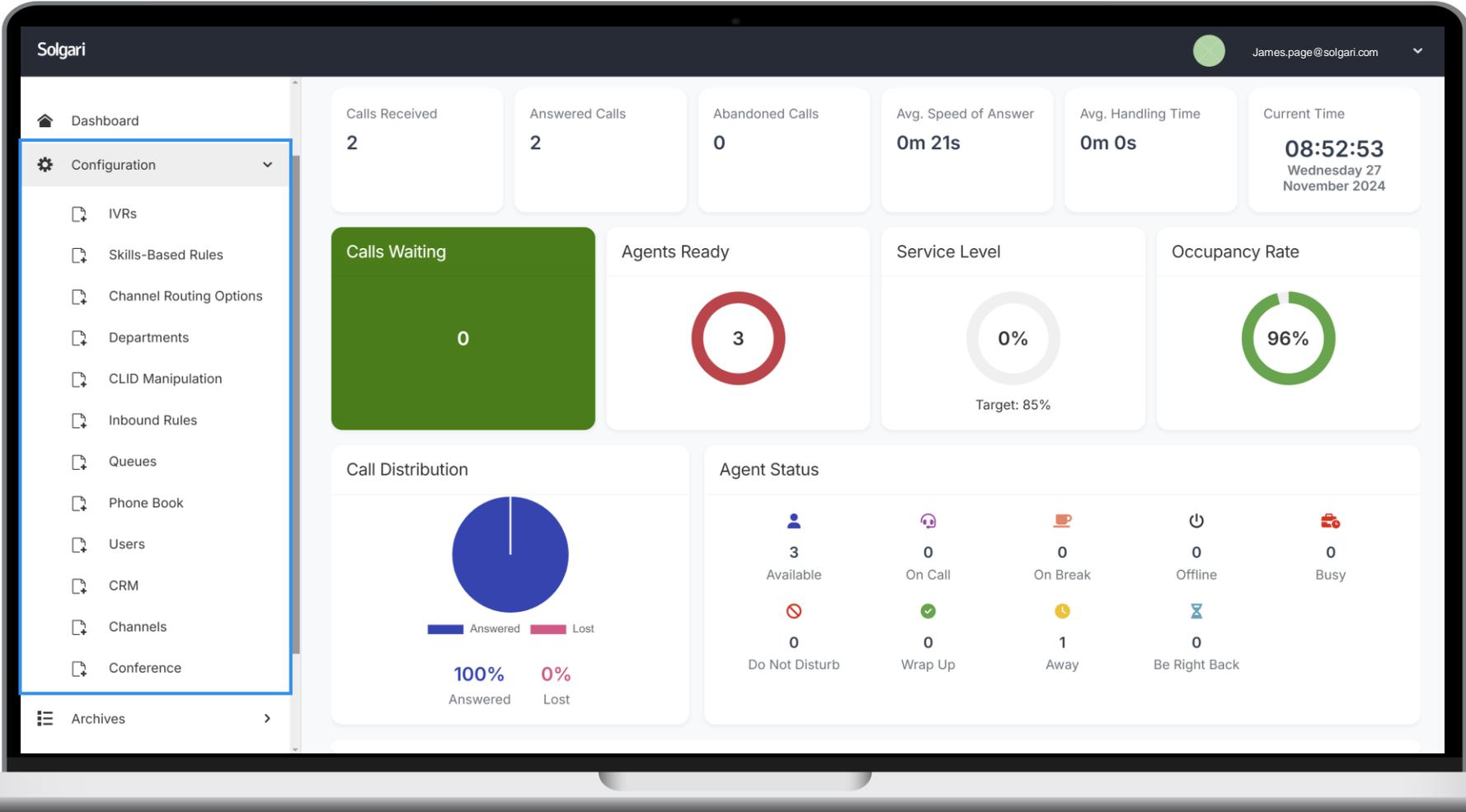
## Wallboard

The dashboards can be enlarged to be displayed on a large screen turning the dashboard into a wallboard.

# Configuration

## Configuration

The configuration section of the Solgari Hub is where you setup users, configure IVRs, setup conversational channels like SMS or WhatsApp for Business.



The screenshot shows the Solgari dashboard with the Configuration menu highlighted. The dashboard includes several key performance indicators (KPIs) and status reports:

- Top Row KPIs:**
  - Calls Received: 2
  - Answered Calls: 2
  - Abandoned Calls: 0
  - Avg. Speed of Answer: 0m 21s
  - Avg. Handling Time: 0m 0s
  - Current Time: 08:52:53, Wednesday 27 November 2024
- Second Row KPIs:**
  - Calls Waiting: 0 (green background)
  - Agents Ready: 3 (red ring)
  - Service Level: 0% (Target: 85%) (grey ring)
  - Occupancy Rate: 96% (green ring)
- Call Distribution:** A pie chart showing 100% Answered (blue) and 0% Lost (red).
- Agent Status:**
  - Available: 3
  - On Call: 0
  - On Break: 0
  - Offline: 0
  - Busy: 0
  - Do Not Disturb: 0
  - Wrap Up: 0
  - Away: 1
  - Be Right Back: 0

# Archives



## Archives

We want to make sure that you have a record of every customer and agent interaction. Solgari Hub provides you with a record of all call logs, call recordings and message transcriptions for the channels you use.

The screenshot shows the Solgari dashboard for user James.page@solgari.com. The left sidebar contains navigation options: Dashboard, Configuration, Archives (highlighted with a blue box), Call Records and Recordings, Conversation Logs, Reporting, ADMIN, and Roles & Users. The main dashboard area displays several key performance indicators (KPIs) and charts:

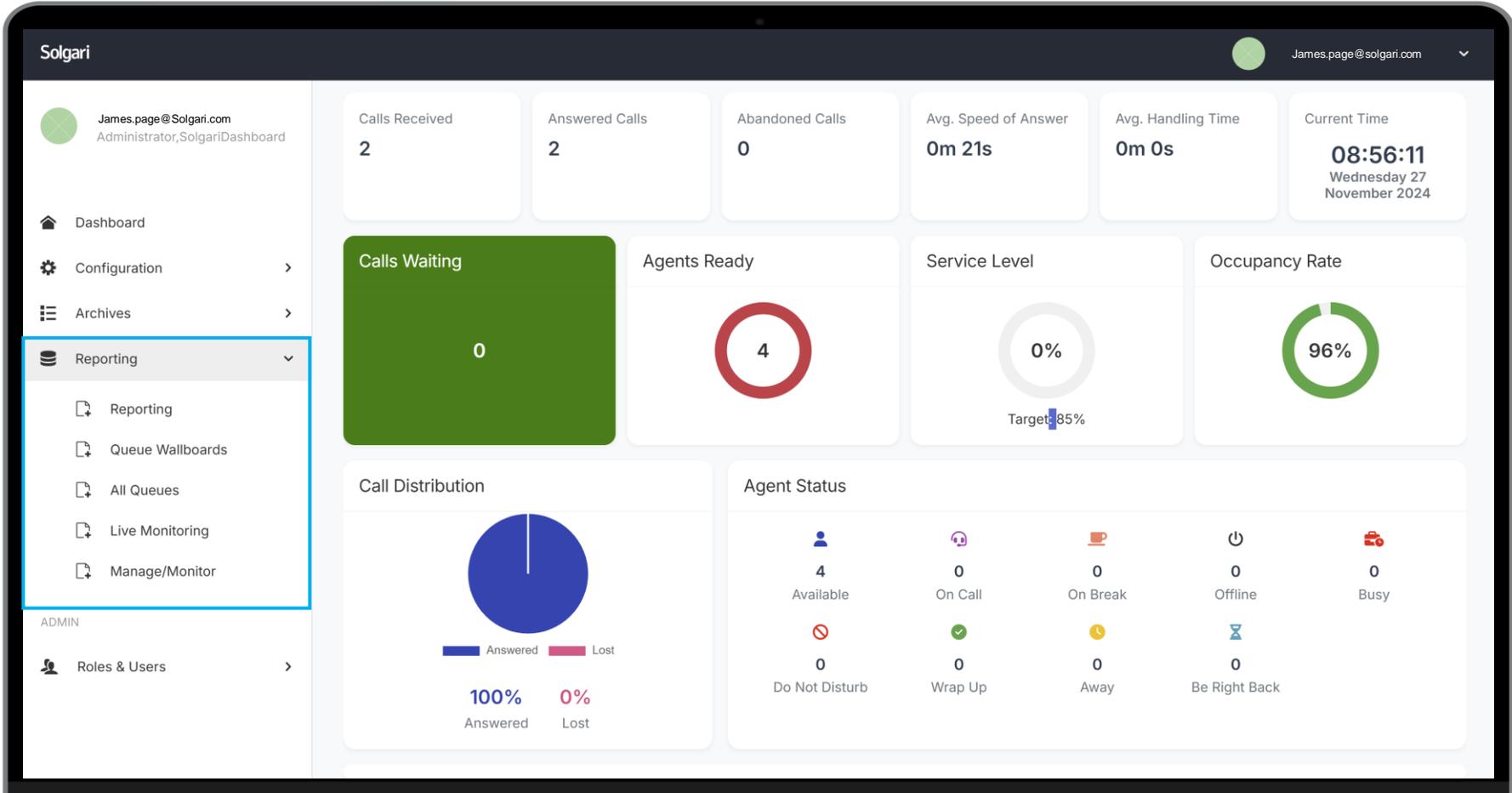
- Summary Metrics:** Calls Received (2), Answered Calls (2), Abandoned Calls (0), Avg. Speed of Answer (0m 21s), Avg. Handling Time (0m 0s), and Current Time (08:54:38, Wednesday 27 November 2024).
- Call Status:** Calls Waiting (0), Agents Ready (4), Service Level (0% with a Target of 85%), and Occupancy Rate (96%).
- Call Distribution:** A pie chart showing 100% Answered (blue) and 0% Lost (pink).
- Agent Status:** A grid showing 4 Available, 0 On Call, 0 On Break, 0 Offline, 0 Busy, 0 Do Not Disturb, 0 Wrap Up, 0 Away, and 0 Be Right Back.

# Reporting & Monitoring

## Reporting & Monitoring

The reporting and monitoring section of the Solgari Hub is here to give you both real-time and historical analytics against your agents and channels.

We provide real-time wallboards for all channels and queues along with live monitoring of voice calls.

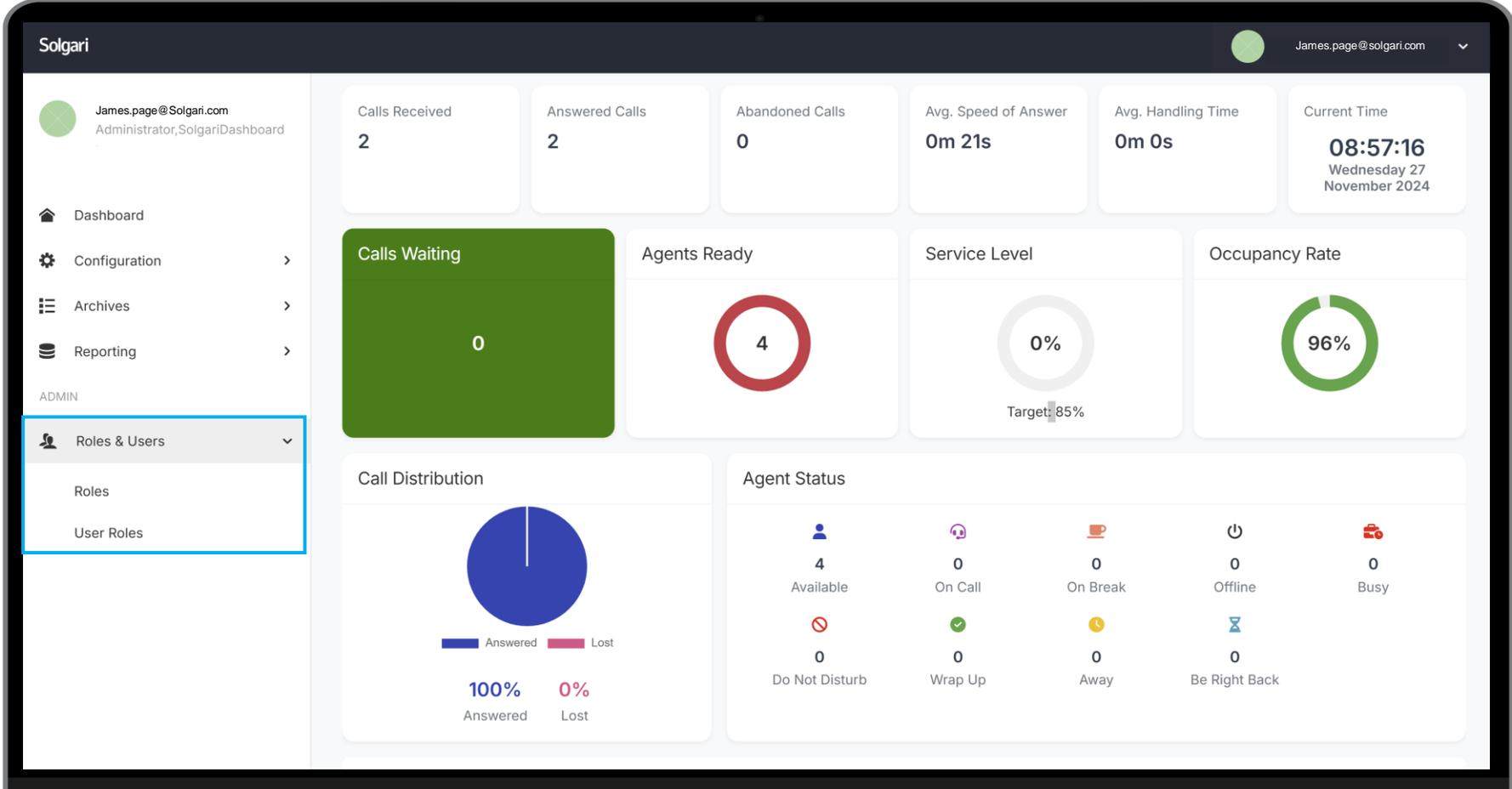


# Roles & Users

## i Roles & Users

Anyone can add user to the hub if they have been given the access via User Roles.

Your administrator can create specific roles within the Solgari Hub depending on what the user needs to access and edit.



# Solgari Hub

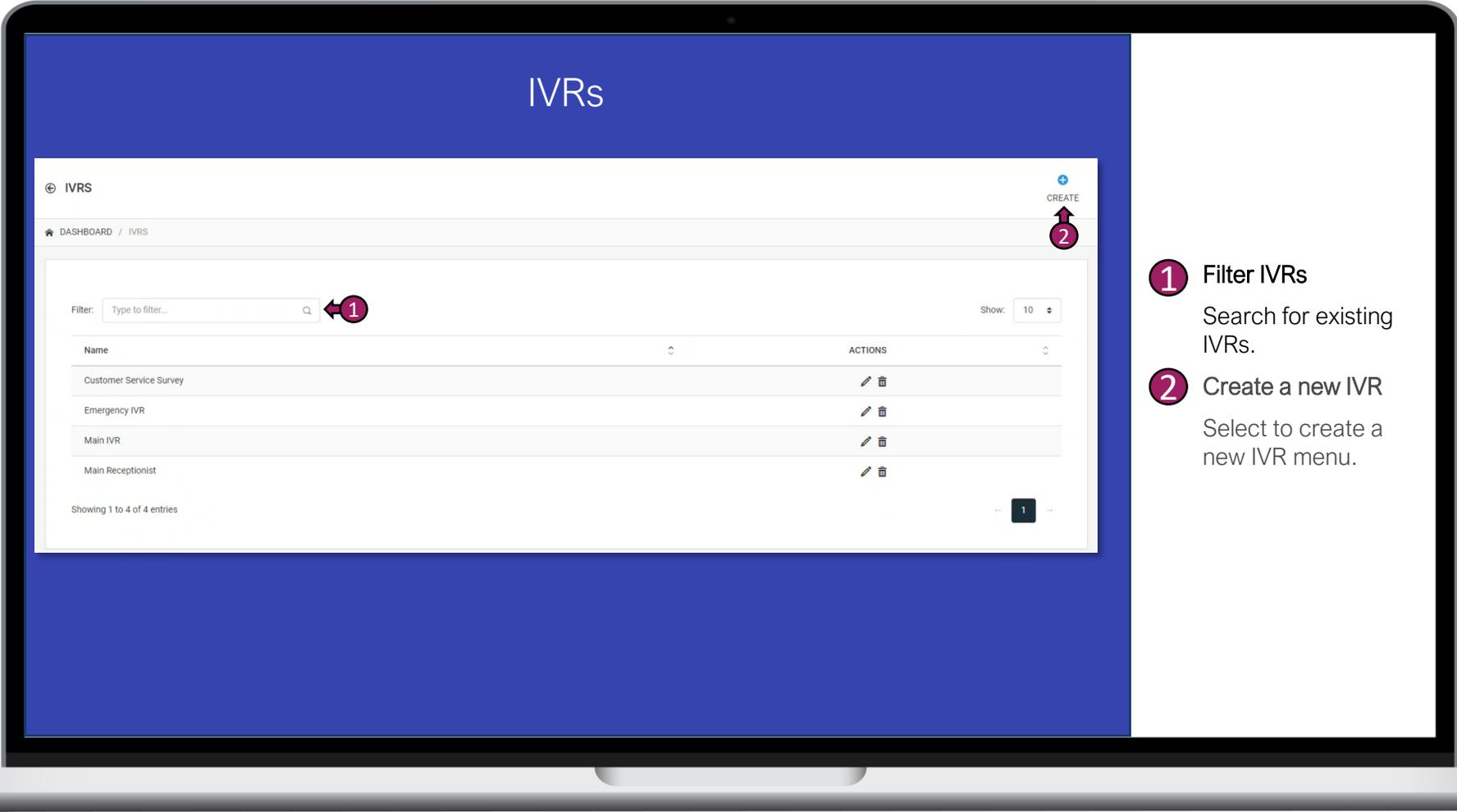
Configuration Section

# IVRs



## IVRs

We give you the ability to setup your own DTMF IVRs out-of-the-box with a wide range of configuration settings.



- 1 Filter IVRs**  
Search for existing IVRs.
- 2 Create a new IVR**  
Select to create a new IVR menu.

# IVRs – General Configuration & Audio



## IVR

Choose from a range of settings to configure the IVR the way you want it to operate.

When creating your IVR, we give you the ability to upload IVR prompts i.e.,

*Welcome Prompt,*  
*Transfer Prompt,*  
*On-hold Music,*

### IVRs – General Configuration & Audio

EDIT x

IVR\_GENERAL\_LABEL

<p><b>1</b> NAME *</p> <input type="text" value="Customer Service Survey"/>	<p>NUMBER *</p> <input type="text" value="802"/>	<p><b>2</b></p>
<p><b>3</b> PROMPT_LANGUAGE *</p> <div style="border: 1px solid #ccc; padding: 2px;">English (United States) ▼</div>	<p>IVR_GAP_TIME_LABEL *</p> <input type="text" value="0"/>	<p>IVR_PLAY_COUNT_LABEL *</p> <input type="text" value="0"/>
<p>Prompt file *</p> <div style="border: 1px solid #ccc; padding: 2px;">DR_extension.wav ▼</div>	<p>Call transfer file *</p> <div style="border: 1px solid #ccc; padding: 2px;">DR_extension.wav ▼</div>	

**6**

Drag & drop files here ...

No file selected

Browse

Only wav file types are allowed.

**7**

Drag & drop files here ...

No file selected

Browse

Only wav file types are allowed.

- 1 Name**  
Give your IVR a name.
- 2 Number / Extension**  
Choose an extension number for your IVR which can be used for other routing options like queues.
- 3 Prompt Language**  
Choose which language your IVR prompts are in.
- 4 GAP time label**  
Time between DTMF input or no input before prompt is played.
- 5 Play count**  
How many times the prompt will play before next action if no input.
- 6 Prompt File**  
Drag & drop IVR prompt file here or browse computer.
- 7 Call Transfer File**  
Drag & drop IVR transfer file here or browse computer.

# IVRs – Menu Options



## IVR

Creating IVR options couldn't be simpler with Solgari's out-of-the-box self-service IVRs.

Configure each menu option to get your customer to the right place the first time.

### IVRs – Menu Options

IVR\_MENU\_OPTIONS\_LABEL

0*		Voicemail <input type="text" value="x"/>	Sales Voicemail Inbox
1*		Support Queue <input type="text" value="x"/>	Support Queue overflow
2*		Customer Service Queue <input type="text" value="x"/>	CHOOSE_OPTION
3*		Sales Queue	
4*		CHOOSE_OPTION	
5*		CHOOSE_OPTION	
6*		CHOOSE_OPTION	
7*		CHOOSE_OPTION	
8*		CHOOSE_OPTION	
9*		CHOOSE_OPTION	

IVR\_EXCEPTION\_HANDLING\_LABEL

TimeoutInSeconds *	<input type="text" value="30"/>	Route to Sales queue	<input type="text" value="812"/>
Failure *		Repeat	CHOOSE_OPTION

- 1

**Options**

Set up to 9 "Options" for DTMF input that the customer can pick from when prompted.
- 2

**Choose Option Method**

Select where this option will go to i.e.,  
*Voicemail Inbox, Queue, IVR, Extension or End Call.*
- 3

**Choose Destination Option**

Choose the appropriate queue, extension, inbox or another IVR once you have picked your option method.
- 4

**Time Out**

Timeout is the time between the menu prompt sounding to no DTMF input from the customer after repeated prompts that you have set. Set a timeout in seconds and once complete go to "Destination no answer" to configure what happens after timeout i.e., *Route to Sales Queue.*
- 5

**Failure**

Failure is the time between the menu prompt sounding to no DTMF input from the customer.

# Skills



## Skills

Once you have created a set of skills for your business, next is assigning skills to users.

Once skills have been added to users, you can then setup your skills-based routing rules.

The screenshot shows a 'Skills' management page. At the top, there's a 'Skills' header and a 'Create' button (callout 2). Below is a search filter (callout 1) and a table of skills. The table has columns for 'Name' and 'Actions'. The 'Actions' column contains edit (callout 4) and delete (callout 5) icons for each skill. A 'Create' modal form is shown on the right (callout 3), with fields for 'Name' and 'Description'. A legend on the right side of the laptop screen explains the callouts:

- 1 Skills search**  
Search for existing skills.
- 2 Create**  
Select to create a new skill.
- 3 Creating a new skill**  
Give your skill a name and explain what its for.
- 4 Edit**  
Select edit to make changes to an existing skill.
- 5 Delete**  
Select delete to remove existing skill.

# Skills-Based – Channel Routing Options

## Skills-Based Channel Routing Options

Once you have created your own skills and assigned them to your users, then you can create a channel question.

Questions are what you will select upon creating a new channel i.e., Facebook or WhatsApp.

One root question will be used per messaging channel and sent automatically to the client when they message inbound for the first time.

## Channel Routing Options

Questionnaires
+  
Create 2

Dashboard / Questionnaires

Filter:  1

Show: 10

Name	Question	Actions
Department	Which department would you like to speak to? Press one or say Sales if you want speak with Sales. Press two or say Service if you want speak with Service	
Outlook Testing	Please choose 1 2 3 4 5 6 7 8 9	
Root question 1	Please, select department	
Root Question Dev	Please, select department	
Sales team	To speak with David from Sales team, press one or say David. To speak with Ahmed from Sales team, press two or say Ahmed	
Service	To speak with Arjun from Service team, press one or say Arjun. To speak with Balvan from Service team, press two or say Balvan	
Service Issue	What kind of issue do you have? Press one or say Portal if you have issue with access to portal. Press two or say Service if you have issue with permissions for specific service.	

**1 Filter Questions**  
Search for existing questionnaires.

**2 Create a new Question**  
Select to create a new question.

# Skills-Based – New Question Options

## **i** Questions

Creating a questionnaire is simple, you need to think about what you want your customer to see on entry to the specific channel i.e.,

*“Welcome, how can we get you to the write agent”*

Once you have created your question, next you need to create options for the customer to input i.e.,

- 1 – Support
- 2 – Sales

Finally, attached Skills to each option, once the customer has selected their option, they will be routed to an agent with the correct skill.

### Questionnaires

#### New Rule

Cancel
Submit

Number	Name *	Next question	Skills
1	<input type="text"/>	Choose option...	<input type="text"/>
2	<input type="text"/>	Choose option...	<input type="text"/>
3	<input type="text"/>	Choose option...	<input type="text"/>
4	<input type="text"/>	Choose option...	<input type="text"/>
5	<input type="text"/>	Choose option...	<input type="text"/>
6	<input type="text"/>	Choose option...	<input type="text"/>
7	<input type="text"/>	Choose option...	<input type="text"/>
8	<input type="text"/>	Choose option...	<input type="text"/>
9	<input type="text"/>	Choose option...	<input type="text"/>

- 1 Name**  
Name your questionnaire.
- 2 Question**  
Create a question that your customer will see when they first submit a chat.
- 3 Number**  
This number is the option the customer will need to reply with in order to route to the appropriate agent 1 – 9 options.
- 4 Option display name**  
This is the name of the option the customer will see i.e., sales or customer service.
- 5 Next Question**  
If you have already created questions before, then you can select these from the drop-down menu.
- 6 Skills**  
Assign skills that will attach to this question.
- 7 Submit**  
Make sure you select submit once you have finished creating your questionnaire.

# Departments



## Departments

Departments allow you to replicate your organizational structure within the Solgari Hub, making it easier to assign and locate users within different teams.

The screenshot shows the 'Departments' management interface. At the top, the word 'Departments' is displayed in white on a blue background. Below this, a white panel contains a search filter (labeled 1), a 'Create' button (labeled 2), and a table of existing departments. A modal window titled 'Create' is open, showing input fields for 'Name' (labeled 3) and 'Description' (labeled 4), along with 'Cancel' and 'Submit' buttons.

Name	Actions
Customer Service	[edit] [delete] [add]
Finance	[edit] [delete] [add]
HUB Testing - test Run	[edit] [delete] [add]
Payments	[edit] [delete] [add]
Repairs	[edit] [delete] [add]
Sales	[edit] [delete] [add]
Support	[edit] [delete] [add]

**1 Filter Departments**  
Search for existing departments.

**2 Create**  
Select create to make a new department.

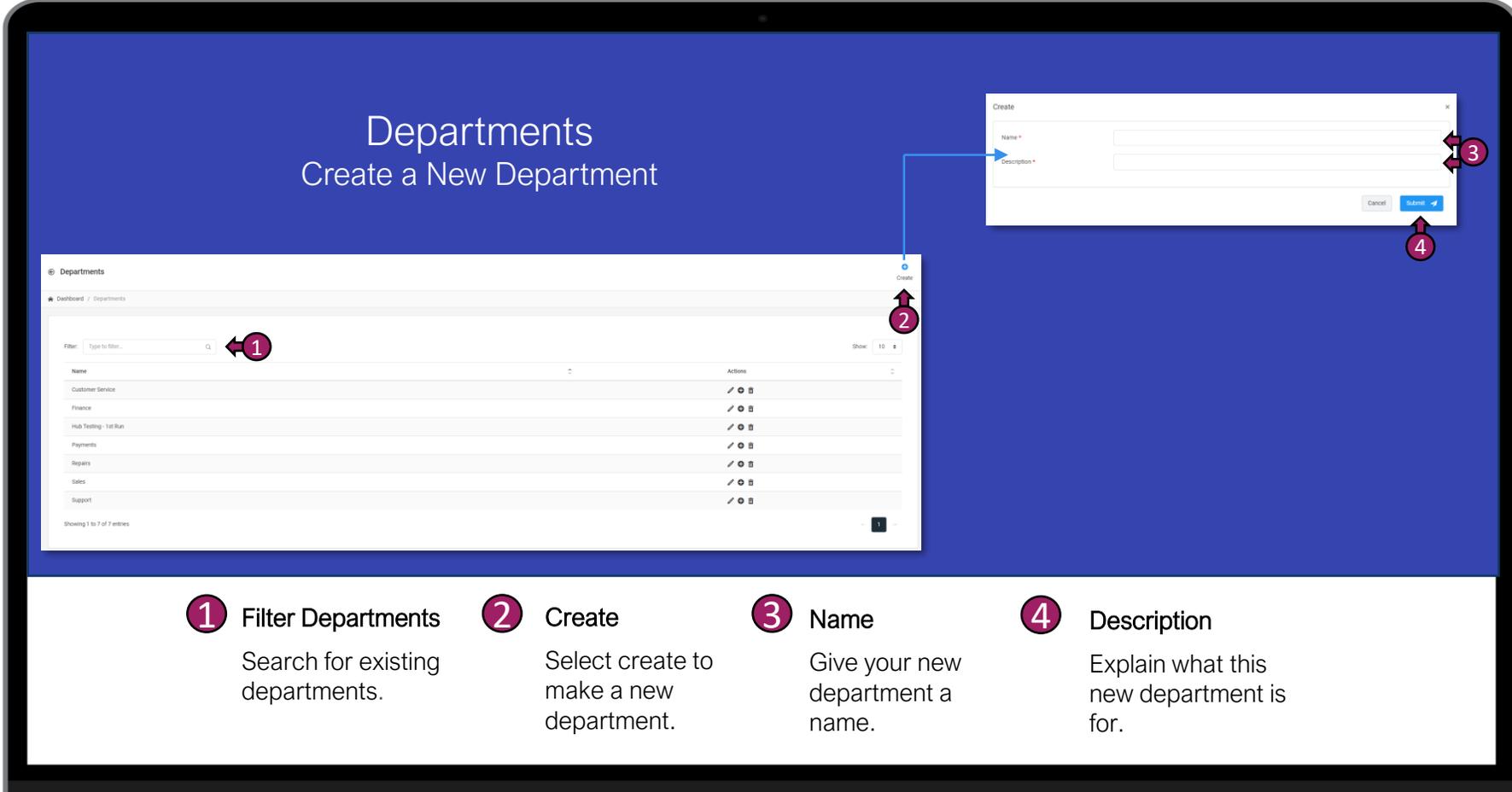
**3 Name**  
Give your new department a name.

**4 Description**  
Explain what this new department is for.

# Departments – Create a New Department

## Departments

Create departments and assign users to them. This will help group users together in their correct teams and help with reporting and monitoring purposes.



Departments  
Create a New Department

1 Filter Departments  
2 Create  
3 Name  
4 Description

Name	Actions
Customer Service	  
Finance	  
HUB Testing - 1st Run	  
Payments	  
Repairs	  
Sales	  
Support	  

# Departments – Assigning Users

## **i** Departments – Assigning Users

You can assign users into their appropriate departments and assign managers to look after each department.

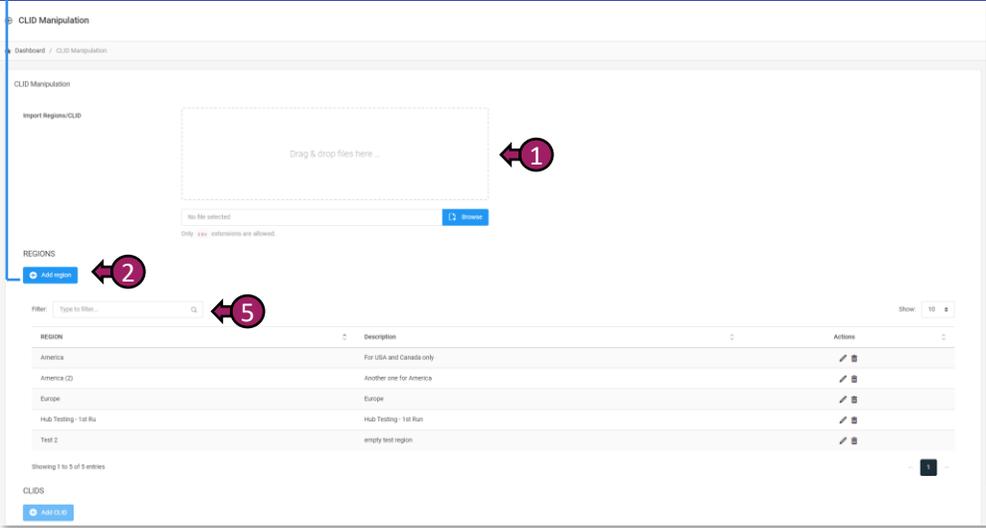
The screenshot shows a web interface for assigning users to departments. The main area displays a table of departments with an 'Assign' button for each. A modal window titled 'Assign users to department' is open, showing a search field for users and a 'Submit' button. Three numbered callouts (1, 2, 3) indicate the steps: 1. Click the 'Assign' button in the department list. 2. Select one or more users in the modal. 3. Click the 'Submit' button in the modal.

- 1 Assign**  
Select the assign button to add an agent to a department
- 2 Users**  
Select one or more user to add to the department.
- 3 Submit**  
Select the submit button to save your changes.

# CLID Manipulation

**i** **CLID Manipulation**  
 CLID Manipulation allows you to add any numbers owned to the Solgari Hub and be used for outbound display purposes.

## CLID Manipulation





**1** Import Region/CLID  
 Import CSV number templates here.

**2** Add region  
 Select "Add region" to create a new entry.

**3** Name & Description  
 Add a region name and what it is for.

**4** Submit  
 Select submit to save changes.

**5** Filter regions  
 Search for existing regions.

**i** Please be aware that you can only use an outbound display number if you own it and have proof of ownership.

# Inbound Rules

## *i* Inbound Rules

Inbound Rules let you both manage all your phone numbers and set the destination and outcomes of each number and what happens next i.e., *customer calls main number, customer is welcomed with an IVR or Auto-attendant.*

The screenshot shows the 'Inbound Rules' management interface. The left panel, titled 'Inbound Rules', features an 'Import Inbound Rules' section with a 'Drag & Drop Files Here' area (1) and a 'Filter' search bar (2). Below is a table of existing rules. The right panel, titled 'Create', contains a form with fields for 'Name' (4), 'CID Number Mask' (5), 'DID/DDI Number Mask' (6), 'Provider' (7), 'Office Hours' (8), 'OOH' (9), and an 'Enabled' checkbox (10). A 'Submit' button (11) is at the bottom right.

Name	DID Number Mask	CID Number Mask	Enabled	Actions
777	777		False	[Edit] [Delete]
Another test rule	35012441130		False	[Edit] [Delete]
Main	35012232766		True	[Edit] [Delete]

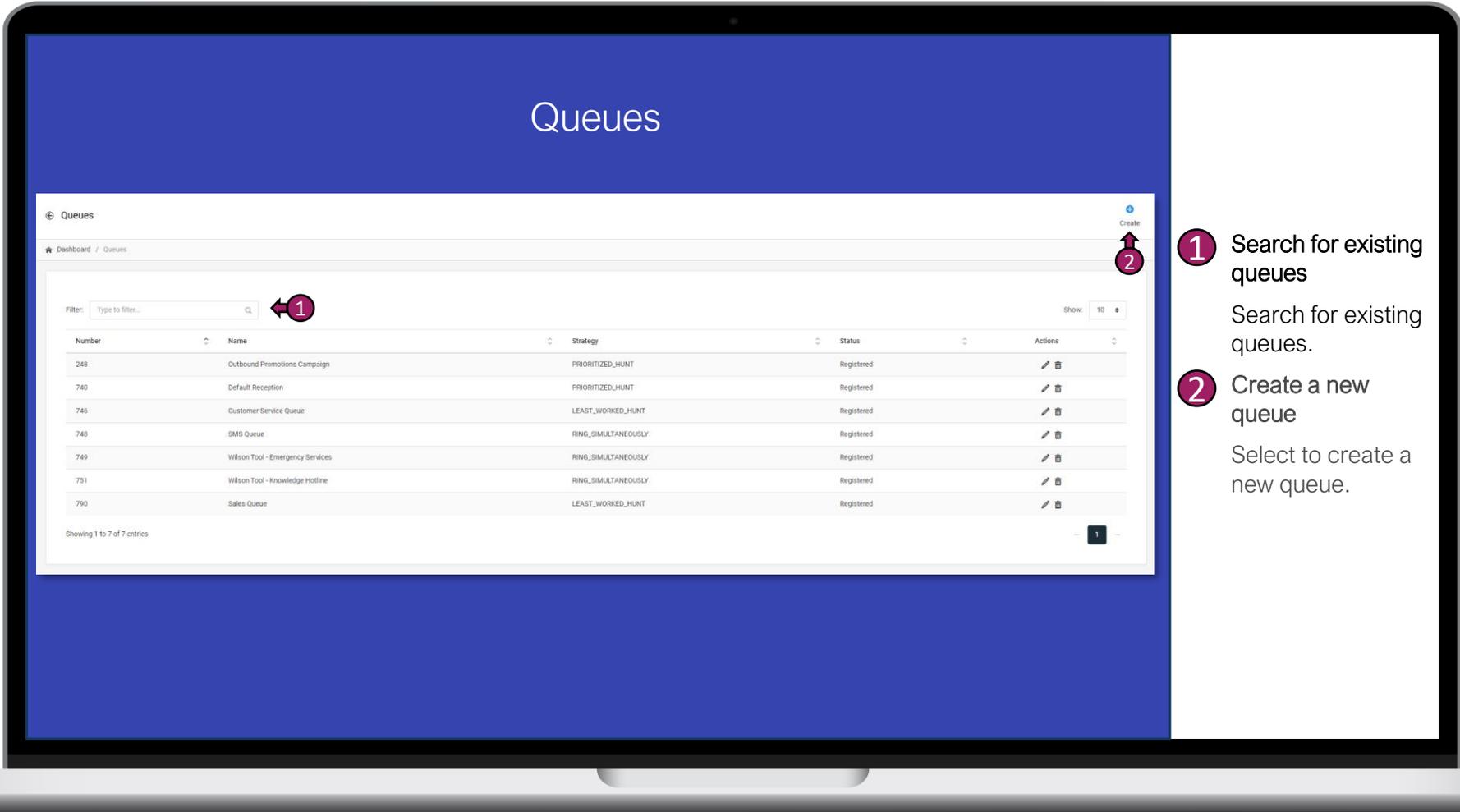
- 1 Import inbound rules**  
Import CSV inbound rules templates here.
- 2 Filter inbound rules**  
Import CSV number templates here.
- 3 Create**  
Select create to make a new inbound rule.
- 4 Name**  
Give your inbound rule a name.
- 5 CID number mask**  
Assign a caller CID for inbound number.
- 6 DID number mask**  
Assign a caller DID/DDI for inbound number.
- 7 Provider**  
Select a provider of number ownership.
- 8 Office Hours**  
Choose when the number is enabled and disabled or set to route somewhere else.
- 9 Out of Hours**  
Choose what happens to the destination of the number when it is out of hours (OOH).
- 10 Enabled**  
Select Enabled to activate the inbound rule.
- 11 Submit**  
Select submit to save changes.

# Queues



## Queues

You can create inbound and outbound queues that can be fully customized for your specific needs i.e., *Inbound sales voice queue or outbound sales dialing campaign queue.*



- 1 Search for existing queues  
Search for existing queues.
- 2 Create a new queue  
Select to create a new queue.

# Queues – General Information

## Queues

When creating a queue, we give you the ability to configure them the way you want with all the Contact Centre queuing features at your disposal.

Give your queue an identify and purpose by filling in the required fields.

### Queues

#### General Information

Create
×

General
Agents
Managers
Wallboard

**1** →

**2** →

**3** →

**4** →

**5** →

**6** →

**7** →

**8** →

**1** Queue Number \*

**2** Queue Name \*

**3** Outbound CID \*

**4** Ring Duration(s) \*

**5** Polling Strategy \*

**6** Music on-hold:

**7** Drag & drop files here ...

Drag & drop files here ...

No file selected
Browse

Only .wav file types are allowed.

**8** →

**1** Queue Number – create an extension number for your queue.

**2** Queue Name – create a name for your queue.

**3** Outbound CLI – If your queue is for outbound purposes then you can set an outbound display number for all agents in this queue.

**4** Ring Duration – set a ring time against your agents in a queue. When a customer enters the queue, the agent's phones will ring for the time set here.

**5** Polling Strategy – Choose how calls are delivered to agents in a queue i.e., Ring Simultaneously or Priority Agent.

**6** Music on-hold – Select from a list of existing music-on-hold files.

**7** Drag & Drop new audio – you can drag & drop or upload via the browse button, new .WAV audio files for music on-hold.

**8** Language – choose what language the queues prompts will be in for example, English or French.

<

>

# Queues – Destination No Answer



## Queues

Choose what happens next if no calls are answered by agents or if calls are received out-of-hours (OOH).

### Queues

#### Destination No Answer

**1** →

**2** →

Skip busy agents

Wait if no members online

Destination on No-Answer:

<b>3</b> →	Extension	<input type="radio"/>	<input type="text" value="Choose option..."/>
<b>4</b> →	Ivr	<input type="radio"/>	<input type="text" value="Choose option..."/>
<b>5</b> →	Ring Group	<input type="radio"/>	<input type="text" value="Choose option..."/>
<b>6</b> →	Queue	<input type="radio"/>	<input type="text" value="Choose option..."/>
<b>7</b> →	Voicemail	<input type="radio"/>	<input type="text" value="Choose option..."/>
<b>8</b> →	External	<input type="radio"/>	<input type="text"/>
<b>9</b> →	End Call	<input checked="" type="radio"/>	

- 1** **Skip busy agent** – Stops calls going to agents in busy status.
- 2** **Wait if no members online** – This allows a customer to wait in queue until an agent comes online.
- 3** **Extension** – Send calls that enter the queue to a specific extension number.
- 4** **IVR** – Send calls to a pre-made IVR menu where they can choose more options.
- 5** **Ring Group** – Send calls to a group of agents and their extensions.
- 6** **Queue** – Send calls to another queue.
- 7** **Voicemail** – Send calls to voicemail.
- 8** **External** – Send calls to an external number outside of your Org.
- 9** **End call** – Sending calls to “End call” will terminate the call.

# Queues – Intro Prompt & Customer Waiting Times

**i** Intro prompt & Customer waiting times.

Upload your own audio prompts, music on-hold, and customer messaging.

Choose how you want your customers to wait per queue and how many people can join a queue at one time.

## Queues

### Intro Prompt & Customer Waiting Times

**Options:**

**1**  Enable intro prompt

**2** Intro prompt: Choose option...

**3** Drag & drop files here ...

No file selected Browse

Only .wav file types are allowed.

**4**  Play full intro before refer

**5**  Announce queue position

**6** Max Queue Wait Time \*

**7** Max Callers in Queue \*

**8** Announcement Interval \*

**9** SLA Time(s) \*

**10** Wrap-up(s) \*

Cancel Submit

- 1** **Enable intro prompt** – Stops calls going to agents in busy status.
- 2** **Intro prompt** – Choose for a list of existing intro prompts
- 3** **Drag & Drop new audio** – you can drag & drop or upload via the browse button, new .WAV audio files for intro prompt.
- 4** **Play intro message** – When a customer joins the queue, they will hear an introduction message to the queue.
- 5** **Announce queue position** – Select to let customers know their position in the queue.
- 6** **Max queue wait time** – set how long each customer waits in the queue.
- 7** **Max callers in queue** – set how many customers can join a queue at one time, i.e., 10.
- 8** **Announcement intervals** – choose how many times you let you customer know their position in the queue i.e., every 30 seconds.
- 9** **SLA times** – set an SLA agent pick-up rate from customer calling inbound to agent answering i.e., 4 rings.
- 10** **Wrap-up time** – set agent wrap-up time i.e., an agent has 1 minute to wrap-up their notes before the next caller.

# Queues - Agents

## Agents

Once you've filled in the main general tab, next its time to add your agents to the queue.

Add/Remove one or multiple agents at a time.

Queues  
Agents

General
Agents
Managers
Wallboard

Agents
⊗

Select all users +
Remove all users +

Members

137 (Aaa Tekvizion) x	289 (Alex Zaitsev) x	290 (Alex Kaha11) x
299 (Laura DuPont) x	301 (John Colgan) x	302 (Ed Grant) x
303 (Ben Banks) x	305 (Marcus Finn) x	306 (Joonas Valve) x
307 (Vincent Kelly) x	308 (Elina Peltokoski) x	309 (Conor Macmahon) x
310 (Ernie LaBara) x	311 (Dan Bozesan) x	313 (Rizwan Mussa) x
315 (Toni Asp) x	317 (Barkha Chandra) x	319 (Sue Bridger) x
323 (Joe Leberte) x	324 (Nabeel Ahmed) x	325 (David McAllister) x
327 (John Opabola) x	329 (Maura Mchale) x	331 (Toni Agent) x
332 (Roisin McCaw) x	333 (Marcel McCann) x	334 (Andy Watson) x
336 (Shirley Kutadzausho) x	350 (Ana Ceapa) x	
351 (Marko Marov Solgari Admin) x	352 (Aleksander Kijowski) x	
353 (Marko Marov Tenant Admin) x	354 (Marko Marov Agent) x	
372 (Semen Dzemjanchik) x	400 (Alex Kakha) x	411 (Peter McGrath2) x
593 (Hanna Ikrushava) x	616 (Robert Nesbitt) x	656 (Alex K) x
667 (Andrei G) x	668 (Anatoli Antanovich) x	777 (Andrei Gavriish) x
778 (Igor Zayats) x	779 (Douglas Simao) x	804 (Dmitry Halettsky) x
999 (Dmitry Parhota) x		

Cancel
Submit

- 1 **Select all users** – select this button to add all users to the queue.
  
- 2 **Remove all users** – select this button to remove all users to the queue.
  
- 3 **Search members** – you can search for users by typing their number or extension number here. You can also remove individual users by selecting the “X” next to their name.
  
- 4 **Submit** – select submit to save your changes.

# Queues - Managers



## Managers

Its always best practice to assign a manager to a queue. This means that managers have both visibility and automated notification letting them know what's happening day to day with agents handling set queue and customers waiting in a queue.

Queues Manager

Create

General Agents **Managers** Wallboard

Managers

Select all users + Remove all users +

QueueManagerMembers 303 (Ben Banks) x

Notify manager when SLA reached

Notify manager when queue call lost

Cancel Submit

- 1 Search managers – pick one or more managers to look after the queue.
- 2 Notify manager when SLA reached – by ticking this box, any manager assigned to the queue will receive an email notification when calls are lost in the queue.
- 3 Notify manager when queue call lost – by ticking this box, any manager assigned to the queue will receive an email notification that SLAs in the queue were reached.
- 4 Submit – Select submit to save your changes.

# Phone Book



## Phone Book

The Phone Book is a useful tool for any user that may need to store phone contacts and access them quickly.

The screenshot shows two parts of the Phone Book application. The top part is the main view, and the bottom part is the 'Create' form. Red numbered callouts (1-6) point to specific UI elements: 1. Filter input field; 2. Create button; 3. Name input field; 4. Description input field; 5. Extension groups dropdown; 6. Submit button.

Name	Description	Entries	Actions
Agents	All Agents	1	[edit] [delete] [refresh]
Hub Testing - 1	For testing	0	[edit] [delete] [refresh]

Showing 1 to 2 of 2 entries

**1 Filter phone book**  
Search for existing contacts in your phone book.

**2 Create**  
Create a new phone book.

**3 Name**  
Give your phone book a unique name.

**4 Description**  
Explain what your phone book is for.

**5 Extension groups**  
Choose which extension groups can see the phonebook.

**6 Submit**  
Select submit to save changes.

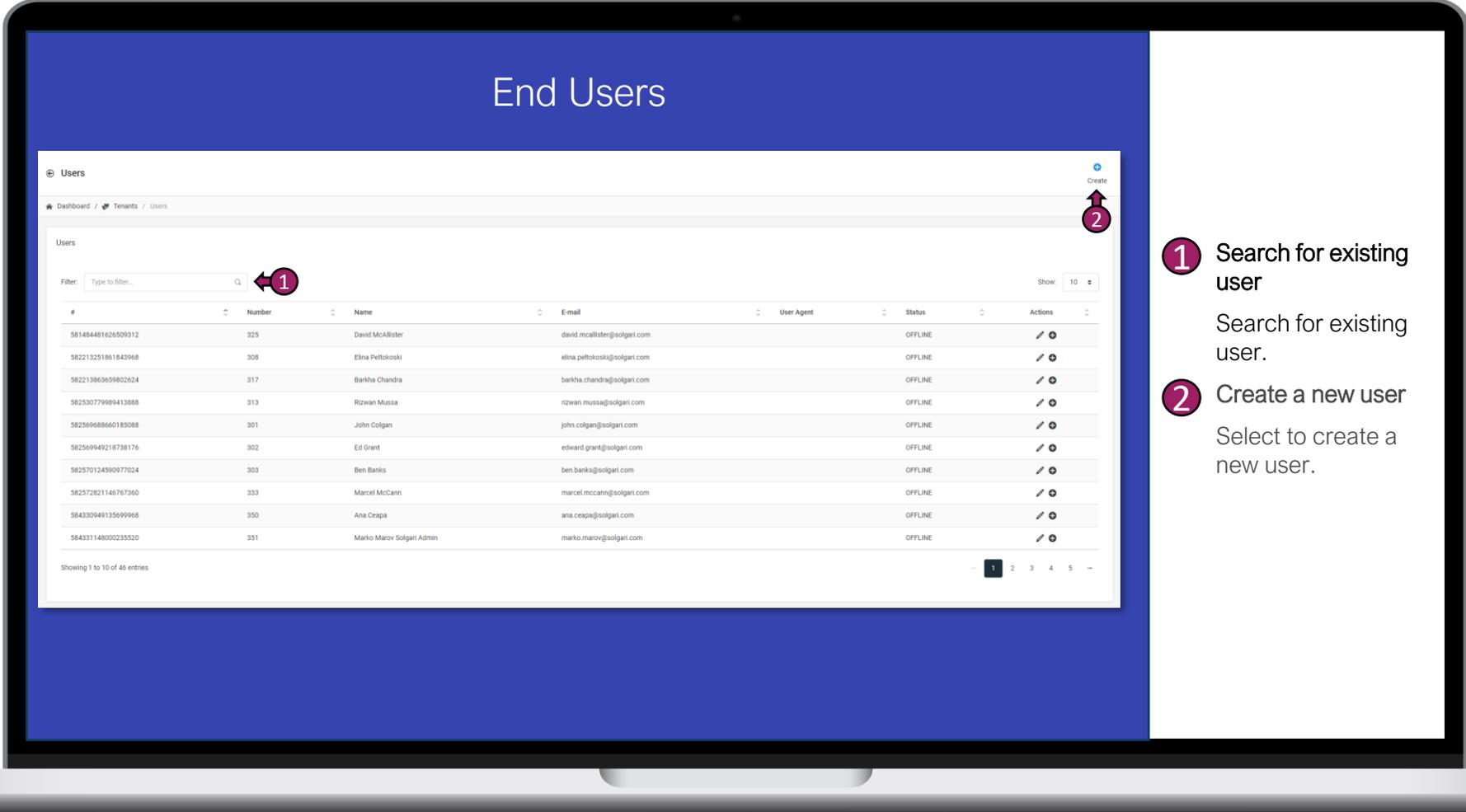
# End Users



## End Users

End Users allows you to add new users and maintain existing ones.

This is where you will set the users features like forwarding calls, voicemail, Skills, departments, call recording permissions and more...



**1** Search for existing user

Search for existing user.

**2** Create a new user

Select to create a new user.

# End Users – General Information

## End Users – General information

You'll need to fill in the end users' general details first before setting up Contact Centre features like voicemail or forwarding calls.

## End User

### General Information

**Create**

Dashboard / Tenants / Users / Create

Create

**General** | Voicemail | Forwarding | Options | CRM Settings | Skills | Departments

**General**

Extension \*  ➔ 1

SIP password \*  ➔ 2

Solgari password \*  ➔ 3

First Name \*  ➔ 4

Last Name \*  ➔ 5

Email \*  ➔ 6

Group VM Ext.  ➔ 7

- 1 **Extension** – create an extension number for your user.
- 2 **SIP password** – SIP passwords are automatically generated for you and are for Solgari end points.
- 3 **Solgari password** – this password is for the users Solgari Hub login page.
- 4 **First Name** – enter a first name for your user.
- 5 **Last Name** – enter a last name for your user.
- 6 **Email** – enter an email address for your user.
- 7 **Group Voicemail** – select group voicemail if you have setup a group voicemail inbox. This means you and your group of users will all receive voicemails to this group voicemail inbox.

# End Users – Voicemail Settings

## End Users – Voicemail Settings

Its quick and easy setting up an end user's voicemail inbox.

Once setup, your user will be able to receive their voicemail to their end point, Email and group voicemail.

## Voicemail Settings

Dashboard / Tenants / Users / Create

General
Voicemail
Forwarding
Options
CRM Settings
Skills
Departments

Enable

Require PIN

Prompt Language

Voicemail

Enable

Require PIN

Prompt Language

- 1 Enable**

Select enable to turn on user's voicemail for their extension.
- 2 Require pin**

You can set a pin against your extension. This will need to be entered in order to playback voicemail messages.
- 3 Prompt language**

Select a language for your automated voicemail prompts i.e., English or German.

# End Users – Call forwarding Settings

## End Users – Call Forwarding

Good news, you can leave your office and still get all your business phone calls directly to your mobile.

We provide In-Office & Out-of-Office forwarding options.

- 1 No answer timeout**  
Set a no answer timeout against your forward i.e.. 15 seconds which is around 5 rings.
- 2 Timeout**  
Choose what happens next if you don't answer your forward i.e., send to IVR or queue.
- 3 Busy**  
Choose what happens to the forwarded call if you are in busy status i.e.. Send to voicemail.
- 4 In-Office**  
Choose what happens to the forwarded call when you're in the office
- 5 Out-of-Office**  
Choose what happens to the forwarded call when you're out-of-office (OOH)

# End Users – Option Settings

## End Users - Options

Choose a number for you user which will display to customers when then call outbound.

You have control turning off/on call recordings per agent.

## Options Settings

⊞ Create
Dashboard / Tenants / Users / Create

Create
General
Voicecall
Forwarding
Options
CRM Settings
Skills
Departments

1 →  
2 →  
3 →  
  
4 →  
5 →

Options	
Outbound CLI	<input type="text"/>
Record Audio	<input type="checkbox"/>
Record Video	<input type="checkbox"/>
Console Access	
Enable Console Access	<input type="checkbox"/>
Enabled	<input type="checkbox"/>

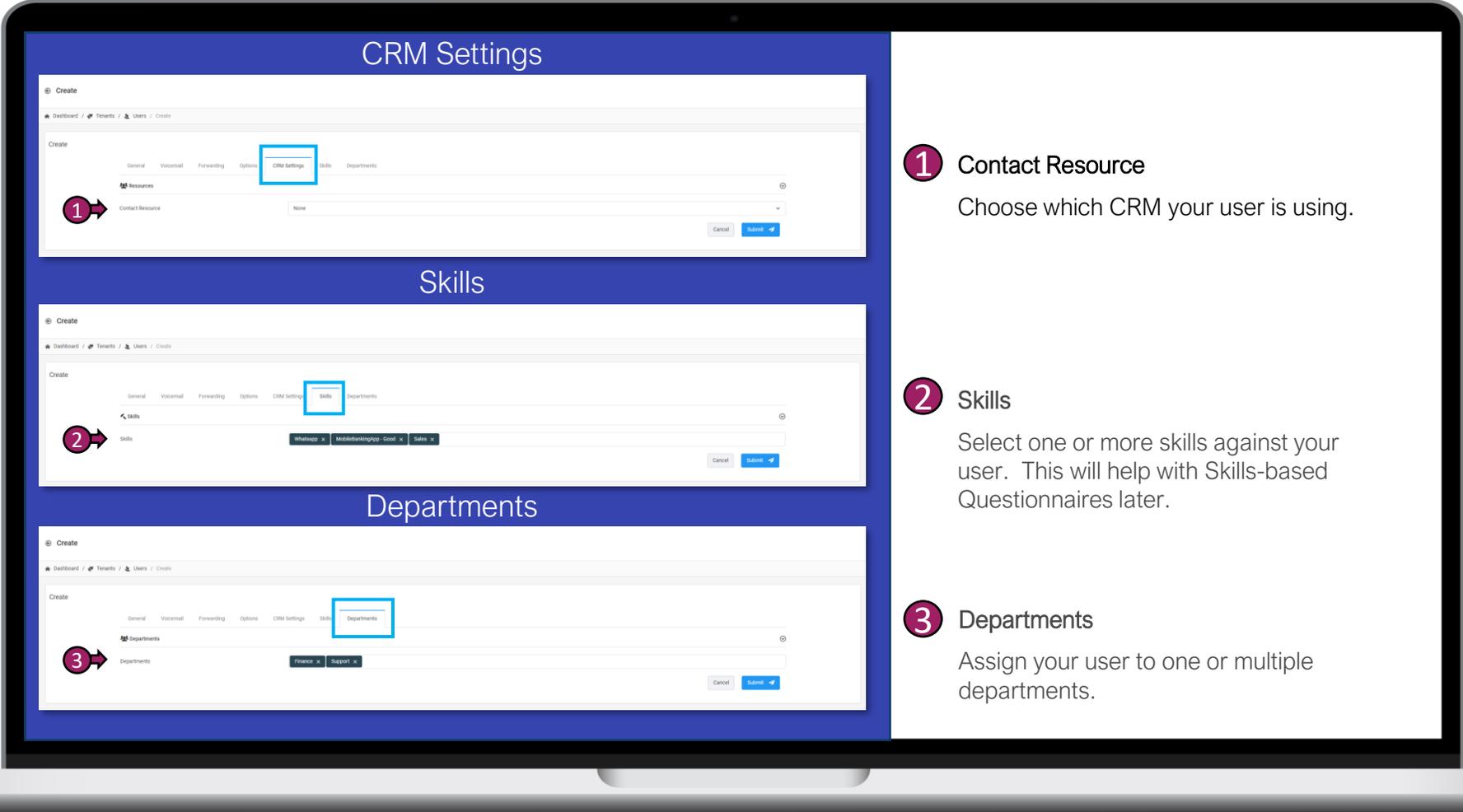
Cancel
Submit

- 1
**Outbound CLI**  
 Set the users outbound display number, this is the number that will show to customers.
- 2
**Record Audio**  
 Select this to record all user voice calls.
- 3
**Record Video**  
 Select this to record all user video interactions.
- 4
**Enable Console Access**  
 Select enable to allow user to access the Solgari Hub. The user will only have visibility and access depending on their Solgari Hub role.
- 5
**Enable**  
 Select enable to active user account.

# End Users – CRM setting, Skills & Departments

## CRM, Skills & Departments

We want to make your lives easier when assigning a user to skills, departments or a specific CRM when creating your user for the first time.



**CRM Settings**

**1 Contact Resource**  
Choose which CRM your user is using.

**Skills**

**2 Skills**  
Select one or more skills against your user. This will help with Skills-based Questionnaires later.

**Departments**

**3 Departments**  
Assign your user to one or multiple departments.

CRM

**Create a new stage**

Actions \*

Entity \*

Field \*

**1 Client URL**

Here you can enter your CRM Web URL to connect to Solgari Hub.

**2 Create a new Stage**

Select to create a new inbound experience for your agents.

**3 Actions**

Actions allow you to choose what type of CRM entity you'd like to search against first.

**4 Entity**

Actions allow you to choose what type of CRM entity you'd like to open for the agent.

**5 Field**

Enter the field that will be search on an inbound call i.e., Telephone or Mobile.

**6 Search Journey**

Your existing inbound search journeys.

**7 GUID**

Shows a list of agents from CRM using Solgari.



**CRM**

Solgari connects and integrates with major CRM players like Microsoft Dynamics 365 & Salesforce Lightning.

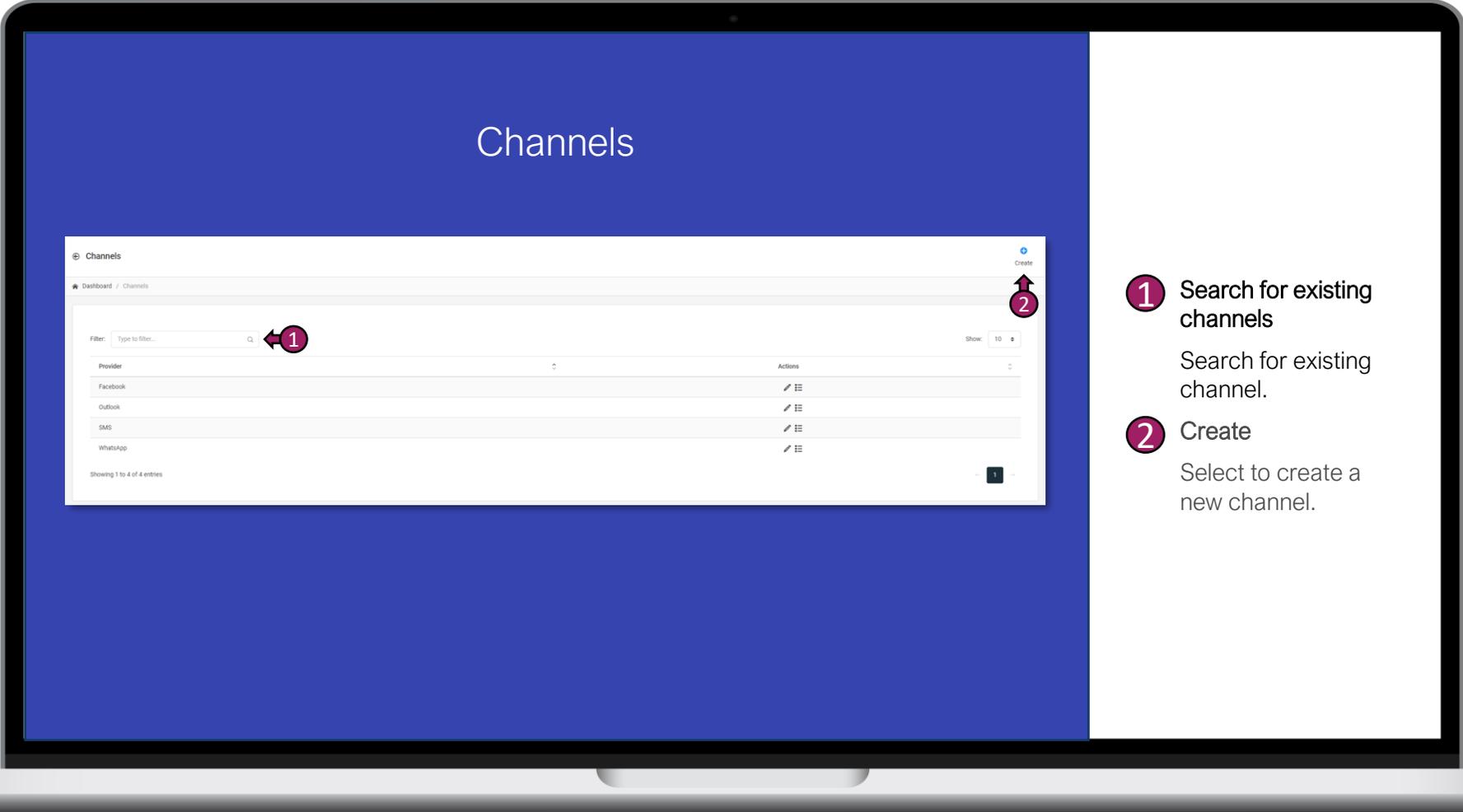
# Channels

## Channels

Solgari provides a wide range of communication channels for your business i.e.,

- *WhatsApp for Business*
- *Facebook*
- *SMS*
- *Email*
- *Voice*
- *WeChat*

Connect all your communication channels here.



### **1** Search for existing channels

Search for existing channel.

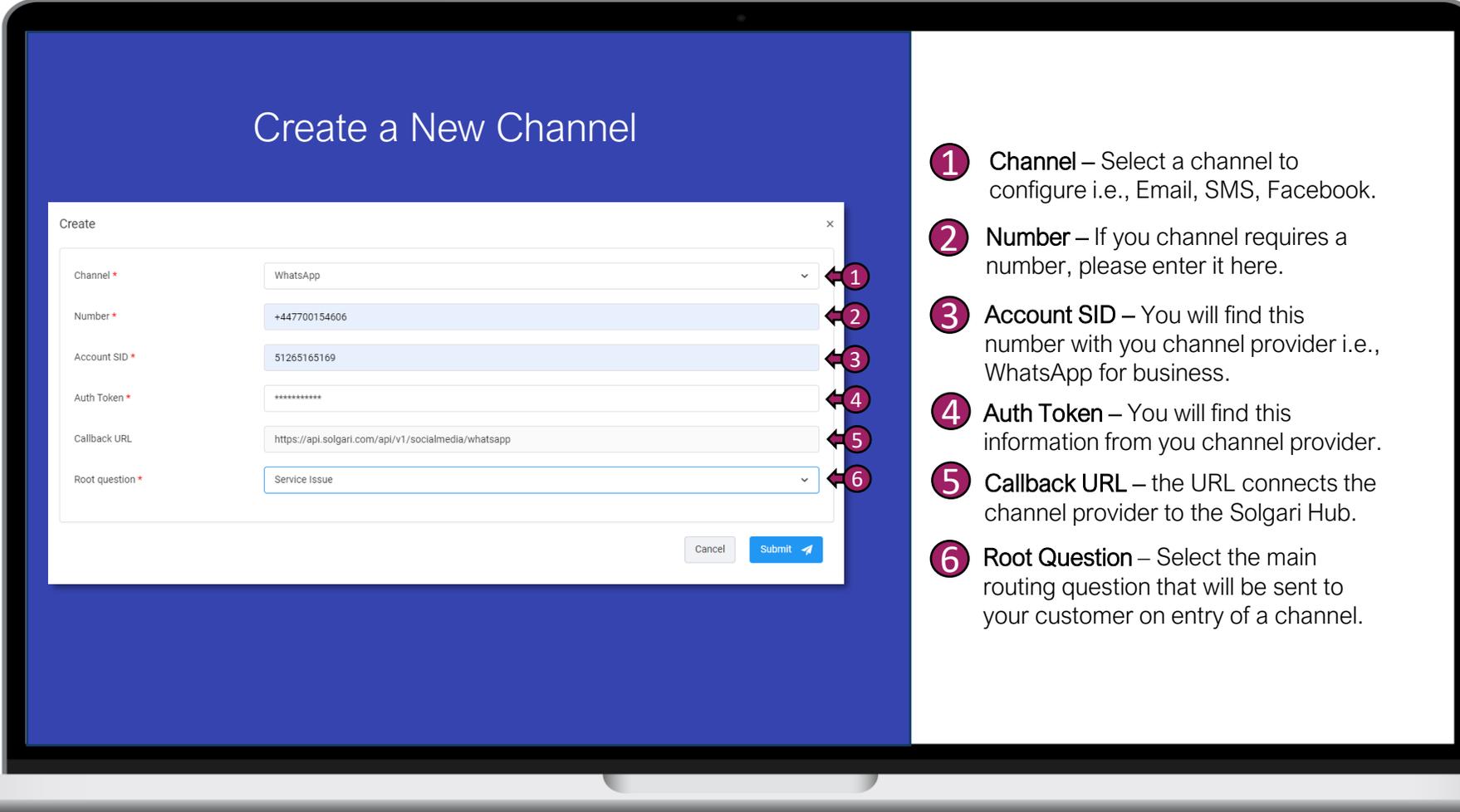
### **2** Create

Select to create a new channel.

# Channels – create a new channel

## Channels - setup

We will help you setup your channels and will ask you for information from your channel provider in order to connect them to the Solgari Hub and Skills-based Questionnaires.



### Create a New Channel

Create

Channel *	WhatsApp	1
Number *	+447700154606	2
Account SID *	51265165169	3
Auth Token *	*****	4
Callback URL	https://api.solgari.com/api/v1/socialmedia/whatsapp	5
Root question *	Service Issue	6

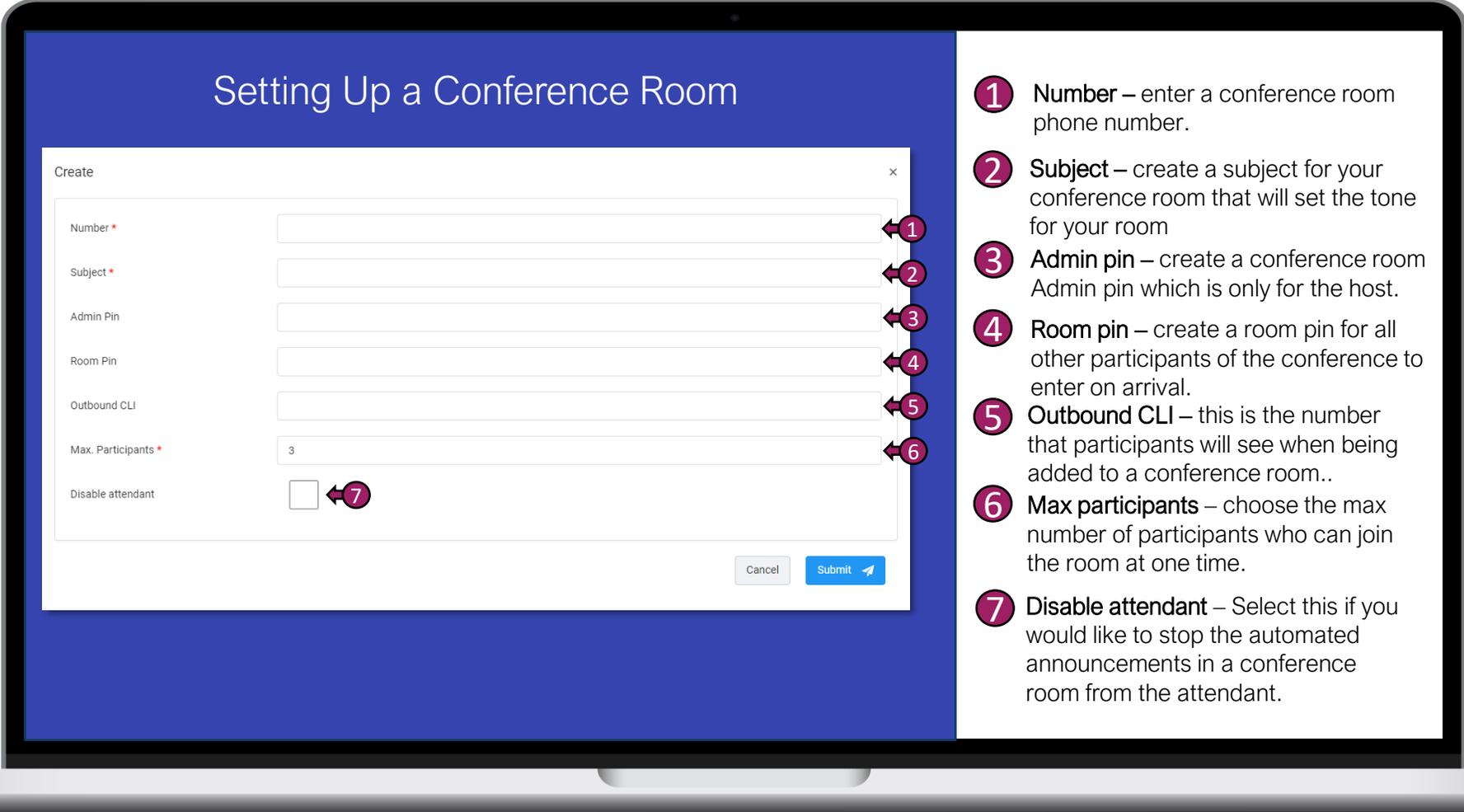
Cancel Submit

- 1 Channel** – Select a channel to configure i.e., Email, SMS, Facebook.
- 2 Number** – If you channel requires a number, please enter it here.
- 3 Account SID** – You will find this number with you channel provider i.e., WhatsApp for business.
- 4 Auth Token** – You will find this information from you channel provider.
- 5 Callback URL** – the URL connects the channel provider to the Solgari Hub.
- 6 Root Question** – Select the main routing question that will be sent to your customer on entry of a channel.

# Conference – setting up a conference room

## Conference Rooms

Solgari offers virtual voice conference rooms that can be setup with a unique phone number and managed by your chosen hosts.



The screenshot shows a 'Create' dialog box for setting up a conference room. The form includes the following fields and options:

- Number \***: A text input field for the conference room phone number.
- Subject \***: A text input field for the conference room subject.
- Admin Pin**: A text input field for the host's admin pin.
- Room Pin**: A text input field for the room pin.
- Outbound CLI**: A text input field for the outbound CLI number.
- Max. Participants \***: A text input field with the value '3'.
- Disable attendant**: A checkbox.

At the bottom of the dialog are 'Cancel' and 'Submit' buttons. Numbered callouts (1-7) point to each of these fields in order.

- 1 Number** – enter a conference room phone number.
- 2 Subject** – create a subject for your conference room that will set the tone for your room
- 3 Admin pin** – create a conference room Admin pin which is only for the host.
- 4 Room pin** – create a room pin for all other participants of the conference to enter on arrival.
- 5 Outbound CLI** – this is the number that participants will see when being added to a conference room..
- 6 Max participants** – choose the max number of participants who can join the room at one time.
- 7 Disable attendant** – Select this if you would like to stop the automated announcements in a conference room from the attendant.

# Solgari Hub

Archive Section

# Call Recordings

## Call Recordings

Solgari gives you the option to record inbound and outbound calls.

We also store and hold your call recordings for compliance and training & monitoring purpose which you have full access to both in playing back a conversation and filtering between different entries.

### Call Recordings & Playback

Call Records and Recordings

Dashboard / Call Records and Recordings

Call Records and Recordings

Show: 10

Filter: Type to filter...

Session ID	Date & Time	Caller	Callee	Duration	
936248346736070656	27/01/2025 1:16:40	90000011	48509560374	7	Download
936246762241265664	27/01/2025 1:10:22	+447903656874	800	22	Download
936245313436389376	27/01/2025 1:04:37	+447903656874	800	27	Download

00:14

### 1 Filter call recordings

Search for existing call recordings by phone number, date or extension number.

### 2 Playback call recordings

Select playback icon to listen back to the call recording. You can also download the call recording for training purposes.

### 3 Download call recording

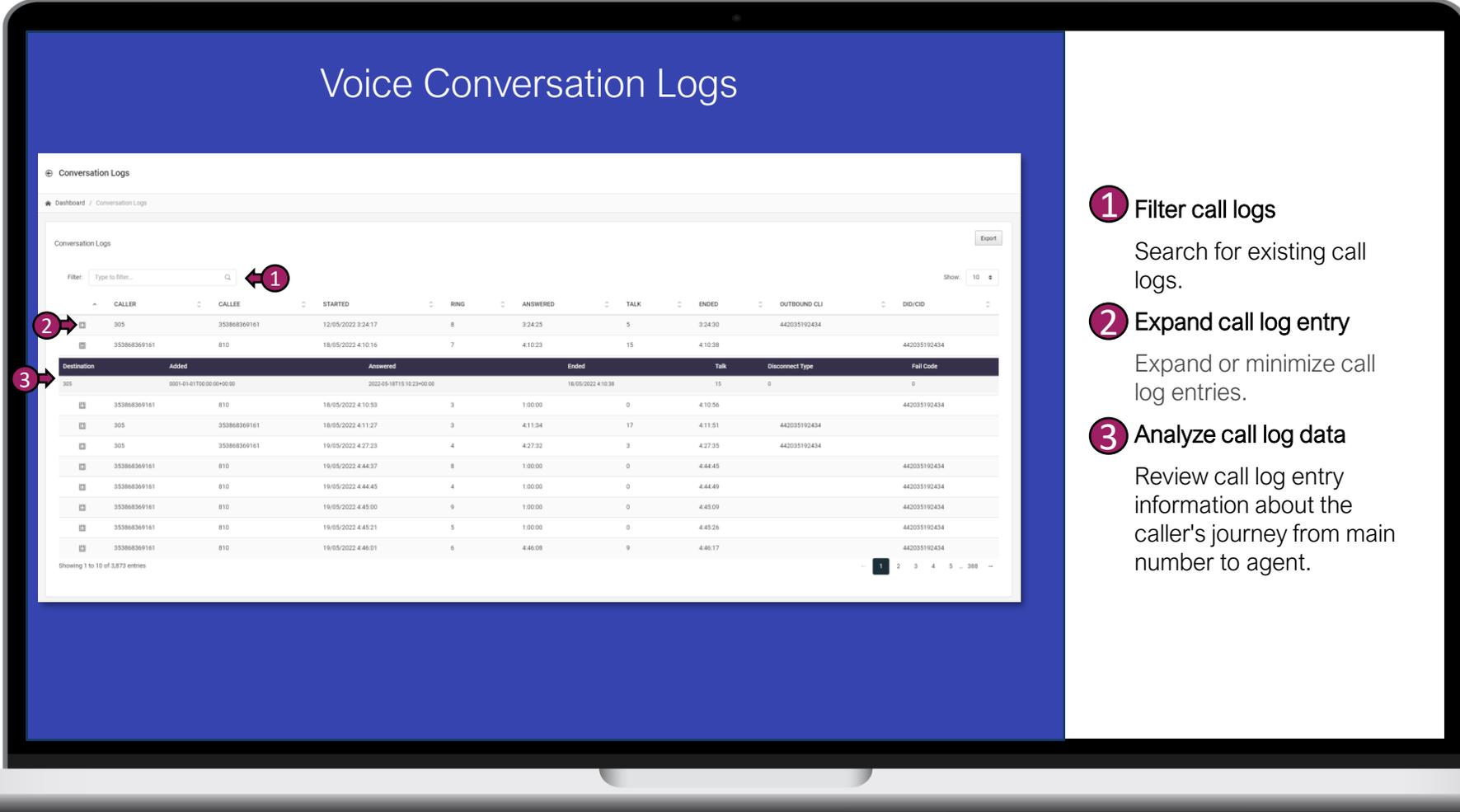
Select the ellipsis and select "Download" to save the audio file to your PC.

# Conversation Logs

## Conversation Logs

We want you to know what happens from the point of a customer calling one of your phone numbers to when they are routed successfully to an agent.

Here we give you that visibility over the customer inbound journey.

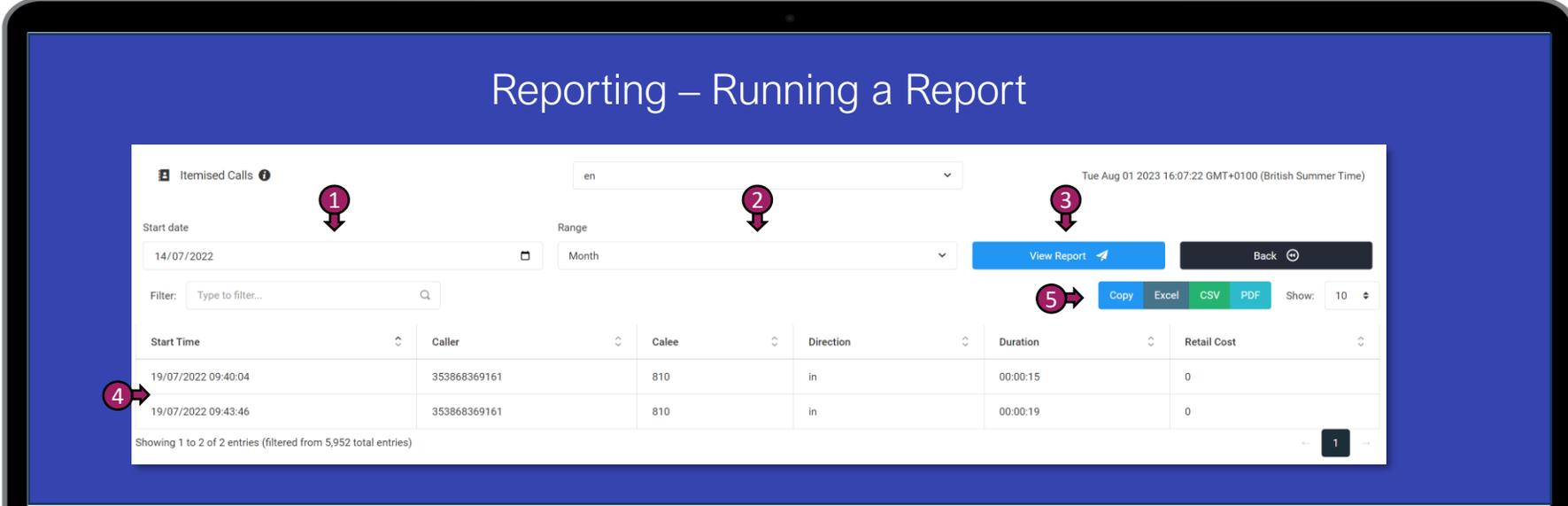


- 1 Filter call logs**  
Search for existing call logs.
- 2 Expand call log entry**  
Expand or minimize call log entries.
- 3 Analyze call log data**  
Review call log entry information about the caller's journey from main number to agent.

# Solgari Hub

Reporting & Monitoring Section

# Reporting – Running a Report



## Reporting – Running a report

Our reporting suite is both simple and informative with all the relevant information at your fingertips.

- 1 Start Date**  
Select a starting date range for your report from the calendar.
- 2 Range**  
Select a range for your report i.e., Month, Day, Year.
- 3 View Report**  
Select view report to make it run.
- 4 Data**  
Review all call data within the report for the date and range that you have applied.
- 5 Export**  
Choose from a range of file types to export the data into your own systems.

# Reporting Glossary

Before running any report, you must select the criteria, including: the Queue, Start Date, End Date, Filter (Timescale), Abandoned Time Limit, and SLA.

## Available Reports

- [Abandoned Calls](#)
- [Calls List](#)
- [Presence Report](#)
- [Queue Interval](#)
- [All Queues](#)
- [Individual Queue Report](#)
- [Agent Handling](#)
- [Queue Wrap up](#)
- [Queue Calls Abandoned](#)
- [Agent Stats](#)
- [Queue List](#)
- [ASA](#)

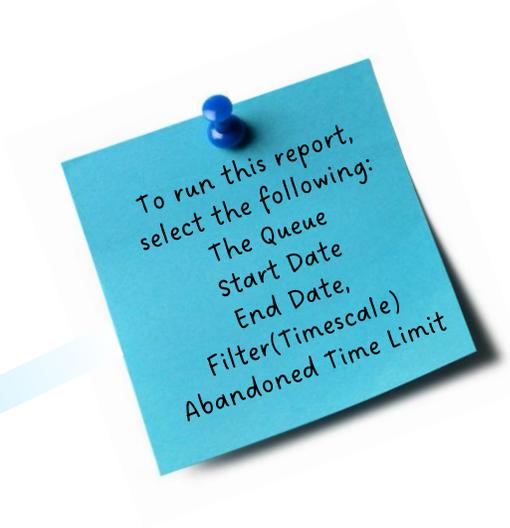
- Provides a real-time or historical view of one or multiple queues.
- Provides statistics to show the number of calls received within a specified period.
- Provides a breakdown of each agent's presence and duration in a specific state.
- Offers a 15-minute overview of the status of all queues.
- Provides a clear view of all queues.
- Generate statistics for each queue.
- Provides essential information for each agent in each queue.
- Provides information on the duration each agent spent in wrap-up status per queue.
- Provides statistics on when calls entered your call flow and when the call was terminated.
- Displays a list of agents and their call activity for both inbound and outbound calls.
- Provides clear information and statistics related to when calls have been delivered to your queues.
- Provides statistics on the average speed of answering for each queue.



# Report: Abandoned Calls Report

This report provides a real-time or historical view of one or multiple queues.

Column Heading	Description
Hour	The hour of the Queue, e.g., 04:00, is set within the report parameters before running.
Total Calls Received	The number of calls received for the timescale (Hour, Day or Week).
Calls Abandoned <30 seconds	The number of calls abandoned for the timescale displayed.
Total Calls Abandoned	The number of calls abandoned for the selected timescale.
Total Calls Abandoned %	The abandoned calls are displayed as a percentage of the calls within the timescale.



Abandoned Calls - V2 en Fri Mar 21 2025 10:17:32 GMT+0000 (Greenwich Mean Time)

Queue:  Start date: 21/03/2025  End date: 22/03/2025  Filter by: Hour  Abandoned time limit: 30

[View Report](#) [Back](#)

# Report: Abandoned Calls Report Details

The report allows reporting on the total calls received per queue and the abandoned rate of unanswered calls.

Filter:

Show: 10

HOUR	Total Calls Received	Calls Abandoned (Calls less than 30 seconds)	Total Calls Abandoned	Total Calls Abandoned %
<b>Call Parking Queue</b>				
04:00 AM	1	1	1	100 %
06:00 AM	1	0	1	100 %
08:00 AM	2	2	2	100 %
09:00 AM	4	2	2	50 %
10:00 AM	1	1	1	100 %
12:00 PM	2	0	1	50 %
13:00 PM	1	0	1	100 %
14:00 PM	3	2	3	100 %
15:00 PM	3	0	3	100 %
16:00 PM	2	0	2	100 %
	20 (23 total)	8 (8 total)	17 (19 total)	

Showing 1 to 10 of 12 entries

← 1 2 →



# Report: Call List Report

The Call List Report provides a list of statistics to show the number of calls received within a specific period and gives precise data on call direction, ring time, ring duration and caller or callee details.

### Call List Report

Column Heading	Description
Direction	The direction of the call, Inbound or Outbound.
Ring Date	The date of the call.
Ring Time	The time of the call.
Ring Duration	The length of time, in seconds, that the call was ringing before it was answered.
Caller	The ID of the caller.
Callee	The number of the callee.
Call Outcome	How the call was completed.
View Details	Includes Target Number, Target Name, Ring Time, Ring Duration, Duration and Call Ended Time

Call List ⓘ    en    Fri Mar 21 2025 11:35:48 GMT+0000 (Greenwich Mean Time)

Start date: 21/03/2025    End date: 22/03/2025

[View Report](#)    [Back](#)



# Report: Call List Report Details

Provides a complete list of inbound and outbound calls on the system within a specified time window.

Call List en Fri Mar 21 2025 11:31:46 GMT+0000 (Greenwich Mean Time)

Start date: 21/03/2025 End date: 22/03/2025 [View Report](#) [Back](#)

Filter:  [Copy](#) [Excel](#) [CSV](#) [PDF](#)

Direction	Ring Date	Ring Time	Ring Duration (secs)	Caller	Callee	Call Outcome	View Details
Outbound	2025-03-21	08:11 AM	9	463	48452098247	Caller Hangup	<a href="#">View Details</a>

The data in this report can be copied or exported in Excel, CSV, or PDF format.

Call Details en Fri Mar 21 2025 11:39:57 GMT+0000 (Greenwich Mean Time)

Filter:  [Copy](#) [Excel](#) [CSV](#) [PDF](#) Show: 10

Target Number	Target Name	Ring Time	Ring Duration	Talk Duration	Ended Time
+48452098247		08:11 AM	9	6	08:12 AM

Showing 1 to 1 of 1 entries

Selecting **View Details** shows the specific data related to the call.

# Report: Presence Report

Provides a breakdown of each agent's presence and duration in this state. The report can be generated in real-time or historically.

Presence Report	
Column Heading	Description
Presence	The selected presence.
Start Time	The start time of the status.
End Time	The end time of the status.
Total	The total time in seconds.

Presence Report en Mon Mar 24 2025 10:44:07 GMT+0000 (Greenwich Mean Time)

Queue: 0392 - Finance... Agent: Jimmy Nail Start date: 01/02/2025 End date: 25/03/2025 View Report Back



# Report: Presence Report Details

This report summarises each agent's presence and duration in these different states.

Filter:

[Copy](#) [Excel](#) [CSV](#) [PDF](#)

Presence	Start time	End time	Total (in seconds)
<b>Jimmy Nail</b>			
Available	04/02/2025 09:00	04/02/2025 09:15	896
On A Call	04/02/2025 09:15	04/02/2025 09:25	609
Busy	04/02/2025 09:25	04/02/2025 09:30	302
Available	04/02/2025 09:30	04/02/2025 09:31	40
On A Call	04/02/2025 09:31	04/02/2025 10:00	1758



# Report: Queue Interval Report

This report provides a 15 minute overview of the current status of all queues.

Queue Interval Report	
Column Heading	Description
Queue	The queue name.
Calls Entered Queue	The number of calls entered into the queue.
Calls Handled	The number of calls handled for the timescale displayed.
Calls Handled within SLA	The number of calls handled within the SLA.
Number of Missed Calls	The number of missed calls within the timescale.
Average Time to Abandon	The average time to abandon for the timescale.
Talk Time	The talk time for the timescale.
Average Handling Time	The average handling time for calls within the timescale.
Average Speed of Answer	The average speed of answer time for calls within the timescale.
Average Not Ready Time	The average not ready time for calls within the timescale.



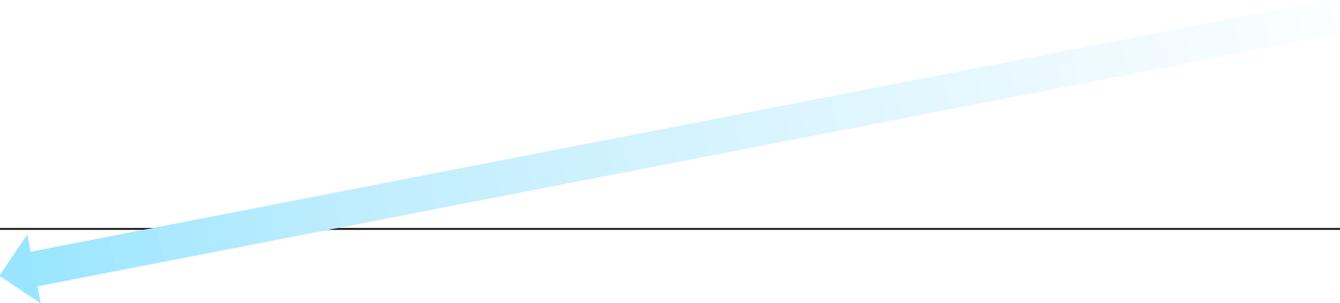
Queue Interval ⓘ en Mon Mar 24 2025 11:16:51 GMT+0000 (Greenwich Mean Time)

From: 17/03/2025 To: 28/03/2025 SLA: 30

[View Report](#) [Back](#)

# Report: Queue Interval Report Details

The report includes details such as incoming calls, calls handled within agreed SLA, missed calls, average abandon rate, and talk time. A specific date and time can also be selected to generate this report



Copy CSV

10-04-2025

10:45

Queue	Calls Entered Queue	Calls Handled	Calls Handled Within SLA	Number of missed calls	Average Time to Abandon	Talk Time	Average Handling Time	Average Speed of Answer	Average Not Ready Time
10999 - Alex K test 444	1	0	0	1	0 mins and 2 secs	0 mins and 0 secs	0 mins and 0 secs	0 mins and 0 secs	1 mins and 0 secs
821 - Backup Queue2	2	1	1	1	0 mins and 2 secs	0 mins and 27 secs	0 mins and 13 secs	0 mins and 4 secs	5 mins and 29 secs

# Report: All Queues Report

The report provides a clear view of all queues and displays data on received calls, answered calls, and dropped calls, along with percentages for each, including SLA.

Column Heading	Description
Received	The number of calls received.
Answered	The number of calls answered.
Dropped Calls	The number of calls dropped.
Dropped Calls Percentage	The percentage of dropped calls.
Average Time to Answer	The average time to answer.
SLA Percentage	The SLA is displayed as a percentage.

All Queues en Mon Mar 24 2025 12:48:54 GMT+0000 (Greenwich Mean Time)

Start date: 24/03/2025 📅 End date: 25/03/2025 📅

[View Report](#) [Back](#)



# Report: All Queues Report Details

The report provides a clear view of all queues and displays data on received calls, answered calls, and dropped calls, along with percentages, including SLA.

	Received	Answered	Dropped Calls	Dropped Calls Percentage	Average Time to Answer	SLA Percentage
<b>Total</b>	486	259	227	46	00:12	42
Queue Name	Received	Answered	Dropped Calls	Dropped Calls Percentage	Average Time to Answer	SLA Percentage
Sales Enquiries	166	92	74	44	00:08	46
System Testing	62	1	61	98	00:10	1
Customer Service	41	26	15	36	00:12	43
Technical Support	37	29	8	21	00:07	64
Promotions	31	24	7	22	00:13	51
MS Teams Support	29	25	4	13	00:07	75
D365 Support	28	22	6	21	00:07	67
Salesforce Support	28	12	16	57	00:11	17
Copilot Support	23	4	19	82	00:49	17
Hub Account Support	18	16	2	11	00:09	77

Showing 1 to 10 of 55 entries

Copy Excel CSV PDF Show: 10



# Report: Individual Queue Report

The report provides statistics for each queue. A report can be run based on a specific queue and filtered by the hour, day or week.

Individual Queue Report	
Column Heading	Description
Hour	The hour breakdown filter.
Received	The number of calls received into the queue.
Answered	The number of calls answered for the timescale displayed.
Lost	The number of calls lost for the timescale displayed.
Average Wait Time	The average wait time for callers within the timescale displayed.
Average Initial Talk Time	The average initial talk time for the timescale displayed.
Average Talk Time	The average talk time for the timescale displayed.
Average Total Time	The average total time for the timescale displayed.

Individual Queue Report - V2 en Tue Mar 25 2025 11:54:30 GMT+0000 (Greenwich Mean Time)

Queue: 1002 - Call Parking Queue | Start date: 25/03/2025 | End date: 26/03/2025 | Filter by: Hour

[View Report](#) [Back](#)



# Report: Individual Queue Report Details

The report provides data on received calls, answered calls, lost calls, average wait time and talk time, along with totals.

Filter:

Copy Excel CSV PDF Show: 10

HOUR	Received	Answered	Lost	Average Wait Time	Average Initial Talk Time	Average Talk Time	Average Total Time
04:00 AM	1	0	1	8	0	0	9
06:00 AM	1	0	1	38	0	0	38
08:00 AM	2	0	2	6	0	0	6
09:00 AM	4	2	2	40	18	18	43
10:00 AM	1	0	1	11	0	0	11
12:00 PM	2	1	1	52	10	10	57
13:00 PM	1	0	1	208	0	0	208
14:00 PM	3	0	3	26	0	0	26
15:00 PM	3	0	3	193	0	0	193
16:00 PM	2	0	2	207	0	0	207

Showing 1 to 10 of 12 entries

1 2



# Report: Agent Handling Report

The report focuses on providing essential information for each agent in each queue. Once a queue has been selected, all agents in that queue can be seen to determine who handled each call.

Agent Handling Report	
Column Heading	Description
Agent	The agents name.
Total Call Hunts Presented	The total number of call hunts presented.
Calls Answered	The number of calls answered for the timescale displayed.
Call Hunts Missed	The number of call hunts missed for the timescale displayed.
Total Duration	The total duration of calls answered within the timescale displayed.
Average Duration	The average duration of calls answered for the timescale displayed.
Answered %	The answered calls percentage for the timescale displayed.
Missed %	The missed calls percentage for the timescale displayed.



Agent Handling ⓘ en Tue Mar 25 2025 12:13:04 GMT+0000 (Greenwich Mean Time)

Queue 101 - Customer Support Start date End date

101 - Customer Support 01/06/2024 26/03/2025

View Report ↗ Back ↶

# Report: Agent Handling Report Details

The report also provides data on the number of rings it took to reach an agent, calls answered, total call duration, average call duration, answer rates as a percentage and the percentage of missed calls.

Filter:

Copy Excel CSV PDF

Agent	Total Call Hunts Presented	Calls Answered	Call Hunts Missed	Total Duration	Average Duration	Answered %	Missed %
1124 - John Cusack	2	2	0	89	44	100	0
1089 - Stanley Biggs	101	69	32	3475	50	68	31
1070 - David Smith	2	0	2	0	0	0	100
1158 - Edward Brown	1	1	0	28	28	100	0
	106 (106 total)	72 (72 total)	34 (34 total)	3592 (3592 total)	122 (122 total)		

Showing 1 to 4 of 4 entries

1



# Report: Queue Wrap Up Report

The report provides information on the duration each agent spent in wrap-up status per queue and per agent.

Column Heading	Description
Hour	The hour required for the report filter.
Wrap up Time(minutes)	The wrap-up time in minutes.

Queue Wrap Up en Tue Mar 25 2025 12:47:38 GMT+0000 (Greenwich Mean Time)

Queue: 1002 - Call Parking Queue × Start date: 01/01/2025 📅 End date: 26/03/2025 📅 Filter by: Hour ⌵

[View Report](#) [Back](#)

To run this report, select the following:  
Queue  
Start Date  
End Date  
Filter by

# Report: Queue Wrap Up Report Details

The report can be filtered by Hour, Day or week to provide the precise detail required.

Filter:

Copy Excel CSV PDF Show: 10

HOUR	Wrap Up Time
<b>Call Parking Queue</b>	
04:00 AM	0
06:00 AM	0
08:00 AM	0
09:00 AM	4
10:00 AM	0
12:00 PM	5
13:00 PM	0
14:00 PM	0
15:00 PM	0
16:00 PM	0

Showing 1 to 10 of 12 entries

1 2



# Report: Queue Calls Abandoned Report

The report provides statistics on when calls entered a call flow and when the call ended.

Queue calls Abandoned Report	
Column Heading	Description
Date	The date of the record.
Start Time	The start time of the call.
End Time	The end time of the call.
Duration	The duration of the call.
Caller	The caller information, phone number or extension.
Queue	The queue which presented the call.

Queue Calls Abandoned ⓘ en Thu Mar 27 2025 09:10:45 GMT+0000 (Greenwich Mean Time)

Start date: 27/03/2025 End date: 28/03/2025

[View Report](#) [Back](#)

To run this report, select the following:  
Start Date  
End Date

# Report: Queue Calls Abandoned Report Details

The report shows call breakdown, including the queue name and the caller information. Filters can be applied as required to drill down further into the abandoned call data.

Date	Start Time	End Time	Duration	Caller	Queues
2025-03-24	04:09 PM	04:09 PM	0 mins 15 secs	+37XXXXXXXXXXXX	891 Sales Support
2025-03-21	12:48 PM	12:48 PM	0 mins 51 secs	+37XXXXXXXXXXXX	961 MS Teams Support
2025-03-20	09:49 AM	09:49 AM	0 mins 8 secs	372	10999 Customer Support
2025-03-20	09:59 AM	10:00 AM	0 mins 4 secs	372	10999 Customer Support
2025-03-20	11:36 AM	11:49 AM	12 mins 45 secs	+44XXXXXXXXXXXX	821 Technical Support
2025-03-20	11:59 AM	11:59 AM	0 mins 2 secs	+44XXXXXXXXXXXX	821 Technical Support
2025-03-20	02:36 PM	02:36 PM	0 mins 3 secs	372	10999 Customer Support
2025-03-19	03:50 PM	03:50 PM	0 mins 9 secs	+44XXXXXXXXXXXX	912 D365 Support
2025-03-18	08:32 AM	08:32 AM	0 mins 8 secs	372	10999 Customer Support
2025-03-18	12:10 PM	12:10 PM	0 mins 3 secs	372	10999 Customer Support

Showing 11 to 20 of 219 entries

Copy Excel CSV PDF Show: 10



# Report: Agent Statistics Report

The report provides comprehensive statistics and lists agents' activity for inbound and outbound calls.

Agent Statistics Report	Description
Column Heading	
Extension	The agent's extension number.
Agent	The agent's name.
Queue Calls Answered	The number of queue calls answered by the agent within the timescale.
Queue Hunts Missed	The number of hunt calls that the agent missed within the timescale.
Queue Calls Total Talk Duration	The total talk time of the queue calls for the agent within the timescale.
Queue Calls Average Talk Duration	The average queue calls talk time for the agent within the timescale.
Direct Calls Answered	The number of direct calls answered by the agent within the timescale.
Direct Calls Missed	The number of direct calls missed or unanswered by the agent within the timescale.
Direct Calls Total Talk Duration	The total talk duration by the agent for direct calls.
Direct Calls Average Talk Duration	The average talk duration for direct calls by the agent.
Outbound Calls Answered	The number of outbound calls answered by the agent.
Outbound Calls No Answer	The number of outbound calls that resulted in no answer.
Outbound Calls Total Talk Duration	The total talk duration for outbound calls by the agent.
Outbound Calls Average Talk Duration	The average talk duration for outbound calls by the agent.

To run this report, select the following:  
Start Date  
End Date

Agent Stats ⓘ    en    Thu Mar 27 2025 10:02:01 AM GMT+00:00 (Greenwich Mean Time)

Start date: 27/03/2025    End date: 28/03/2025

[View Report](#)    [Back](#)

# Report: Agent Statistics Report Details

The report displays how many calls the agent has handled in a queue and also the direct calls the agent has received to their extension.

This report also includes the total and average call handling times for outbound calls.



Extension	Agent	Queue Calls Answered	Queue Hunts Missed	Queue Calls Total Talk Duration	Queue Calls Average Talk Duration	Direct Calls Answered	Direct Calls Missed	Direct Calls Total Talk Duration	Direct Calls Average Talk Duration	Outbound Calls Answered	Outbound Calls No Answer	Outbound Calls Total Talk Duration	Outbound Calls Average Talk Duration
300	Anastasia Klobb	8	5	1 min(s) and 46 sec(s)	0 min(s) and 13 sec(s)	31	7	34 min(s) and 7 sec(s)	1 min(s) and 6 sec(s)	46	8	140 min(s) and 4 sec(s)	3 min(s) and 3 sec(s)
303	Ben Black	1	0	0 min(s) and 27 sec(s)	0 min(s) and 27 sec(s)	33	18	41 min(s) and 39 sec(s)	1 min(s) and 16 sec(s)	37	6	41 min(s) and 33 sec(s)	1 min(s) and 7 sec(s)
305	Liam Jensen	0	3	0 min(s) and 0 sec(s)	0 min(s) and 0 sec(s)	21	11	57 min(s) and 58 sec(s)	2 min(s) and 46 sec(s)	13	0	7 min(s) and 18 sec(s)	0 min(s) and 34 sec(s)
306	Paul Hemsworth	0	0	0 min(s) and 0 sec(s)	0 min(s) and 0 sec(s)	0	0	0 min(s) and 0 sec(s)	0 min(s) and 0 sec(s)	2	2	0 min(s) and 11 sec(s)	0 min(s) and 6 sec(s)
307	Lillianna Scorupco	0	0	0 min(s) and 0 sec(s)	0 min(s) and 0 sec(s)	0	0	0 min(s) and 0 sec(s)	0 min(s) and 0 sec(s)	1	0	0 min(s) and 2 sec(s)	0 min(s) and 2 sec(s)
313	Peter McMillan	0	2	0 min(s) and 0 sec(s)	0 min(s) and 0 sec(s)	0	2	0 min(s) and 0 sec(s)	0 min(s) and 0 sec(s)	24	3	10 min(s) and 53 sec(s)	0 min(s) and 27 sec(s)
317	David Whitechapel	0	0	0 min(s) and 0 sec(s)	0 min(s) and 0 sec(s)	0	1	0 min(s) and 0 sec(s)	0 min(s) and 0 sec(s)	0	2	0 min(s) and 0 sec(s)	0 min(s) and 0 sec(s)
325	Alan Jennings	29	7	36 min(s) and 4 sec(s)	1 min(s) and 15 sec(s)	2	4	0 min(s) and 12 sec(s)	0 min(s) and 6 sec(s)	21	1	19 min(s) and 45 sec(s)	0 min(s) and 56 sec(s)
329	Mairead Taylor	5	2	5 min(s) and 11 sec(s)	1 min(s) and 2 sec(s)	0	1	0 min(s) and 0 sec(s)	0 min(s) and 0 sec(s)	17	6	37 min(s) and 28 sec(s)	2 min(s) and 12 sec(s)
372	Elizabeth Morrison	0	0	0 min(s) and 0 sec(s)	0 min(s) and 0 sec(s)	39	7	21 min(s) and 29 sec(s)	0 min(s) and 33 sec(s)	24	5	11 min(s) and 9 sec(s)	0 min(s) and 28 sec(s)

Showing 1 to 10 of 43 entries

# Report: Queue List Report

The report provides clear information and statistics related to when calls have been delivered to queues and also displays if these calls were answered or abandoned.

Queue List Report	
Column Heading	Description
Call Queue	The name of the call queue.
Date	The date the call was received by the queue.
Caller	The number of the caller.
Time of Call	The time of the call.
Time to Answer	The time taken to answer the call.
Abandoned	Was the call abandoned?



Queue List ⓘ en Fri Mar 28 2025 11:58:04 GMT+00:00 (Greenwich Mean Time)

Start date: 28/03/2025 End date: 29/03/2025

[View Report](#) [Back](#)

# Report: Queue List Report Details

The report provides comprehensive information and detailed statistics regarding the delivery of calls to various queues. It includes data on the number of calls placed in each queue, as well as metrics indicating whether these calls were answered by an agent or abandoned by the caller before receiving assistance.

Call Queue	Date	Caller	Time of call	Time to answer	Abandoned
MS Teams Support	30/01/2025	+37XXXXXXXXXXXX	04:59 PM		Yes
D365 Support	21/02/2025	+35XXXXXXXXXXXX	12:00 PM	00:00:21	No
MS Teams Support	21/02/2025	+37XXXXXXXXXXXX	12:53 PM	00:00:05	No
Customer Services	21/02/2025	+44XXXXXXXXXXXX	12:58 PM	00:00:17	No
MS Teams Support	21/02/2025	+44XXXXXXXXXXXX	01:02 PM	00:00:07	No
D365 Support	21/02/2025	+37XXXXXXXXXXXX	01:05 PM	00:00:06	No
MS Teams Support	21/02/2025	+44XXXXXXXXXXXX	01:06 PM		Yes
D365 Support	21/02/2025	+37XXXXXXXXXXXX	01:12 PM	00:00:05	No
MS Teams Support	21/02/2025	+44XXXXXXXXXXXX	01:15 PM	00:00:02	No
Customer Services	21/02/2025	+44XXXXXXXXXXXX	01:19 PM	00:00:04	No

Showing 1 to 10 of 489 entries

Copy Excel CSV PDF Show: 10



# Report: Channel Activity Report

The report provides statistics for all messaging channels: SMS, WhatsApp, Facebook Messenger, WeChat, Line, and Email.

Queue List Report	
Column Heading	Description
Channels	The name of the channel.
Conversations Handled Inbound	The number of inbound conversations handled for the shown channel.
Conversations Handled outbound	The number of outbound conversations handled for the shown channel.
Conversations in Queue	The number of conversations in the queue.
Active Conversations	The number of active conversations.
Channel Used Percentage	The channel usage displayed as a percentage.



Channel Activity en Fri Mar 28 2025 12:40:15 GMT+0000 (Greenwich Mean Time)

From: 28/03/2025 To: 29/03/2025 Agents: Channel: Skills: View Report Back

# Report: Channel Activity Report Details

The report provides allows you to track messages in the queue awaiting an agent, messages received and sent, and the SLA percentage per channel regarding response speed.

Filter:

Copy Excel CSV PDF Show: 10

Channels	Conversations Handled Inbound	Conversations Handled Outbound	Conversations In Queue	Active Conversations	Channel Used Percentage	SLA Percentage
Facebook	10	0	0	1	4	0
Outlook	14	15	0	1	12	51
SMS	13	87	0	14	45	84
WhatsApp	86	4	0	8	37	9

Showing 1 to 4 of 4 entries

Filter:

Copy Excel CSV PDF Show: 10

Name	Available Capacity	Total Capacity	Percentage
Kim Wilde	100	100	100
Stuart Adamson	100	100	100
Kerry Smith	100	100	100
Peter Elliot	100	100	100
Antony Stark	100	100	100
Ethan Crowe	100	100	100

The data in these reports can be copied or exported in Excel, CSV, or PDF format.

# Report: ASA Report

The report provides statistics on the average speed of answering in minutes for each queue.

ASA Report	
Column Heading	Description
Hour/Day/Week	Displays the selected filter, hour/day/week as desired.
ASA	Shows the average speed of answer for the selected filter.



ASA - V2 en Wed Apr 09 2025 11:51:51 GMT+0100 (British Summer Time)

Queue: 1002 - Call Parking Queue Start date: 01/01/2025 End date: 10/04/2025 Filter by: Week View Report Back

# Report: ASA Report Details

The report can display the average speed of answer in minutes for either hourly, daily or weekly filters.

Filter:

Show:

WEEK	ASA
<b>Call Parking Queue</b>	
2	0
4	0
5	28
6	0
7	52
9	0
11	0
12	83
<b>Overall Average ASA</b>	
	49

Showing 1 to 9 of 9 entries

← **1** →



# Queue Wallboards

**1 Queue**

Select a queue that you would like to view.

**2 Cumulative**

See a total of all inbound, outbound and internal calls for the day.

**3 Live**

See live inbound, outbound and internal calls.

**4 Agent Activity**

Have visibility over the agents call times, status and live statistics.

**5 Filter by agent, Extension & Status**

Filter by agents' presence, name and extension for quick visibility.

**Queue Wallboards**

Queue Wallboards allow you in real-time to see both customers awaiting an agent to agents on live sessions.

We also show accurate agent activity, drop rates, SLAs information to help you better manage a queue and customers.

# Live Monitoring

## Live Monitoring

Its always important to give full visibility and interaction with your customers and your agents.

We allow you to monitor, whisper and barge in to live call sessions. This can be extremely beneficial for training staff and assisting in situation that might need a managers input.

## Live Monitoring

Call Sessions
en
Fri Jul 28 2023 13:40:48 GMT+0100 (British Summer Time)

Filter:

Show: 10

Caller	Destination	Started	Answered	Duration(s)	Actions
303	+447749134099	2023-07-28 12:40:26 GMT	2023-07-28 12:40:31 GMT	14	

- 1 **Filter live sessions**  
 Search for live sessions by agents' extension or name.
- 2 **View individual live agent calls**  
 Each agent will be shown as an individual live session when on-a-call.
- 3 **Listen**  
 Listen in to an agent's conversation with out your mic being active.
- 4 **Whisper**  
 Whisper allows you to speak to your agent but not the customer.
- 5 **Barge**  
 Barge allows you, the agent and customer to interact and creates a 3-way call.

# Manage/Monitor

**Queue Management**

en

Fri Jul 28 2023 13:41:28 GMT+0100 (British Summer Time)

Filter: Type to filter... [Search Icon]

Copy Excel CSV PDF Show: 10

Status	Extension	Agent	Actions
<b>Customer Service Queue</b>			
Unavailable	309	Conor Macmahon	[Move] [Clone] [Remove]
Unavailable	310	Ernie LeBara	[Move] [Clone] [Remove]
Unavailable	311	Dan Bozesan	[Move] [Clone] [Remove]
Unavailable	323	Joe Leberte	[Move] [Clone] [Remove]
<b>Default Reception</b>			
Unavailable	311	Dan Bozesan	[Move] [Clone] [Remove]
Unavailable	323	Joe Leberte	[Move] [Clone] [Remove]
<b>Outbound Promotions Campaign</b>			
Unavailable	310	Ernie LeBara	[Move] [Clone] [Remove]
Unavailable	311	Dan Bozesan	[Move] [Clone] [Remove]
Unavailable	323	Joe Leberte	[Move] [Clone] [Remove]
<b>Sales Queue</b>			
Unavailable	325	David McAllister	[Move] [Clone] [Remove]

Select Status | Select Extension | Select Agent

Showing 1 to 10 of 55 entries

1 2 3 4 5 6

**Manage/Monitor**  
Managing lots of agents and queues can be complex but not with Solgari's Queue Management. Here we show all queues and all agents, allowing for you to move users around quickly and create overflows if things are getting busy.

- 1 Filter Queues**  
Search for existing queues
- 2 Move Agent**  
Move agent into different queues.
- 3 Clone Queue**  
Clone a queue to create overflow queues
- 4 Remove Agent**  
Remove agent from a specific queue.

# Solgari Hub

Roles & Users Section

# Roles – Creating Solgari Hub Roles



## Roles

We give you the ability to create as many role types as you like for your Solgari Hub.

Once a role is created you can then set the permission against that role i.e.,

*Admin – Full Access*

*End User – Basic Access*

The screenshot shows the 'Creating User Roles' interface. At the top, the title 'Creating User Roles' is displayed. Below it, there is a 'Roles' management page with a filter input field (callout 1), a table with one entry 'Administrator' by 'Elina Pellikowski', and an 'Add New Record' button (callout 2). A modal window titled 'Add New Record' is open, showing a 'Name' input field (callout 3) and 'Cancel' and 'Submit' buttons.

**1** Filter Roles  
Search for existing roles in your Solgari Hub.

**2** Create new role  
Select create to add a new role.

**3** Role name  
Create a role name i.e., administrator.

# User Roles – Assigning Solgari Hub roles



## User Roles

Once you have created your roles, next you need to assign a role per user.

This role will then define what the user has access to in the Solgari Hub.

### Assigning User Roles

ID	Name	E-mail	Roles	Actions
0ef02216-a04b-4e0e-8002-a2031658672c	Peter McGrath2	peter.mcgrath@solgari.com	Administrator	
18489c79-d679-4d85-8734-0e432a7c0f45	Elixa Peltokoski	elixa.peltokoski@solgari.com	SolgariAdministrator	
26e861b1-ef54-490d-8529-06365009308b	Roslin McCaw	roslin.mccaw@solgari.com	SolgariAdministrator	
29f67906-66f7-4154-8556-ab75db023001	Marko Marov Solgari Adm	marko.marov@solgari.com	TeamUser, SolgariAdministrator	
29f67906-66f7-4154-8556-ab75db023002	ana ceapa	ana.ceapa@solgari.com	SolgariAdministrator	
29f67906-66f7-4154-8556-ab75db023004	maciej czerstochowski	maciej.czerstochowski@solgari.com	SolgariAdministrator	
2a38850e-aa68-4940-8995-e41e5cd11071	Emilija Parfots	emilija.parfots@solgari.com	TeamUser, Agent, CaseManagement	
2f06526d-9099-4d9f-9a64-0d124d080a24	Andre Garsish	andre.g@solgari.com	Agent	
33c2416c-8b6f-43c9-9410-d5ea7932a0d1	Emilia Labara	emilia.labara@solgari.com	SolgariAdministrator	
34d70e11-5d75-4676-bc02-4005ab52262a	Peter McGrath	peter.mcgrath@solgari.com	Testowa rola, Supervisor, SolgariAdministrator	

Showing 1 to 10 of 45 entries

#### 1 Filter Users & Roles

Search for users and their roles.

#### 2 Edit

Select edit to assign or change user role

#### 3 Roles

Select the appropriate role for your user and save.

# Solgari

Please contact support for further details

[supportticket@solgari.com](mailto:supportticket@solgari.com)