



MEDIATRIX MANUAL

TEAM MANAGEMENT



Powered by intelligence

Author	ITyX Solutions
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1. Introduction to Team Management

Team Management/Provider Operations (Agentursteuerung) is an extension of Mediatrix, which is used to distribute the processes dynamically amongst agent groups. Agent groups are formed by grouping the agents, either process wise or location wise, etc.

This feature does not disturb the routing model defined by the core system. It comes into picture just before the routing takes place, to execute the assignment to agencies. The work on these assignments is done in accordance to the routing model defined by the system.

2. Installation Steps

1. The following Jar file should be pasted in the Mediatrix Installation Directory under **libs/Clientlibs**



mediatrix-agentursteuerung-2.2.1-SNAPSHOT.jar

2. After pasting the Jar in the Clientlibs, please run a Mediatrix Update - (Mediatrix ID/bin/Install/mediatrixupdate.cmd)
3. Paste the following at the end of the Mediatrix properties file - (ID/conf/mediatrix.properties)
 - › Open the Mediatrix properties file
 - › Paste the following and save the same

```

#
# TeamManagement
#
# Toggles the menu item "agencies" on or off
# DEFAULT: 1;
teammanagement.frame=1
# Specifies in which extra-column the Agency information is written.
# DEFAULT: 0 - No information is stored.
teammanagement.mailinbox.column=1
micolumn.1=assigned to
# Specifies in which extra-column the Agency information is written. Last
Assignment.
# DEFAULT: 0
teammanagement.mailinbox.lastassignment.column=1
# Which routing model is to be used as the default
# DEFAULT: 1 (Prozentrouting)
teammanagement.defaultrouting=1
# Can a MX-user be assigned to more than one agency
# 1 = true ; 0 = false
teammanagement.agent.multipleTeams=0
# Interval of the update within the monitoring (indication in minutes)
teammanagement.monitoring.intervall=5
# Interval of the update for the interval monitoring
# allowed Input: 15,30,45,60
# DEFAULT: 15 Minutes
teammanagement.monitoring.intervalmonitoring.interval=15
# Deletes data older than X days (in days)
# DEFAULT: 0 off
teammanagement.monitoring.intervalmonitoring.maxAge=2
# Sets the color (RGB) of the highlighted columns in aging monitoring
# DEFAULT: 153,204,255
teammanagement.monitoring.agingmonitoring.highlight.column.rgb=153,204,255
# Allows displaying of the Operators re-submissions
# DEFAULT: 0
# 1 = true ; 0 = false
teammanagement.personalrequeue=1
# Once activated, all tabs are loaded at startup. If disabled, the switching process,
the active tab is loaded.
# DEFAULT: 0
# 1 = true ; 0 = false
# teammanagement.monitoring.tabs=0
# Specifies whether the monitoring window can be started multiple times.
# DEFAULT: 0
# 1 = true ; 0 = false
# teammanagement.monitoring.multilInstanz=0 (commented out for the moment)

```

4. Import the following business rules into the corresponding project and then activate the same.
 - › AgentursteuerungAntwortAnzeigenRule.rul
 - › AgentursteuerungClientObjectsControlRule.rul
 - › AgentursteuerungFrageAntwortAnzeigenRule.rul
 - › AgentursteuerungFrageAnzeigenRule.rul
 - › AgentursteuerungMailInboxRule.rul
 - › AgentursteuerungServerSystemRule.rul
 - › IServerMonitorRule.rul
5. The following routing services must be saved as follows:
 - › ityx-agentur-routing.conf : ID/Conf/Service
 - › ityxagenturrouting.cmd / ityxagenturrouting.sh : ID/bin
 - › ityxagenturmonitoring.conf : ID/Conf/Service
 - › ityxagenturmonitoring.cmd / ityxagenturmonitoring.sh : ID/bin

Note: .cmd is for Windows Operating system and .sh for Linux

6. Restart all the Services and Application again.
7. The presence of the function group **Mediatrix_Provider** is necessary in the **Mediatrix runtime license** to activate this extension in Mediatrix. Simply opening the license manager by starting the service '**licensemanager.cmd**' by double clicking on it and hovering on the last column – **Function Group** will display the list of function groups active under the runtime license. Please refer to the figure 2:1 on page no:6 for the same.



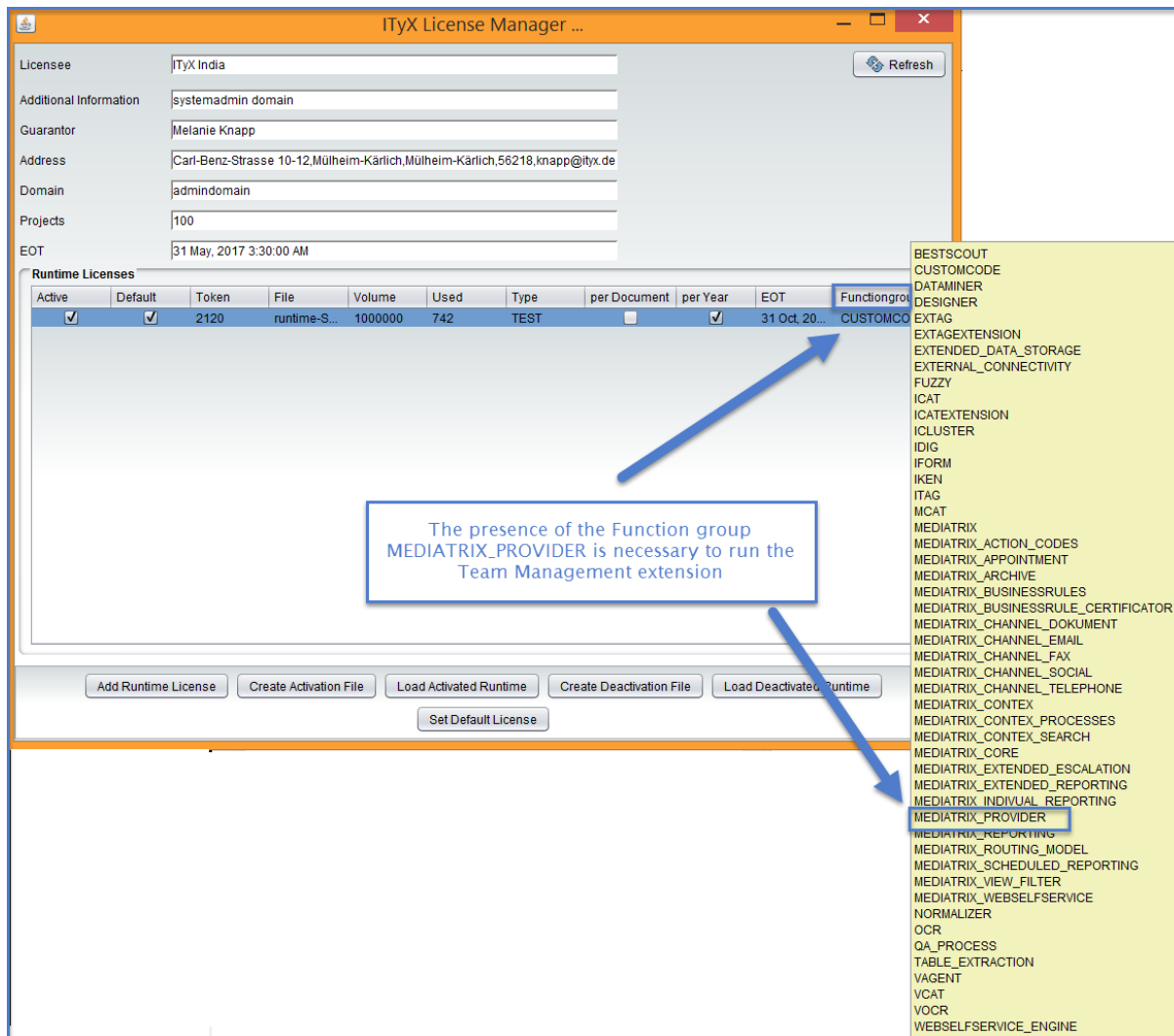


Figure 2:1

3. Rights to Team Management

This section describes the rights required by an agent and an administrator for restoring the archived mails.



3.1. Agent

Any agent assigned to an agency/team, automatically gets the rights to access the Team management mails in the Operator Mode. No special assignments of rights is required for the same.

An agent is asked to select a routing model on logging into the application, if he or she is a part of a agency/team.

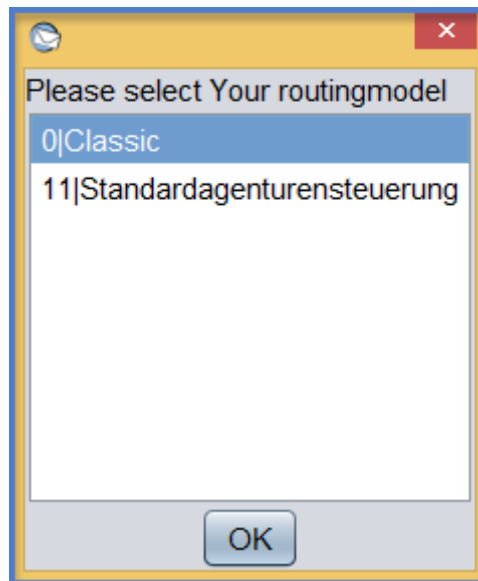


Figure 3.1:1

On selecting the **11|Standardagenturensteuerung** Routing model, the mails assigned by the Admin to the different agencies are respectively available for processing in the operator mode.

3.2. Administration Rights

An Agent who is already an administrator, will automatically have the rights to Team Management assigned, if the extension is configured for that customer.

But for an agent who is not a project administrator, needs to have Team Management rights assigned explicitly in order to work as an administrator for that agency/team. These rights maybe assigned as follows:

Administration → Agent → Edit → Select Project → Show → Project → Select Project → Team Management rights

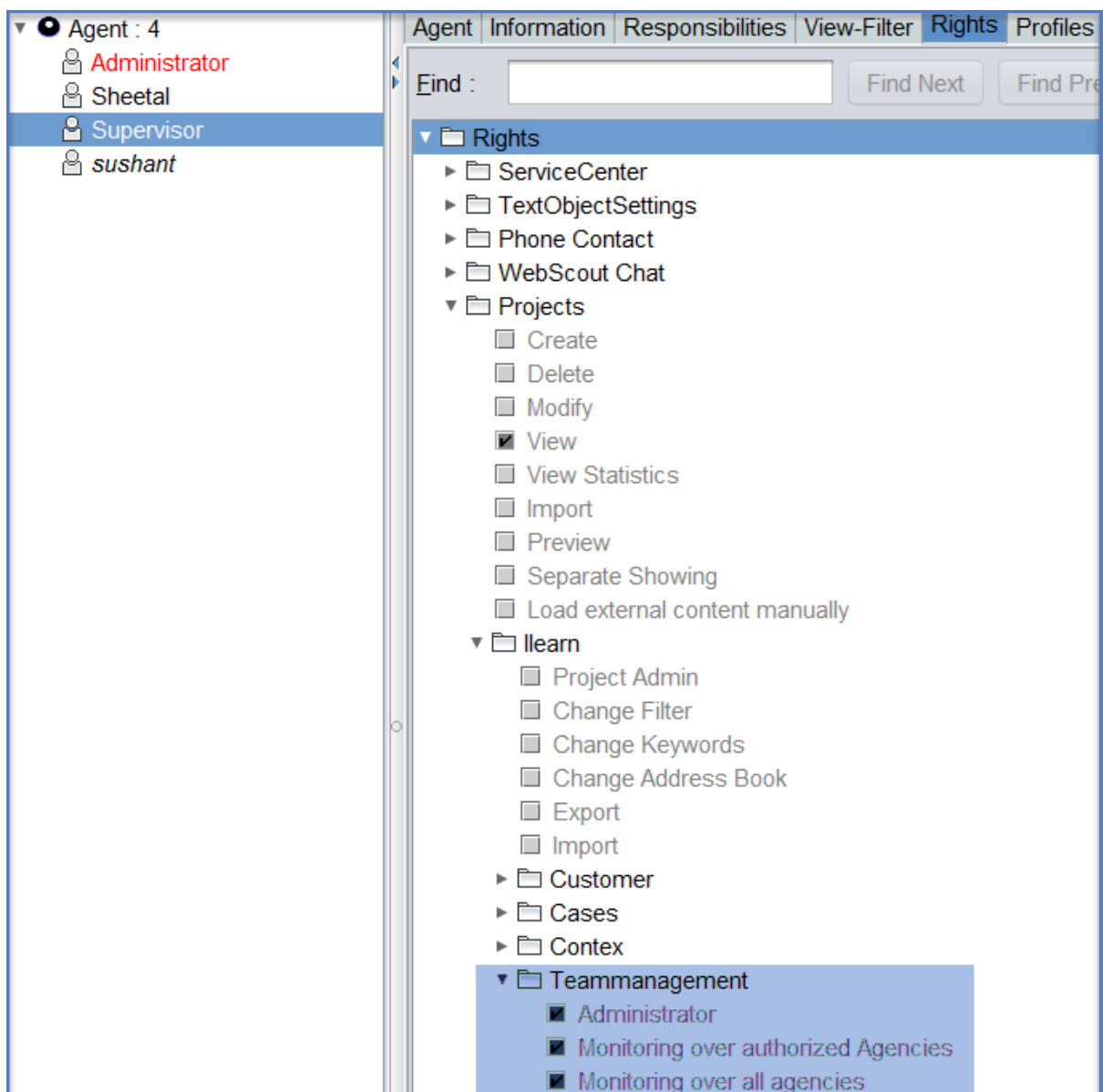


Figure 3.2:1

3.2.1. Team management→Administrator

Assigns the administrative rights for the team management.

Admin can see all the mails assigned to the different teams and also manually assign mails to different teams if required.

Note: *Mediatrix-Administrators and Project administrators have this right automatically assigned, it need not be assigned separately. The administration of the team management extension is possible over **Administration→Team Management/Provider Operations (new Window)** or over **Administration→Project→Edit→Team Management/Provider Operations (embedded window)**.*

3.2.2. Team Management→Monitoring all the agents

This right issues the possibility to invoke/check the Agent-Real time-Monitoring, which can be called over the **Statistics→Agent Monitoring** within the Mediatrix-Clients. Any desired team can be monitored using this. Please refer to the [Chapter 10](#) for more clarity.

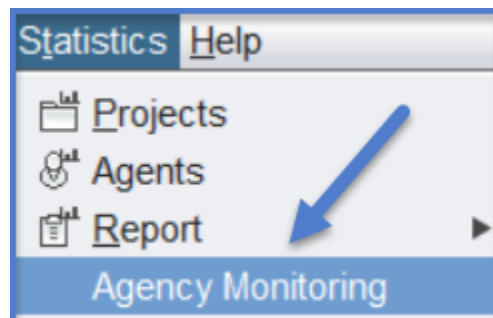


Figure 3.2.2:1

3.2.3. Team Management → Monitoring the authorized Agents

This has the same effect like Team Management → monitoring all the agents, only with the limitation that this filter allows the monitoring of only those sub-projects for which the Administrator/Agent holds responsibilities.

***Note:** A Mediatrix Administrator or an Agent with the Team Management rights assigned will see the Team Management/Provider Operations Extension configured in his Application. The Admin/Authorized agent can now configure an Agency/Team and assign Agents to the same and also configure the Routing.*

4. Agency Configuration

The Agent with Team Management rights assigned or a Mediatrix Administrator can configure the Agency/Team.

This can be configured as follows:

Administration → Team Management / Provider Operations

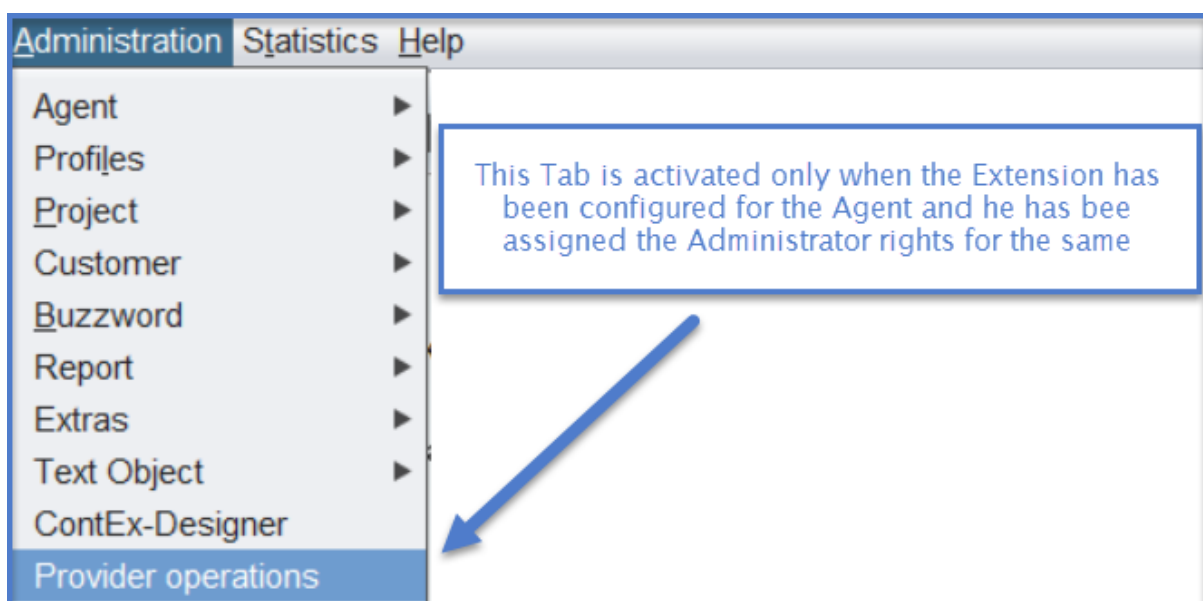


Figure 4:1

4.1. Agency

After clicking on the Provider Operations/Team Management tab above, the Admin can configure the Agency, assign Agents to the Agency and assign the Subprojects for which the agency will be responsible.

Lay time (hours) for channels		
E-Mail		0
Fax		0
Sms		0
Voice		0
Chat		0
Call		0
Letter		0
Document		0
Twitter		0
Facebook		0

Figure 4.1:1

- › **Agency Name:** A name needs to be assigned to the group of Agents.
- › **Contractual Forecast:** Minimum number of mails or documents to be processed each day by the Agency is mentioned here.
- › **Lay time (hours) for channels:** Maximum idle time for each channel can be mentioned here. But it should be set in accordance to the SLA. This value is entered in the calculation of the Service level routing for the Agencies. If this time is exceeded on the previous day, it will have a negative effect on the routing to the Agency the next day.

4.2. Operator

Here the Agent¹ assignment to the Agency created will take place.

By default all the agents will be assigned to an agency. The agents which are to be assigned to the agency can be added to the **ASSIGNED Operator** list using the ADD buttons. Any agent already assigned can be removed by using the REMOVE buttons.

The **REMOVE** and **ADD** buttons remove the agent from the assigned list and add the agent to the assigned list respectively.

The **add ALL** and **remove ALL** buttons add all the Agents to the assigned list and removes all the agents from the assigned list respectively.

Clicking on **OK**, saves the changes made.

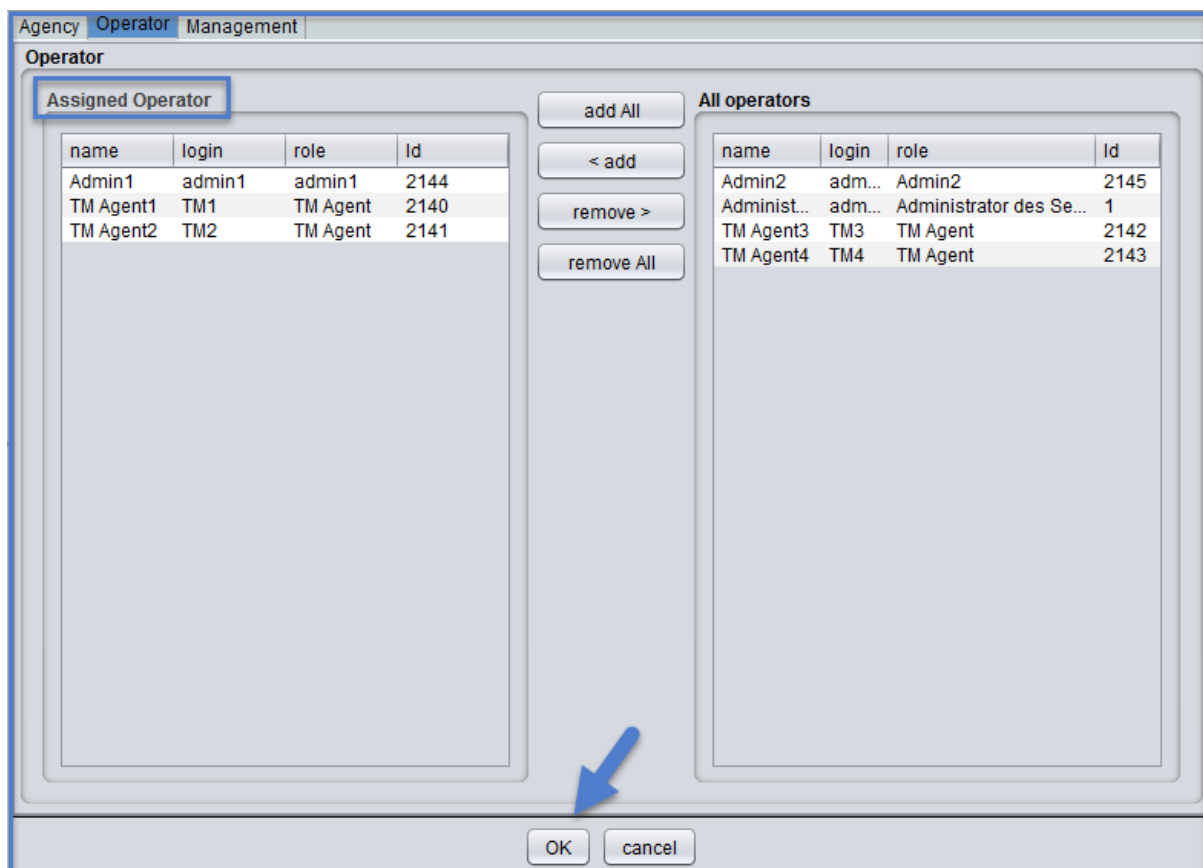


Figure 4.2:1

¹ If the Administrator is assigned to an Agency, he/she will no more able to view the mails in the mailbox or do the manual assignment of mails to the Agencies.

4.3. Management

Agency created to be assigned to the respective Subprojects here.

The functionality of the Management tab is similar to the Operator Tab.

By default all the subprojects are added to the agency created. The Subprojects which are to be excluded can be added to the **BLACKLIST**.

The **REMOVE** button maybe used to remove a subproject from the blacklist and **ADD** button is used to add any subproject to the blacklist.

The **add ALL** and **remove ALL** buttons add all the subprojects to the blacklist and remove all the subprojects from the blacklist respectively.

The fields **ID**, **locked from** and **last changed from** get populated automatically.

Agency | Operator | **Management**

Subprojects

Blacklist

TeamsubProject

All subprojects

Exams
Queries
Tutorials
updates

add All
< add
remove >
remove All

ID: 1671

locked from: Administrator (admin) am Wed 11. Mar 2015, 13:00

last changed from: Administrator (admin) am Wed 11. Mar 2015, 12:33

OK cancel

Figure 4.3:1

5. Scheme definition and Routing

After configuring agencies/teams. It is necessary to define a routing mechanism to manage distribution of mails/documents to these agencies/teams. Hence a Scheme Definition is necessary.

A Scheme may be defined as a group of different routing models configured to manage the mail/document distribution for an Agency/Team.

Administration → Project → Edit → Select a project → Team Management /Provider operations → 1 Edit → 2 Add → Give a name for the Scheme → OK

After clicking on the **ADD** button, you can define a Scheme under which different routing models may be defined.

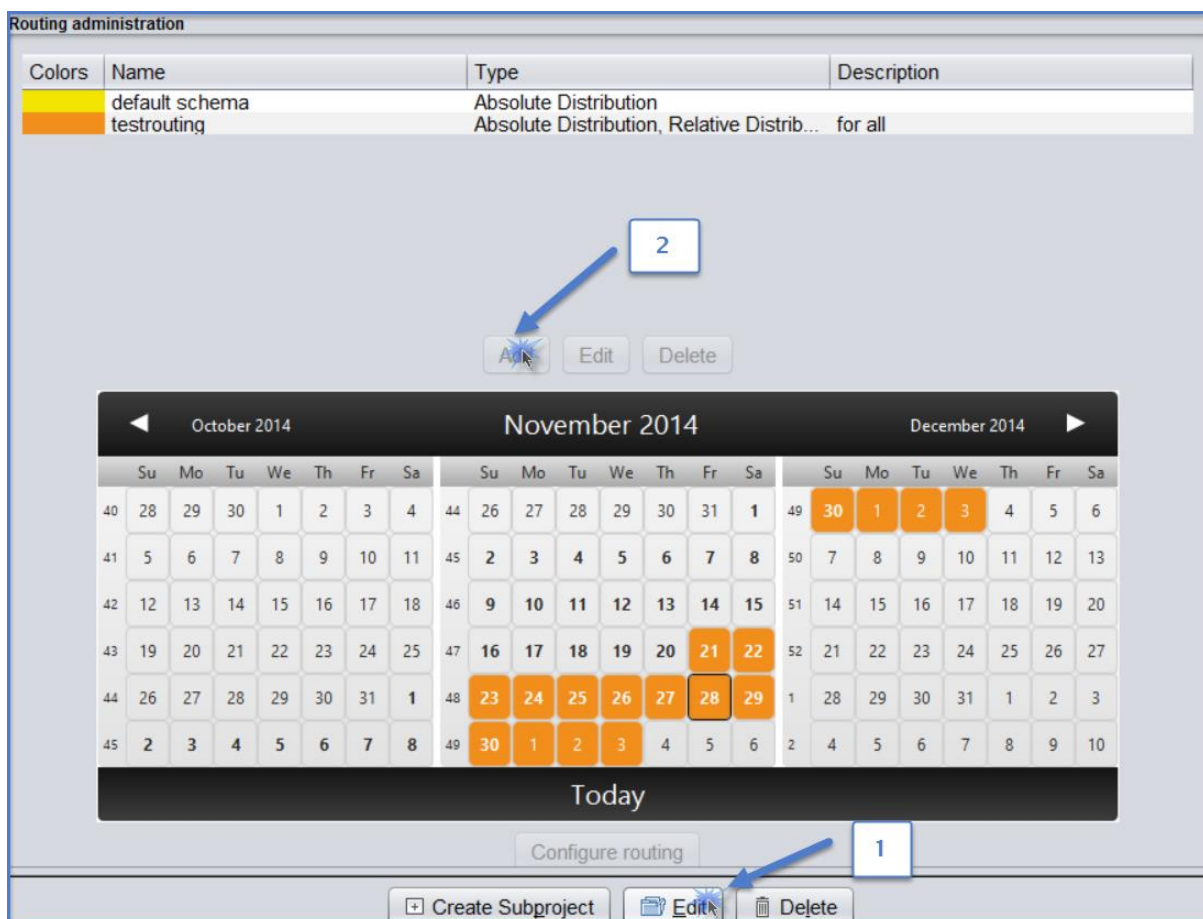


Figure 5:1

Enter a name for the new Scheme and click on **Add Routing**.

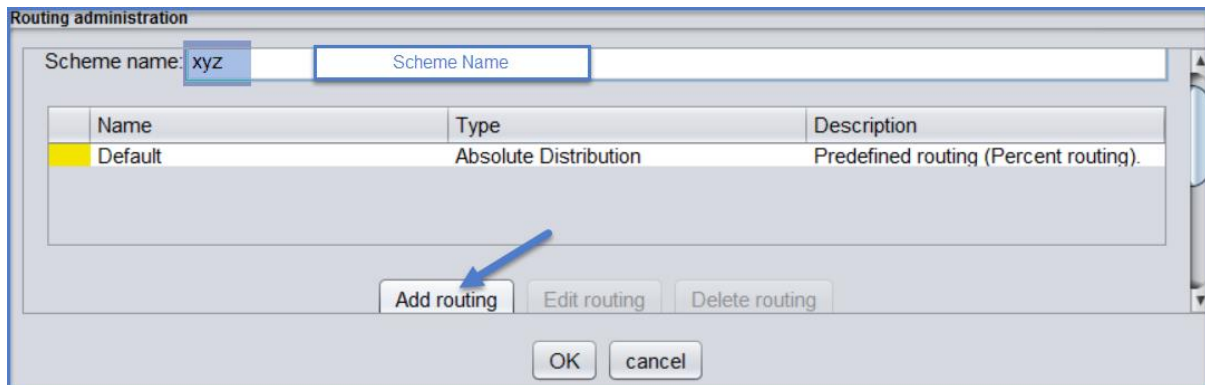


Figure 5:2

Enter a name for the distribution in the **Distribution-Detail name**.

Select the type of **Distribution type** you want to configure and click on **OK**.

The new configured distribution will be displayed to you.

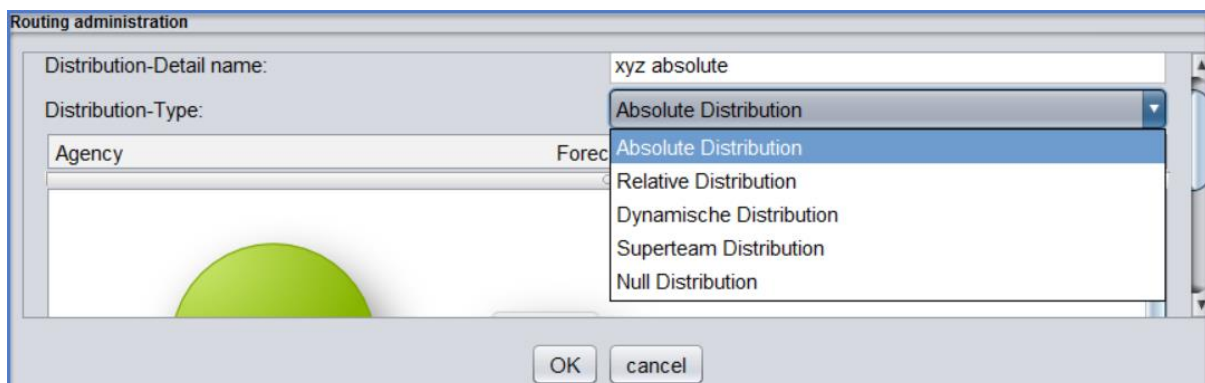


Figure 5:3

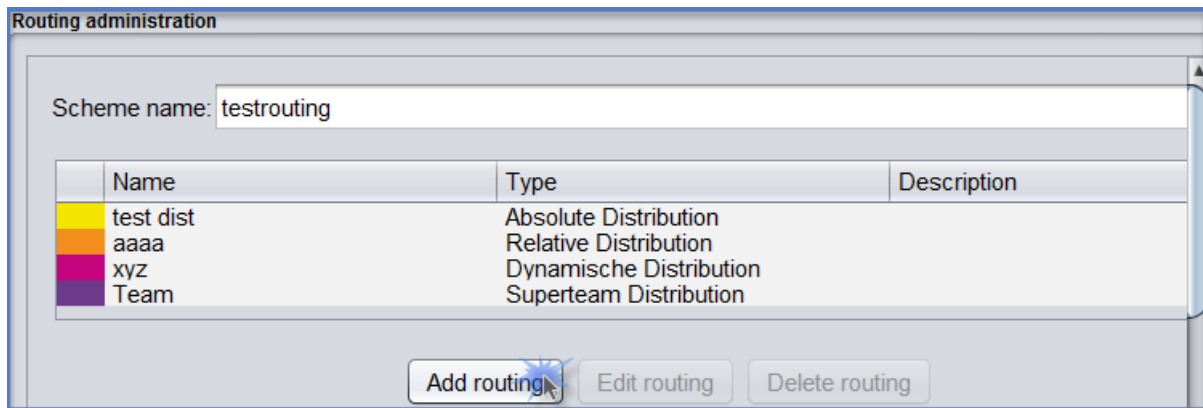


Figure 5:4

6. Types of Distribution available

The dropdown is the various types of distribution available in team management.

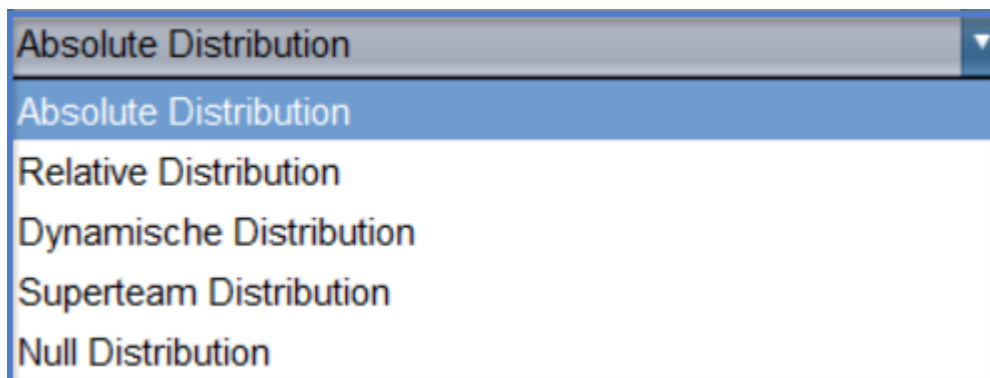


Figure 6:1

6.1. Absolute Distribution

This distribution is configured in such a manner that the sum of all entries in the Forecast% column is 100. Each Team/Agency is assigned with a certain percent of the total mails/documents coming in for the Subproject. The distribution of work takes place according to the Forecast percentage defined.

Routing administration

Distribution-Detail name:

Distribution-Type:

Agency	Forecast	Forecast %
Agency2	20	40.0
test	30	60.0

Legend: ● Agency2 ● test

OK cancel

Figure 6.1:1

6.2. Relative Distribution

This distribution is also a standard variant. Should an explicit routing model not be assigned for a given day, then relative distribution is always used for working. If the number of documents/mails available are more or less, then the teams are distributed the documents as per the percentage mentioned.

For e.g. when a team TEST has a value of 50 and the team AGENCY2 of 50, then the documents/mails are assigned 50% to the team TEST and 50% to the team AGENCY2.

The distribution is done here Subproject wise.

Subproject Updates

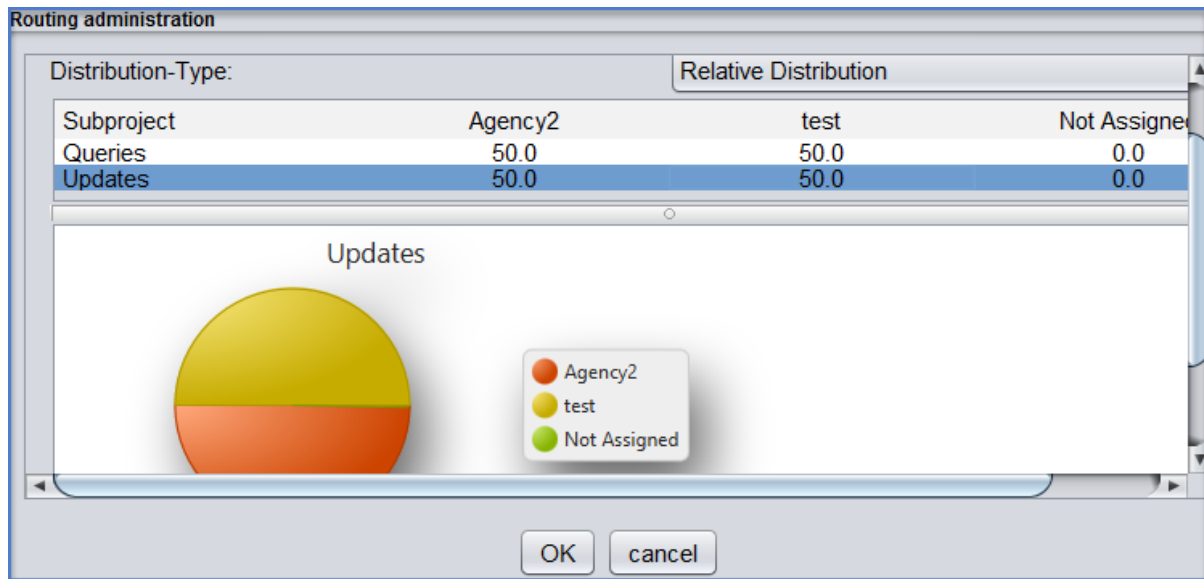


Figure 6.2:1

Subproject Queries

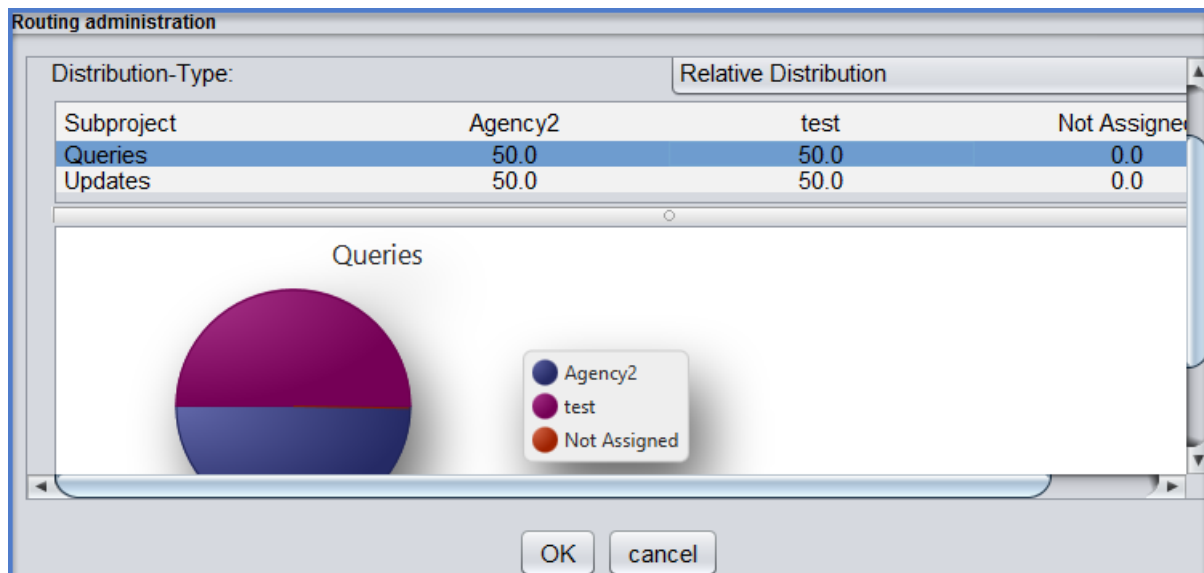


Figure 6.2:2

6.3. Dynamic Distribution

In this form of distribution, Agencies/Teams are provided with the question on a percentage basis. The target value of the 'to be' worked upon documents/mails is setup as „Forecast“. Also the Service level can be entered here to mention the maximum and minimum time assigned for working on the assigned documents/Emails. Dynamic Routing facilitates faster working.

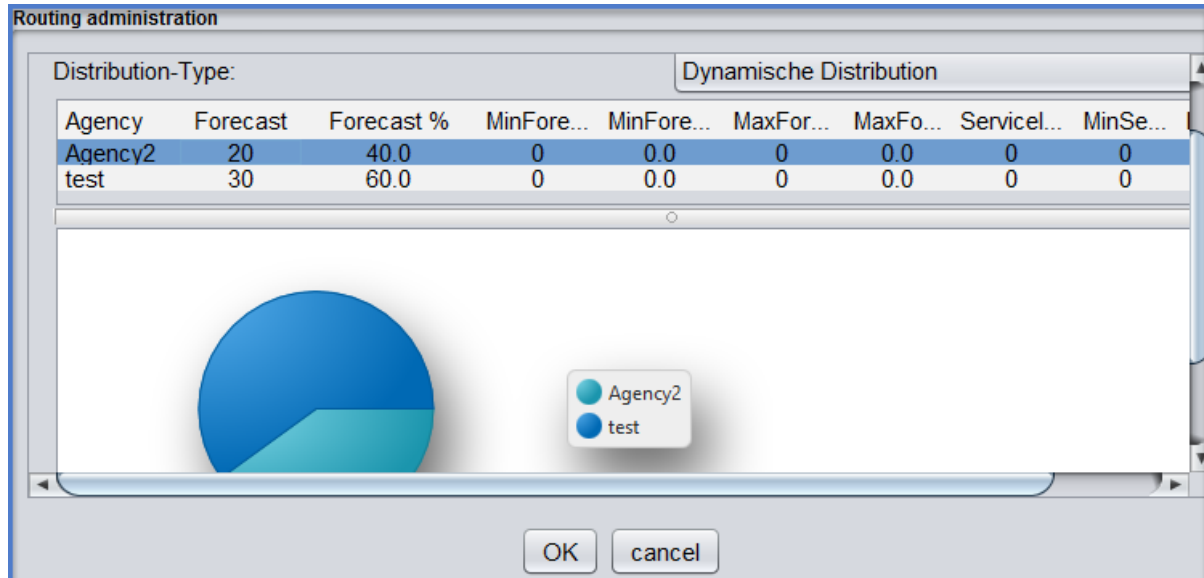


Figure 6.3:1

<i>Term</i>	<i>Description</i>
Team	Fixed – name of the team. It can be edited over 'Edit team'
Forecast	Editable – The recorded value from the team management setup. It is the count of the documents to be worked upon by a team on a daily basis.
Forecast %	Fixed – One of the 'forecast' calculated percentage count, which reflects the ratio of the distribution between the teams.
MinForecast %	Editable – is the percentage value of the minforecast entry (20 corresponds to 20%).
MinForecast	Fixed – this value is calculated from the values forecast and minforecast%.
MaxForeCast %	Editable – is the percentage value of the maxforecast entry (20 corresponds to 20%).
MaxForeCast	Fixed – this value is calculated from the values forecast and maxforecast%.
Servicelevel	Editable – A service level value can be entered here (value from 1 to 100). However this value has very little impact on the routing model.
MinServicelevel	Editable – Percentage value in the entire data (20 corresponds to 20%).
MaxServiceLevel	Editable – Percentage value in the entire data (20 corresponds to 20%).

6.4. Superteam Distribution

When this form of Distribution is active, all the teams work together as one team and the mails distributed can be seen and processed by every agent of every team.



6.5. Null Distribution

This form of Distribution is activated when no routing of mails should take place to the Teams/Agencies. In such a scenario the default routing configured for Agents will come into function.

7. Applying the Routing Model (Distribution model)

Select the Scheme for which the routing model time period is to be defined and click on EDIT to edit the same.

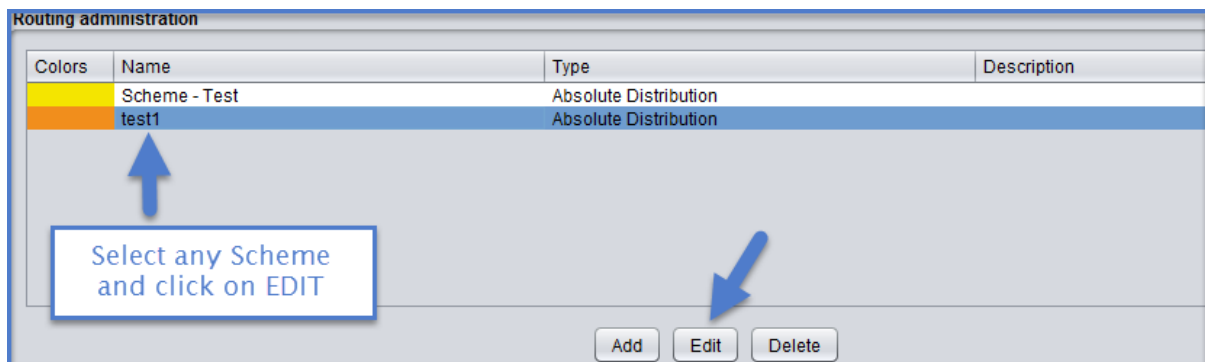


Figure 7:1



Now select the routing model/distribution model for which the time needs to be defined and click on **Apply Routing** (see figure 7:2). Drag and drop using the mouse cursor to define the time for which the routing will be active.

Similarly, time period for all the routing models defined can be set and clicking on **OK**, will save the changes.

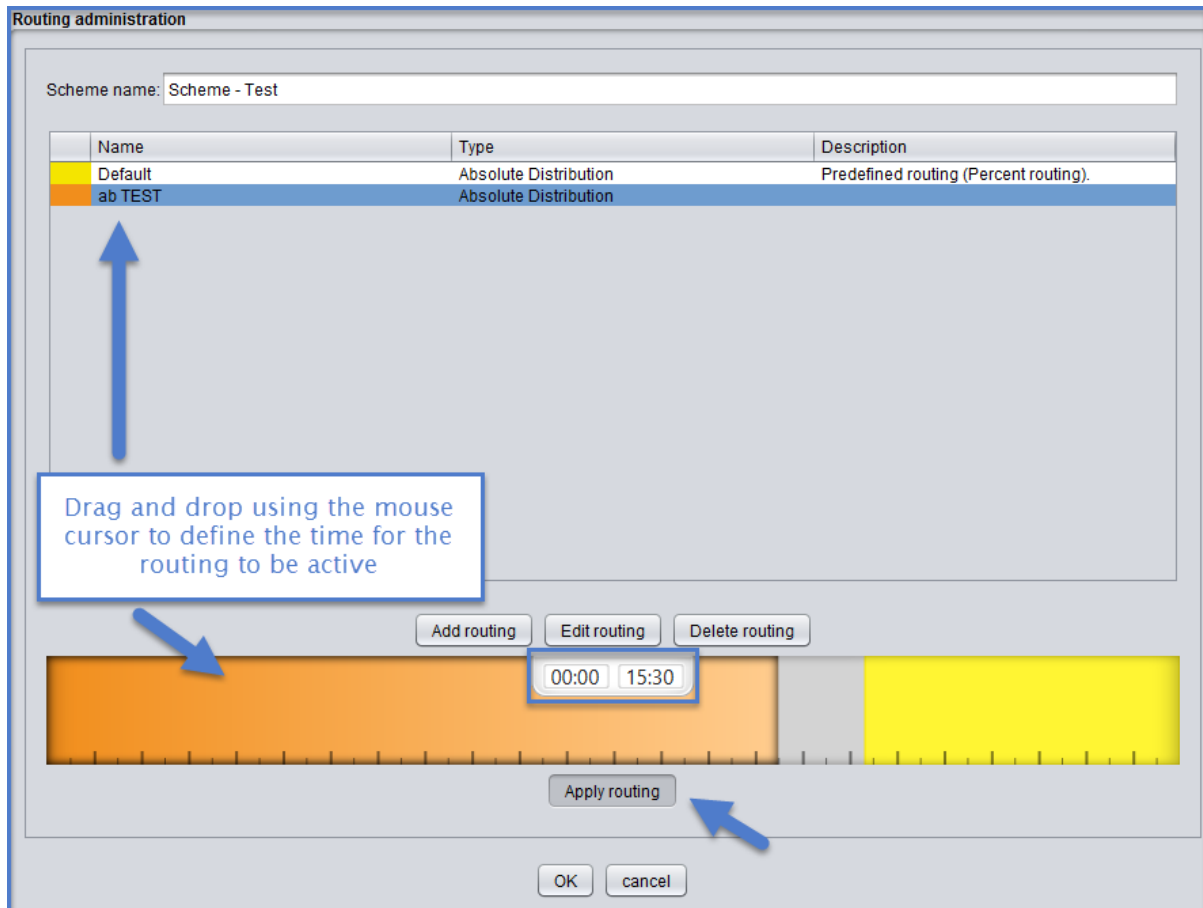


Figure 7:2

8. Configuring the Routing

Once the timings are set, select the **Schema** and click on **Configure Routing** and click on the dates for which this Schema should be valid. Then click on **OK** to save the same. The dates selected will be highlighted in a different colour.

Routing administration

Colors	Name	Type	Description
	default schema	Absolute Distribution	
	testrouting	Absolute Distribution, Relative ...	for all

Add Edit Delete

◀ October 2014 November 2014 December 2014 ▶

Su	Mo	Tu	We	Th	Fr	Sa	Su	Mo	Tu	We	Th	Fr	Sa	Su	Mo	Tu	We	Th	Fr	Sa			
40	28	29	30	1	2	3	4	44	26	27	28	29	30	31	1	49	30	1	2	3	4	5	6
41	5	6	7	8	9	10	11	45	2	3	4	5	6	7	8	50	7	8	9	10	11	12	13
42	12	13	14	15	16	17	18	46	9	10	11	12	13	14	15	51	14	15	16	17	18	19	20
43	19	20	21	22	23	24	25	47	16	17	18	19	20	21	22	52	21	22	23	24	25	26	27
44	26	27	28	29	30	31	1	48	23	24	25	26	27	28	29	1	28	29	30	31	1	2	3
45	2	3	4	5	6	7	8	49	30	1	2	3	4	5	6	2	4	5	6	7	8	9	10

Today

Configure routing

☒ Notify logged Supervisor

☒ Send email to CS-monitoring [Edit Recipient](#)

OK Cancel

Figure 8:1

8.1. Notify logged Supervisor

If this option is active, then all people who are logged in and have the right Agentursteuerung:Administrator/Team Management:Administrator will be informed/notified via a Mediatrix message (Popup-Window).

8.2. Send Email to CS-monitoring

After clicking on this option, we need to enter the email IDs of Administrators/Agents to whom the notification should be sent in case there is a failure with the Routing/Distribution.

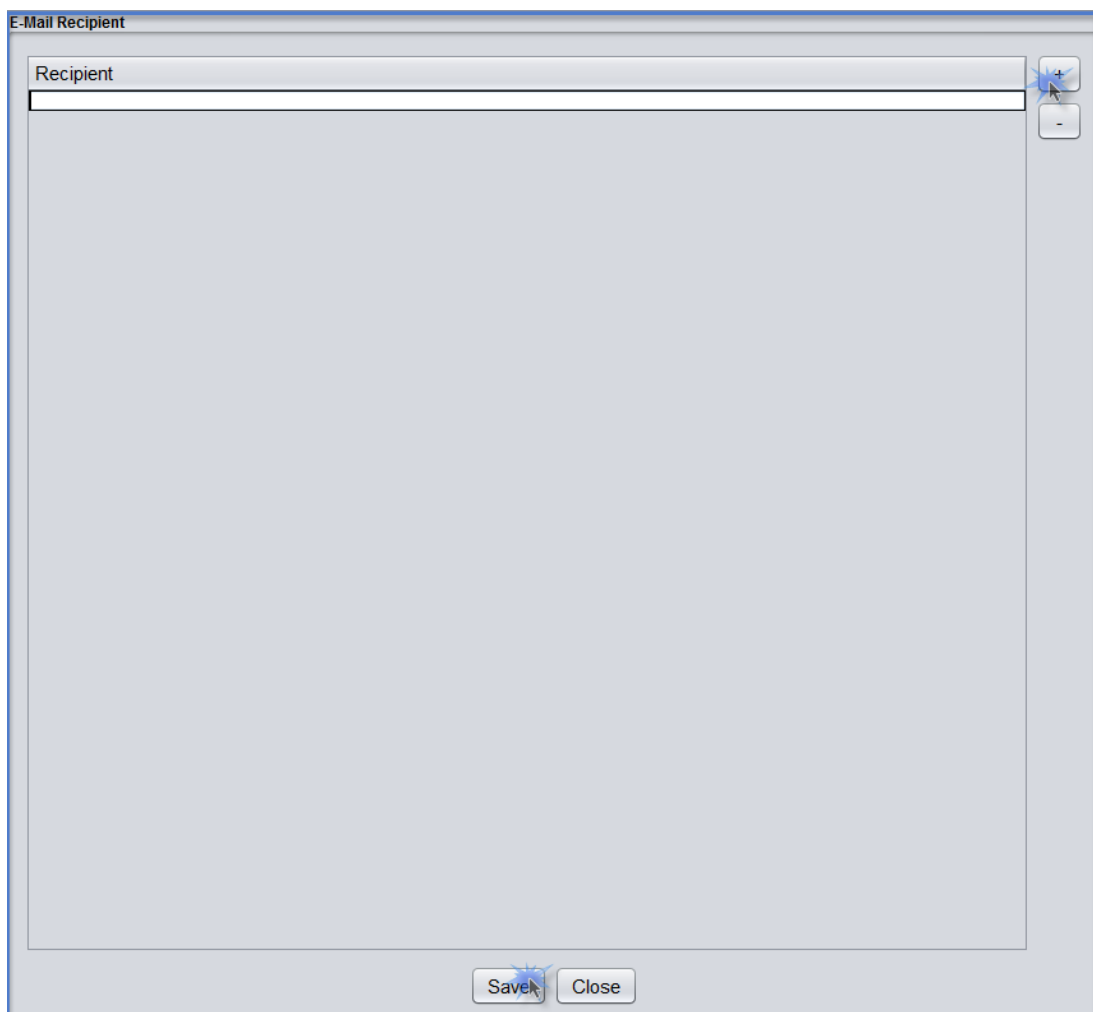


Figure 8:2



9. Manual Distribution of Mails

The Administrator has the right to manually assign the mails to the Agencies.

It can be done by simply right clicking on the mails seen in the **Mail-Inbox** and assigning it to the correct Agency for processing.

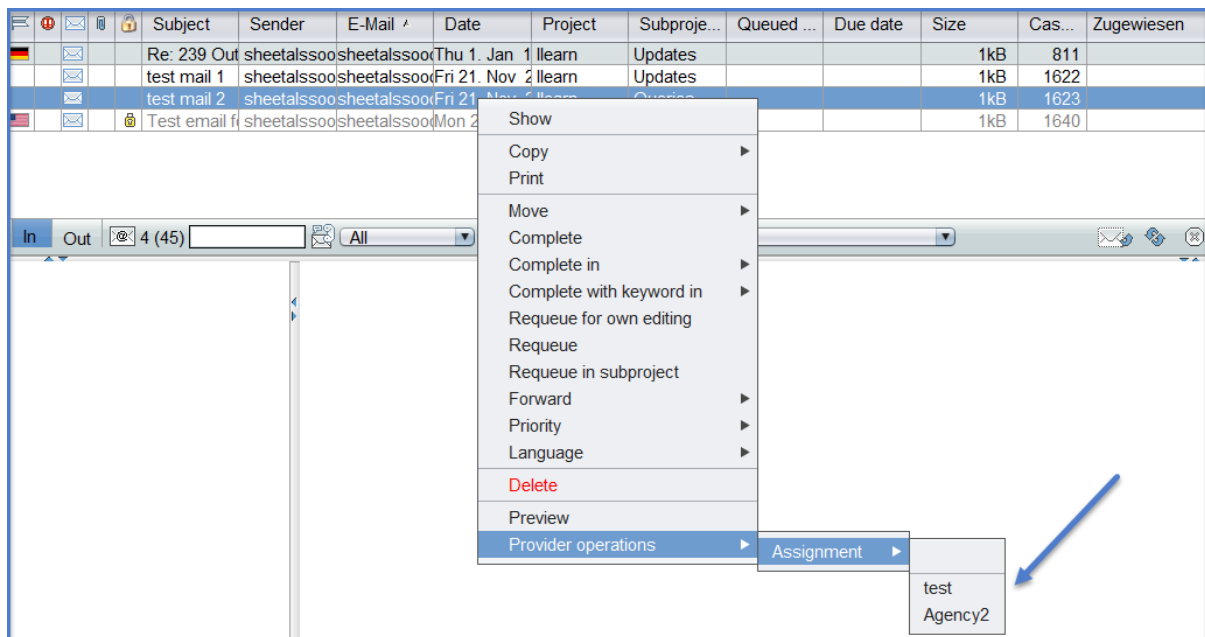


Figure 9:1

NOTE: the routing/distribution model defined for Team management comes into picture, only to get the mails/queries distributed to the respective Teams/Agencies. Once the teams get the mails/queries assigned, the internal distribution to respective agents of the team, happens as per the routing model defined at the Agent level in Mediatrix.

10. Agency Monitoring

Agent monitoring is used to monitor the working of various agencies. This feature is accessible to the Administrator.

This feature is accessible over **Statistics → Agency Monitoring**.

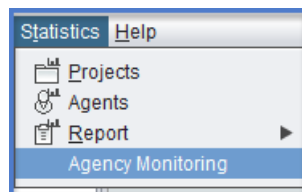


Figure 10:1

Various monitoring techniques available are:

1. Volume Monitoring
2. Aging Monitoring
3. Resource Monitoring

Each Monitoring type has filters which can be used to refine the data displayed.

The following two buttons are present right at the bottom of the monitoring screen:

- › **Update button:** Updates happen as per the specified time interval, but if an update needs to be executed right away for any monitoring data, this tab can be used.
- › **Threshold button:** This tab is used in case of Resource monitoring. Please refer to the [section 10.3.3](#) to understand the same.

10.1. Volume Monitoring

Volume Monitoring displays the performance of the selected agencies. It offers the user, a quick overview of today's (24 hours) distribution status.

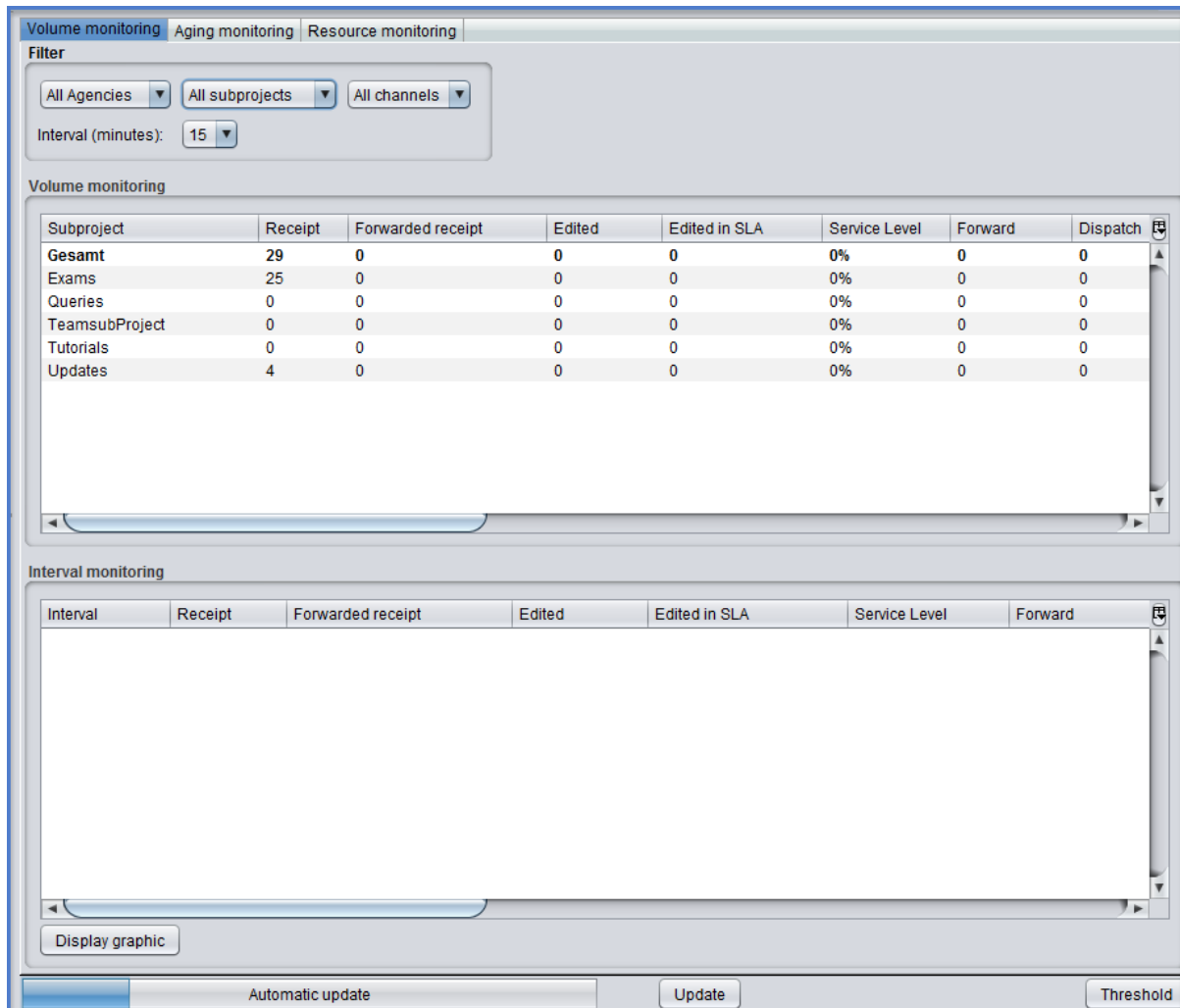


Figure 10.1:1

10.1.1. Filter

This filter can be used to refine the volume monitoring results.

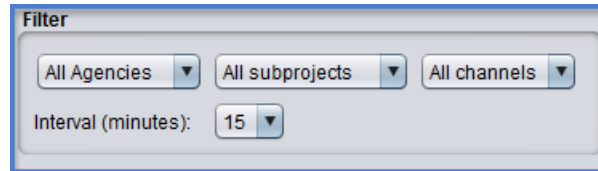


Figure 10.1.1:1

Volume monitoring results can be filtered by:

1. Agencies
2. Subprojects
3. Channels of communication (e.g. Email, fax, etc.)

The effect of the Interval set in minutes can be seen on the Interval Monitoring. Please refer to the section to understand the same.

10.1.2. Volume Monitoring Table

This table displays the agency volume as per the selected filter.

Volume monitoring					
Subproject	Receipt	Forwarded receipt	Edited	Edited in SLA	Service Level
Gesamt	29	0	0	0	0%
Exams	25	0	0	0	0%
Queries	0	0	0	0	0%
TeamsubProject	0	0	0	0	0%
Tutorials	0	0	0	0	0%
Updates	4	0	0	0	0%

Figure 10.1.2:1

<i>Column</i>	<i>Description</i>
Subproject	Displays the subproject for which the volume report is valid
Receipt	Count of the documents allocated per subproject to each agency
Forwarded Receipt	Count of forwarded documents which are assigned to a subproject
Edited	Count of the total processed documents per subproject
Edited in SLA	Count of documents, which were processed within the lay time (=agreed Servicelevel)
Service Level	Calculated percentage of documents, which were processed within the lay time (=Efficiency factor).
Forward	Count of documents which were forwarded from a subproject by an agency
Dispatch	Count of documents in a subproject which were successfully handled by an agency (Processed + Forwarded).
Forwarding rate	Calculated percentage of documents which were forwarded (Total forwards / Dispatch)
Open	Count of documents still open
Open in SLA	Count of documents still open within SLA
Generated Requested	Count of requested documents which were generated in this subproject
Open Requested	Count of requested documents which are still open
Escalate 1	Count of questions which have reached the first escalation level as per the configuration in Mediatrix
Escalate 2	Count of questions which have reached the second escalation level as per the configuration in Mediatrix
Processing time	Calculated processing time for all the documents within a subproject
Lay time	Accumulated lay time for all documents in a subproject
Assigned User	Count of mediatrix users who are logged in
Editing User is	Count of users who have especially executed measurable actions



10.1.3. Interval Monitoring

By double clicking on any subproject under Volume Monitoring (refer to the figure 10.1.2:1), the data for Interval Monitoring will be generated and displayed.

Note: Monitoring service should be up and running for the monitoring graph to be displayed for Interval Monitoring.

Interval monitoring										
Interval	Receipt	Forwarded receipt	Edited	Edited in SLA	Service Level	Forward	Dispatch	Forwarding rate	Open	Open
12:00	0	0	0	0	0%	0	0	0%	8	4
11:45	0	0	0	0	0%	0	0	0%	8	0
11:30	0	0	0	0	0%	0	0	0%	8	0
11:15	0	0	0	0	0%	0	0	0%	8	0
11:00	0	0	0	0	0%	0	0	0%	8	0
10:45	0	0	0	0	0%	0	0	0%	8	0
18:45	0	0	0	0	0%	0	0	0%	8	0
18:30	0	0	0	0	0%	0	0	0%	8	0
18:15	0	0	0	0	0%	0	0	0%	8	0

Display graphic

Figure 10.1.3:1

A snapshot of the activities within a subproject can be displayed in this window as per the predefined time interval in minutes. This time interval is set using the interval option in the filter window of Volume Monitoring. The interval can be set to either 15 minutes, 30 minutes or 60 minutes using the Interval filter – refer to the figure 10.1.1:1.

Interval Monitoring allows the user to have an overview of the developments in the last 24 hours. Clicking on the DISPLAY GRAPHIC button will display the same data in a graphical format.

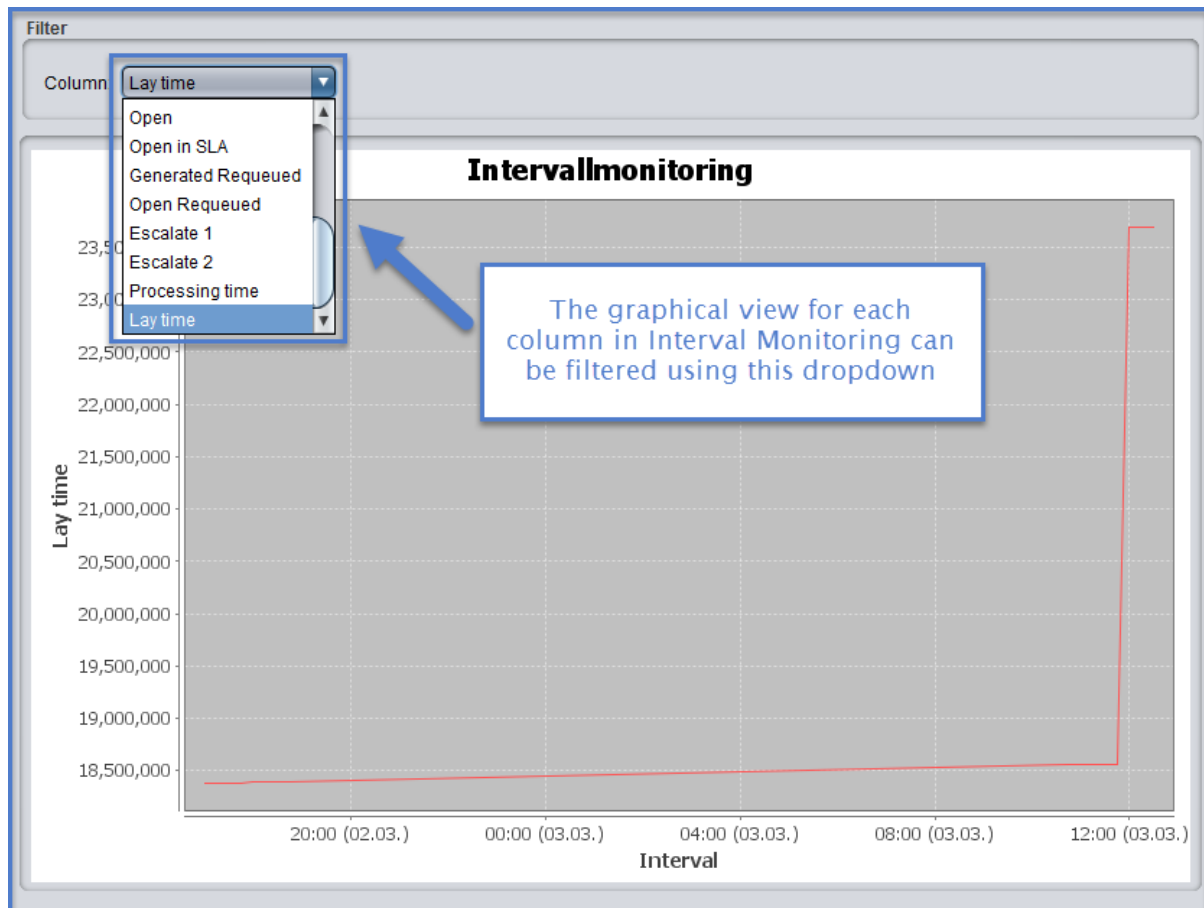


Figure 10.1.3:2

10.2.Aging Monitoring

The age of the documents lying in a particular subproject can be verified using this form of monitoring. It helps in identifying documents which have not been handled yet. The filter helps in the display of data for a fixed period of time split over selected time intervals, as also the number of documents still to be processed. It helps in identifying the time for which the documents have not been handled.

It provides a possibility to keep a tab on the progress of the documents in any subproject over a period of time.

For e.g. – In the screenshot below, we can see data for all agencies and all channels spilt over an interval of 24 hours for a time period of 30 days.

Data for specific subprojects and channels can also be segregated by using the dropdown filters.

Selecting a particular subproject from the dropdown and clicking on the **Update** button will display the data for the selected subproject.

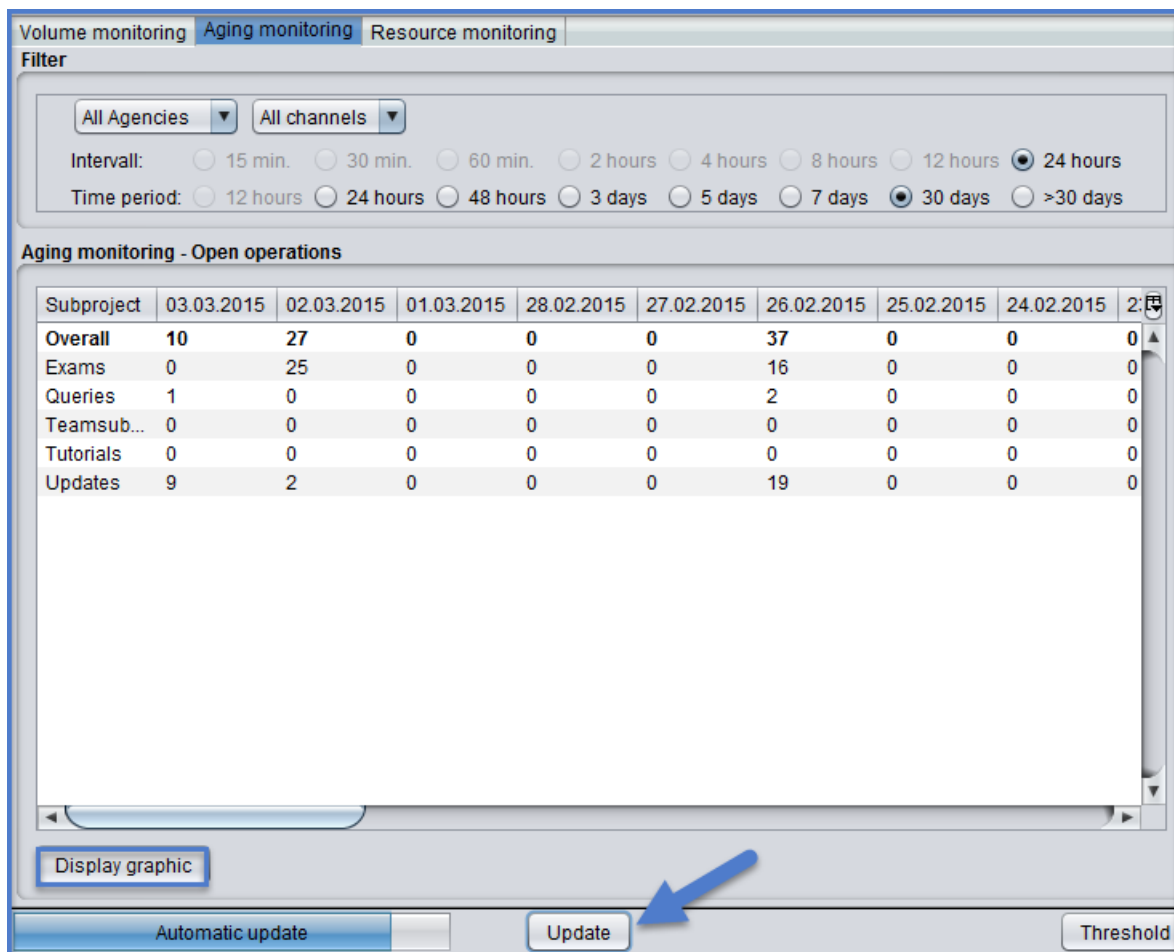


Figure 10.2:1

Graphical representation of the data is possible by clicking on the **DISPLAY GRAPHIC** button. It opens a new window. A relevant subproject for which the data is to be displayed and the required agencies can be selected

The **Select All** and **Deselect All** buttons select and deselect all the agencies displayed respectively. Clicking on the **SHOW** button, will display the graph for the selected criteria.

The **CLOSE** button directs the user back to the statistical window seen in figure 10.2:1

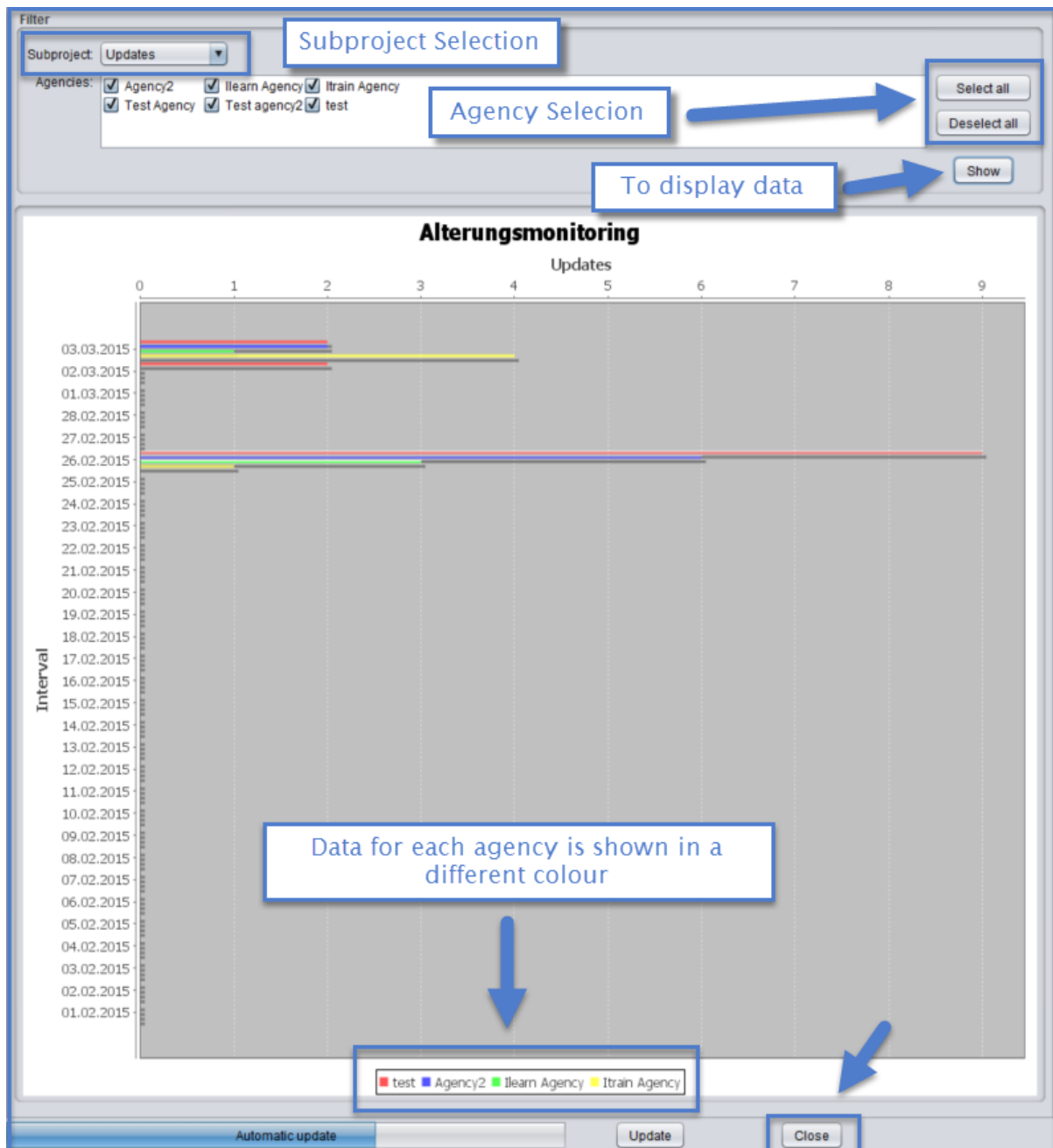


Figure 10.2:2

The time period of 30 days is displayed on the **Y axis** and the number of documents on the **X axis**. Hovering on any particular colour will display the date and number of documents for that agency for that date.

For e.g. in the figure below, the colour yellow is for the agency - **ITRAIN**. Hovering on the yellow line with the mouse cursor will display the name of the agency, along with the date and number of documents pending for the subproject Updates.

Similarly – pink line is for the agency **TEST**, blue for **AGENCY2** and green for **ILEARN**.

The sum total of the documents for each of these agencies for the 3rd of March 2015 is $2+2+1+4 = 9$. It is exactly the same as seen in the statistical data for **Updates** in the figure 10.2:1.

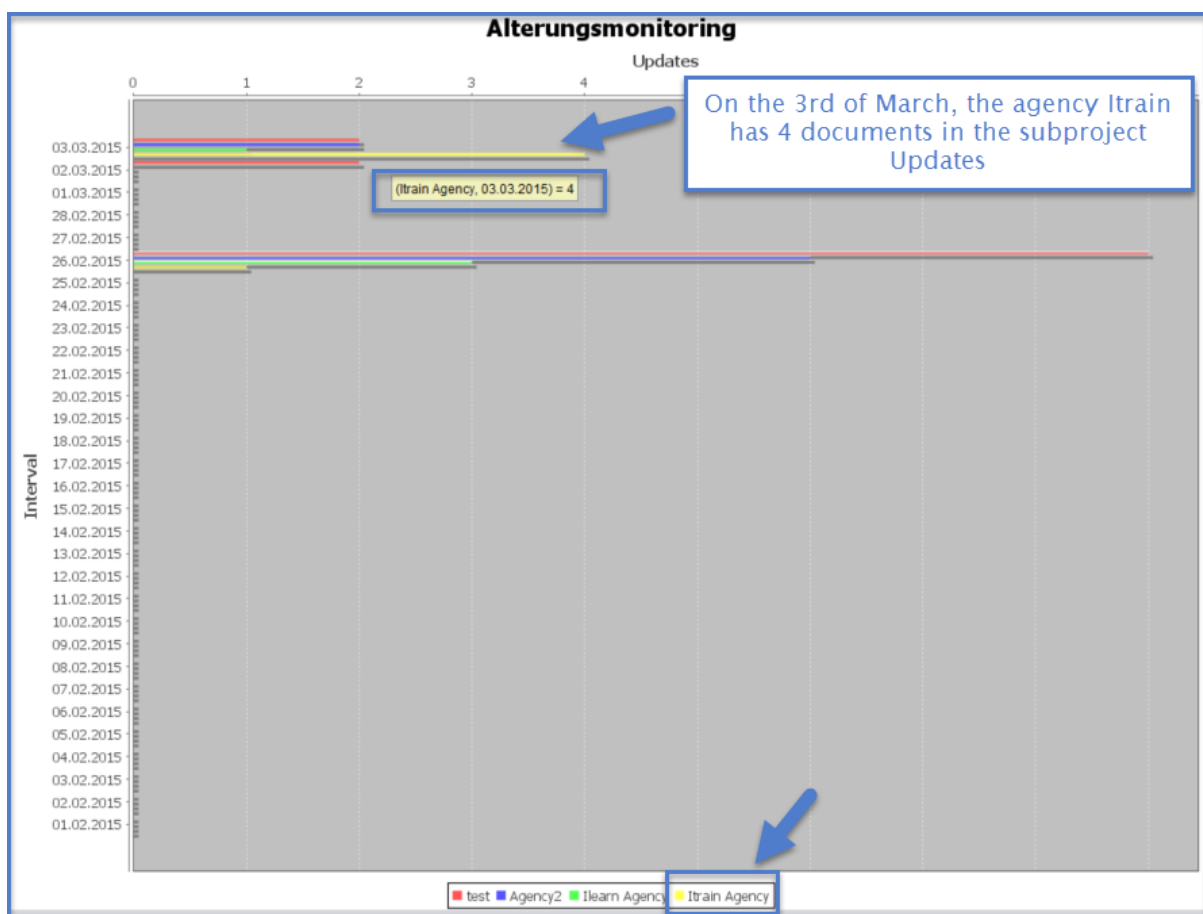


Figure 10.2:3

10.3.Resource Monitoring

Resource Monitoring is used to monitor the agent productivity in real time. It gives an overview of all the logged in agents. Since when the agent is logged in and active in the agency can be seen here.

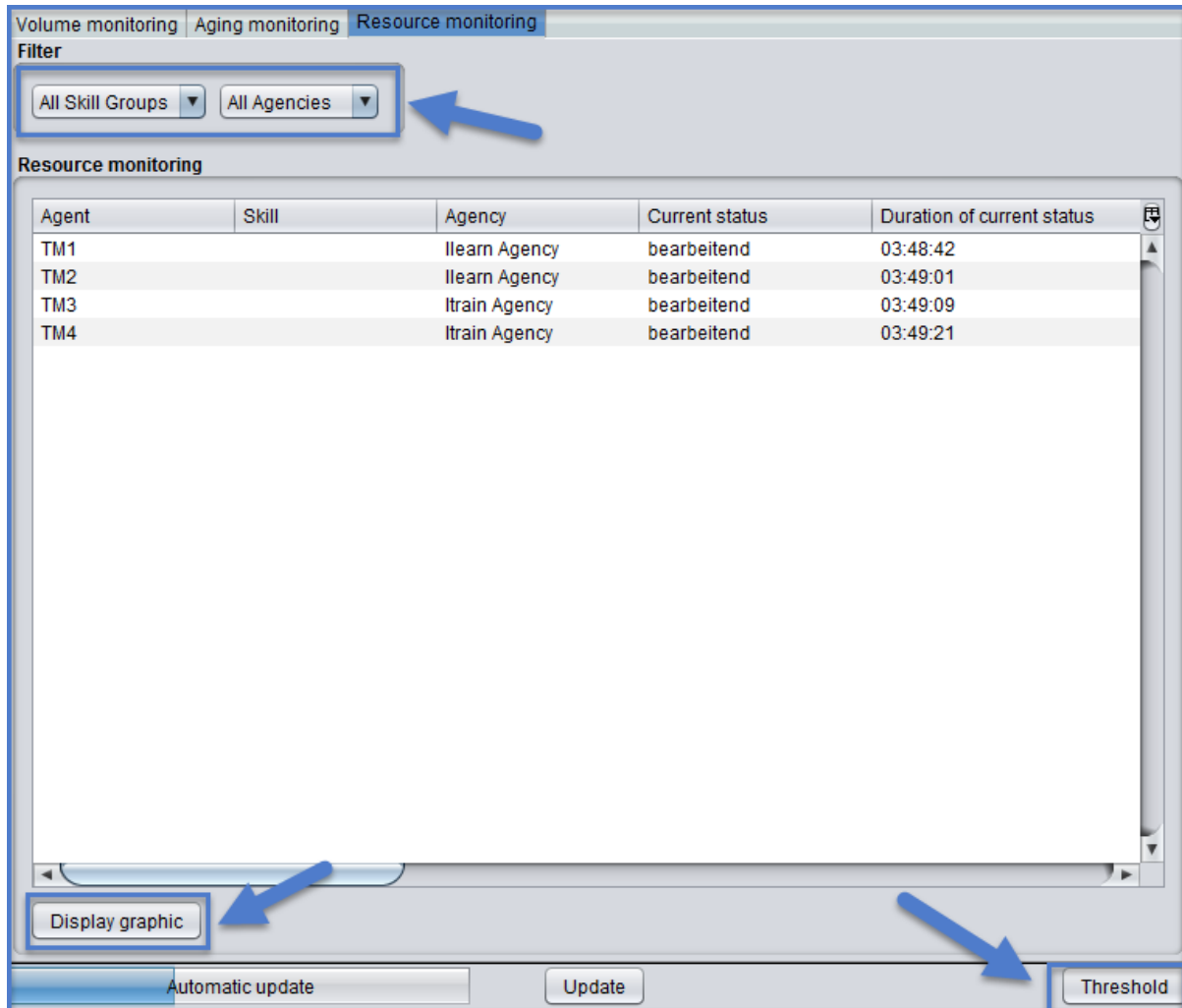


Figure 10.3:1

The statistical data seen in the figure 10.3:1 can be displayed as a graph by clicking on the **DISPLAY GRAPHIC** button.

The column for which the data is to be displayed can be selected from the dropdown. Each agency is represented in a different colour on the graph.

Hovering on the individual colours on the graph with the mouse cursor will display the agent and agency name along with other details as per the column chosen from the dropdown.

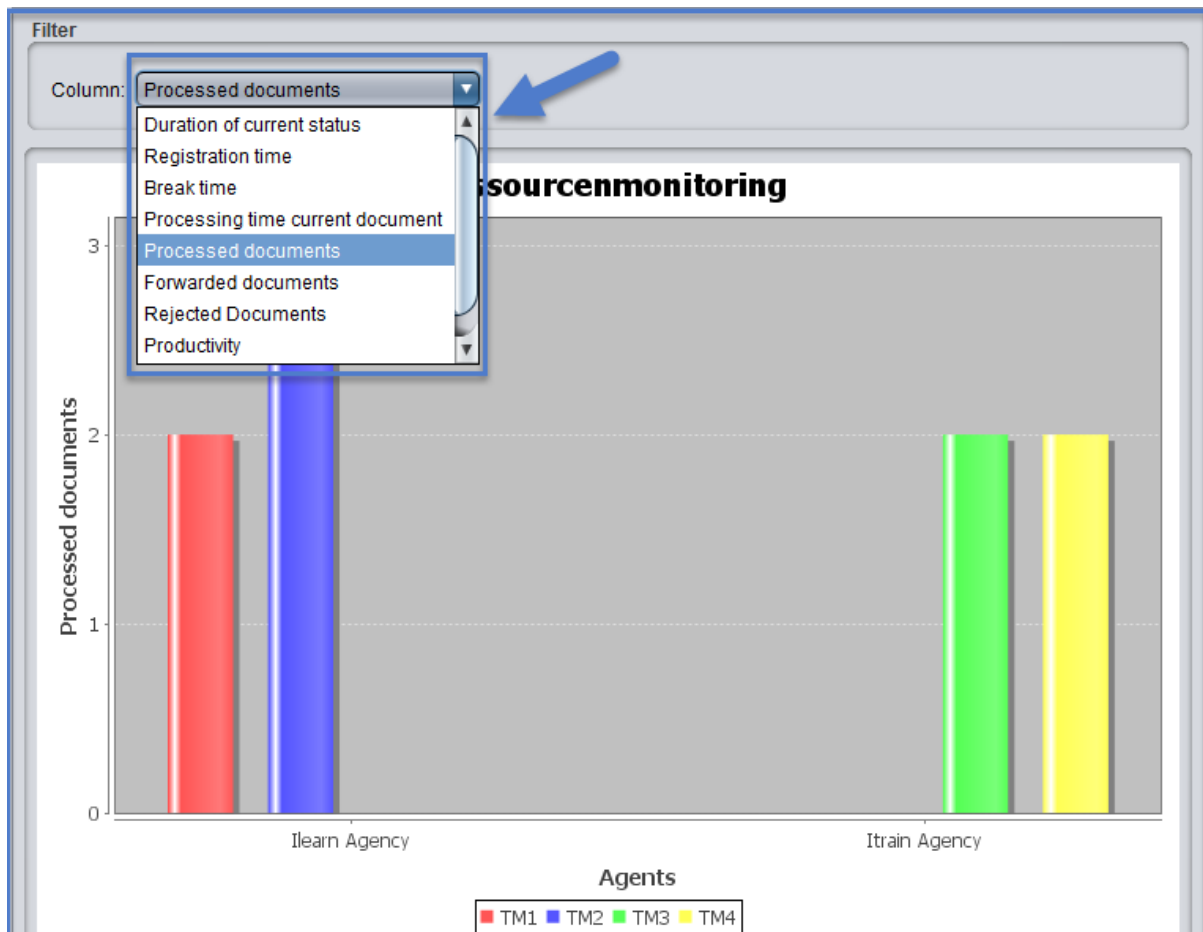


Figure 10.3:2

10.3.1. Filter

The resources can be filtered based on their **Skill groups** and **Agencies** to monitor them. The dropdown can be used to select the required fields.

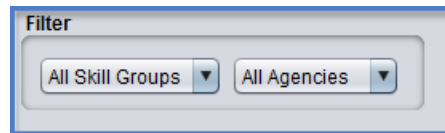


Figure 10.3.1:1

10.3.2. Resource Monitoring Table

This table displays the filtered data column wise. The description of the individual columns is given in the following table.

Resource monitoring				
Agent	Skill	Agency	Current status	Duration of current status
TM1		Ilearn Agency	bearbeitend	04:03:42
TM2		Ilearn Agency	bearbeitend	04:04:01
TM3		Itrain Agency	bearbeitend	04:04:10
TM4		Itrain Agency	bearbeitend	04:04:21

Figure 10.3.2:1

<i>Column</i>	<i>Description</i>
Agent	Login name of the Mediatrix User
Skill	Profile assigned to the Mediatrix User
Agency	Agency to which the agent is assigned
Current Status	Shows the agent's current status – whether the agent is working on a query or is available, etc.
Duration of current status	Displays the duration for which the agent is in the given state. When the status of the agent changes, the value is reset accordingly
Registration time	Display the time for which the agent is logged in to Mediatrix
Break time	Displays the time for which the agent had paused this session
Processing time current document	Displays for how long the agent is working on the current document
Processed documents	Displays the total number of documents already actioned by the agent
Forwarded documents	Displays the total number of documents forwarded by the agent
Rejected Documents	Displays the total number of documents the agent has rejected before time (= rejecting the document without forwarding or processing it)
Productivity	Calculates the agent productivity: Productivity = processed documents/(current time)-(login time)-(break time)
Forwarding rate	Ratio of the forwarded documents: Forwarding rate = forwarded documents/processed documents

10.3.3. Threshold

Threshold can be defined within Resource Monitoring for all the columns of the Monitor.

Clicking on the **Threshold** button seen in the figure 10.3:1 - will open a new window to define thresholds.

Here one can define thresholds for all the columns present under Resource Monitoring table. Please refer to the figure 10.3.3:1 below.

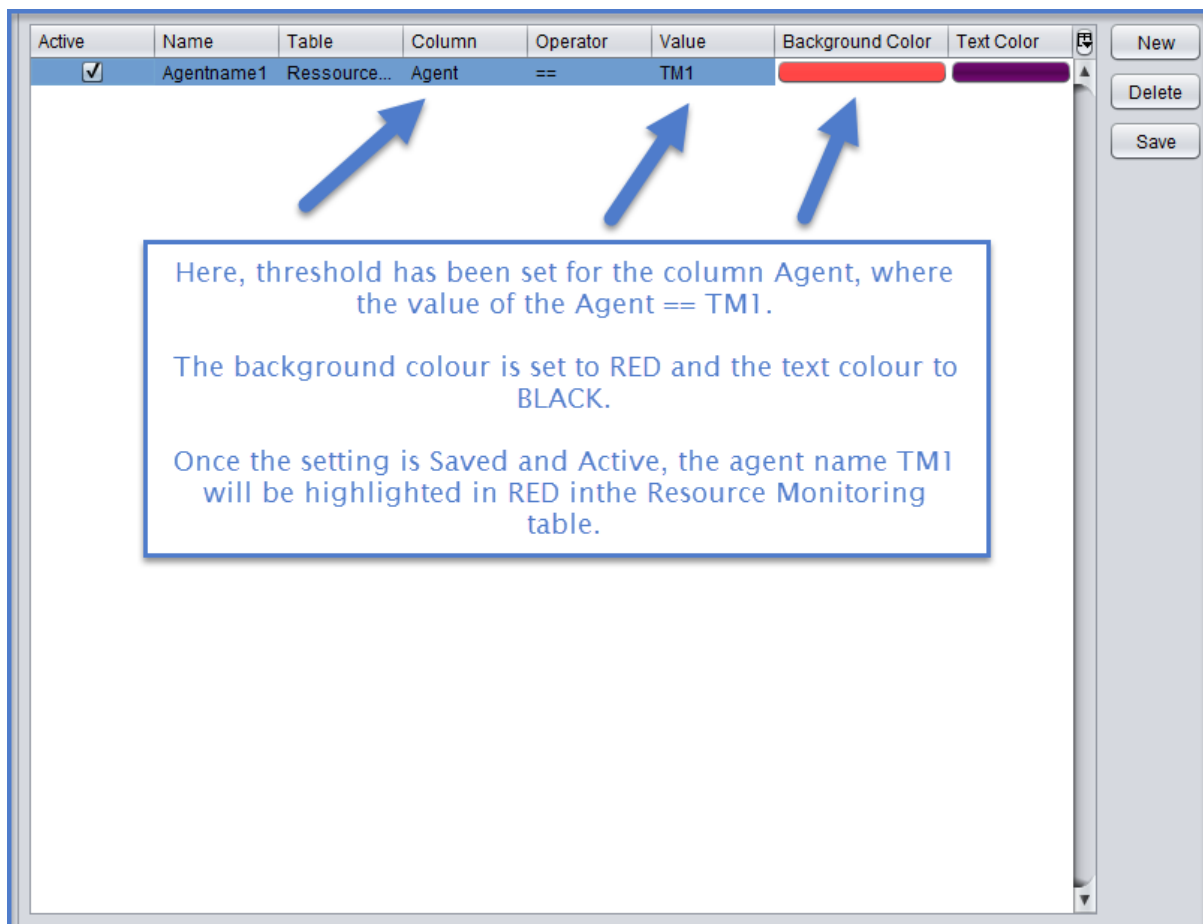
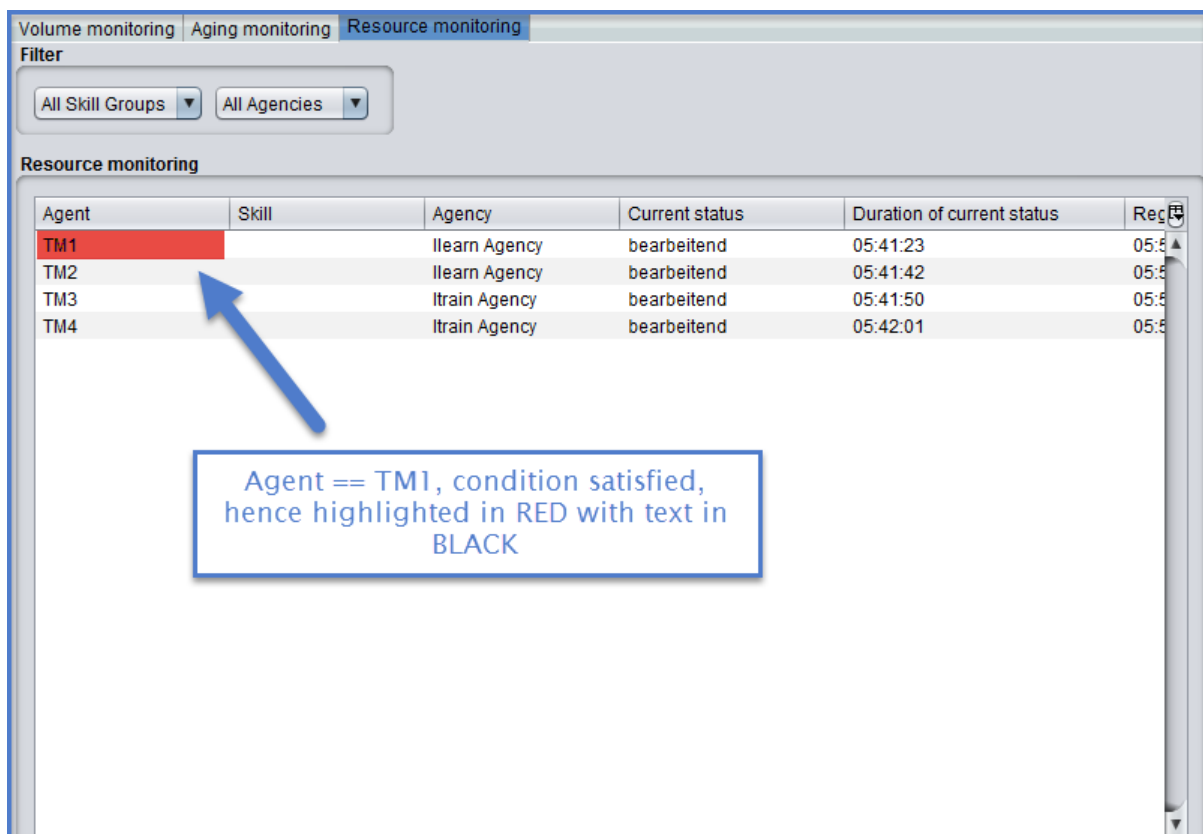


Figure 10.3.3:1

- › **Active:** checking this box, activates the threshold setting.
- › **Name:** any arbitrary name assigned to the threshold value
- › **Table:** by default the table to be selected is the Resource Monitoring table.
- › **Column (dropdown):** Select the any column from Resource Monitoring table for which the threshold has to be set.
- › **Operator (dropdown):** Operator helps define the relationship between the Column selected and its corresponding value mentioned in the value column
- › **Value:** Value of the entry which will be populated in the column in Resource Monitoring
- › **Background colour:** Colour of the background which will be used to highlight the VALUE displayed if it matches the column and operator criteria.
- › **Text Colour:** Colour of the text for the value highlighted with background colour specified.

This feature can be used to mark aspects like the agent productivity below a certain limit or break timings exceeding a certain limit. Such information will then be marked and highlighted separately for the administrator to notice. Refer to the figure 10.3.3:2 below.



Volume monitoring | Aging monitoring | **Resource monitoring**

Filter

All Skill Groups | All Agencies

Resource monitoring

Agent	Skill	Agency	Current status	Duration of current status	Reg
TM1		Ilearn Agency	bearbeitend	05:41:23	05:5
TM2		Ilearn Agency	bearbeitend	05:41:42	05:5
TM3		Itrain Agency	bearbeitend	05:41:50	05:5
TM4		Itrain Agency	bearbeitend	05:42:01	05:5

Agent == TM1, condition satisfied, hence highlighted in RED with text in BLACK

Figure 10.3.3:2