Solgari Hub

Solgari Hub User Guide

Solgari Hub - Index

Solgari

Solgari Hub

Overview

Login to Solgari Hub

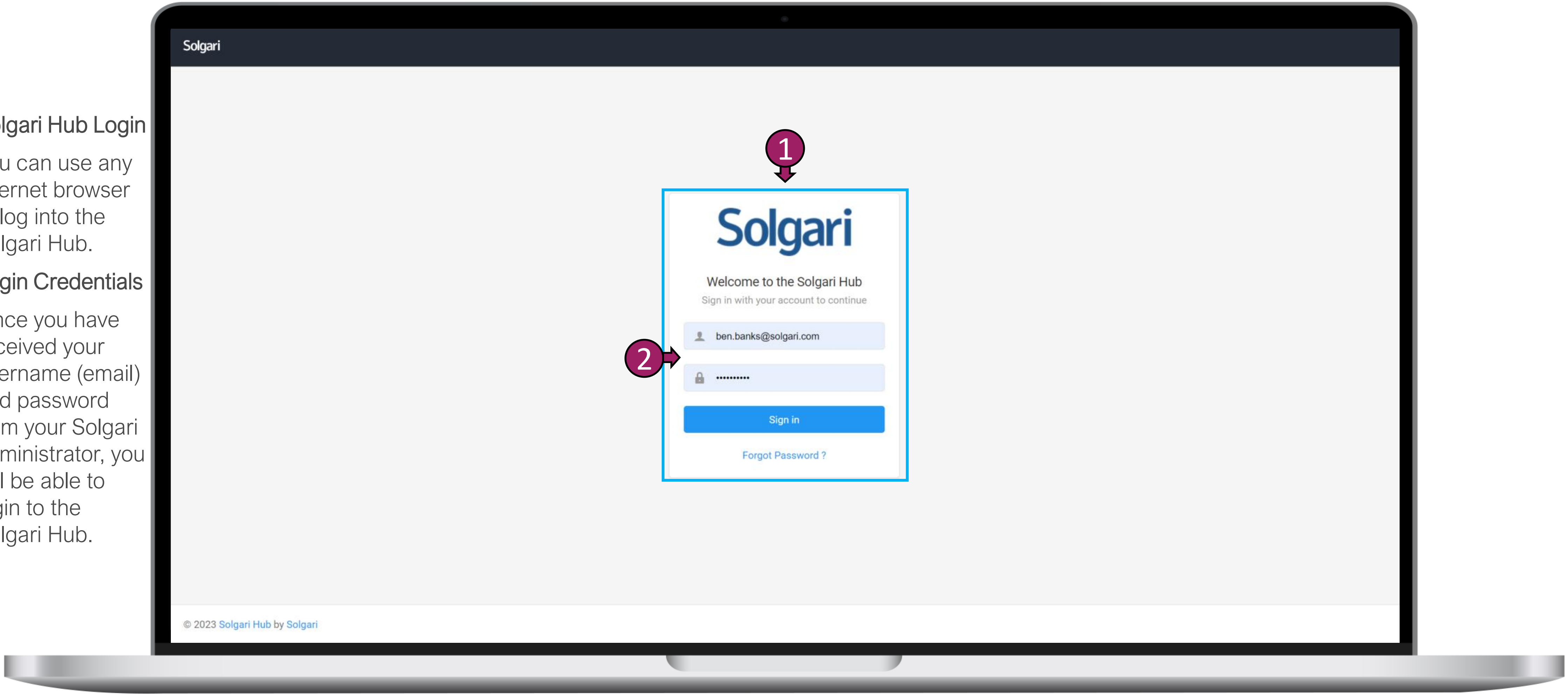
Solgari

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

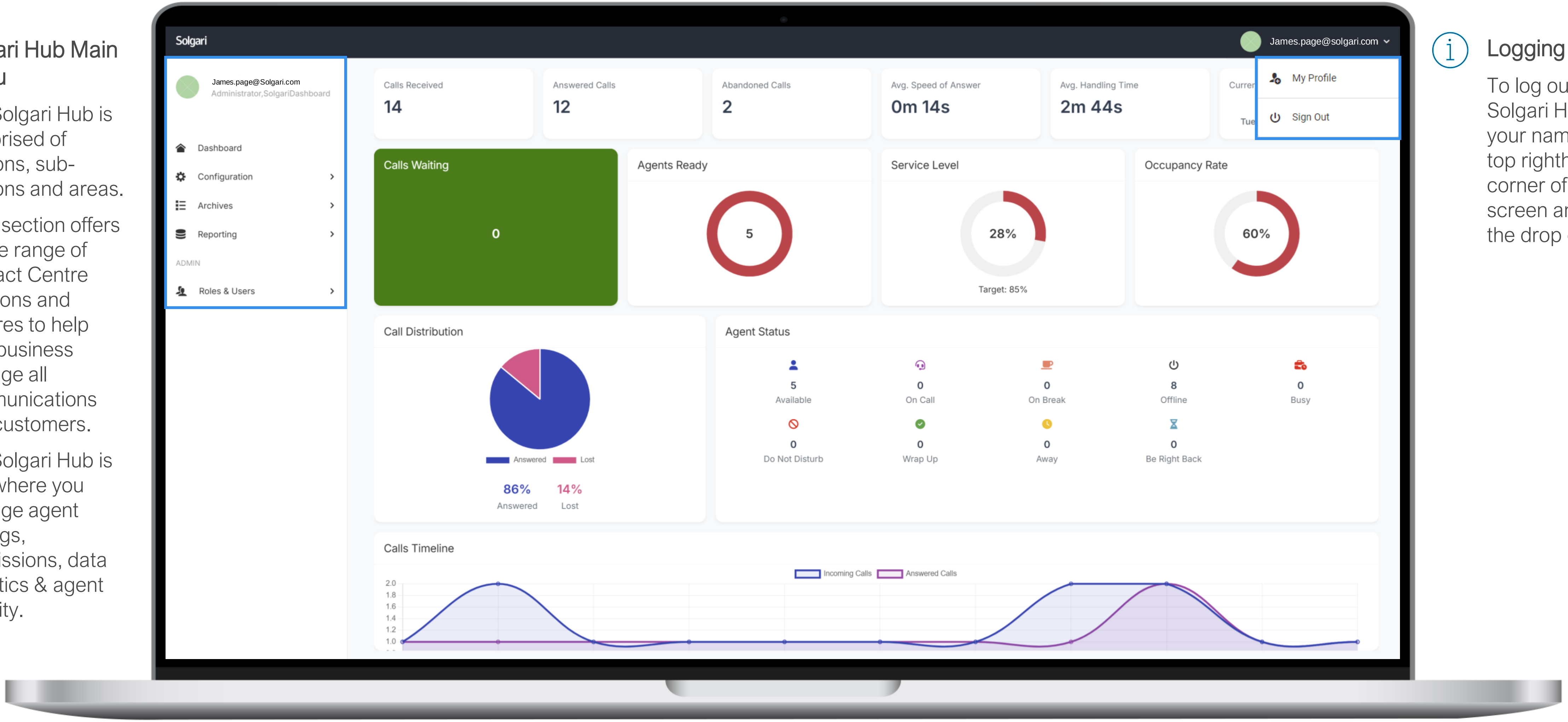
Solgari

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

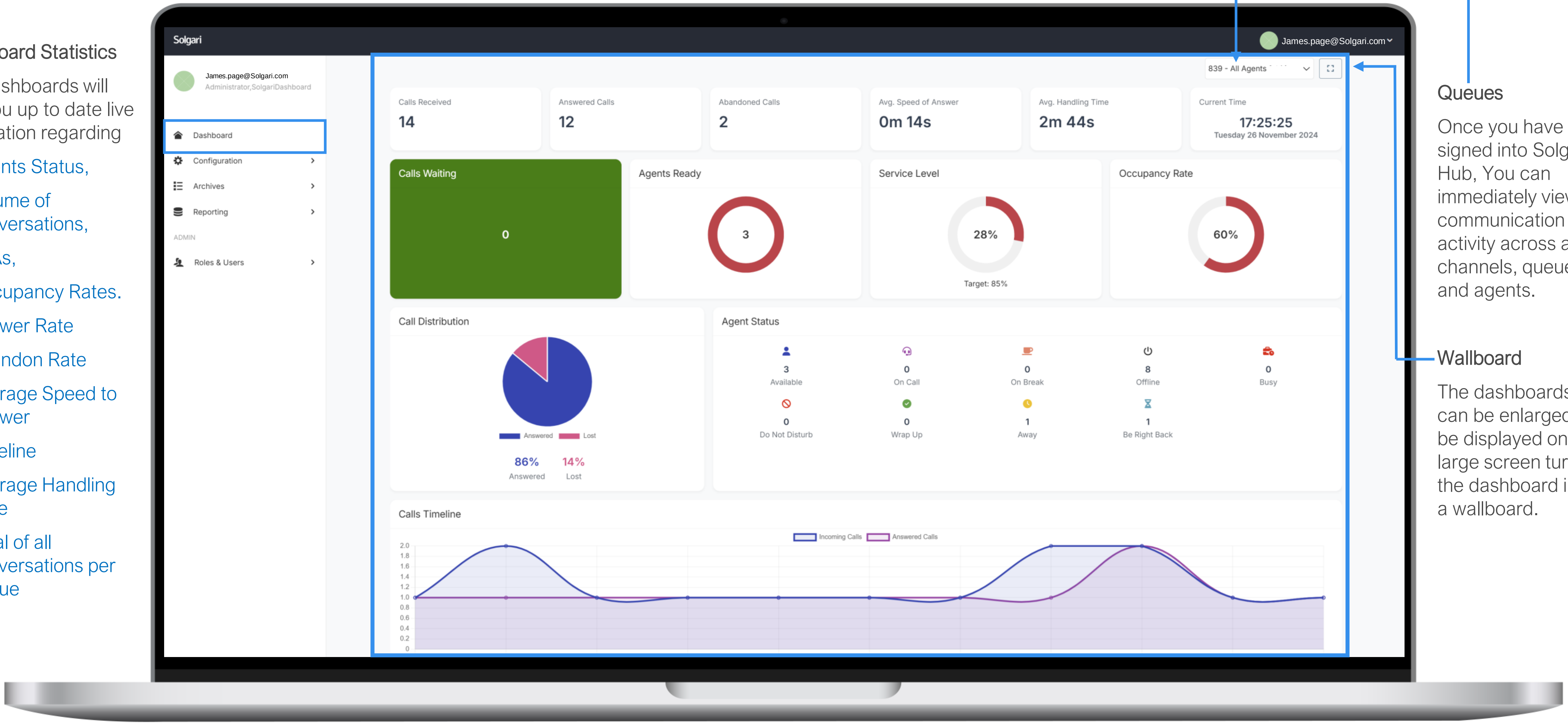
To log out of the Solgari Hub, go to your name in the top righthand corner of your screen and select the drop down.

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
- Average Speed to Answer
- Timeline
- Average Handling Time
- Total of all conversations per queue



Queues

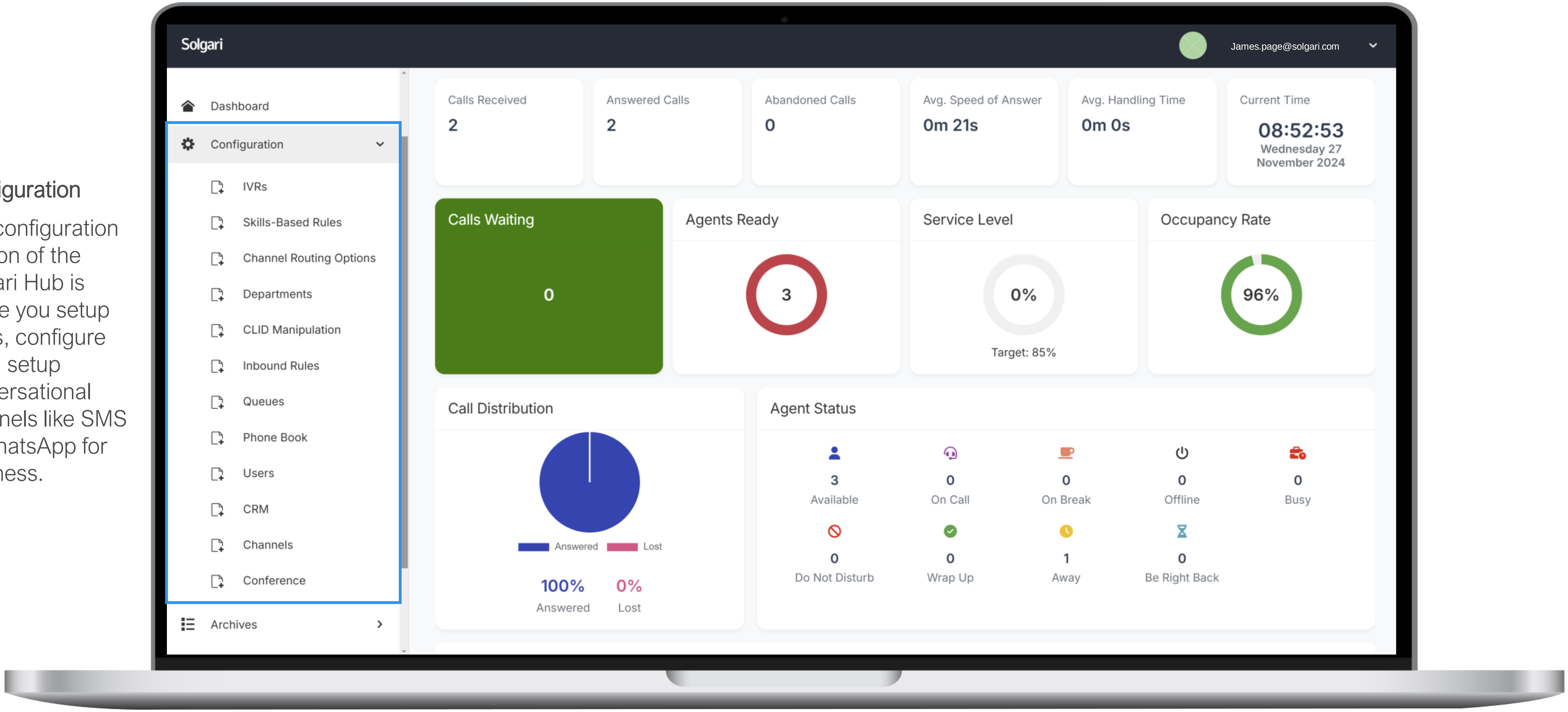
Once you have signed into Solgari Hub, You can immediately view all communication activity across all channels, queues and agents.

Wallboard

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

Configuration

Solgari



Configuration

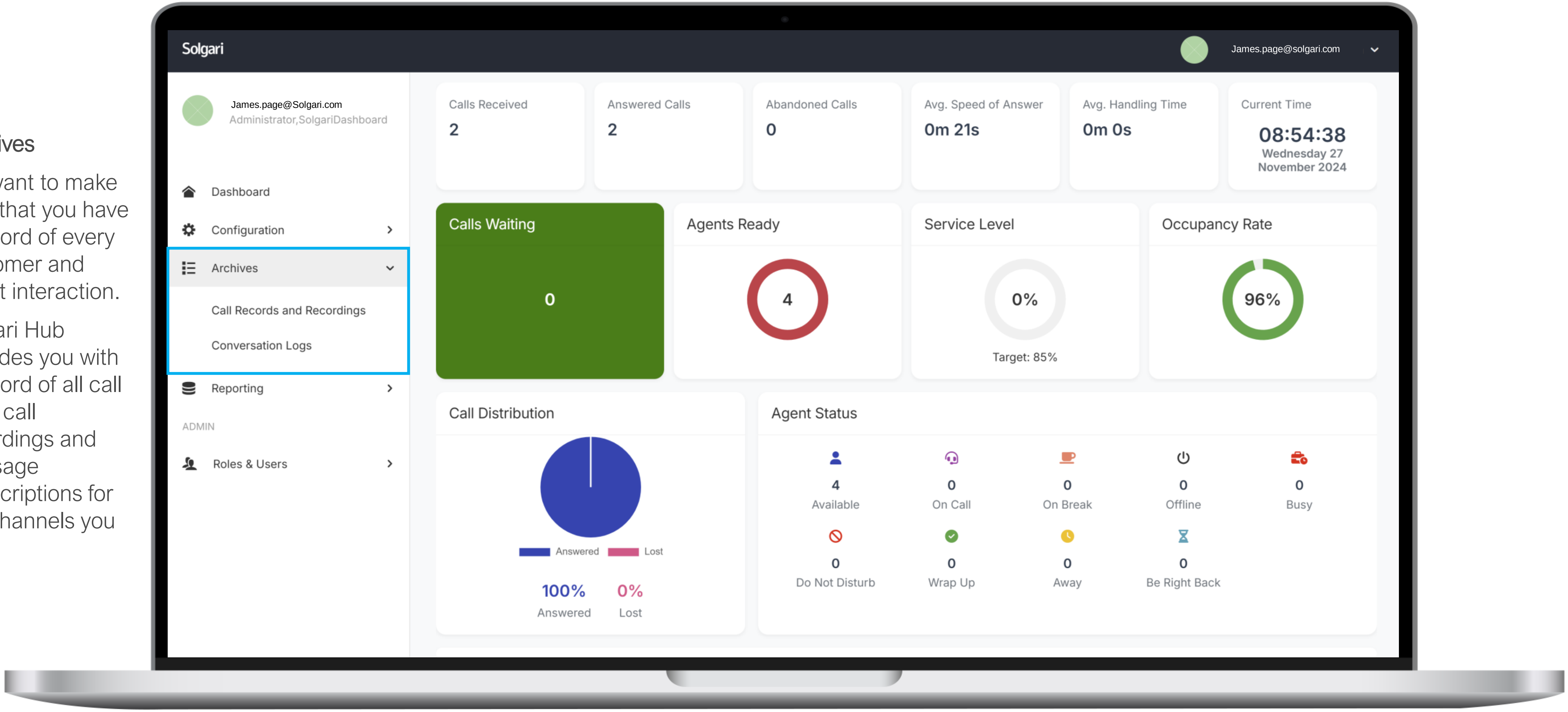
The configuration section of the Solgari Hub is where you setup users, configure IVRs, setup conversational channels like SMS or WhatsApp for Business.

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.

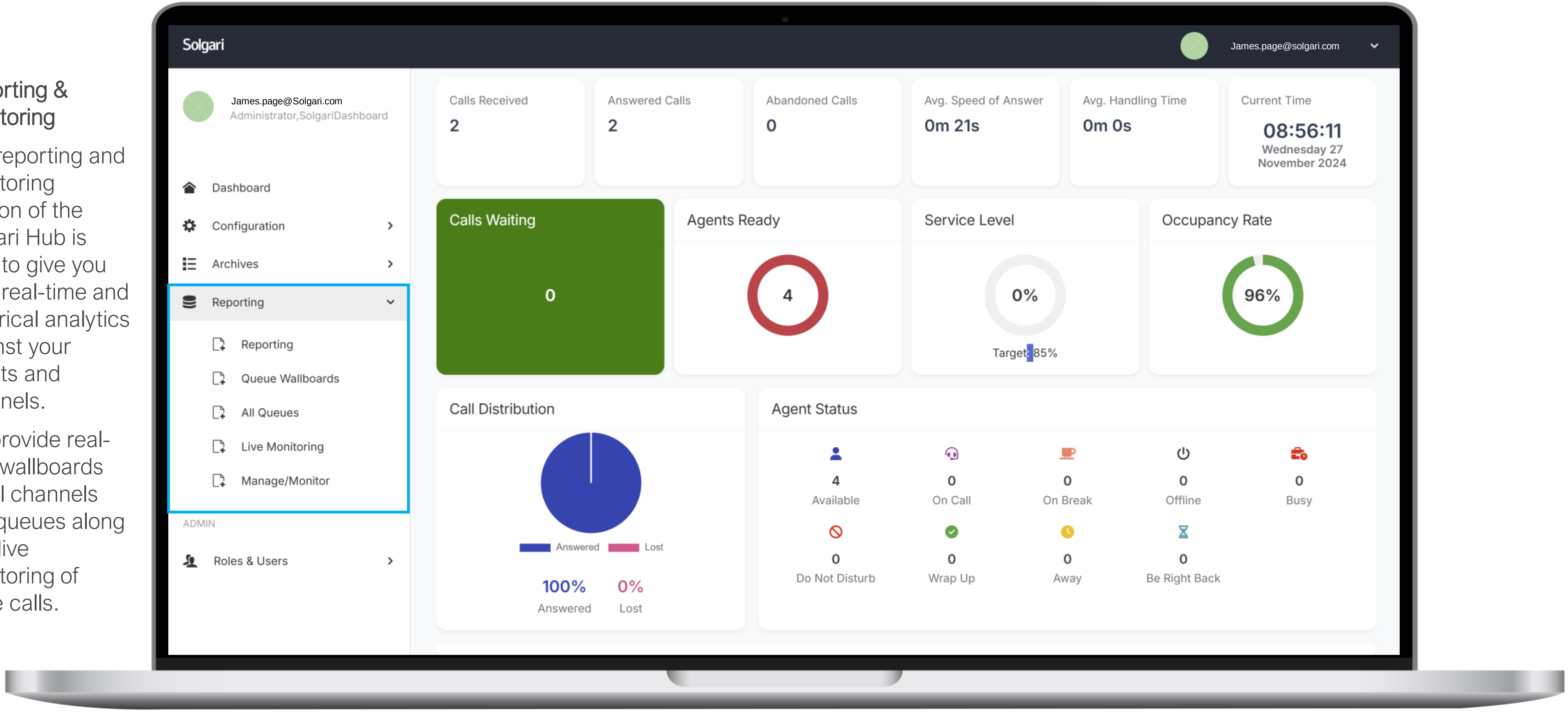


Reporting & Monitoring

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.



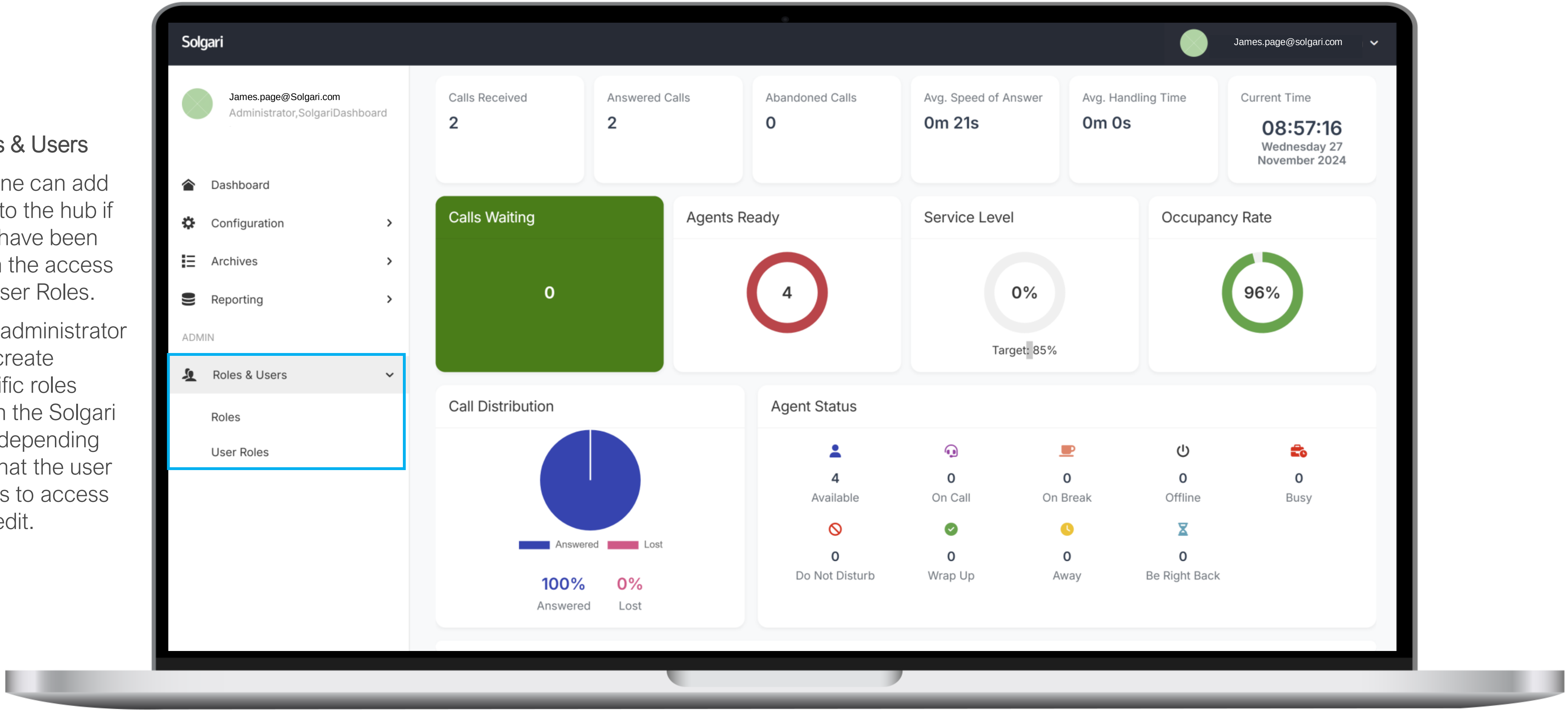
Roles & Users

Solgari

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.



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Solgari Hub

Configuration Section

IVRs

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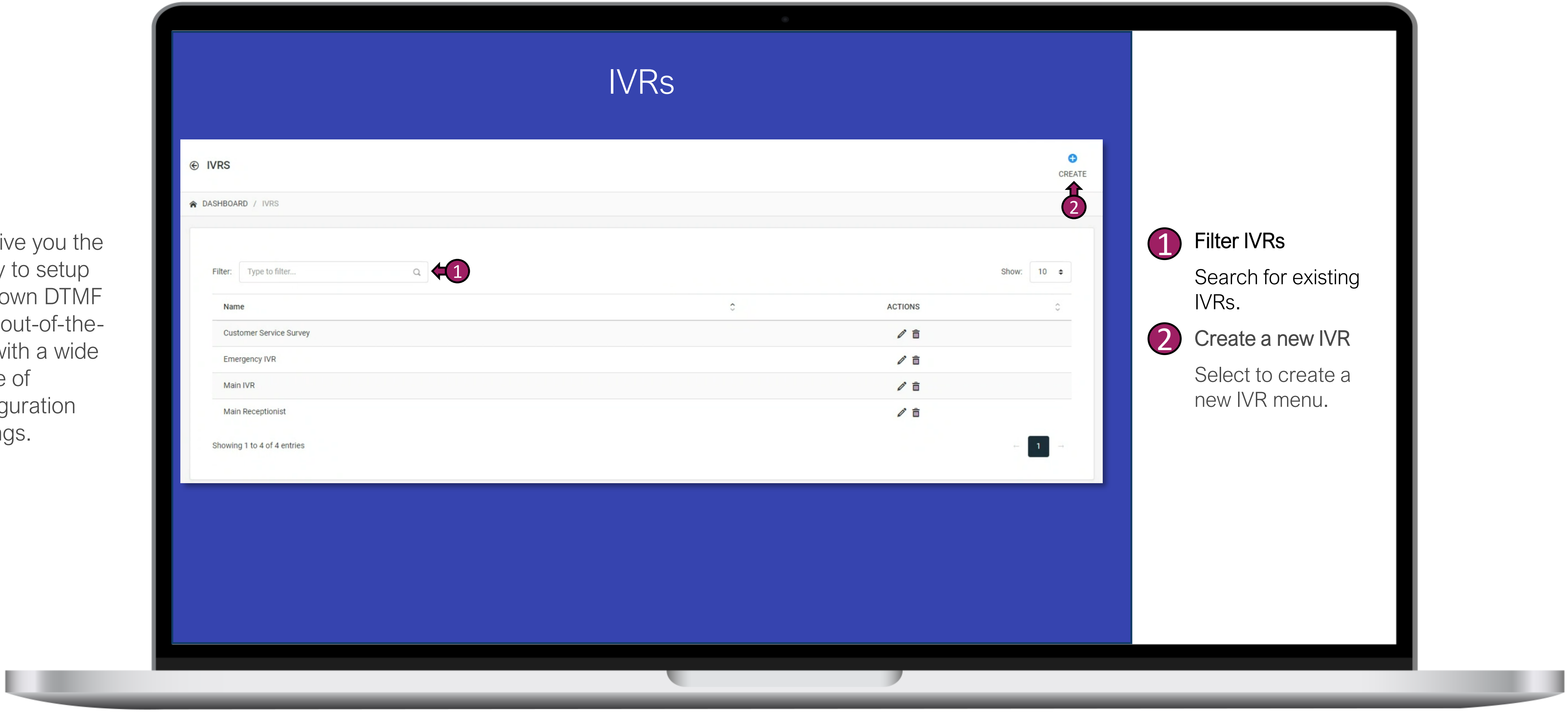
IVRs

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



IVRs – General Configuration & Audio

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IVR

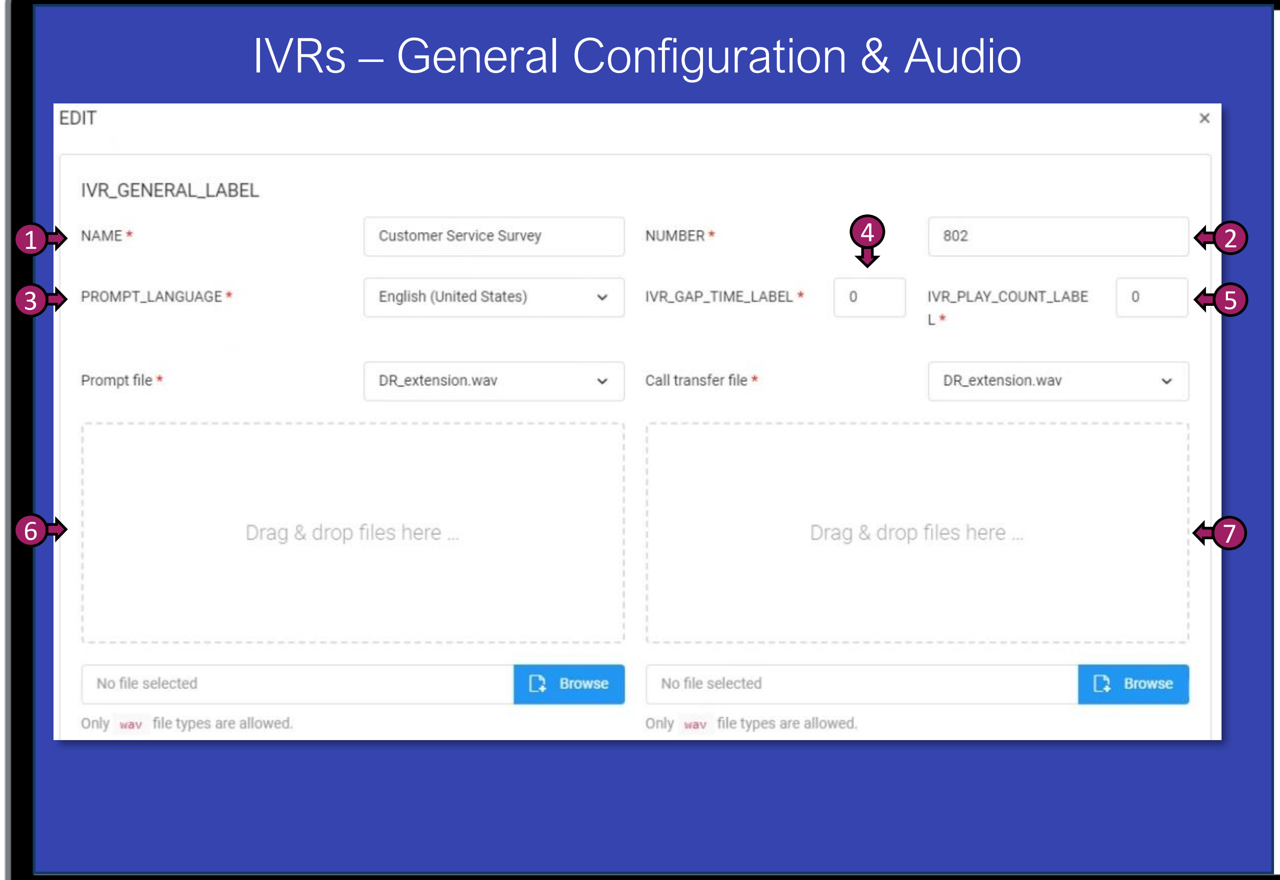
Choose from a range of settings to configure the IVR the way you want it to operate.

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

Welcome Prompt,

Transfer Prompt,

On-hold Music,



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

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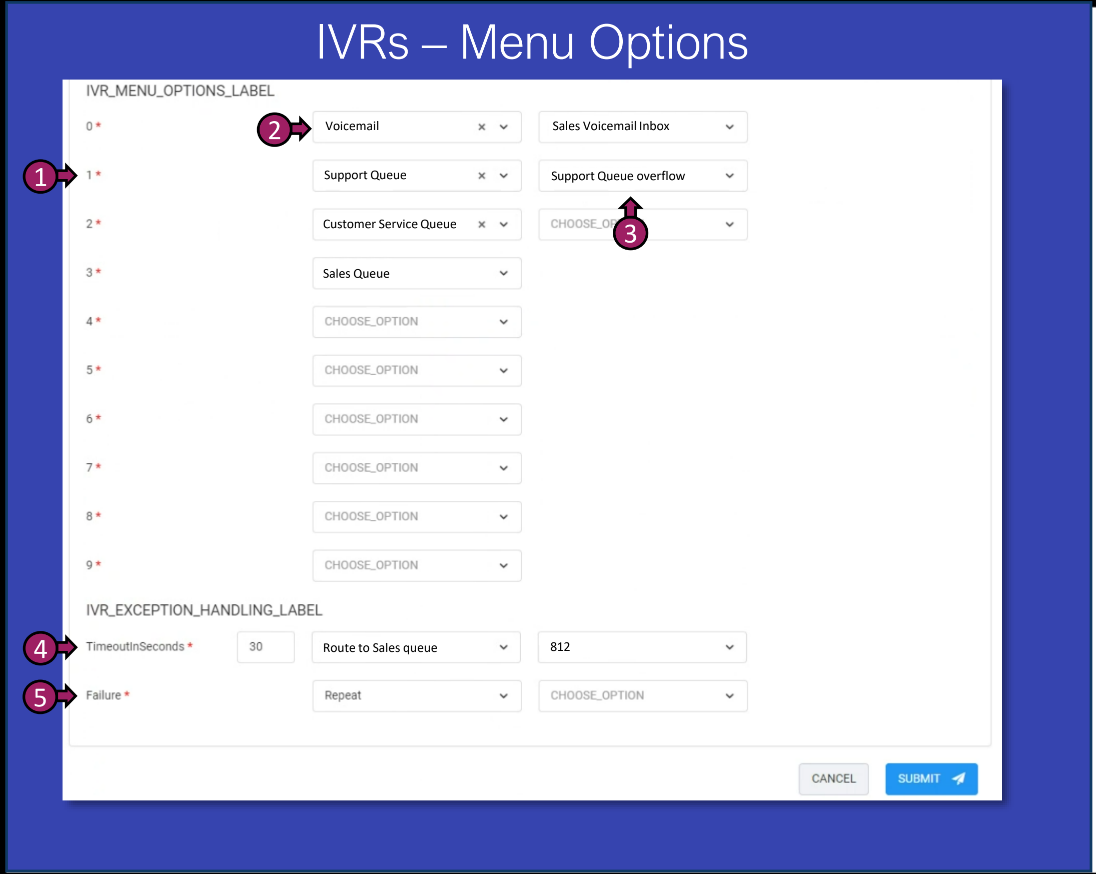
IVR

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

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



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

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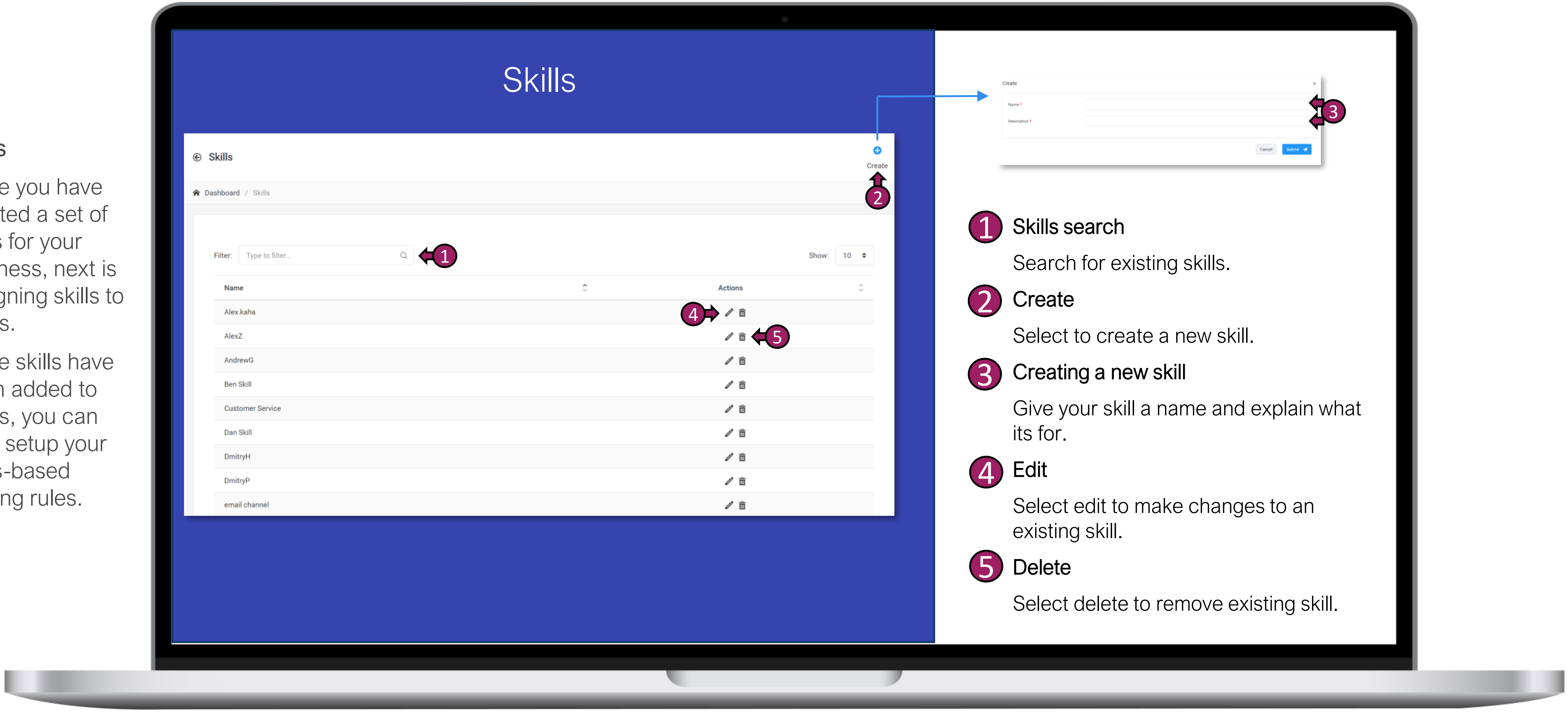
Skills

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.



Skills-Based – Channel Routing Options

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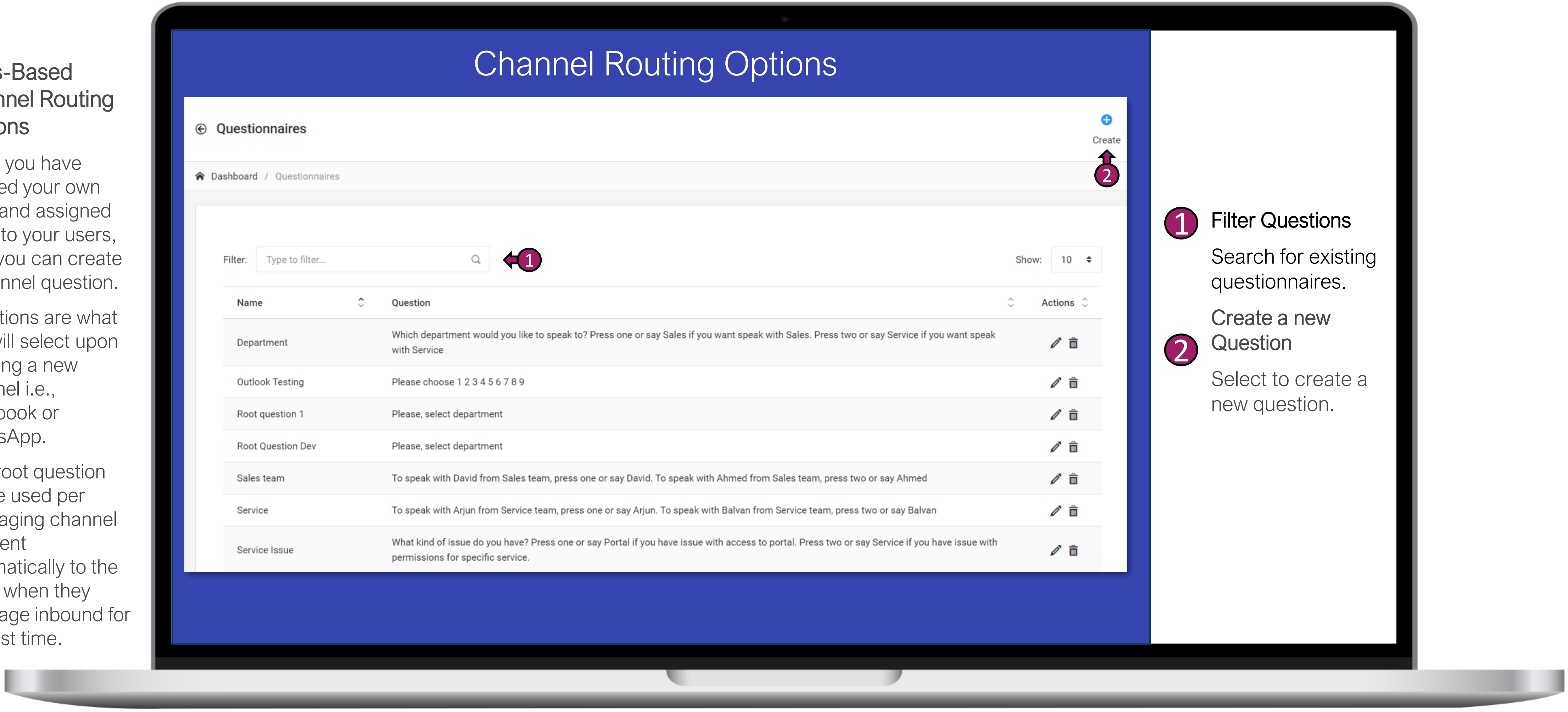
Skills-Based Channel Routing Options

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.



Skills-Based – New Question Options

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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.,

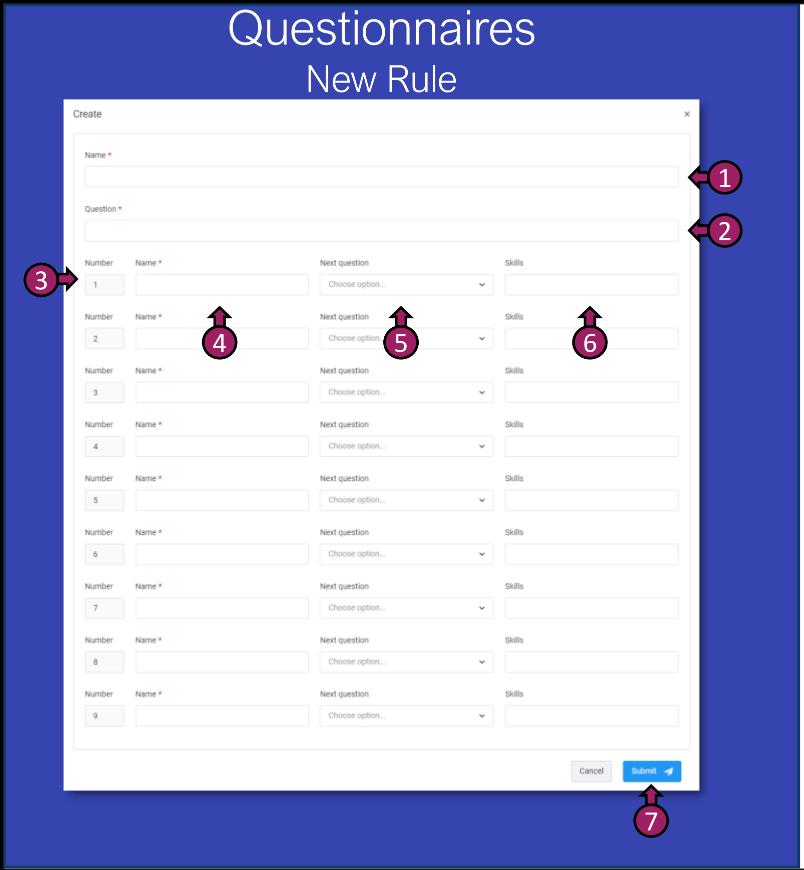
"Welcome, how can we get you to the write agent"

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.



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

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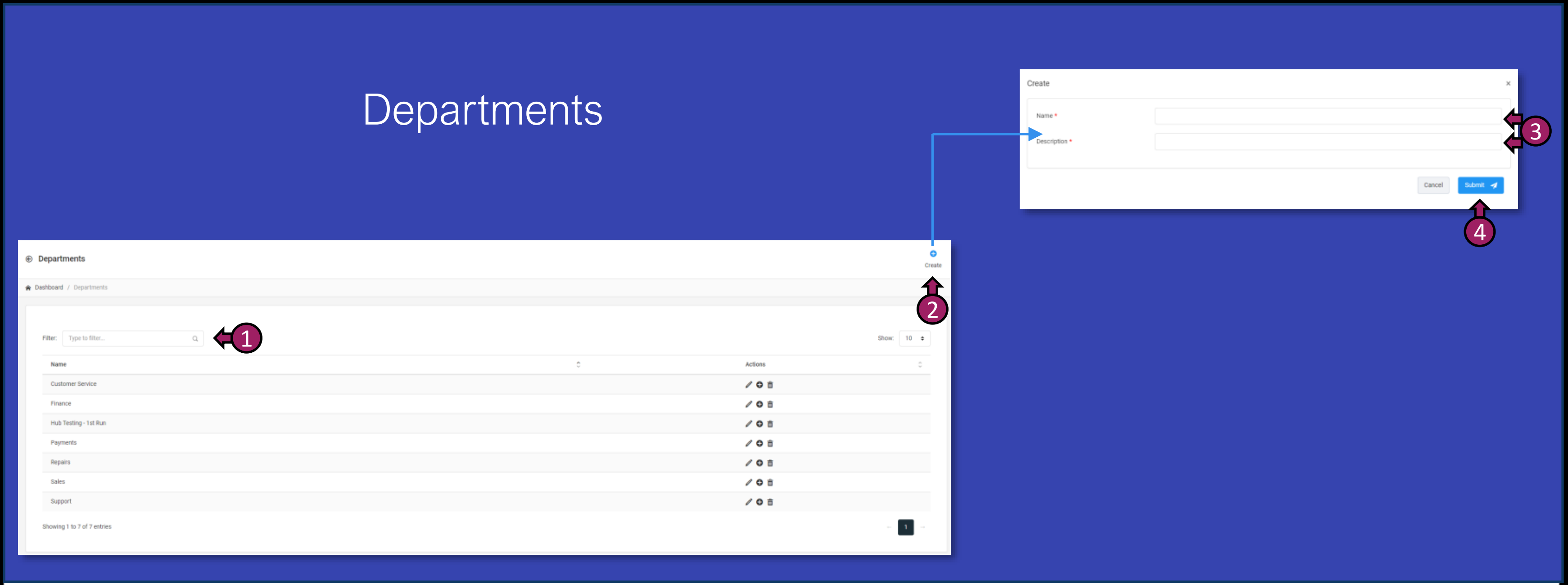
Departments

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



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

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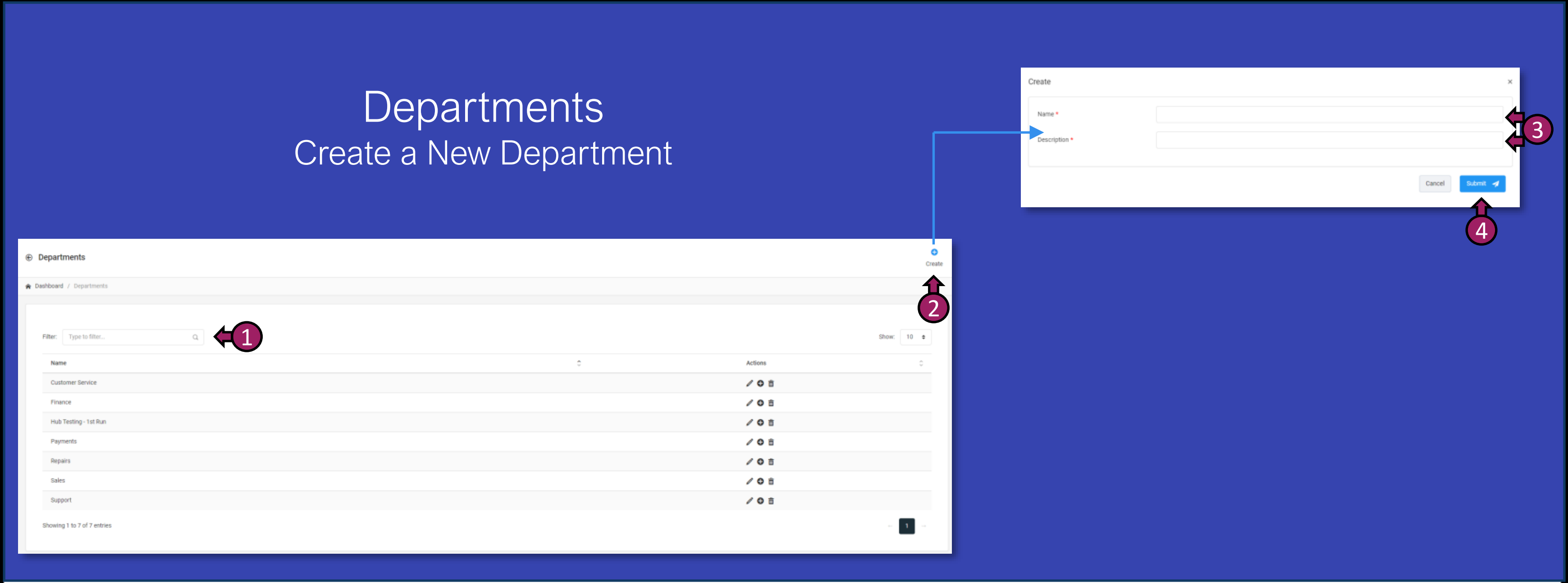
Departments

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



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 – Assigning Users

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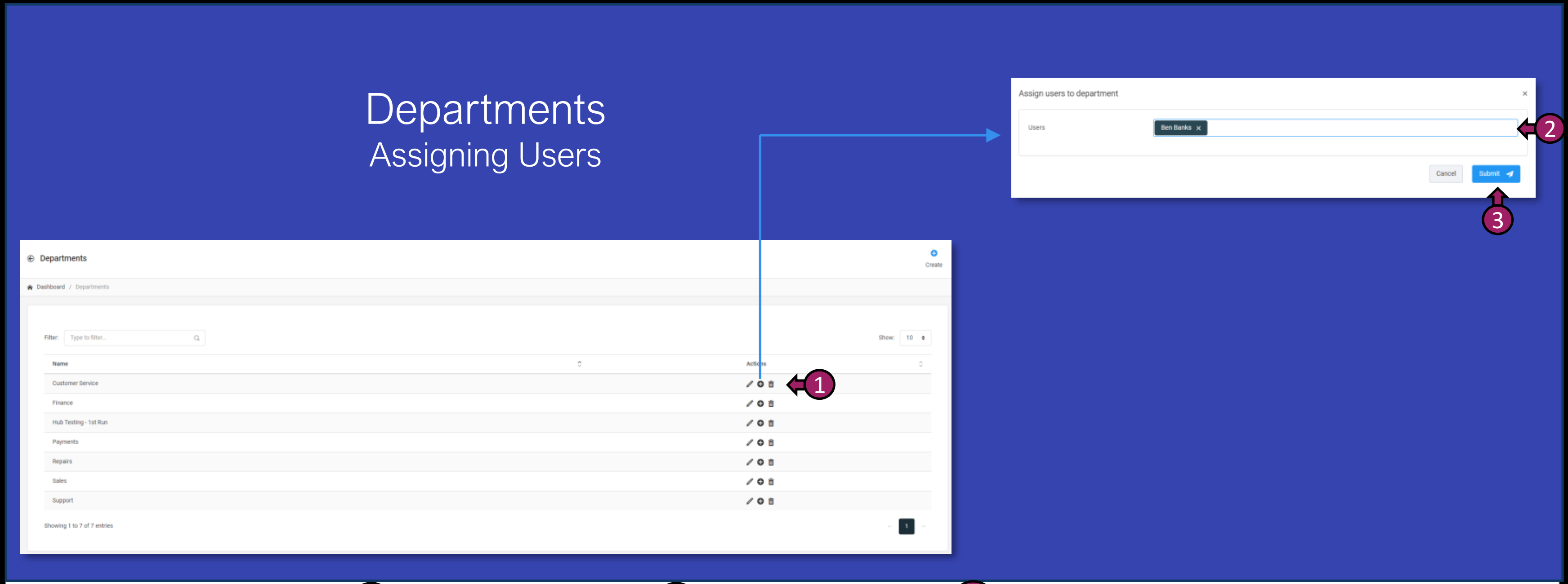

1 **Assign**

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.

Departments – Assigning Users

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

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CLID Manipulation

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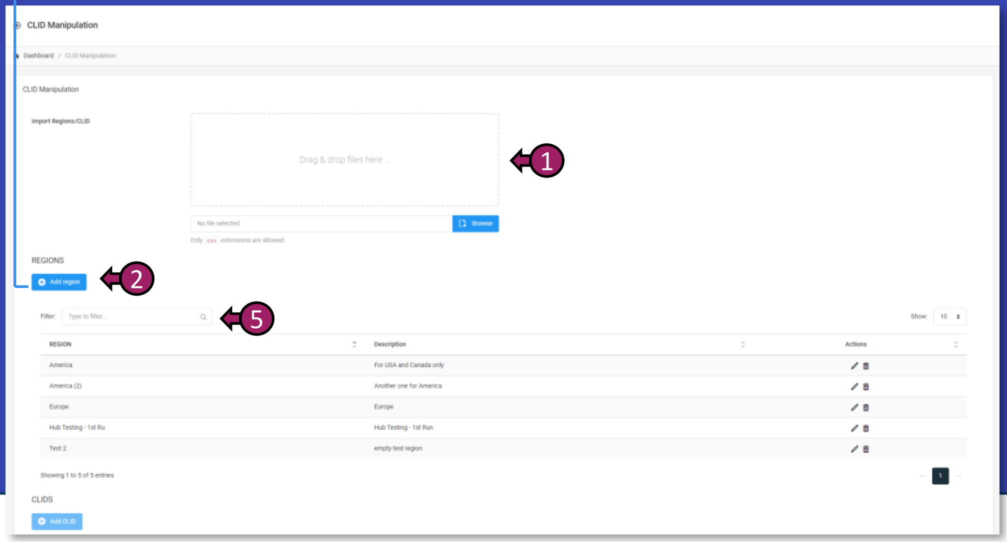
CLID Manipulation

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

CLID Manipulation



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

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.

Inbound Rules

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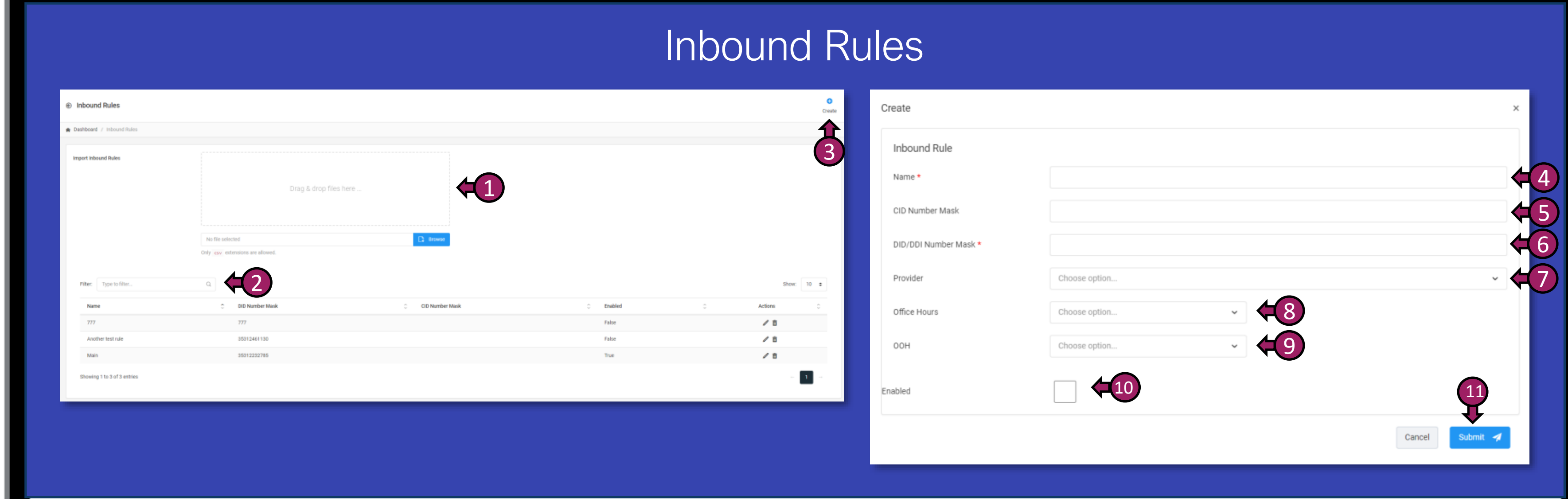
Inbound Rules

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.



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

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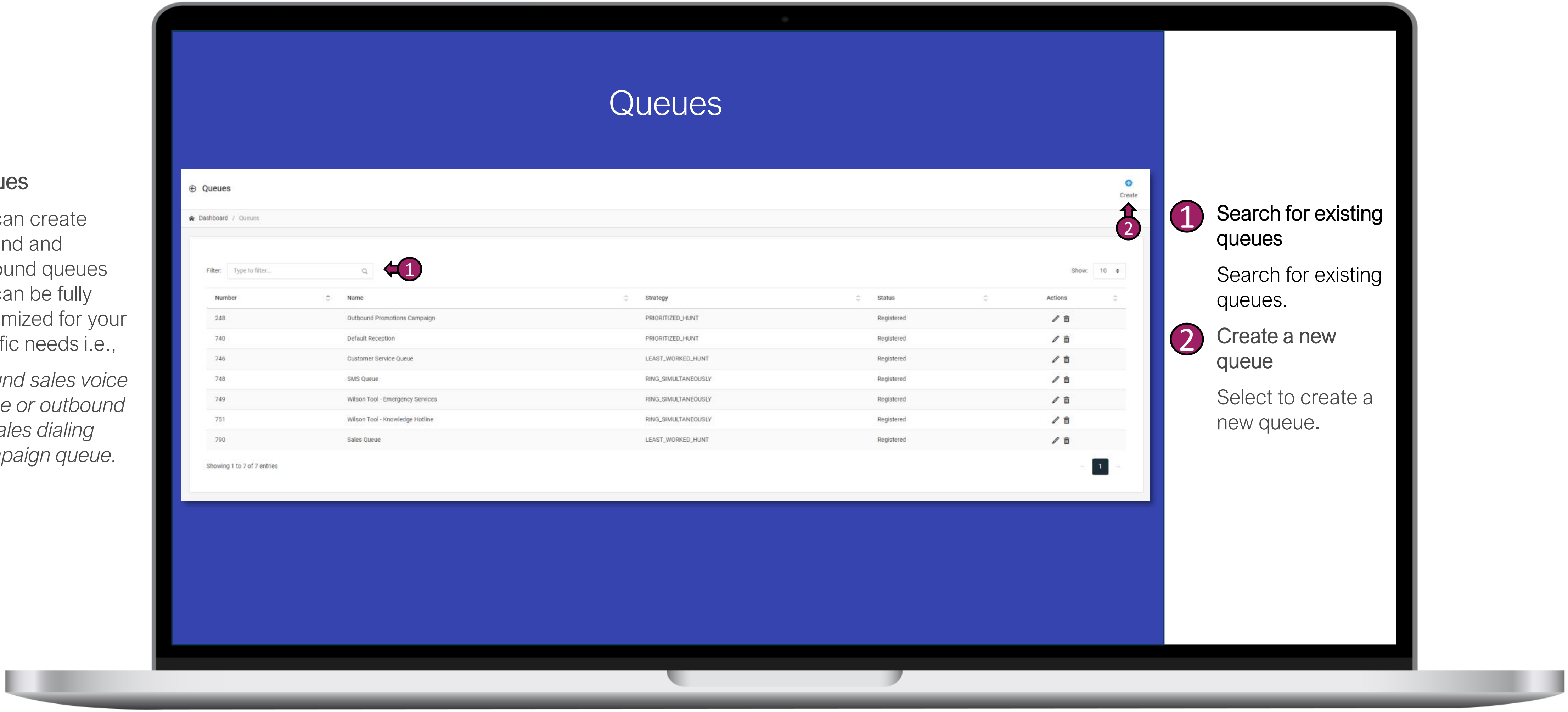

Queues

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.

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Queues – General Information

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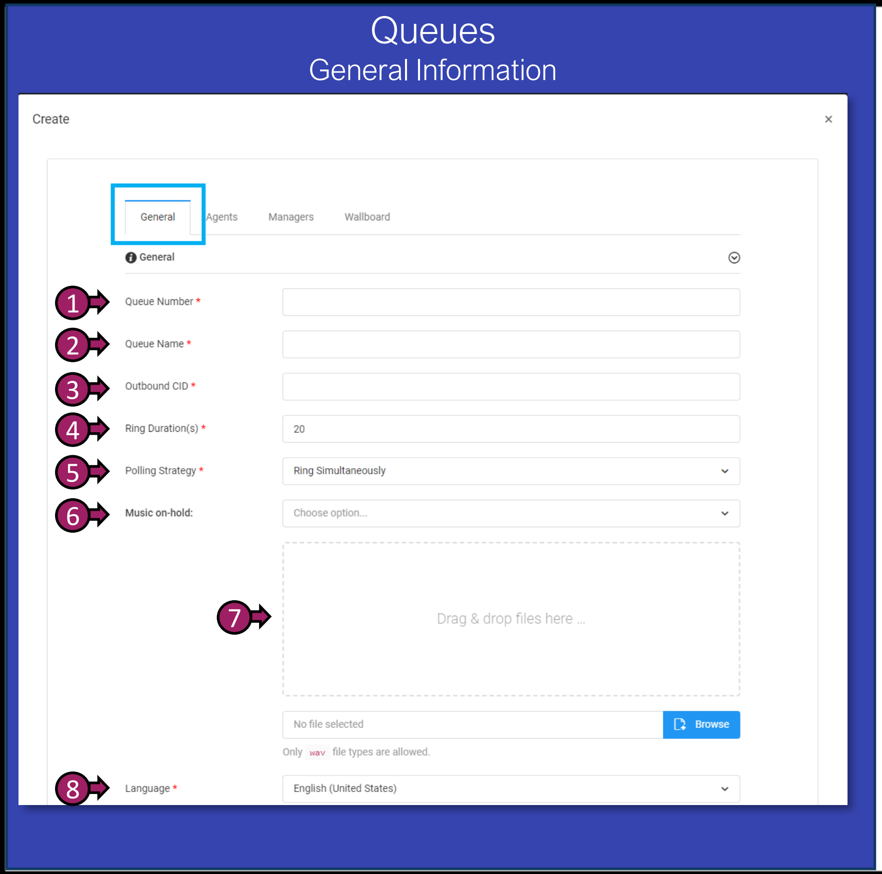
Queues

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.



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

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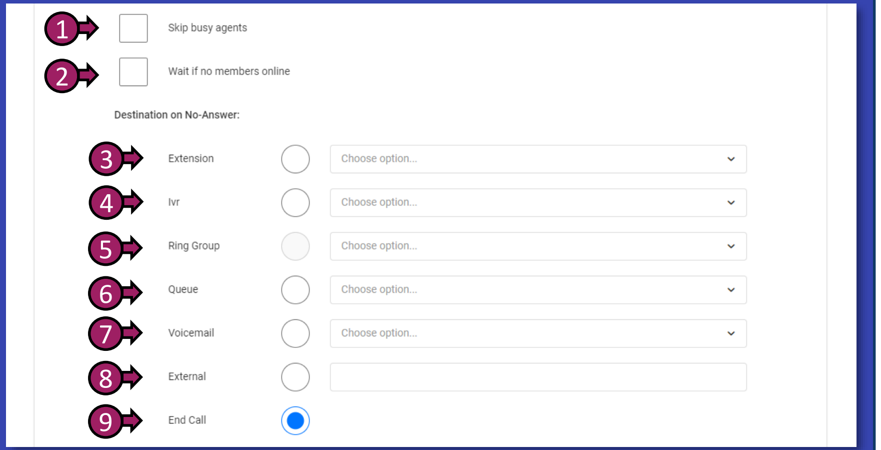
Queues

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. **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

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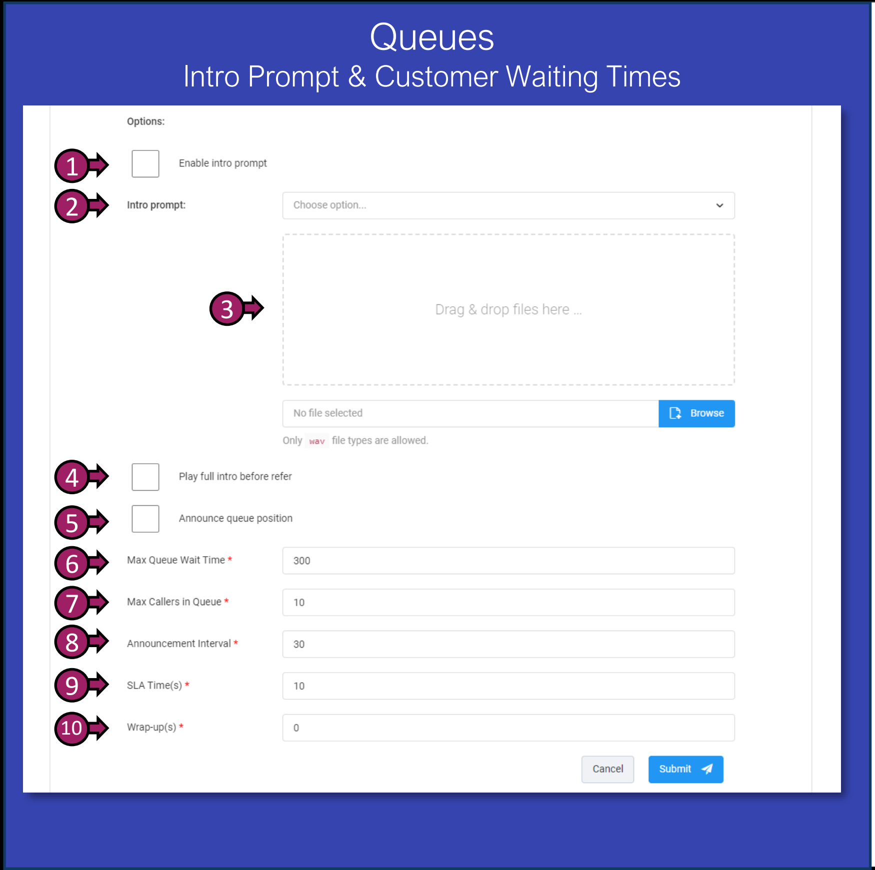
Intro prompt & Customer waiting times.

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

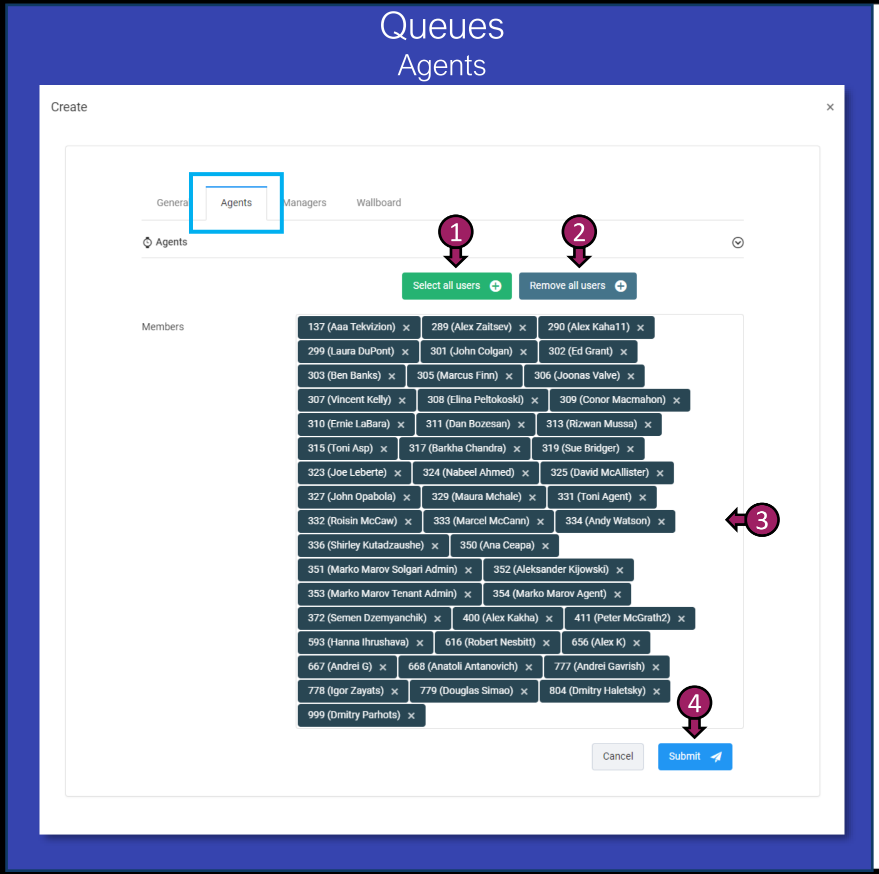
Choose how you want your customers to wait per queue and how many people can join a queue at one time.



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

Solgari



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.

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.

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Queues - Managers

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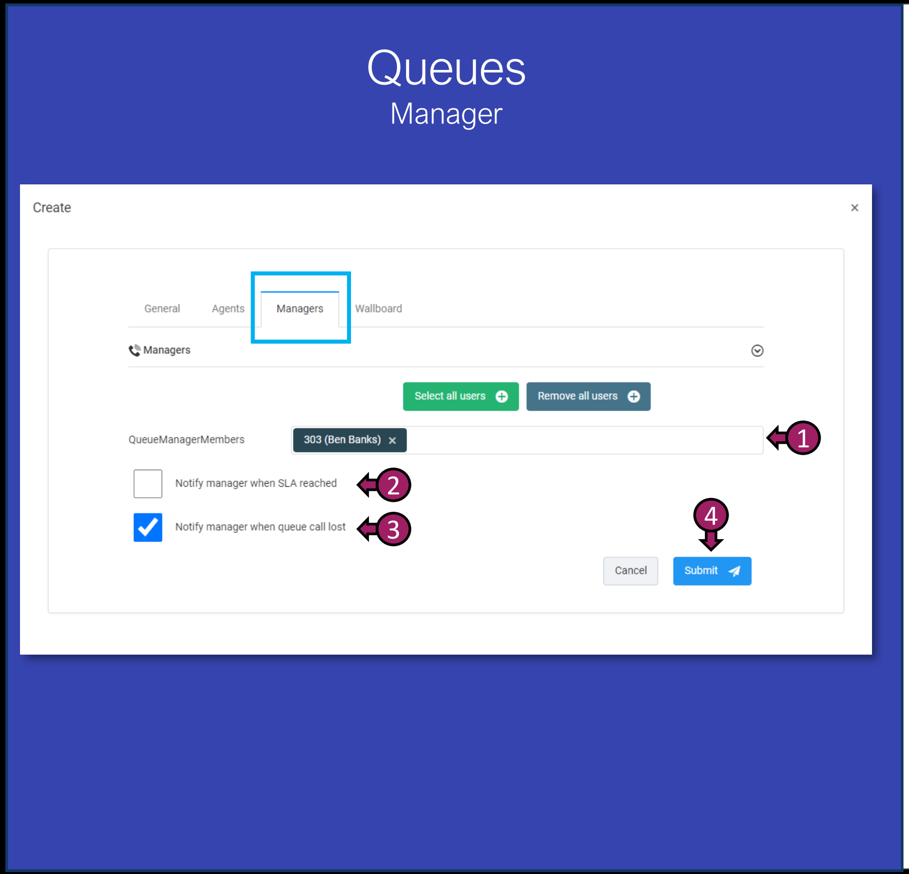
Managers

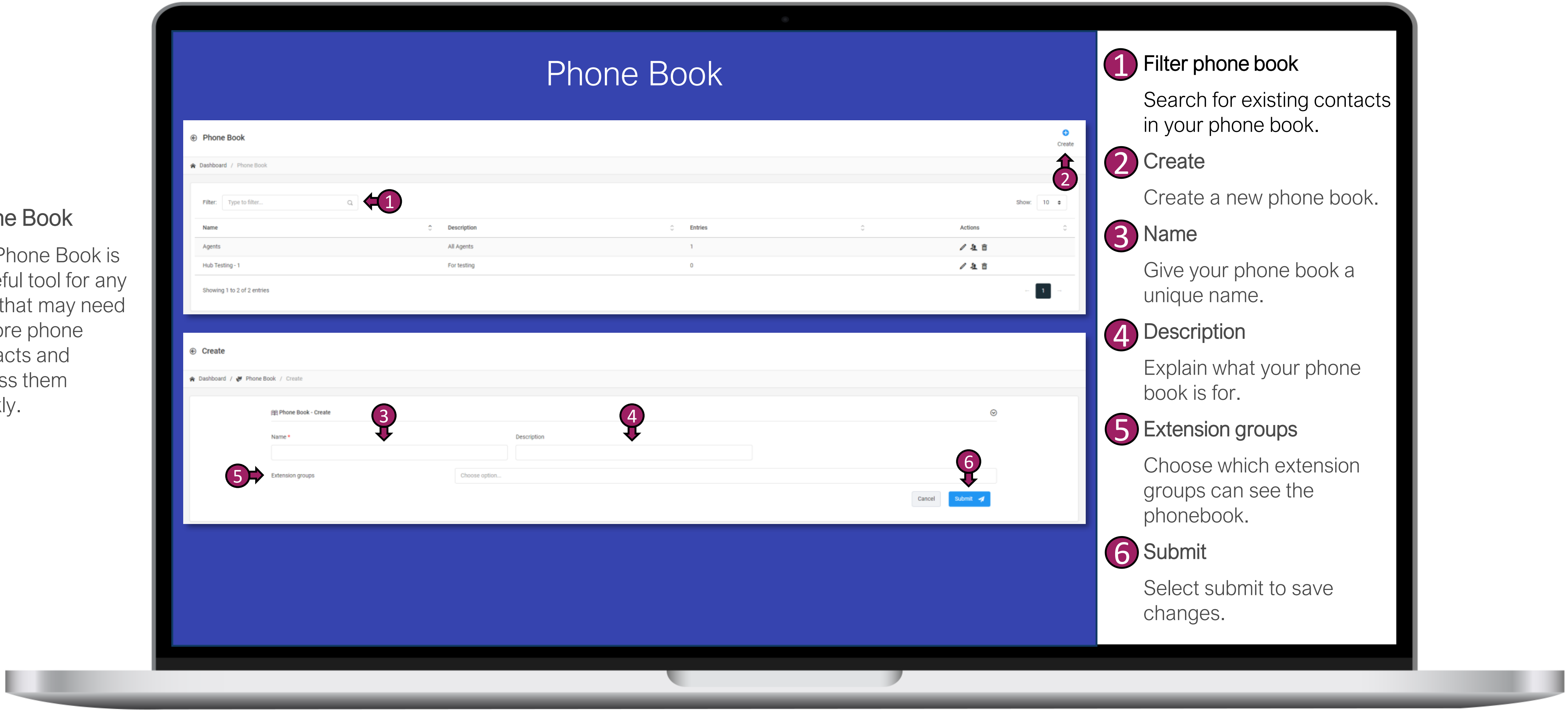
Its always best practice to assign a manager to a queue. This means that managers have both visibility and automated notification letting them know what's happening day to day with agents handling set queue and customers waiting in a queue.



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

Solgari

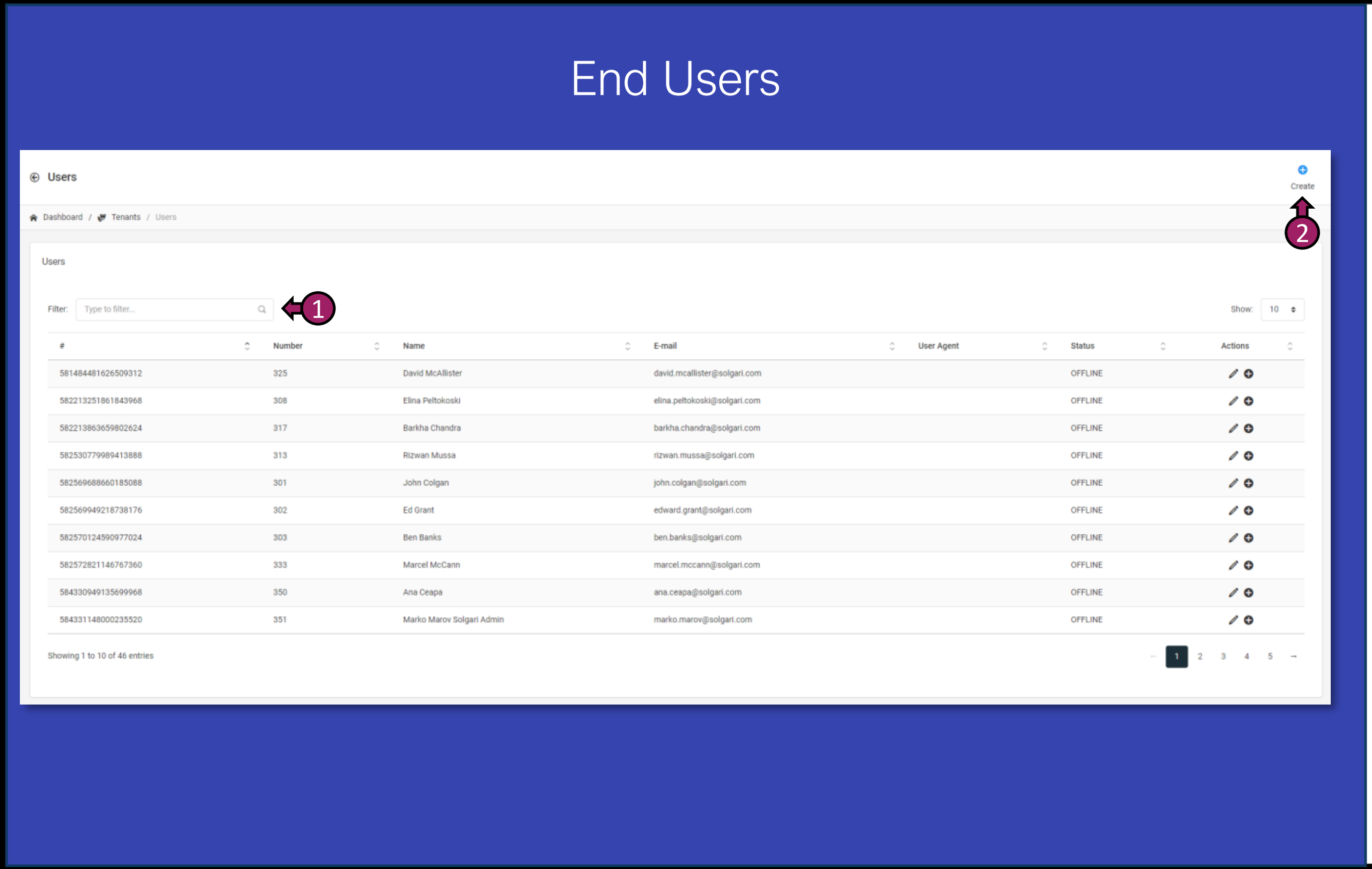


Phone Book

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

End Users

Solgari



1 **Search for existing user**

Search for existing user.

2 **Create a new user**

Select to create a new user.

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…

End Users – General Information

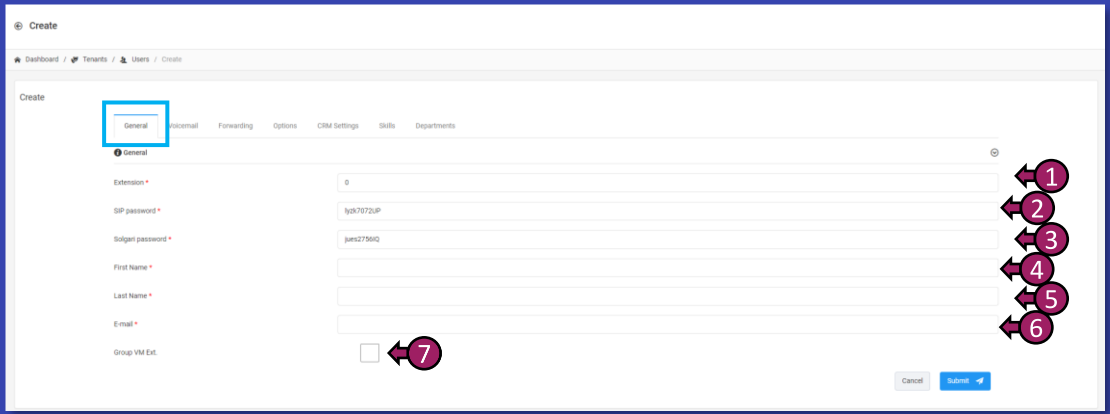
Solgari

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



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

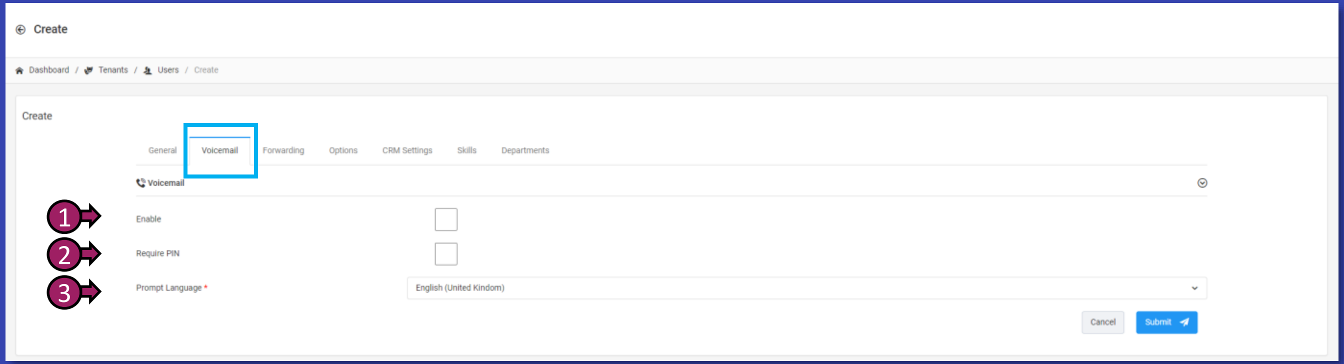
Solgari

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



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

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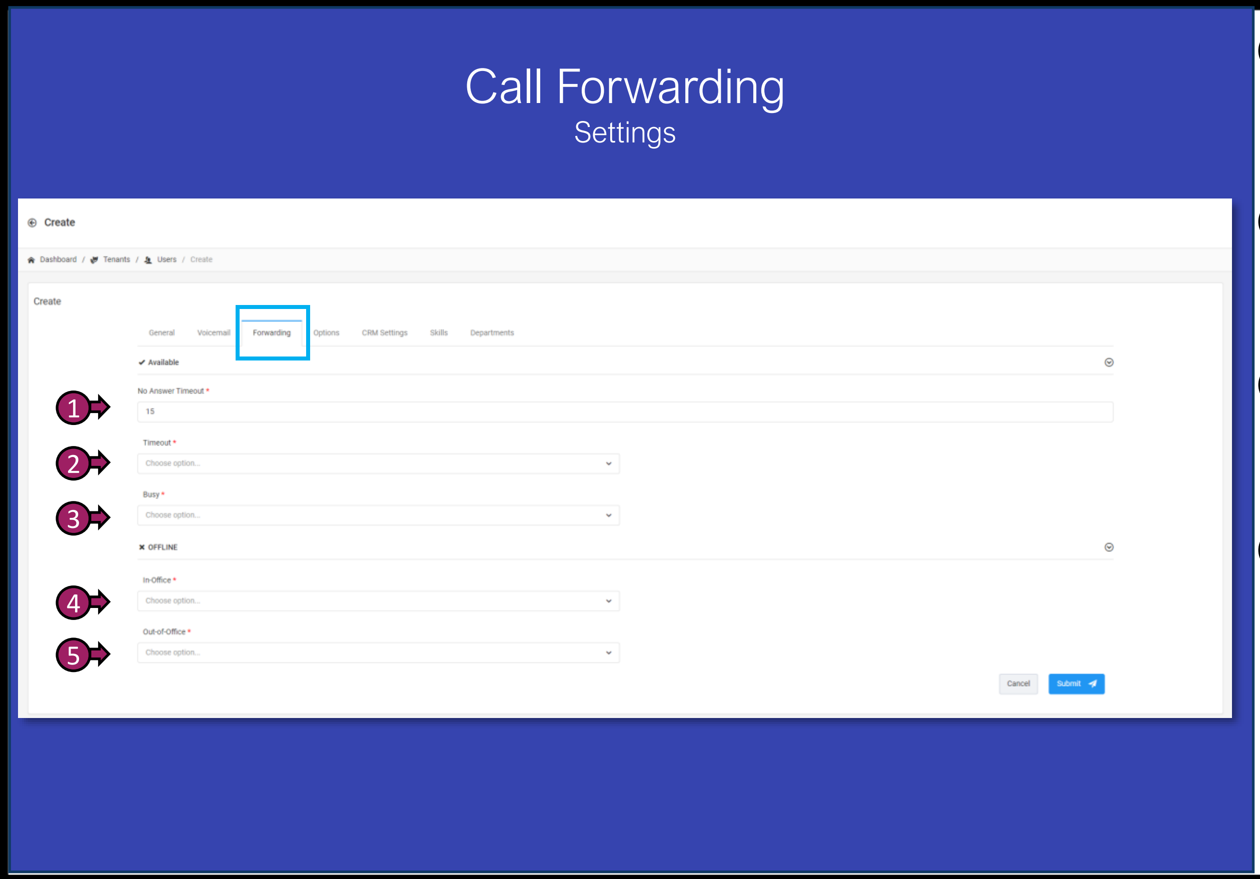
End Users – Call Forwarding

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

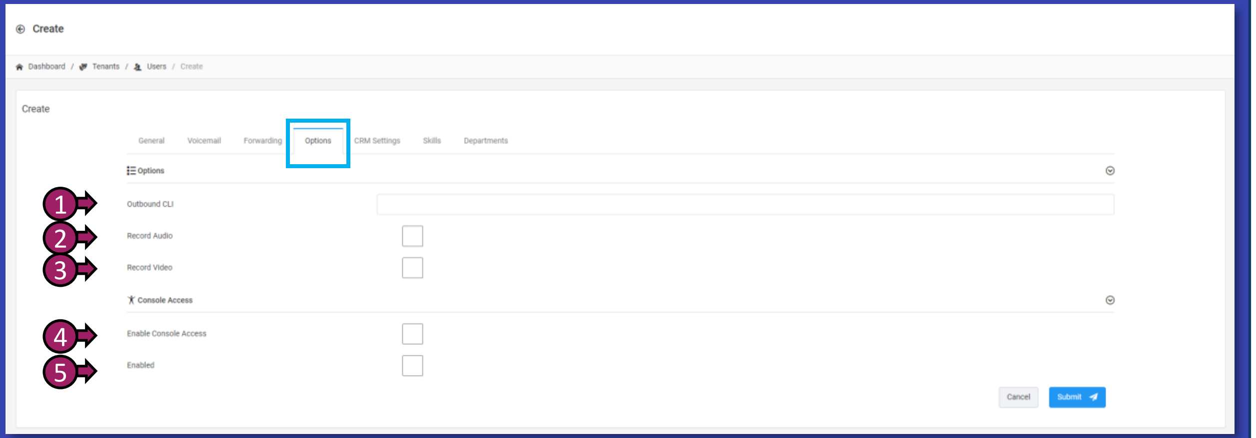
5. **Out-of-Office**

   Choose what happens to the forwarded call when you're out-of-office (OOH)

End Users – Option Settings

Solgari

Options
Settings



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.

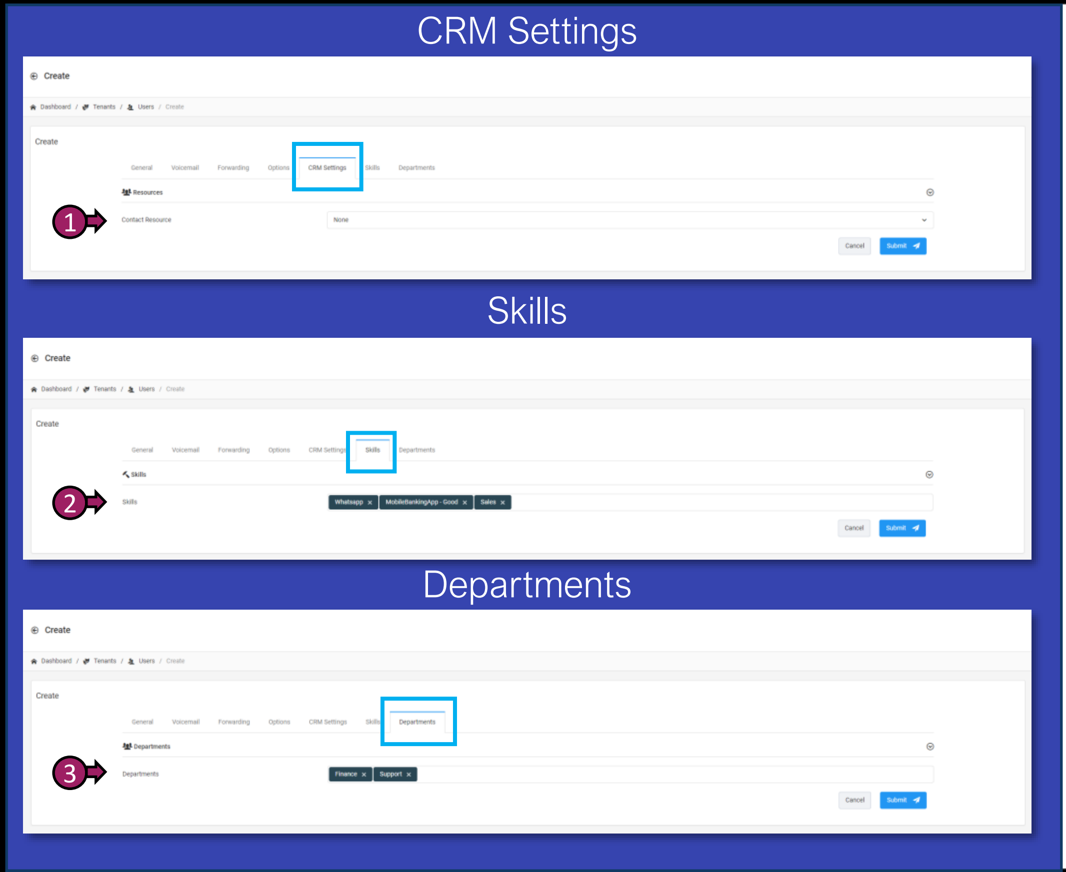
End Users - Options

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.

End Users – CRM setting, Skills & Departments

Solgari



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.

1 **Contact Resource**

Choose which CRM your user is using.

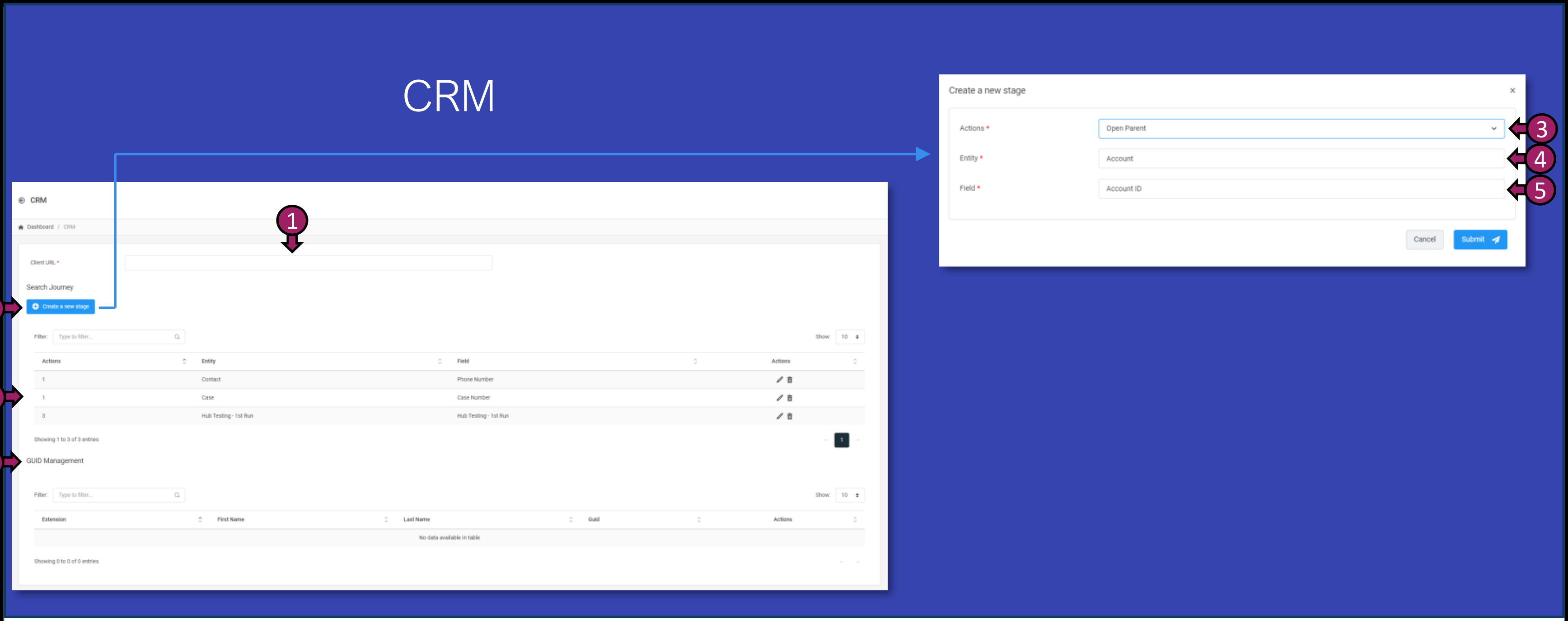
2 **Skills**

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

3 **Departments**

Assign your user to one or multiple departments.

CRM



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.

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Channels

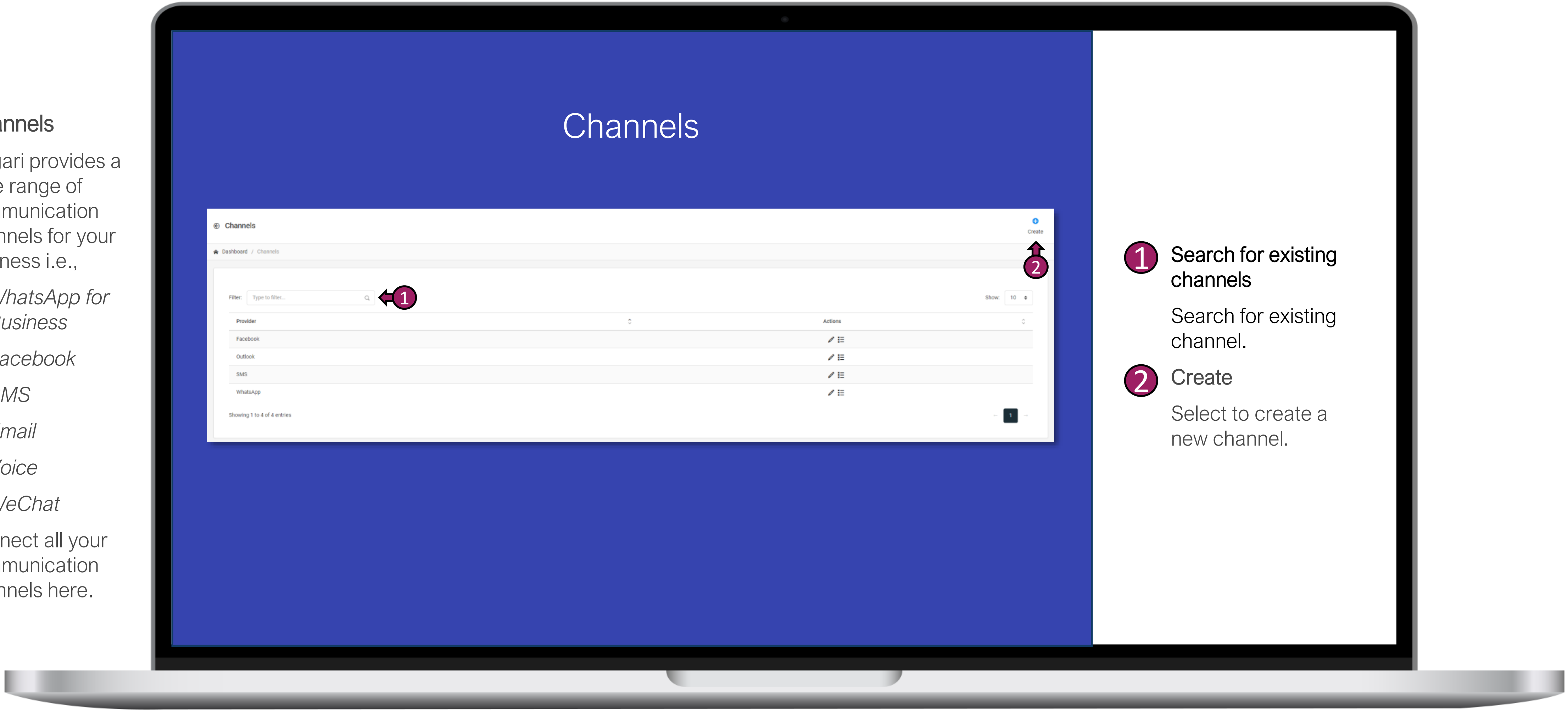
Solgari

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.

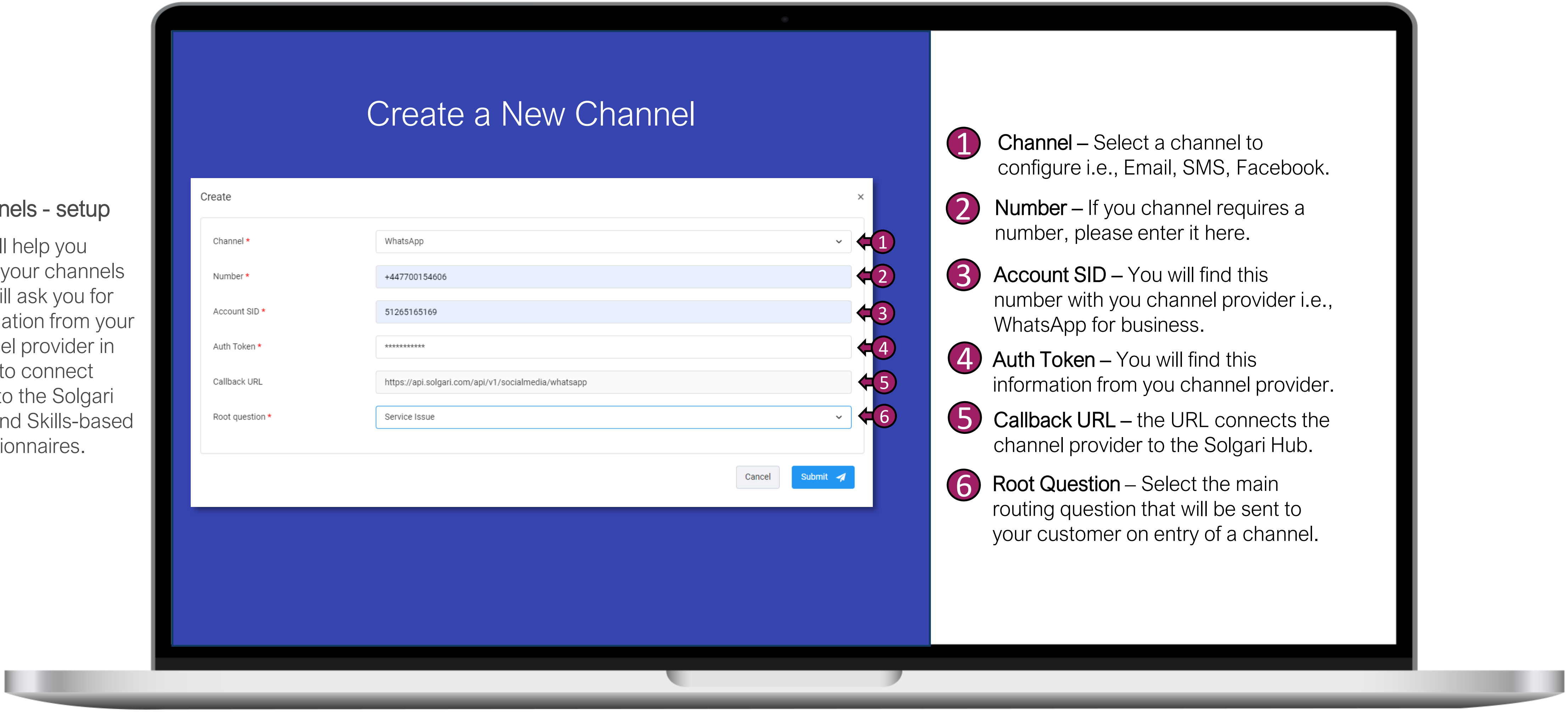


Channels – create a new channel

Solgari

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.

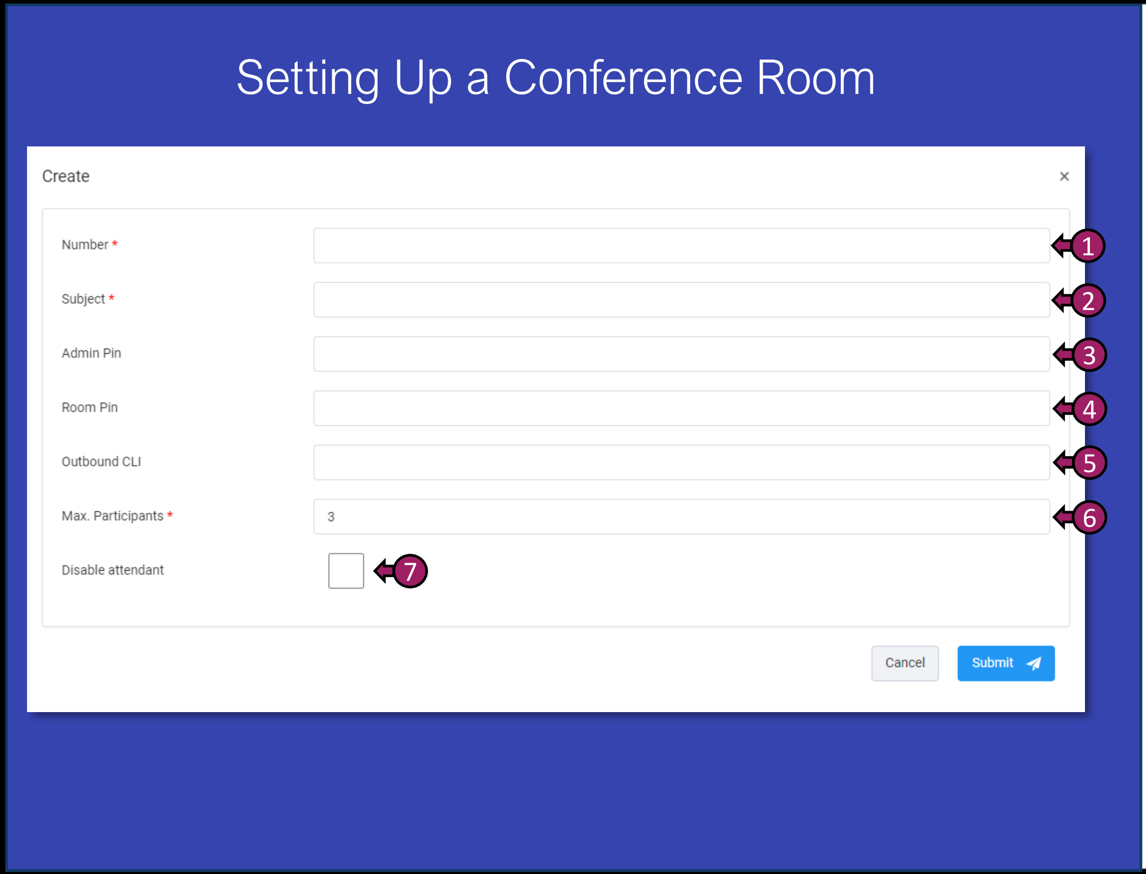


Conference – setting up a conference room

Solgari

Conference Rooms

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



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

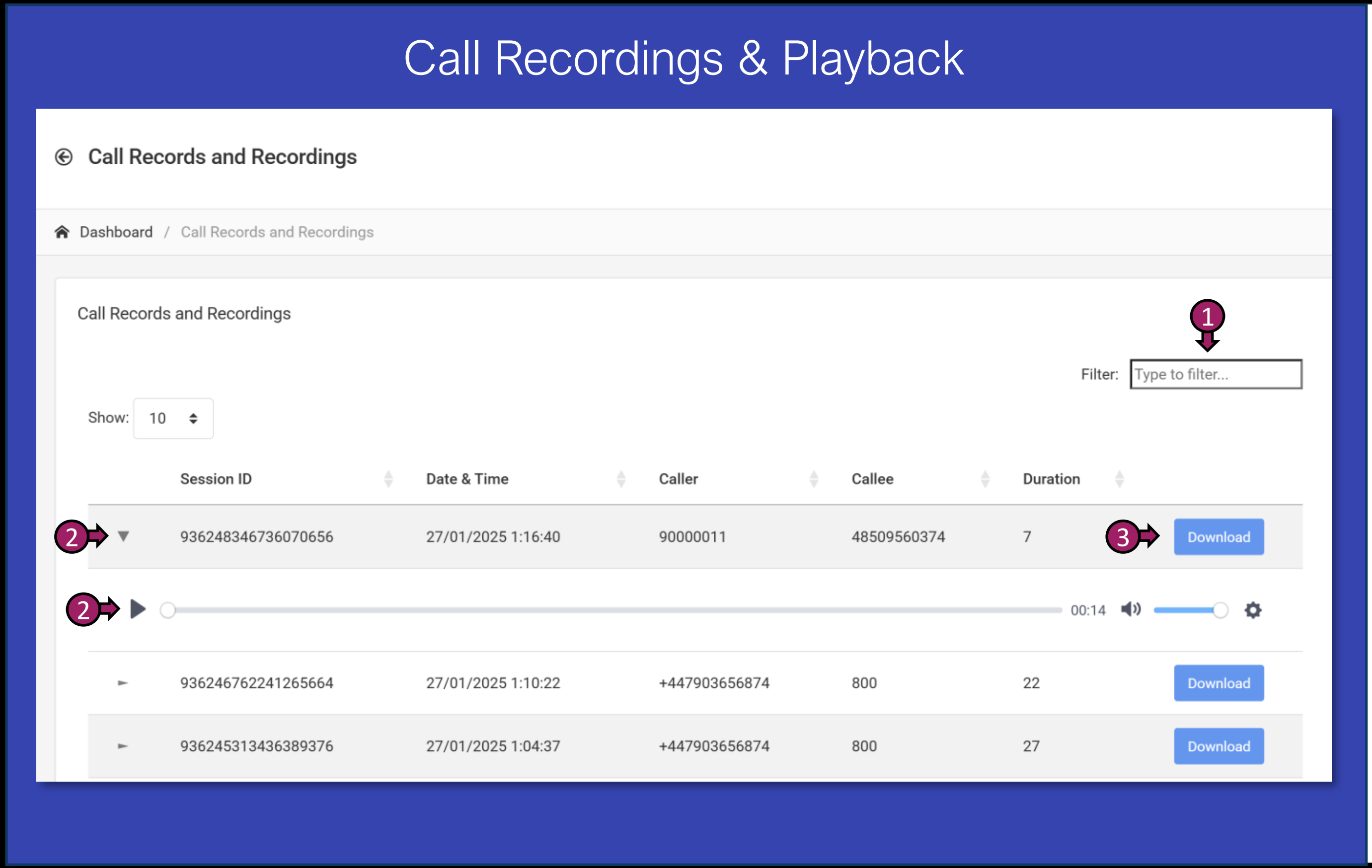
Call Recordings

Solgari

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.



1. **Filter call recordings**

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

2. **Playback call recordings**

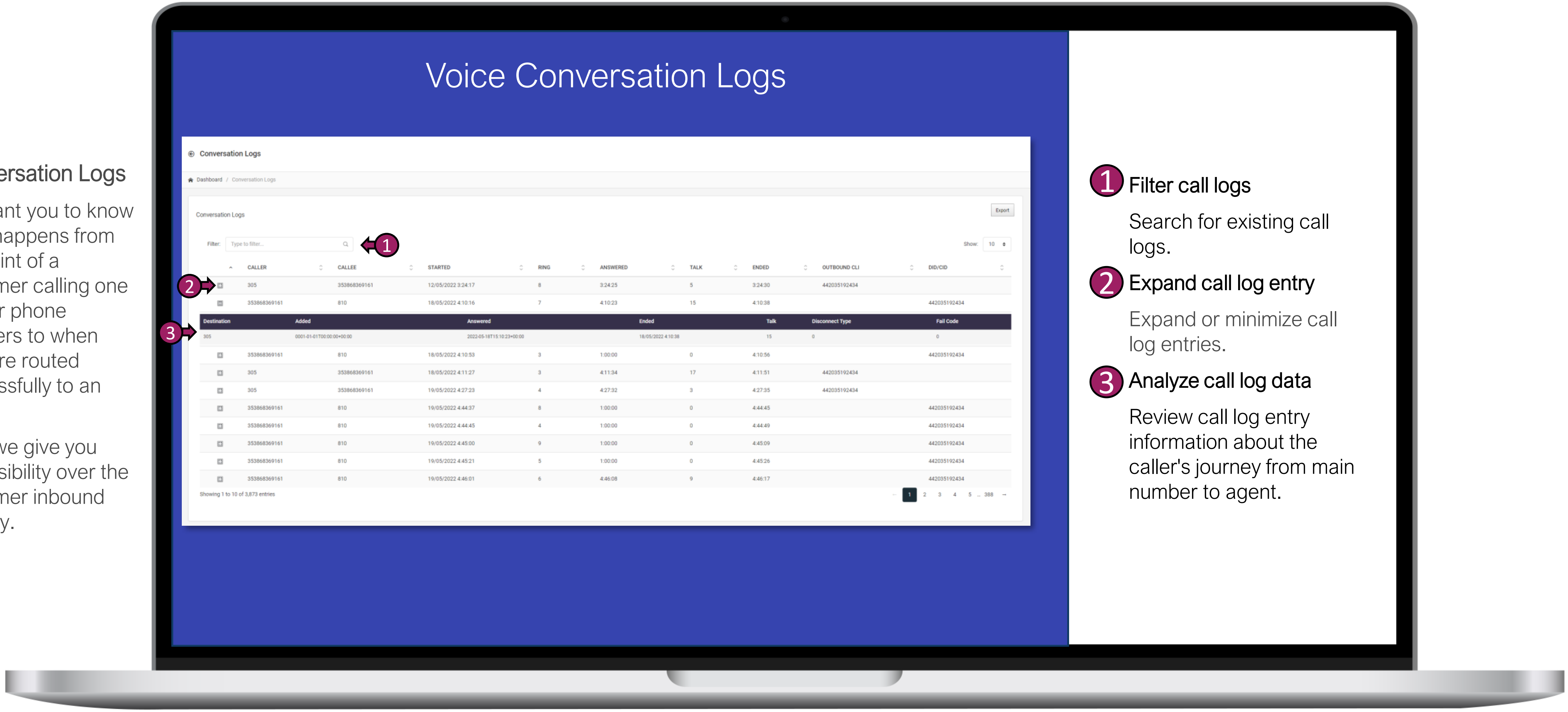
   Select playback icon to listen back to the call recording. You can also download the call recording for training purposes.

3. **Download call recording**

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

Conversation Logs

Solgari



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.

Solgari Hub

Reporting & Monitoring Section

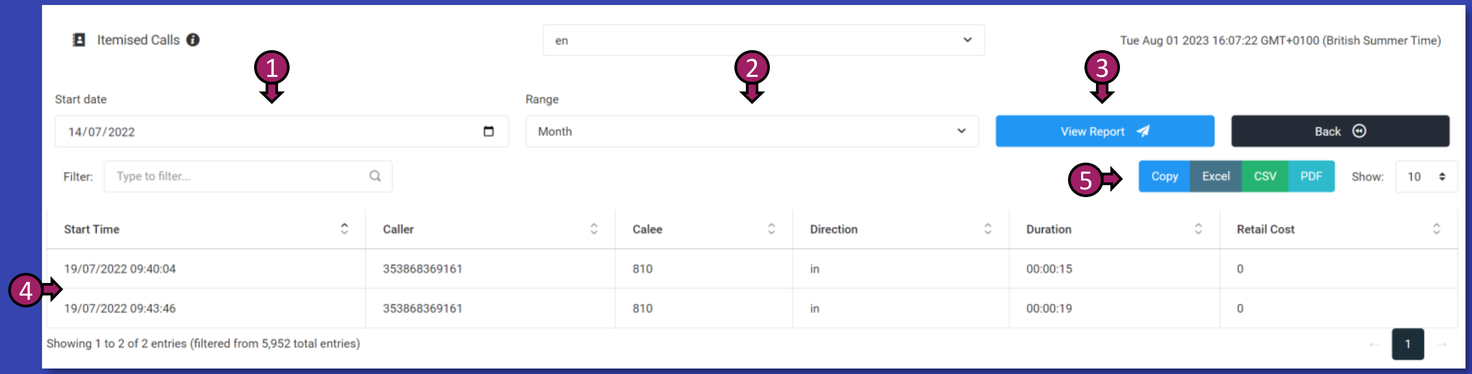
Reporting – Running a Report

Solgari

Reporting – Running a report

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

Reporting – Running a Report



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

Solgari

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

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

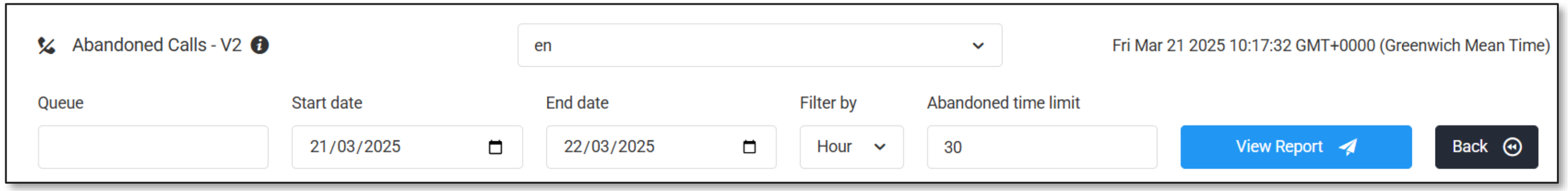
Report: Abandoned Calls Report

Solgari

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

Abandoned Calls Report

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.



Report: Abandoned Calls Report Details

Solgari

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

Filter: Type to filter...

Copy Excel CSV PDF Show: 10

HOUR	Total Calls Received	Calls Abandoned (Calls less than 30 seconds)	Total Calls Abandoned	Total Calls Abandoned %
Call Parking Queue				
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 →

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

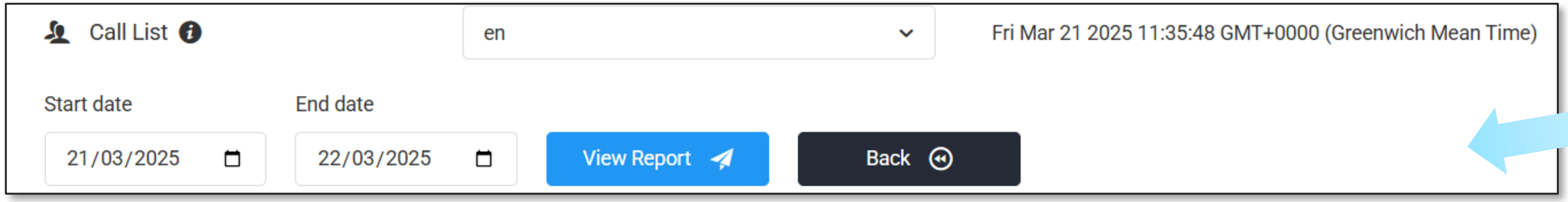
Report: Call List Report

Solgari

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



Report: Call List Report Details

Solgari

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: Type to 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	View Details

Call Details

en

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

Filter: Type to 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

← 1 →

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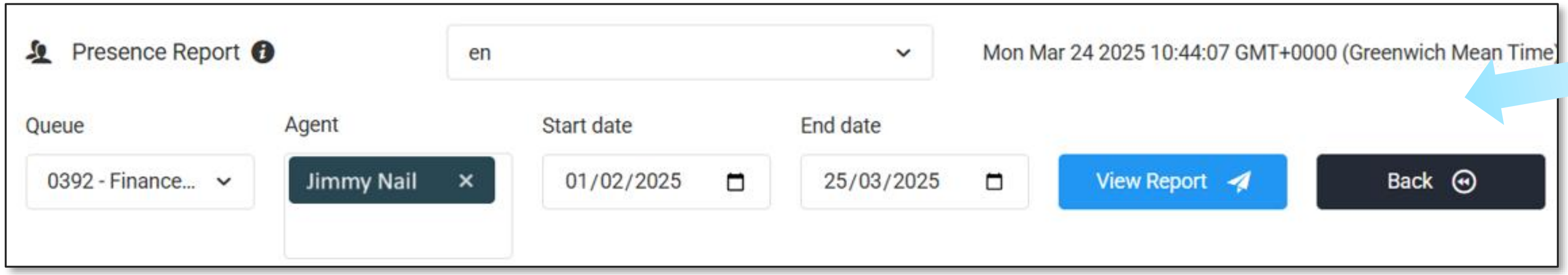
Report: Presence Report

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.



Report: Presence Report Details

Solgari

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

Filter: Type to filter...

Copy | Excel | CSV | PDF

Presence	Start time	End time	Total (in seconds)
Jimmy Nail			
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

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

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.

Report: Queue Interval Report Details

Solgari

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

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

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

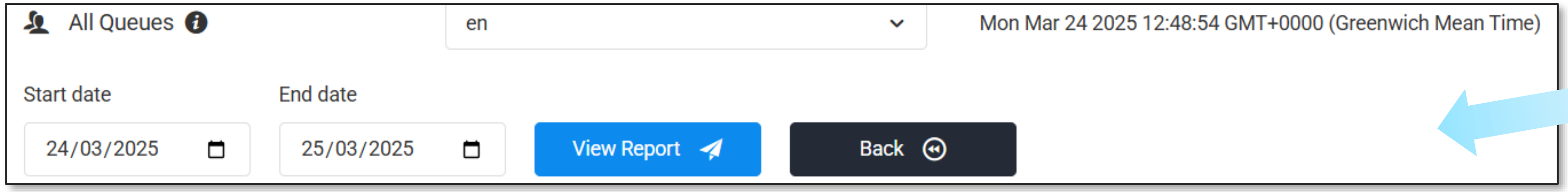
Report: All Queues Report

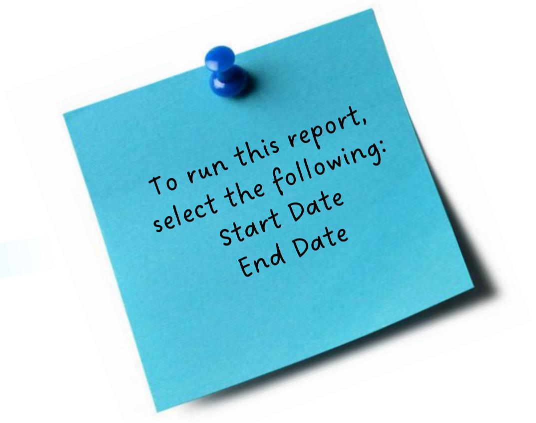
Solgari

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.

All Queues Report

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.





Report: All Queues Report Details

Solgari

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.

Filter: Type to filter...

Copy Excel CSV PDF Show: 10

	Received	Answered	Dropped Calls	Dropped Calls Percentage	Average Time to Answer	SLA Percentage
Total	**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

← 1 2 3 4 5 6 →

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

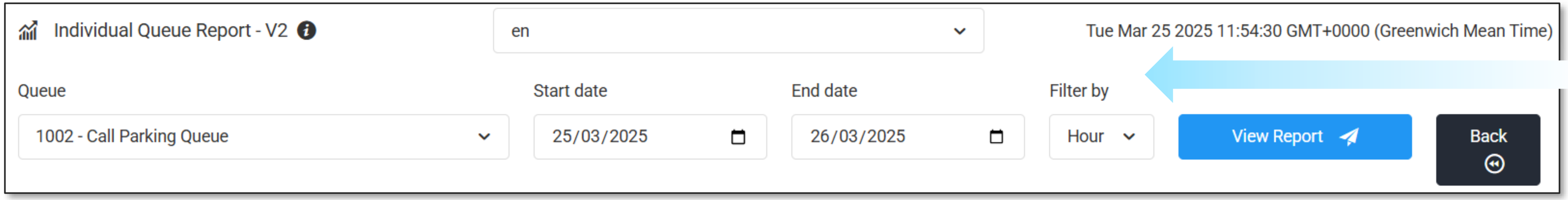
Report: Individual Queue Report

Solgari

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.



Report: Individual Queue Report Details

Solgari

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

Filter: Type to 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 →

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

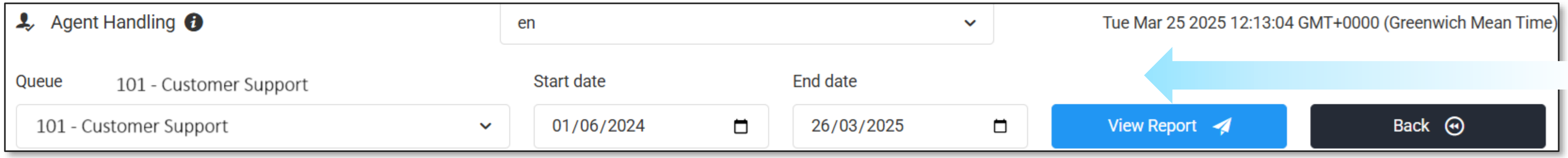
Report: Agent Handling Report

Solgari

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.



Report: Agent Handling Report Details

Solgari

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.

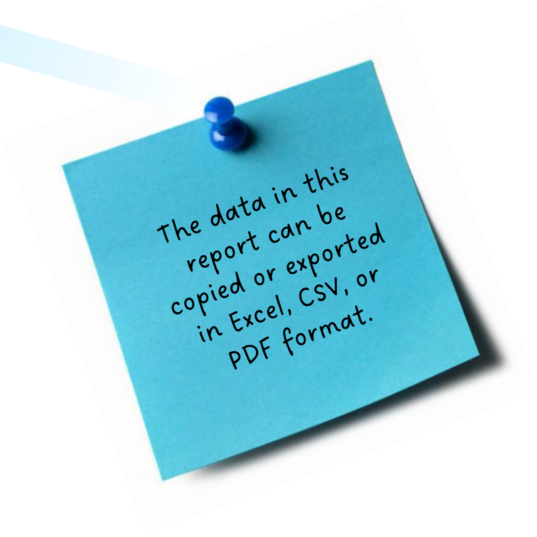
Filter: Type to filter...

Copy Excel CSV PDF 10

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

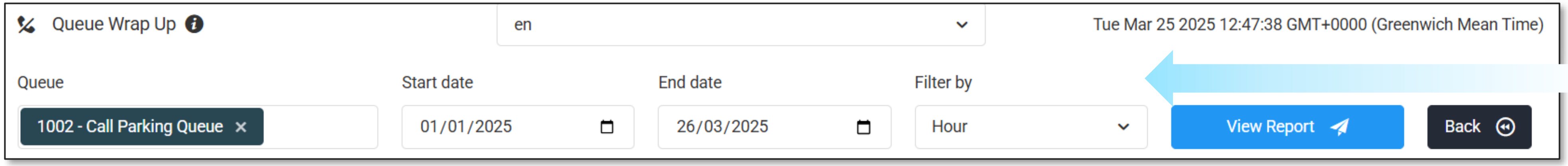


Report: Queue Wrap Up Report

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

Queue Wrap up Report

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



Report: Queue Wrap Up Report Details

Solgari

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

Filter: Type to filter...

Copy Excel CSV PDF Show: 10

HOUR	Wrap Up Time
Call Parking Queue	
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 →

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

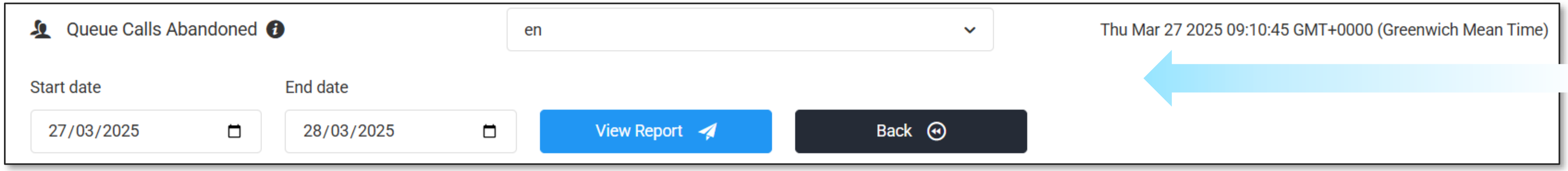
Report: Queue Calls Abandoned Report

Solgari

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.



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.

Filter: Type to filter... Copy Excel CSV PDF Show: 10

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 ← 1 2 3 4 5 ... 22 →

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

Report: Agent Statistics Report

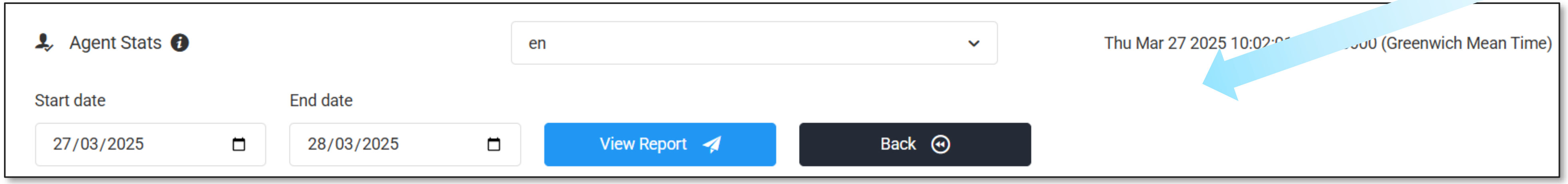
Solgari

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

Agent Statistics Report

Column Heading	Description
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



Report: Agent Statistics Report Details

Solgari

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.

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

Filter: Type to filter...

Copy Excel CSV PDF Show: 10

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	Lilianna 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)
Select Extension	Select Agent												

Showing 1 to 10 of 43 entries

← 1 2 3 4 5 →

Report: Queue List Report

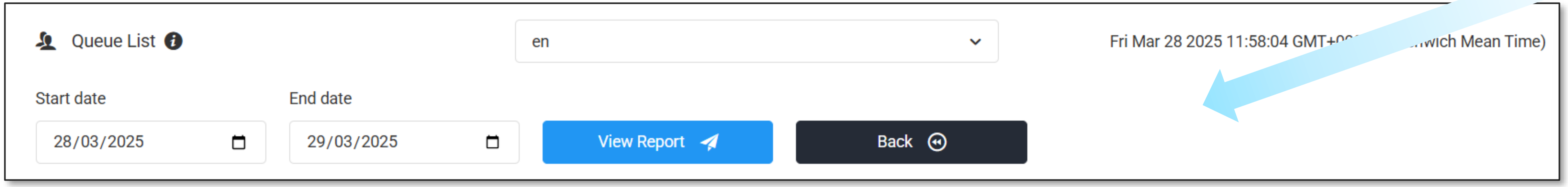
Solgari

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?

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



Report: Queue List Report Details

Solgari

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.

Filter: Type to filter...

Copy Excel CSV PDF Show: 10

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

Showing 1 to 10 of 489 entries

← 1 2 3 4 5 ... 49 →

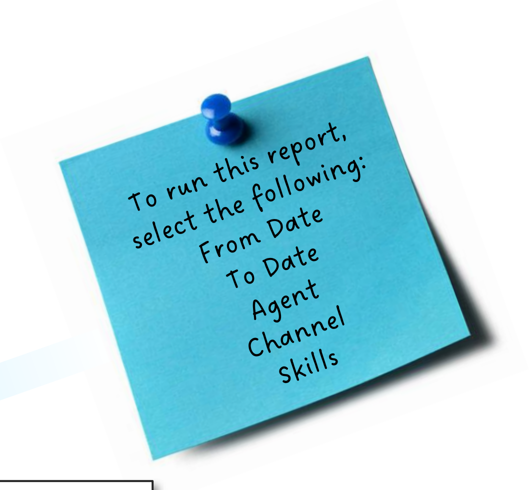
The data in this report can be copied or exported in Excel, CSV, or PDF format.

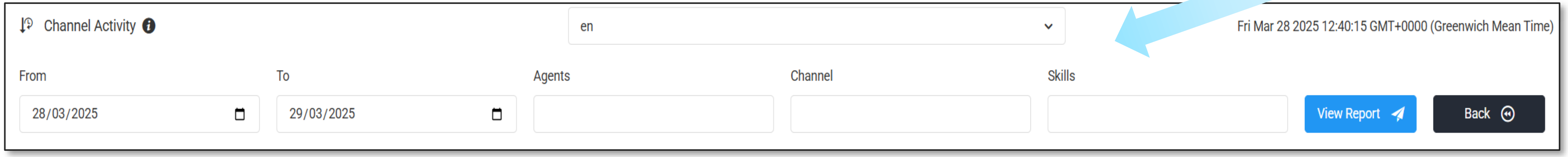
Report: Channel Activity Report

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.





Report: Channel Activity Report Details

Solgari

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: Type to 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

1

Filter: Type to filter... Copy Excel CSV PDF 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.

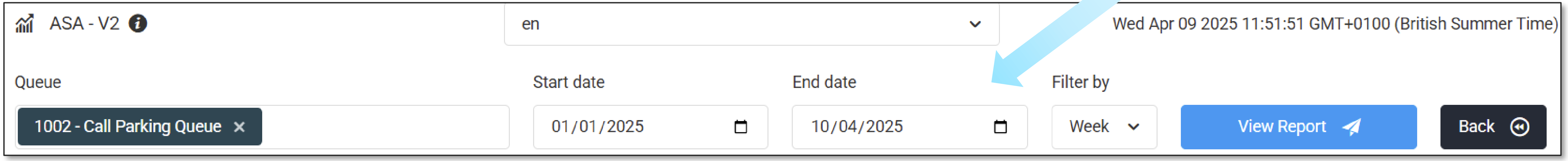
Report: ASA Report

Solgari

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.



Report: ASA Report Details

Solgari

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

Filter: Type to filter...

Copy Excel CSV PDF Show: 10

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

Showing 1 to 9 of 9 entries

1

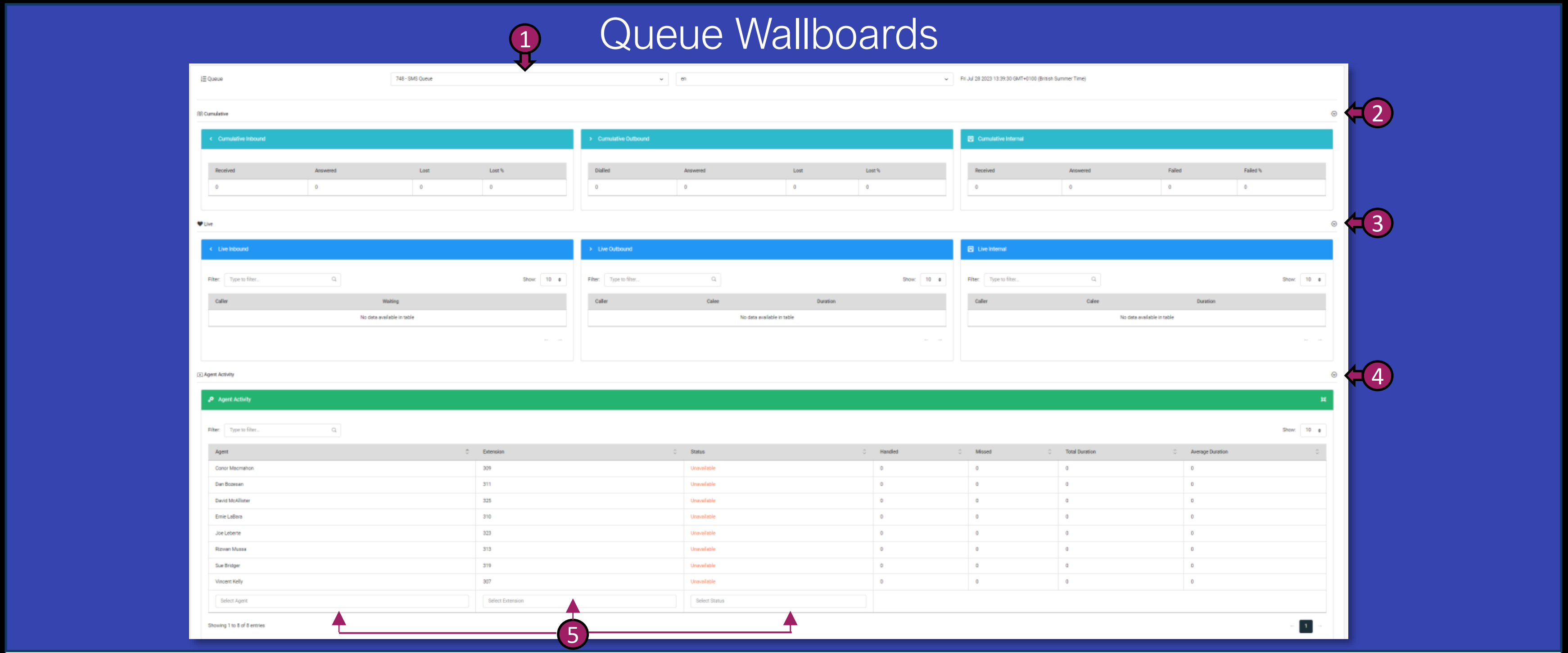
Queue Wallboards

Solgari

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.



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.

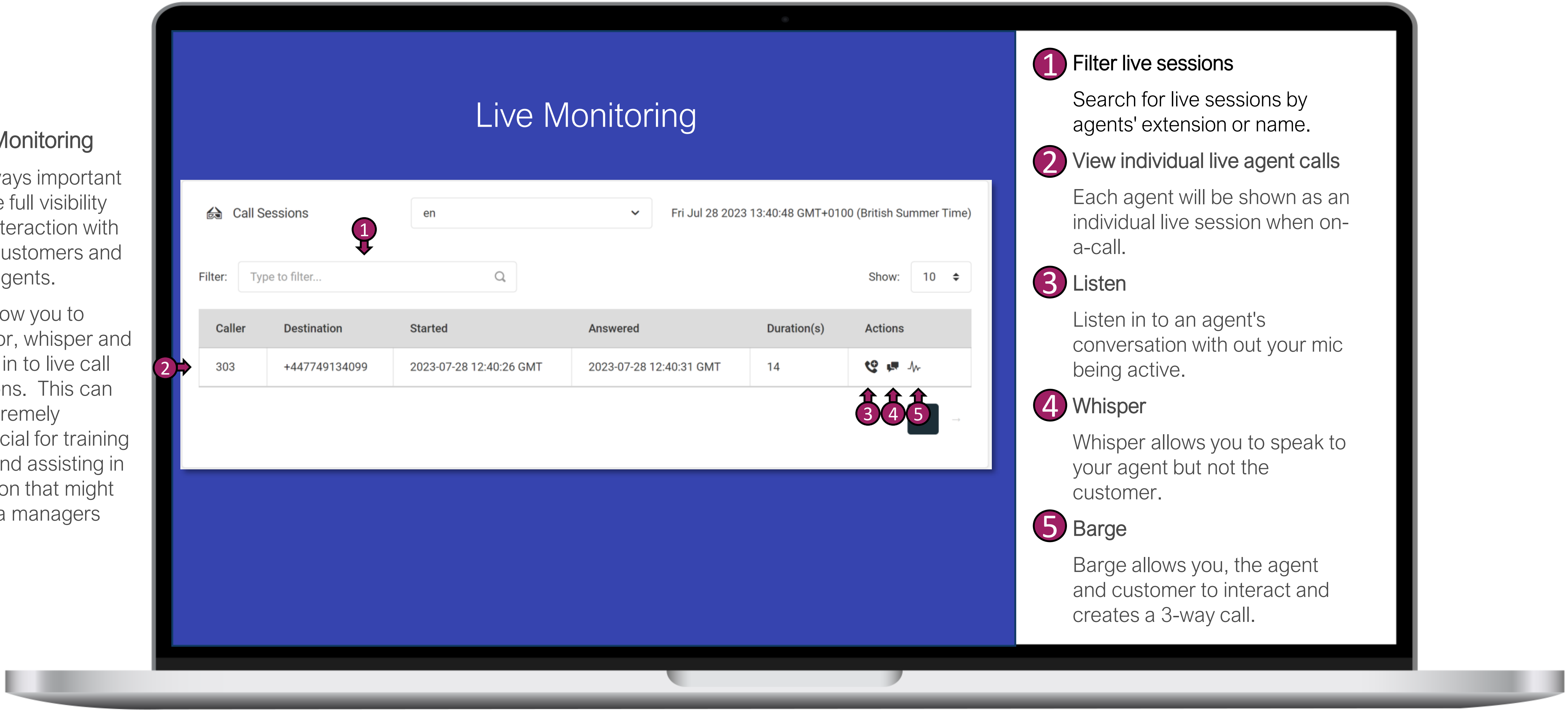
Live Monitoring

Solgari

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.



Manage/Monitor

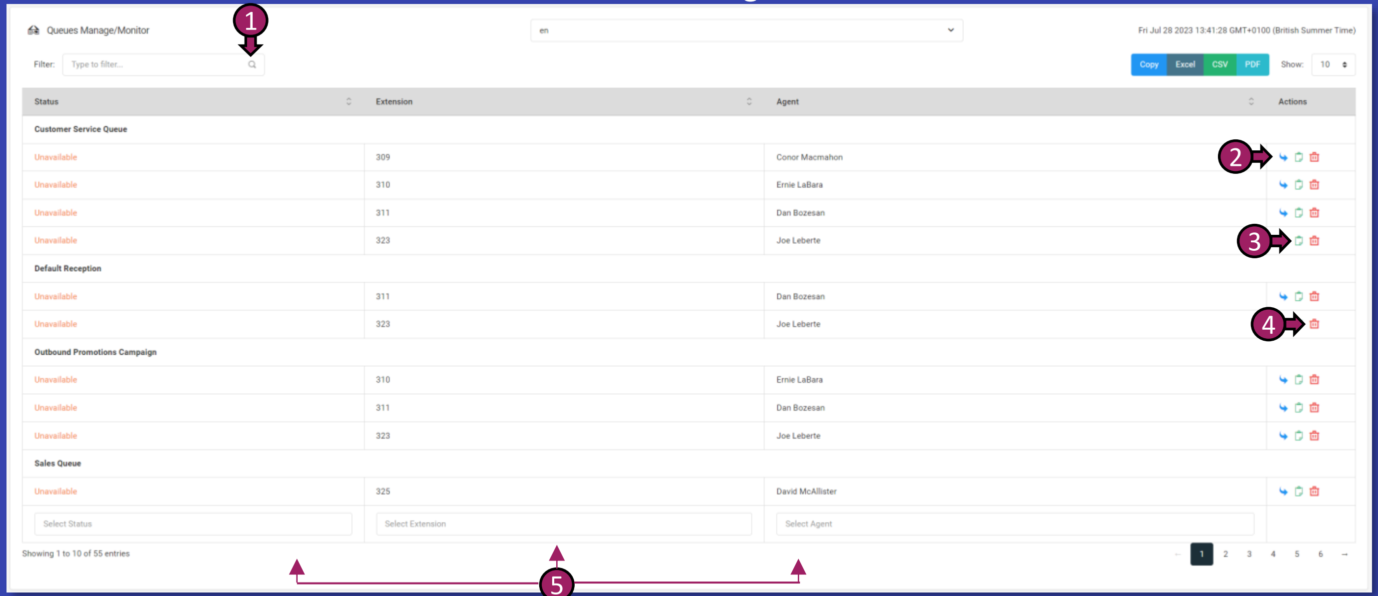
Solgari

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.

Queue Management



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

Solgari

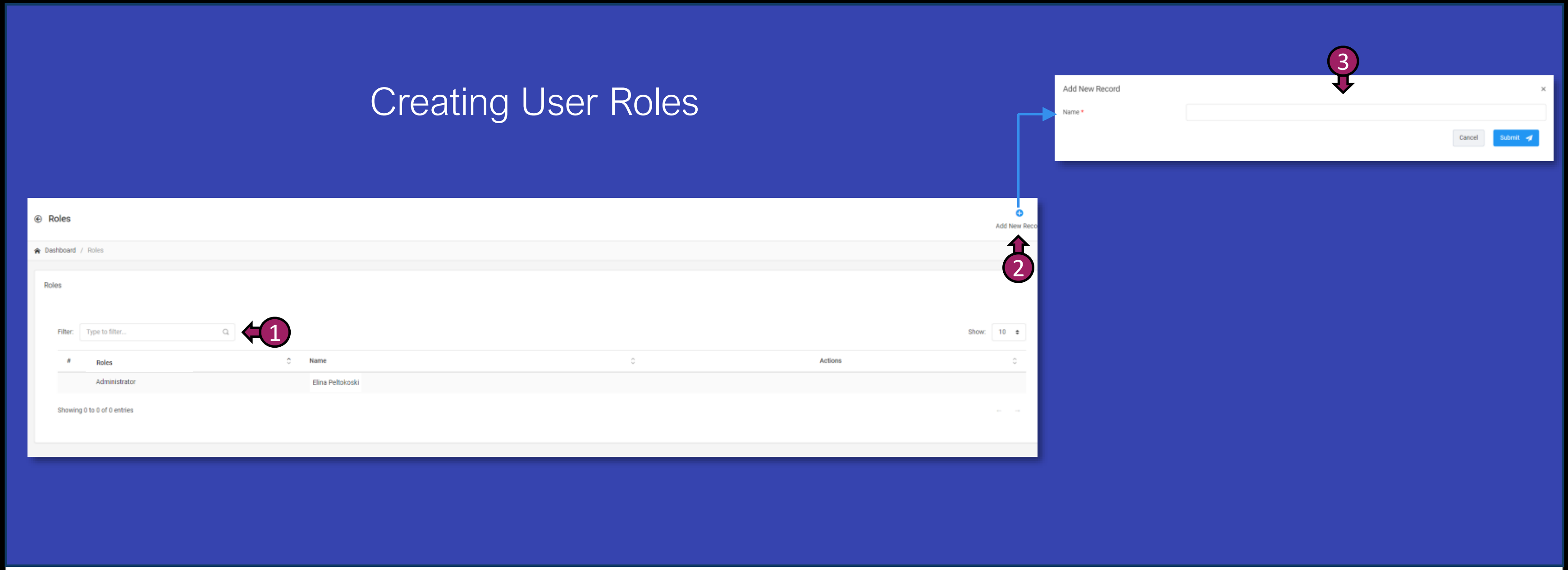
Roles

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



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.

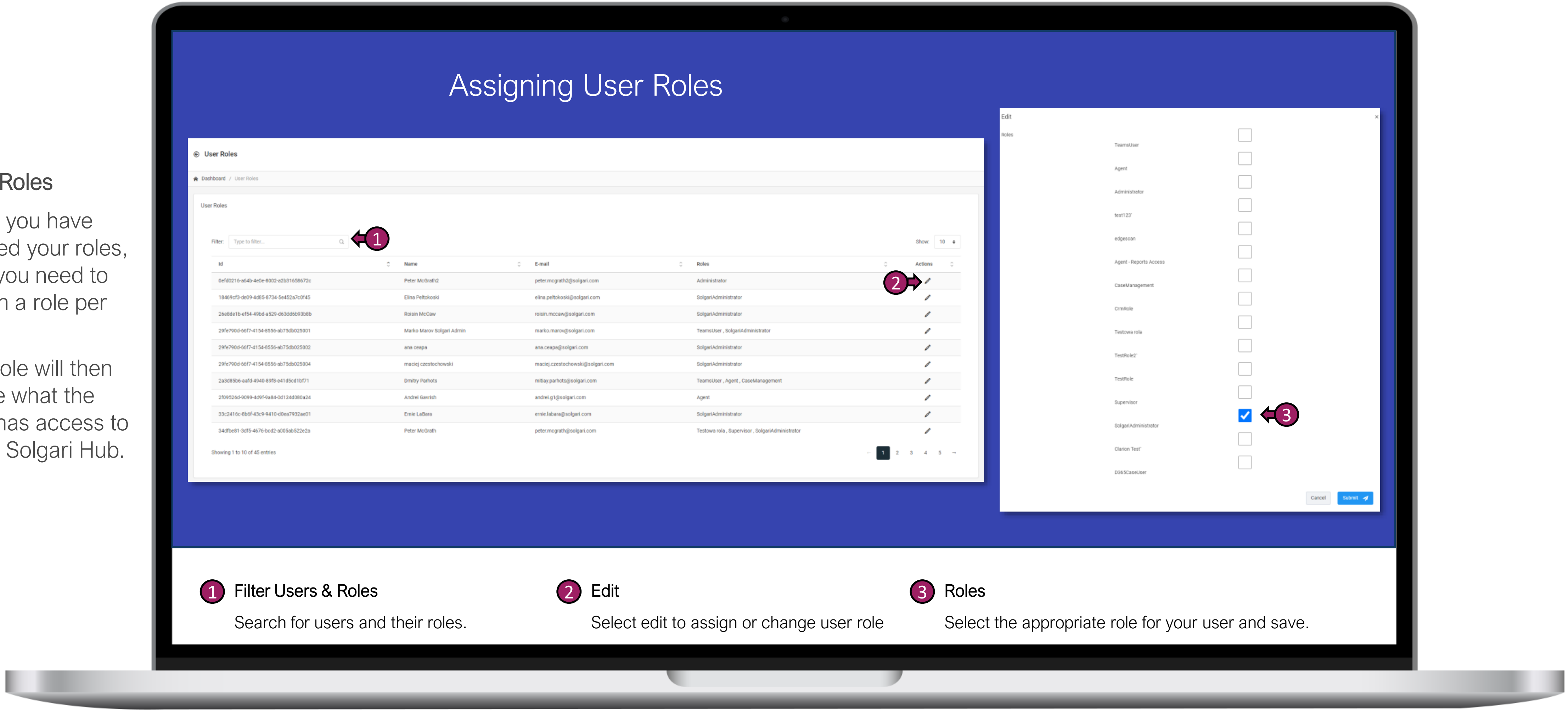
User Roles – Assigning Solgari Hub roles

Solgari

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.



Solgari

Please contact support for further details

supportticket@solgari.com