

User Manual

Ameyo Control Panel (ACP)
Version – 1.0

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User logs in: is directed to Ameyo Control Panel (ACP) screen. Manual help page gives the user a brief idea of the various functionalities. Six menu tabs/modules (Reports, Devices, System, dashboard, Voice logs, Services) are also visible on the top of the page. Each module has sub modules which can be accessed by clicking on the module.

Section1

Reports

Reports are generated via Ameyo Control Panel (ACP). You can generate a variety of reports to gauge the efficiency of the contact center resources and agents. After logging into ACP, you can access the user-friendly reporting interface. The report model adopted is explained in the following sections:

1.1 Report Settings

1.2 Report Categories

1.1: Report Settings

1.1.1: Report Type

Many report types can be provided in one report category. These report types are easily configurable through a CSV file that maintains the list and nature of report types for a particular Report Category. Flexibility of Ameyo Reports can be measured from the fact that DACX Support Team takes less than 20 minutes to introduce a new Report Type under a given Report Category.

- Call Count: Number of dispositions in a given campaign for a particular agent in the specified number of login hours.
- Call Details: Details, presenting the information about the numbers dialed and the time of call as per the specified criteria.
- Call Summary: A summary, as per the specified criteria, presenting the information about the time taken to set up a call, time in conversation (talk time) and the wrap-up time (time taken by an agent to dispose a call and be ready to take the next call).

1.1.2: Report Duration

Report Duration is the input, given as time interval, to a particular Report Type for generation of reports. User Interface to provide Report Duration is a calendar that makes it easier for the users to provide starting and ending date, month and year. Reports can also be generated on hourly basis to scrutinize different activities.

1.1.3: Report Parameters

Report Parameters are the filters that can be applied on a Report Type to generate a report. A set of Report Parameters are defined for each Report Category to filter the data in each Report Type. These report parameters allow users to generate a number of different reports for a given report category. Addition of a single report category double folds the number of reports generated under a report type. This can be seen from the fact that there are as many as 189 reports under Call History, with 6 Report Parameters and 3 Report Types, generating 63 ($2^6 - 1$) combinations of Report Parameters for each Report Type.

1. Agent Id: It refers to the username assigned to the agent.
2. Campaign Name: It refers to the name assigned to a campaign.
3. CCS Disposition / Dialer Disposition: Predefined dispositions generated by the dialer for a campaign in a given Lead ID. (E.g. *Connected, Hang up, Not Tried* etc.)
4. Agent Disposition / Lead Disposition: Campaign-Specific customized dispositions (Answering machine, Not Interested, Call Back, No Response, Do not call etc.)
5. Lead Name: It refers to the ID assigned to a lead.

1.1.4: Report Formats

Report Formats are the output formats in which the reports are generated. Currently there are two formats that are supported by Ameyo reports viz. HTML and CSV.

1.1.5: Report Authorization

DACX Reports authorizes the supervisors to generate reports only for the campaigns that they are supervising, while managers can generate reports for all the campaigns they are managing.

1.2: Report Category

It refers to the various report categories under which the reports are clubbed. In the following sections, you will go through the eleven default categories illustrated through self explanatory snapshots. These eleven categories appear under the **Reports** tab as shown in **Fig 1.2.1**.

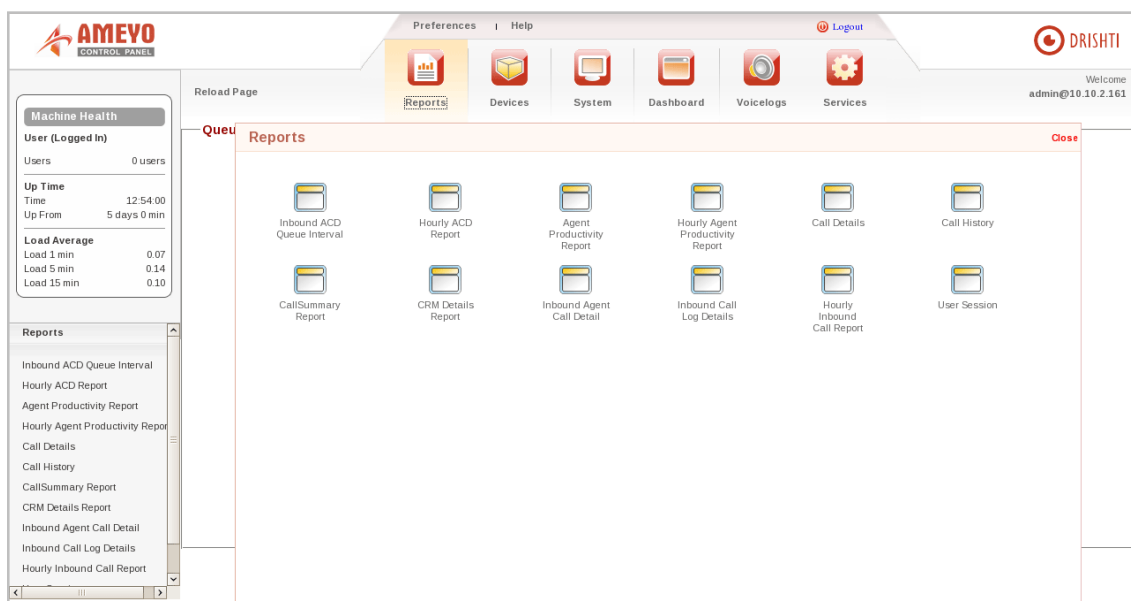


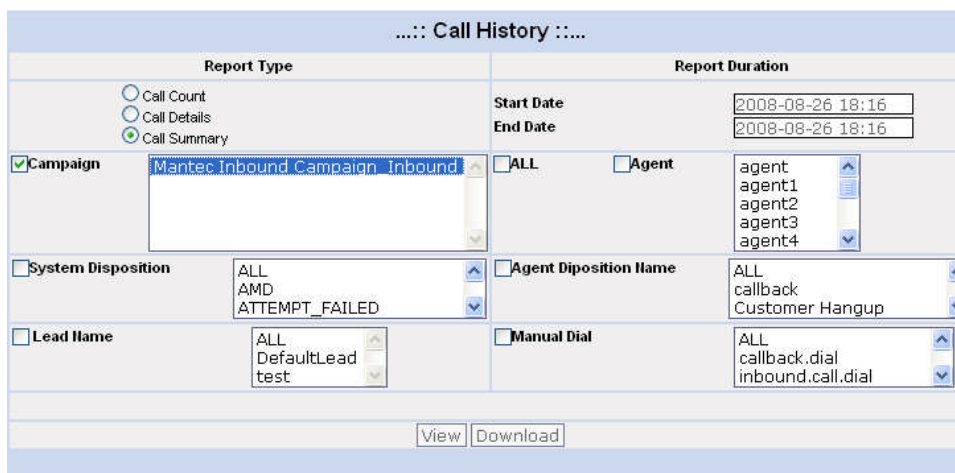
Fig 1.2.1 Reports

1.2.1: Call History

These reports provide the history of the calls as per the specified selection criteria. Following are the three default Call History Report Types provided with Ameyo Reports:

- Call Count
- Call Details
- Call summary

After selecting the report type, you have to first select the campaign, then the agents, system disposition, lead name, agent, disposition name, and Manual Dial. After providing the inputs, click on **View** (to see output on the screen) or **Download** (if you want you save the report in .csv format).



The screenshot shows a web form titled ".... Call History :....". It is divided into two main sections: "Report Type" and "Report Duration".

Report Type: Contains three radio buttons: "Call Count", "Call Details", and "Call Summary". Below them is a checked checkbox for "Campaign" and a dropdown menu showing "Mantec Inbound Campaign Inbound".

Report Duration: Contains two date input fields: "Start Date" (2008-08-26 18:16) and "End Date" (2008-08-26 18:16).

Filters:

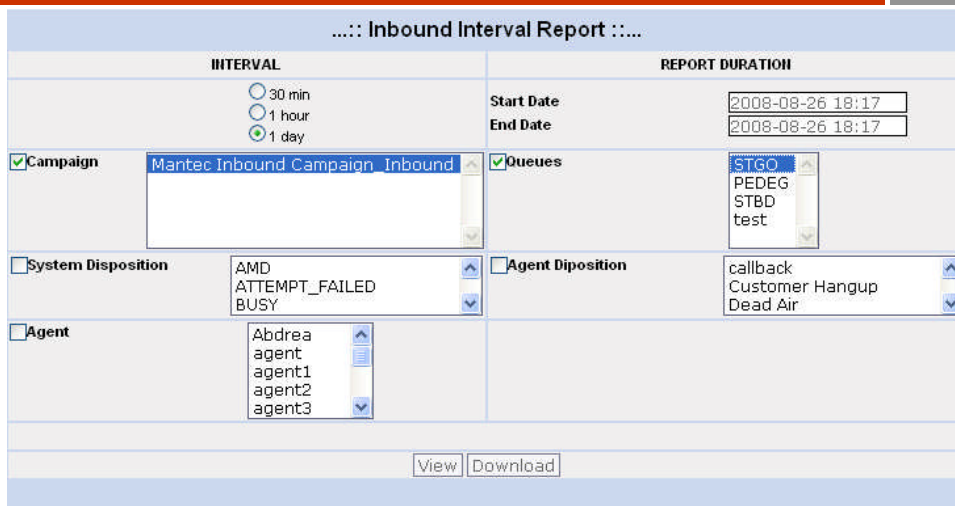
- System Disposition:** A checkbox followed by a dropdown menu with options: ALL, AMD, ATTEMPT_FAILED.
- Lead Name:** A checkbox followed by a dropdown menu with options: ALL, DefaultLead, test.
- Agent:** A checkbox followed by a dropdown menu with options: agent, agent1, agent2, agent3, agent4.
- Agent Disposition Name:** A checkbox followed by a dropdown menu with options: ALL, callback, Customer Hangup.
- Manual Dial:** A checkbox followed by a dropdown menu with options: ALL, callback.dial, inbound.call.dial.

At the bottom of the form are two buttons: "View" and "Download".

Fig 1.2.2 Call History Report

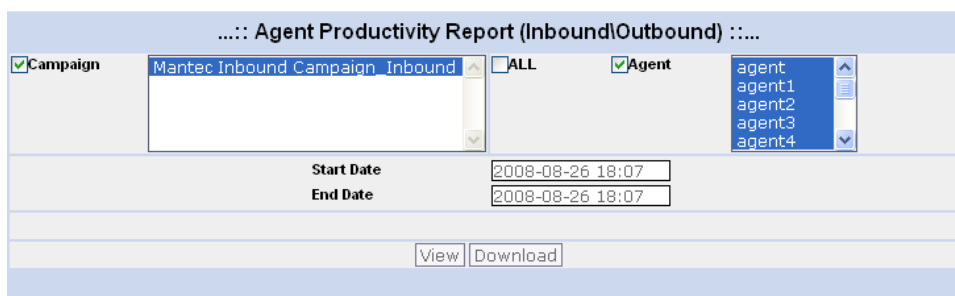
1.2.2: Inbound ACD queue interval

This report fetches the information about the queue such as the abandoned calls (the calls received by the IVR system but due to non availability of the agent the call was disconnected by the customer), wait time, ringing time, talk time. After specifying the interval for which you want the report, you have to first select the campaign, then the queues, system disposition, agent, and disposition name. After providing the inputs, click on View (to see output on the screen) or Download (if you want you save the report in .csv format).


Fig 1.2.3 Inbound Interval

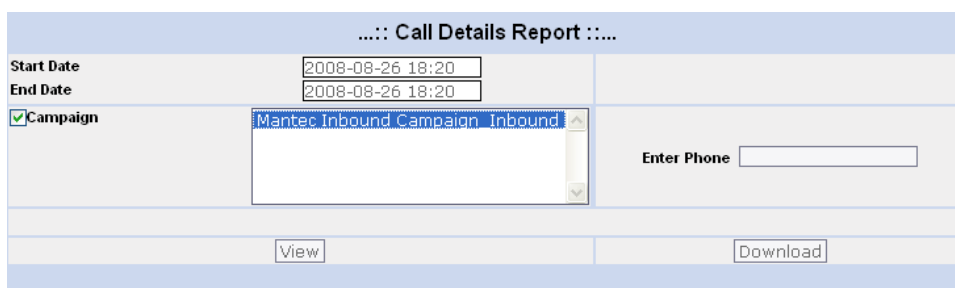
1.2.3: Agent productivity report

This report provides you with the Agent Productivity statistics for a given duration. It gives a snapshot of Agent performance in the duration specified. It acts as an easy to use tool for comparing Agent performance on different parameters. You have to first select the campaign and then the agents. After providing the inputs, click on View (to see output on the screen) or Download (if you want you save the report in .csv format).


Fig 1.2.4 Agent Productivity Report

1.2.4: Call Details

These reports fetch all the information related to a call by searching the campaign, date range, and phone number. You can enter the phone number pattern instead of the phone number or you may leave the field empty if you do not want to search by number. After providing the inputs, click on View (to see output on the screen) or Download (if you want you save the report in .csv format).

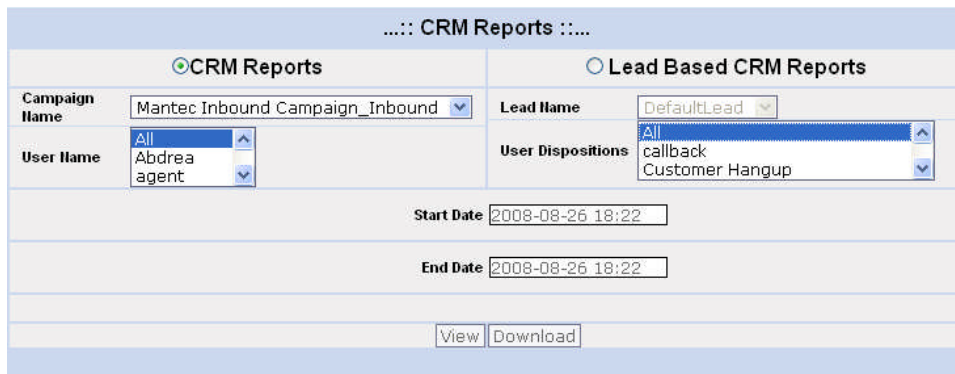

Fig 1.2.5 Call Details

1.2.5: CRM Details Report

These reports provide the CRM data. This is the only Report Category that is loosely bound to DACXTM Report Model (DRM) in order to provide flexibility to adapt to any custom made CRM. Following are the four different Report Parameters associated with this Report Category:

Report	Parameters
CRM Reports	<ul style="list-style-type: none"> ▪ Campaign Name ▪ Agent ID
Lead Based CRM Reports	<ul style="list-style-type: none"> ▪ Lead Name ▪ User Disposition

Also, the inputs under Report Duration for this Report Category consists of two fields viz. Start Date and End Date. After providing the inputs, click on View (to see output on the screen) or Download (if you want you save the report in .csv format).



The screenshot shows a web form titled "CRM Reports". It has two tabs: "CRM Reports" (selected) and "Lead Based CRM Reports". Under "CRM Reports", there are dropdowns for "Campaign Name" (set to "Mantec Inbound Campaign_Inbound") and "User Name" (set to "All"). Under "Lead Based CRM Reports", there are dropdowns for "Lead Name" (set to "DefaultLead") and "User Dispositions" (set to "All"). Below these are input fields for "Start Date" and "End Date", both set to "2008-08-26 18:22". At the bottom are "View" and "Download" buttons.

Fig 1.2.6 CRM Reports

1.2.6: Inbound Agent Call Detail

This report presents the information about the status of the agents, call handling time at regular intervals. For example, 30 mins interval report for the time between 10 AM to 2 PM will show 8 different timeframes, i.e. 30 mins reports for each agent producing the information of the period. You have to first select the campaign, then the queues and then the agents. After providing the inputs, click on View (to see output on the screen) or Download (if you want you save the report in .csv format).

....: Inbound Agent Wise Detail Report :....

Agent Wise Detail <input checked="" type="radio"/>		Agent Wise Summary <input type="radio"/>	
Interval		Report Duration	
<input type="radio"/> 30 Min <input checked="" type="radio"/> Hourly <input type="radio"/> 1 day		Start Date: 2008-08-26 18:24 End Date: 2008-08-26 18:24	
<input checked="" type="checkbox"/> Campaign Mantec Inbound Campaign_Inbound		<input checked="" type="checkbox"/> Queues STGO PEDEG STBD test	
<input type="checkbox"/> Agent Abdra agent agent1 agent2 agent3			
<input type="button" value="View"/> <input type="button" value="Download"/>			

Fig 1.2.7 Inbound Agent Status Report

1.2.7: Inbound Call Log Details

This report fetches call log details such as start time, DNIS, CLID, and wait-time as per the specified campaign, queues and agents. You have to first select the campaign, then the queues and then the agents. After providing the inputs, click on View (to see output on the screen) or Download (if you want you save the report in .csv format).

....: Inbound Call Log Details :....

		REPORT DURATION	
		Start Date: 2008-08-26 18:25 End Date: 2008-08-26 18:25	
<input checked="" type="checkbox"/> Campaign Mantec Inbound Campaign_Inbound		<input checked="" type="checkbox"/> Queues STGO PEDEG STBD test	
<input checked="" type="checkbox"/> Agent Abdra agent agent1 agent2 agent3			
<input type="button" value="View"/> <input type="button" value="Download"/>			

Fig 1.2.8 Inbound Call Log Detail

1.2.8: Hourly Inbound Call Report

This report fetches call count for abandoned calls, disconnected calls, IVR hung-up calls, and other call parameters such as hold time, talk time, call handle time for the specified campaigns and queues. You have to first select the campaign and then the queues. After providing the inputs, click on View (to see output on the screen) or Download (if you want you save the report in .csv format).

....: Inbound Call Report Report :....			
INTERVAL		REPORT DURATION	
<input type="radio"/> 30 min <input checked="" type="radio"/> Hourly <input type="radio"/> Daily		Start Date	2008-08-26 18:27
		End Date	2008-08-26 18:27
<input checked="" type="checkbox"/> Campaign <div>Mantec Inbound Campaign Inbound</div>		<input type="checkbox"/> Queues <div>STGO PEDEG STBD test</div>	
<input type="button" value="View"/> <input type="button" value="Download"/>			

Fig 1.2.9 Inbound Call Report

1.2.9: Inbound Campaign Report

This report fetches call count for calls received, calls answered, calls abandoned, and other call parameters such as maximum wait time, total talk time, wrap up time, and average call handle time for the specified campaigns and queues. You have to first select the campaign and then the queues. After providing the inputs, click on View (to see output on the screen) or Download (if you want you save the report in .csv format).

....: Inbound Campaign Report :....			
INTERVAL		REPORT DURATION	
<input type="radio"/> 30 min <input checked="" type="radio"/> Hourly <input type="radio"/> Daily		Start Date	2008-08-26 18:28
		End Date	2008-08-26 18:28
<input checked="" type="checkbox"/> Campaign <div>Mantec Inbound Campaign Inbound</div>		<input type="checkbox"/> Queues <div>STGO PEDEG STBD test</div>	
<input type="button" value="View"/> <input type="button" value="Download"/>			

Fig 1.2.10 Inbound Campaign Report

1.2.10: User Session

These reports fetch information about the user session (login/logout time, idle time, ready time, etc.) for an outbound campaign.

There are two default User Session Report Types:

1. Session Summary
2. Session Call Summary

....: User Session Report :....

User Session Summary		User Session Call Summary	
Start Date	<input type="text" value="2008-08-26 18:29"/>		
End Date	<input type="text" value="2008-08-26 18:29"/>		
<input checked="" type="checkbox"/> Campaign	<input type="text" value="Mantec Inbound Campaign Inbound"/> <div style="border: 1px solid #ccc; height: 20px; width: 100%;"></div>	<input type="checkbox"/> ALL	<input type="checkbox"/> Agent <div style="border: 1px solid #ccc; padding: 2px;"> agent agent1 agent2 agent3 agent4 </div>
<input type="button" value="View"/> <input type="button" value="Download"/>			

Fig 1.2.11 User Session Report

1.2.11: Hourly ACD Report

This report fetches call count for total calls answered, total disconnected calls, total incoming calls answered, total outgoing calls answered, and status details such as total break time, inactive time for specified agents of the selected campaigns. You have to first select the campaign and then the agents. After providing the inputs, click on View (to see output on the screen) or Download (if you want you save the report in .csv format).

....: Hourly ACD Report (Inbound\Outbound) :....

<input checked="" type="checkbox"/> Campaign	<input type="text" value="Mantec Inbound Campaign Inbound"/> <div style="border: 1px solid #ccc; height: 20px; width: 100%;"></div>	<input type="checkbox"/> ALL	<input type="checkbox"/> Agent <div style="border: 1px solid #ccc; padding: 2px;"> agent agent1 agent2 agent3 agent4 </div>
		Start Date	<input type="text" value="2008-08-26 18:30"/>
		End Date	<input type="text" value="2008-08-26 18:30"/>
<input type="button" value="View"/> <input type="button" value="Download"/>			

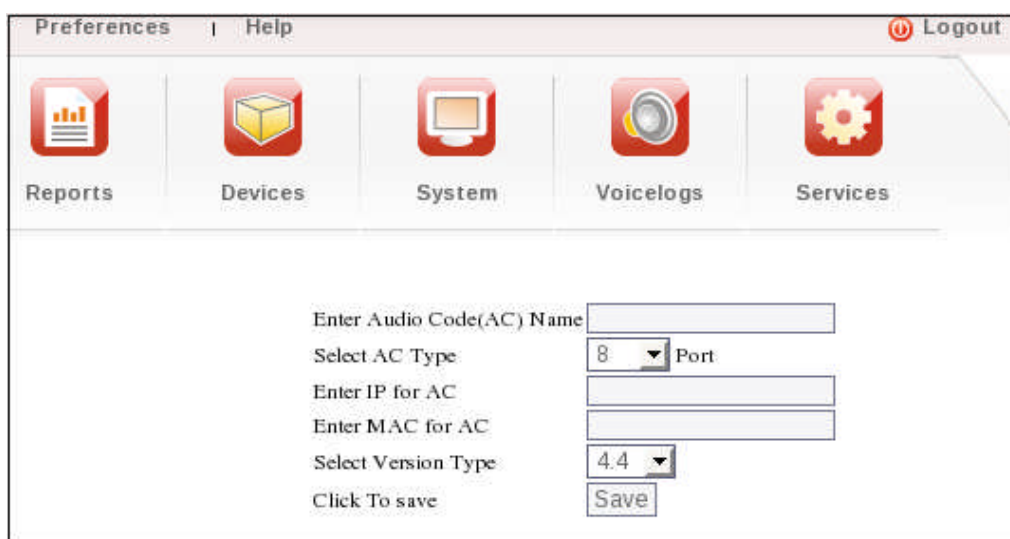
Fig 1.2.12 Hourly ACD Report

Section 2

Devices

Section 2.1- Audio Code Configuration

User can configure/enable/disable audio codes using this function as showed in fig 2.1



The screenshot shows a web application interface with a top navigation bar containing 'Preferences' and 'Help' links, and a 'Logout' button. Below the navigation bar is a menu with five icons: Reports, Devices, System, Voicelogs, and Services. The 'Devices' icon is highlighted. The main content area displays the 'Audio Code Configuration' form with the following fields and controls:

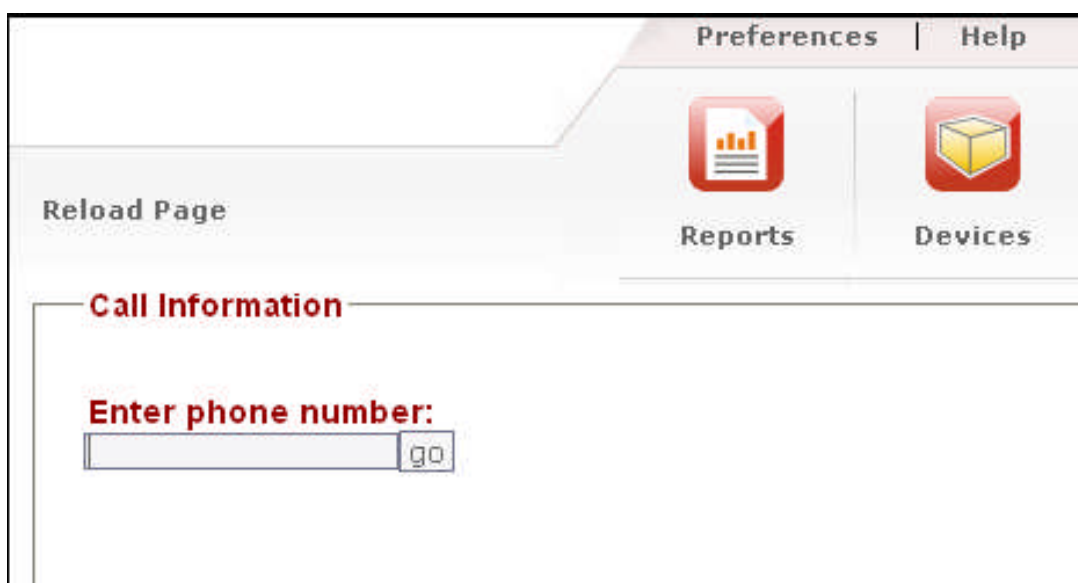
- Enter Audio Code(AC) Name:
- Select AC Type: Port
- Enter IP for AC:
- Enter MAC for AC:
- Select Version Type:
- Click To save:

Figure2.1

Section 3

System

Section 3.1- call Information: User can have access to Call Information for a particular phone number, as shown in figure 3.1



Preferences | Help

Reload Page

Reports Devices

Call Information

Enter phone number:

GO

Figure 3.1

Section 3.2: Configuration Management- The user can check configuration of database, server, asterisk and/or ACP using this function as shown in figure 3.2 below.

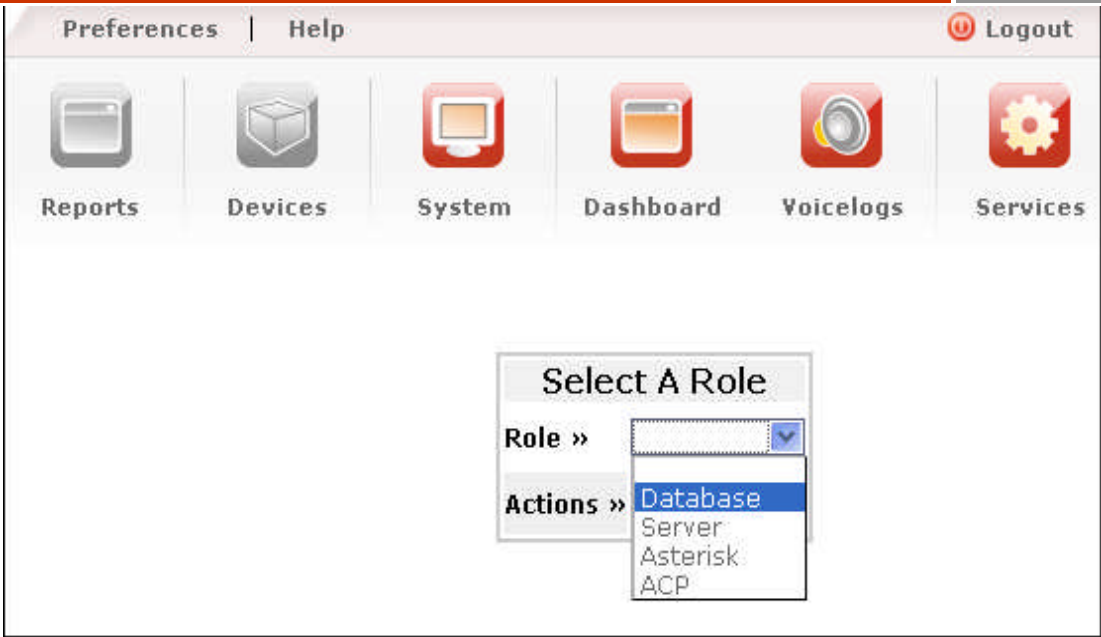


Figure 3.2

Section 3.3- DACXD FIX

User can restore default settings using this functionality. Figure 3.3 shows the DACXD FIX module.

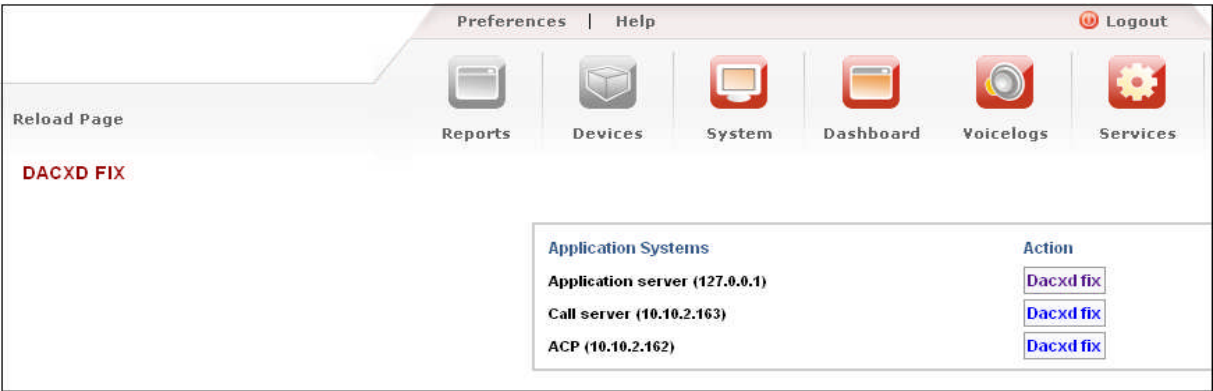


Figure 3.3

Section 3.4- Firewall

Firewall is used to disallow unauthorized access.

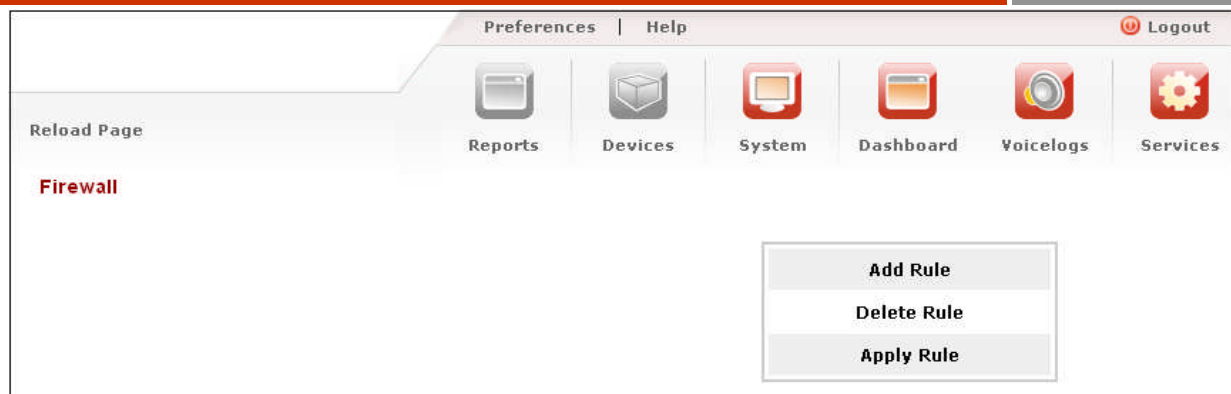


Figure 3.4

Section 3.5- Package Management- This feature allows the user to install various Ameyo packages.

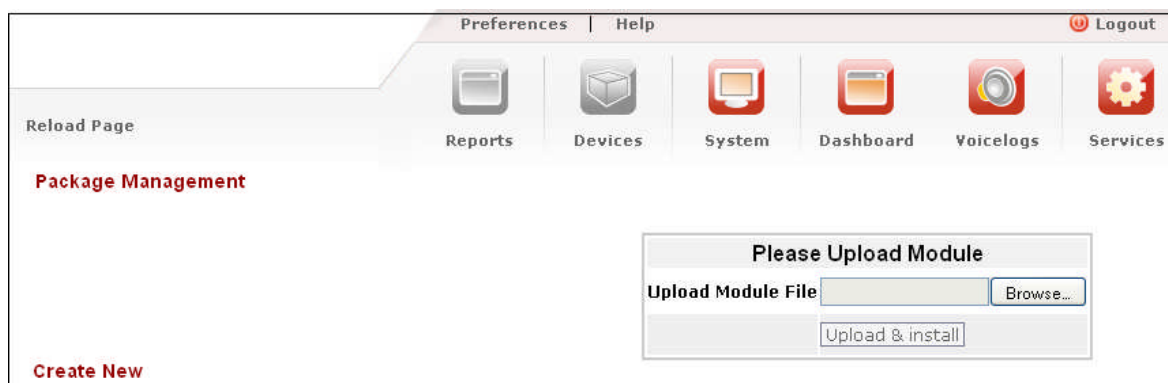


Figure 3.5

Section 3.6- Log Viewer

Using this User can see and download various services logs,

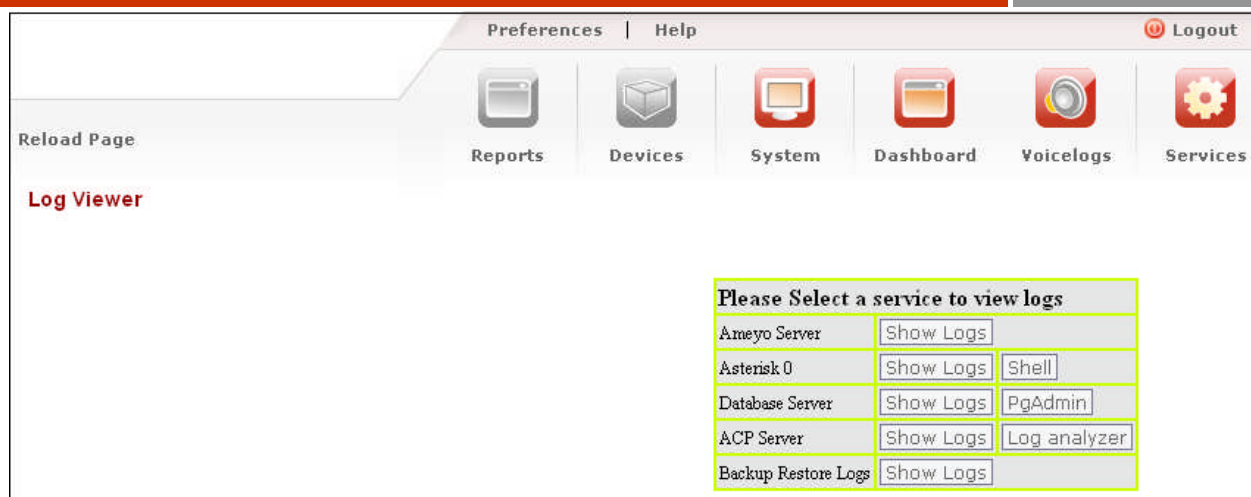


Figure 3.6

Section 3.7- Manage Backups

This module is used to download the configuration backup of asterisk, server, database, ACP.

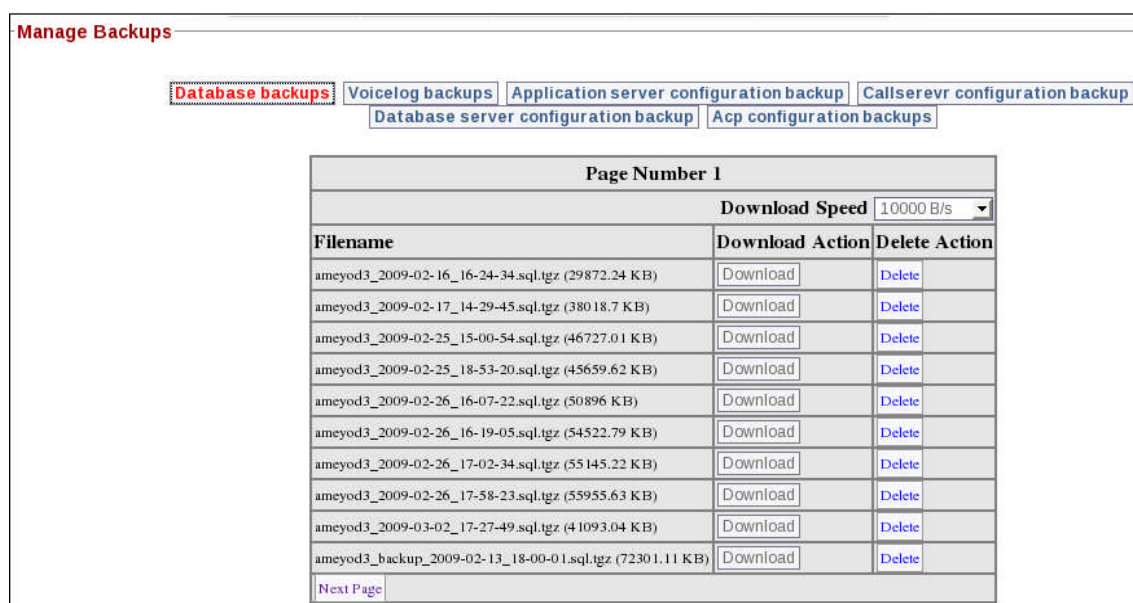


Figure 3.7

Section 3.8- Manage Configuration- User can restore/ take backups of Asterisk/Ameyo Server/Database/ACP configuration files.

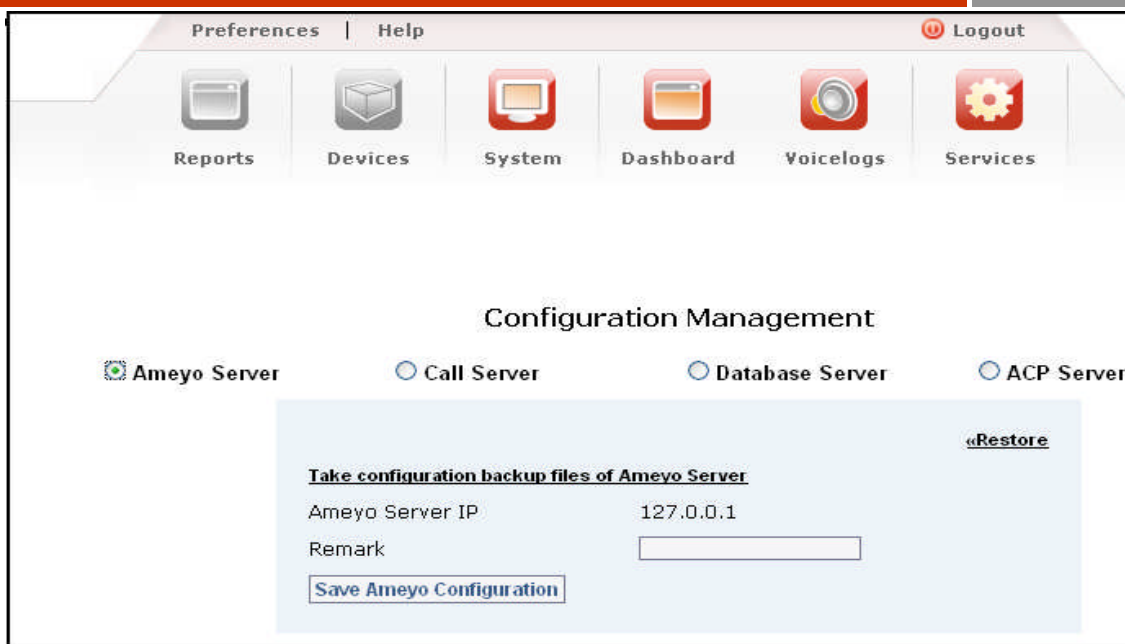


Figure 3.8

Section 3.9- Manage Database- User can perform functions like backup, restore, cleanup, vacuum and schedule (backup/cleanup/vacuum) using this module as shown in figure 3.9.1 and 3.9.2.

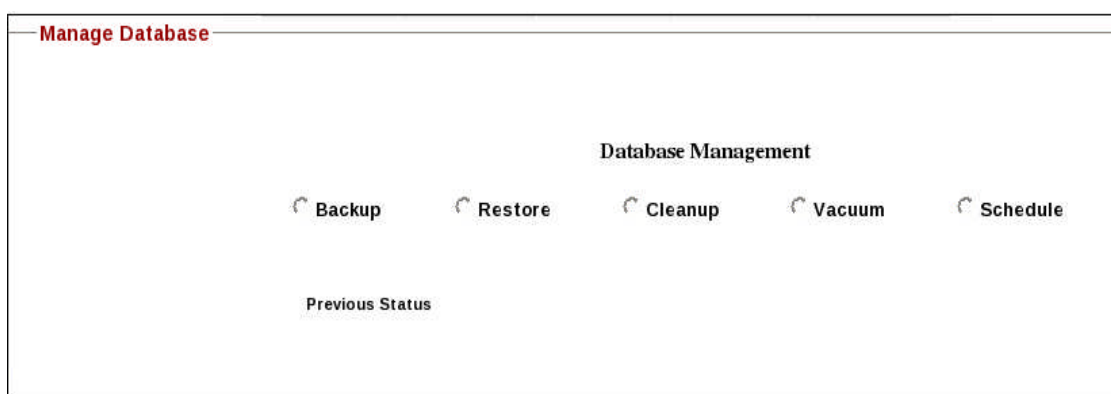


Figure 3.9.1

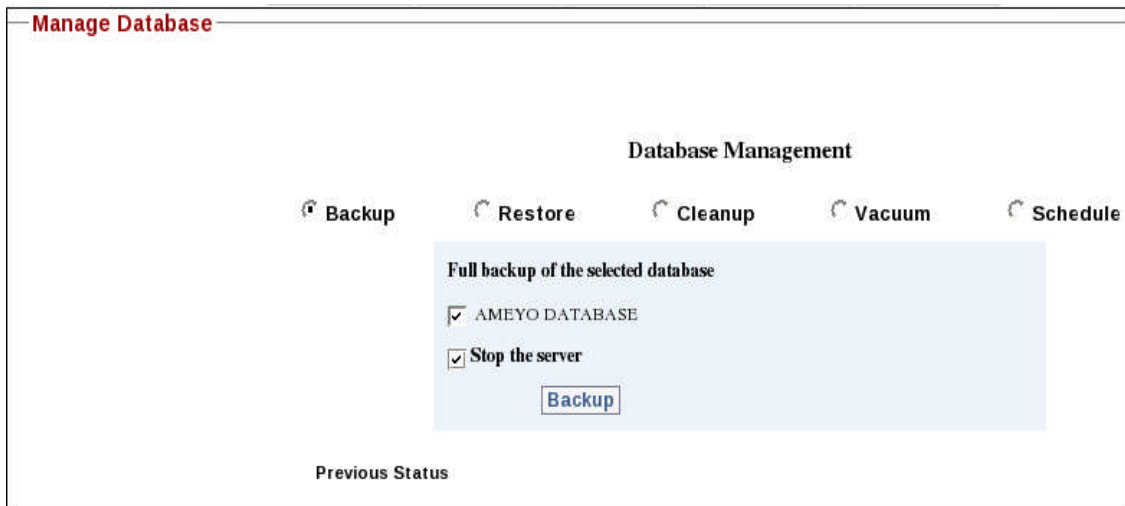


Figure 3.9.2

Section 3.10- Monitoring- User can monitor health of system and other devices in the network like server, ACP, database etc. online using this functionality, as shown in figure 3.10

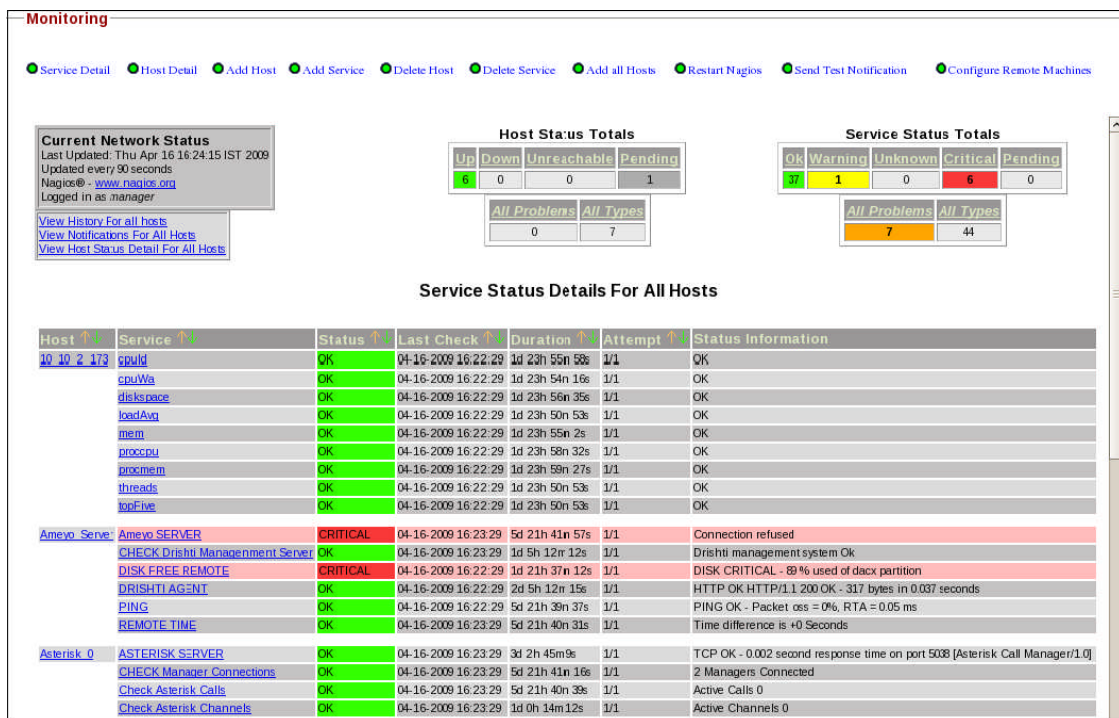


Figure 3.10

Section 3.11- Benchmarking

Using this module, the user can keep system health information on a regular basis.

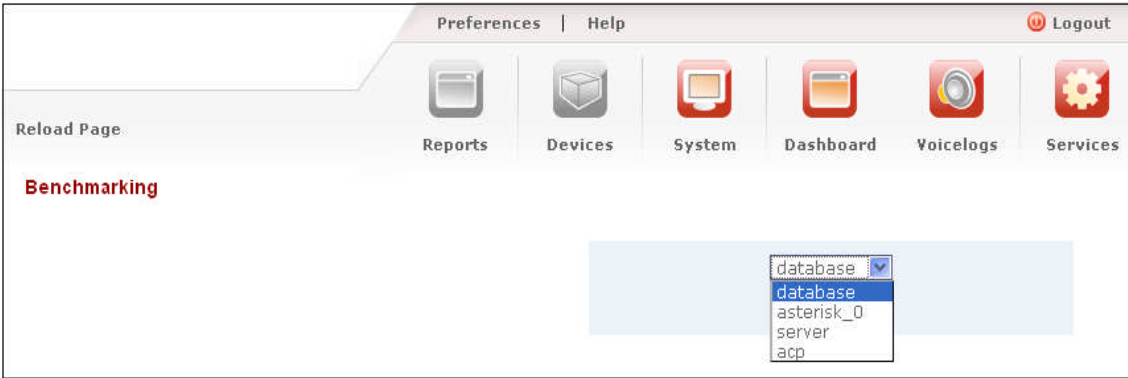


Figure 3.11.1

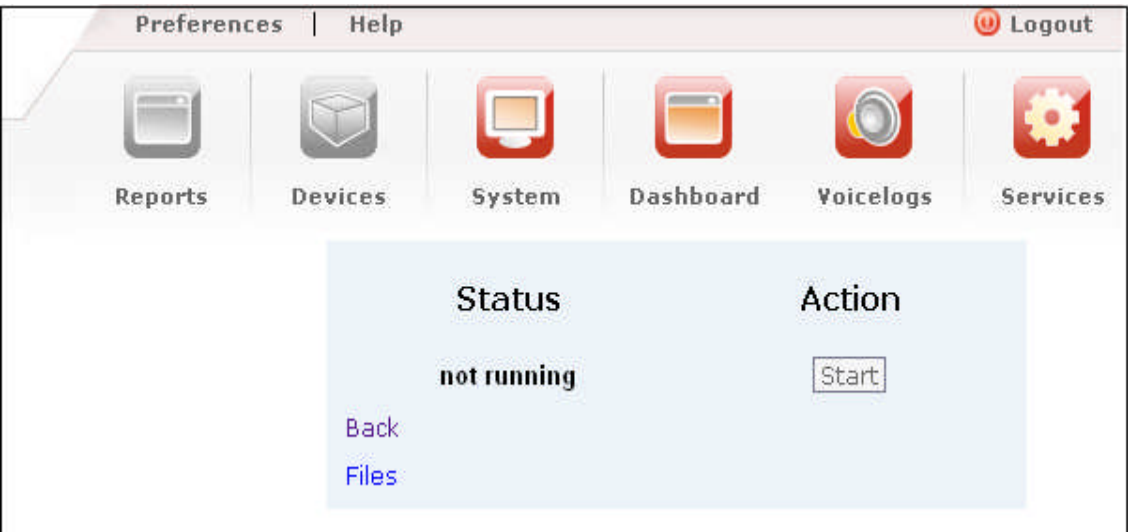


Figure 3.11.2

Section 3.12- PRI logs

This function is used for PRI Log capture and analysis.

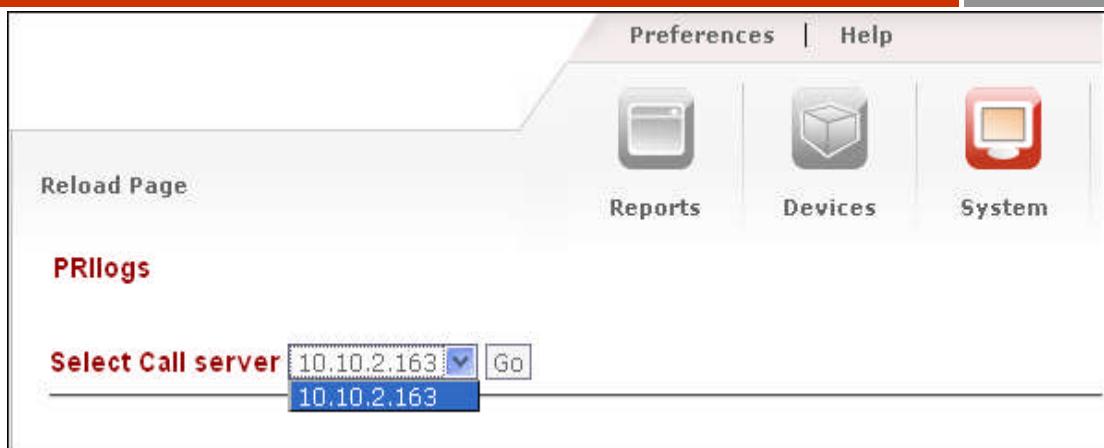


Figure 3.12.1

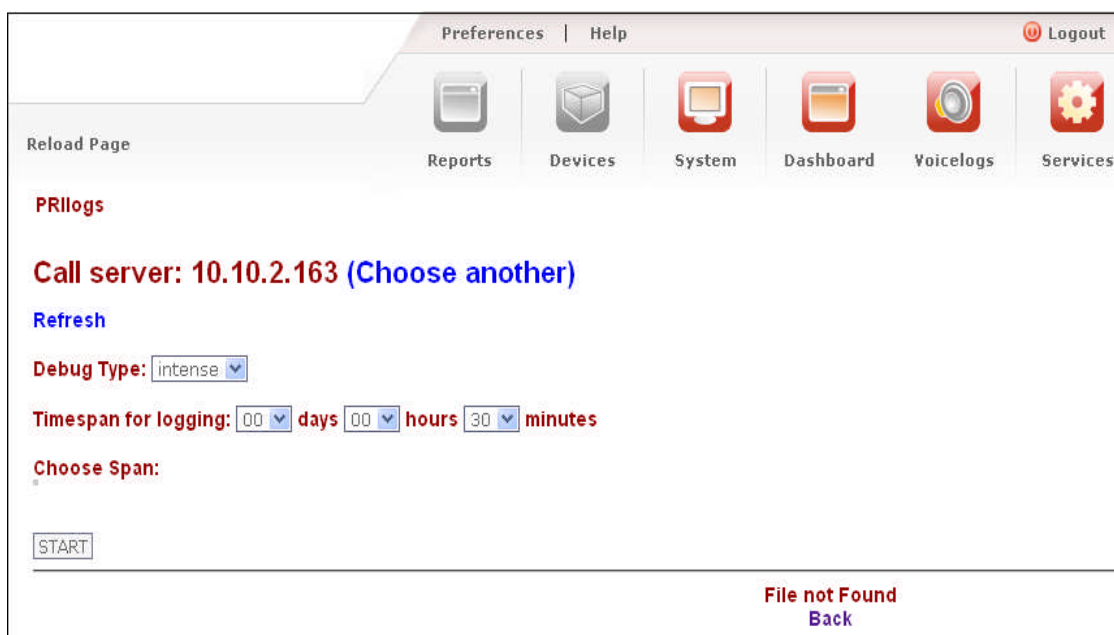
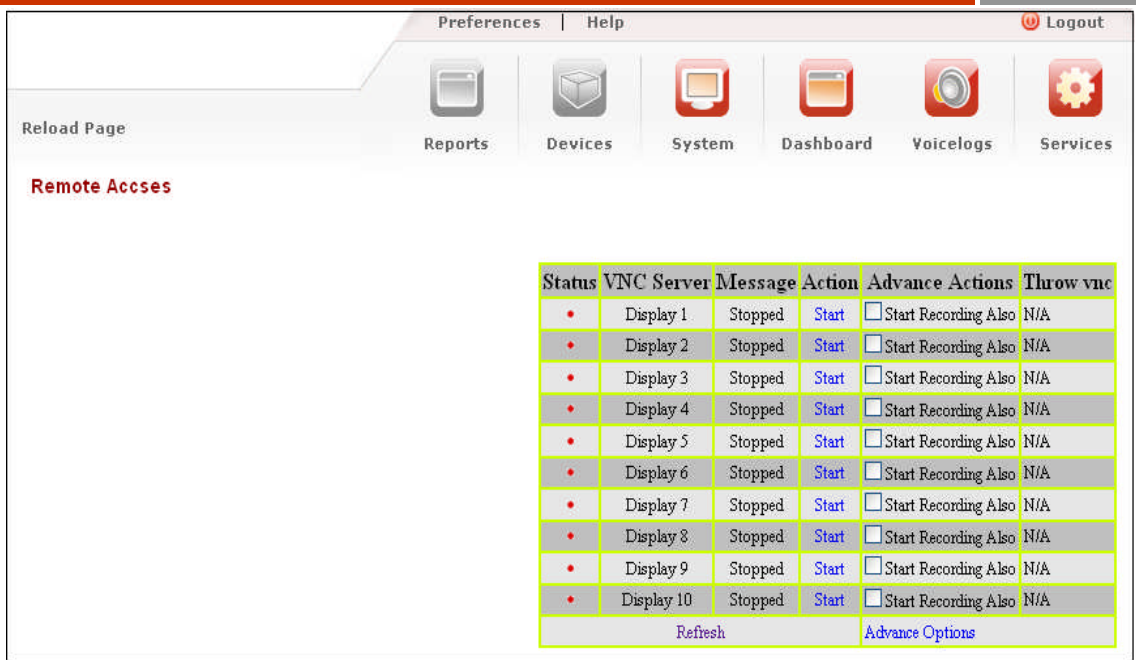


Figure 3.12.2

Section 3.13- Remote Access- User can remotely access the device using this module. User can also record the task performed through remote access. Figure 3.13 shows a clear picture of this module.



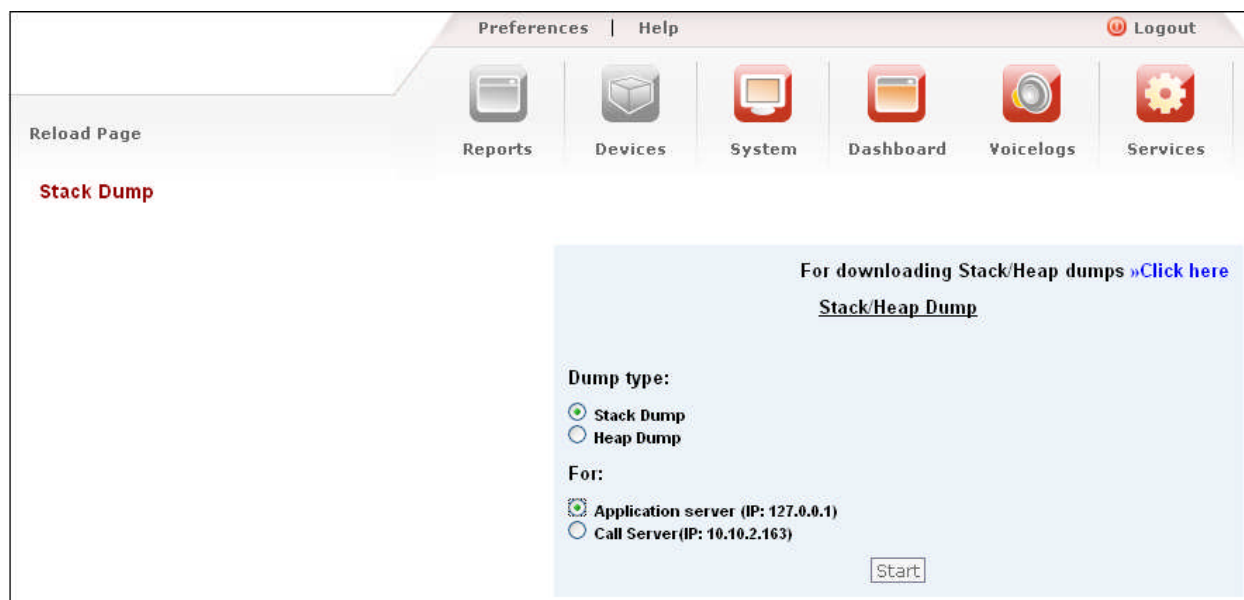
Status	VNC Server	Message	Action	Advance Actions	Throw vnc
•	Display 1	Stopped	Start	<input type="checkbox"/> Start Recording Also	N/A
•	Display 2	Stopped	Start	<input type="checkbox"/> Start Recording Also	N/A
•	Display 3	Stopped	Start	<input type="checkbox"/> Start Recording Also	N/A
•	Display 4	Stopped	Start	<input type="checkbox"/> Start Recording Also	N/A
•	Display 5	Stopped	Start	<input type="checkbox"/> Start Recording Also	N/A
•	Display 6	Stopped	Start	<input type="checkbox"/> Start Recording Also	N/A
•	Display 7	Stopped	Start	<input type="checkbox"/> Start Recording Also	N/A
•	Display 8	Stopped	Start	<input type="checkbox"/> Start Recording Also	N/A
•	Display 9	Stopped	Start	<input type="checkbox"/> Start Recording Also	N/A
•	Display 10	Stopped	Start	<input type="checkbox"/> Start Recording Also	N/A

[Refresh](#) [Advance Options](#)

Figure 3.13

Section 3.14- Stack/Heap Dump

This can be used to take heap and stack dump of asterisk and server.



For downloading Stack/Heap dumps »[Click here](#)

Stack/Heap Dump

Dump type:

☒ Stack Dump

☐ Heap Dump

For:

☒ Application server (IP: 127.0.0.1)

☐ Call Server (IP: 10.10.2.163)

[Start](#)

Figure 3.14

Section 3.15- VoIP Packet Capturing

User can capture RTP/SIP Packets using the VoIP Packet Capturing module, as shown in Figure 3.15.1 and Figure 3.15.2.

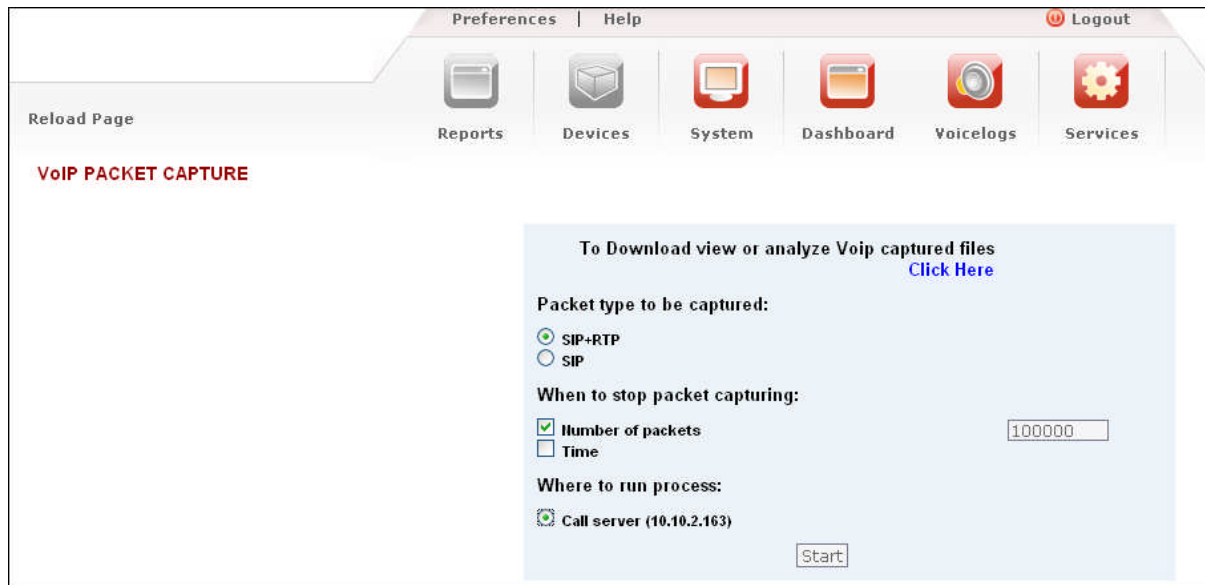


Figure 3.15.1

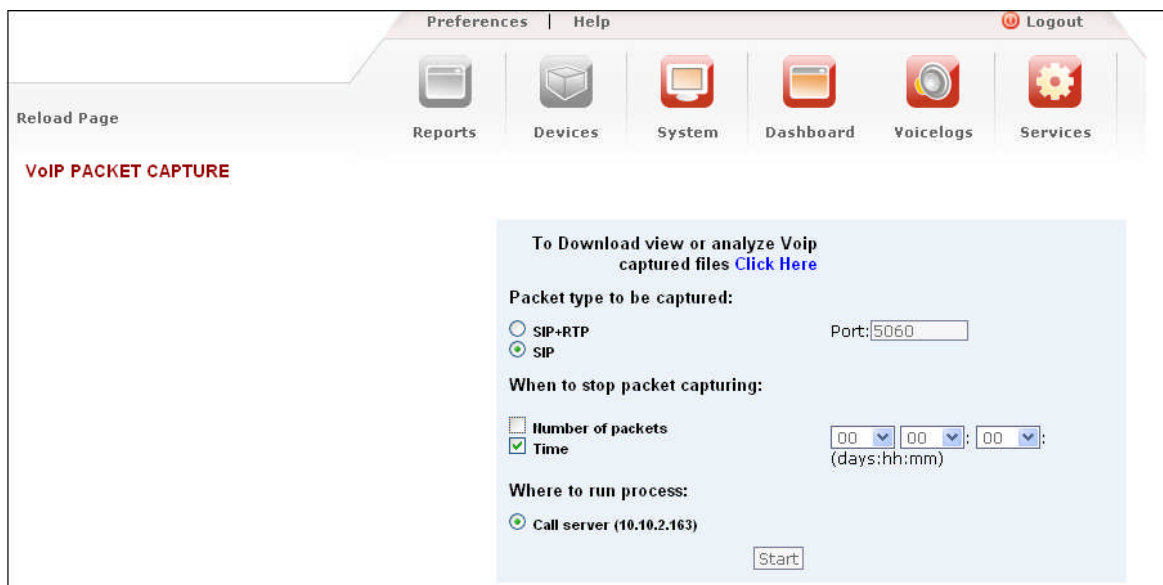
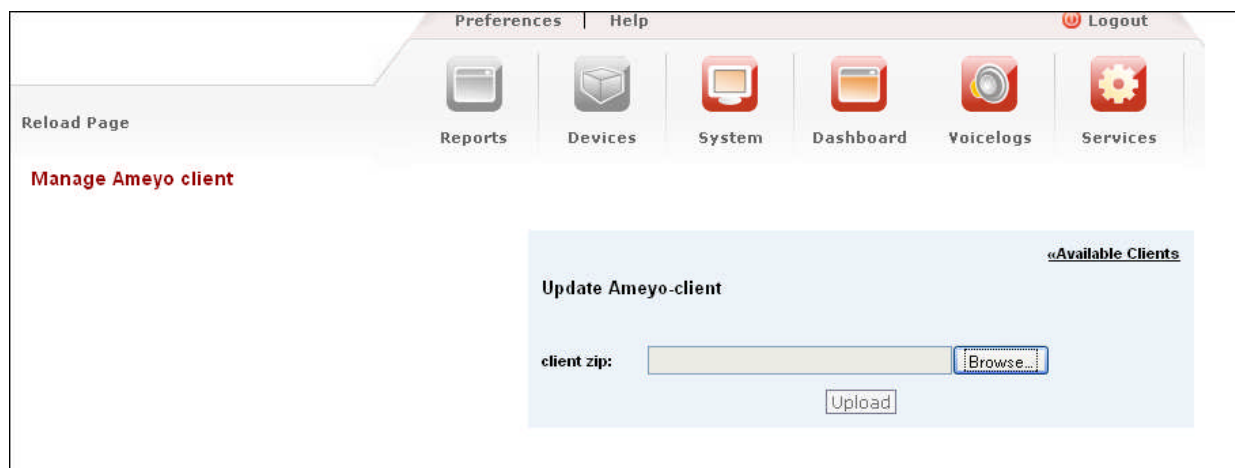


Figure 3.15.2

Section 3.16- Manage Client Update-

Using this function, Ameyo Client can be updated.

**Figure 3.16**

Section 3.17- User Management

This function allows the administrator to add/delete/modify roles of a user.

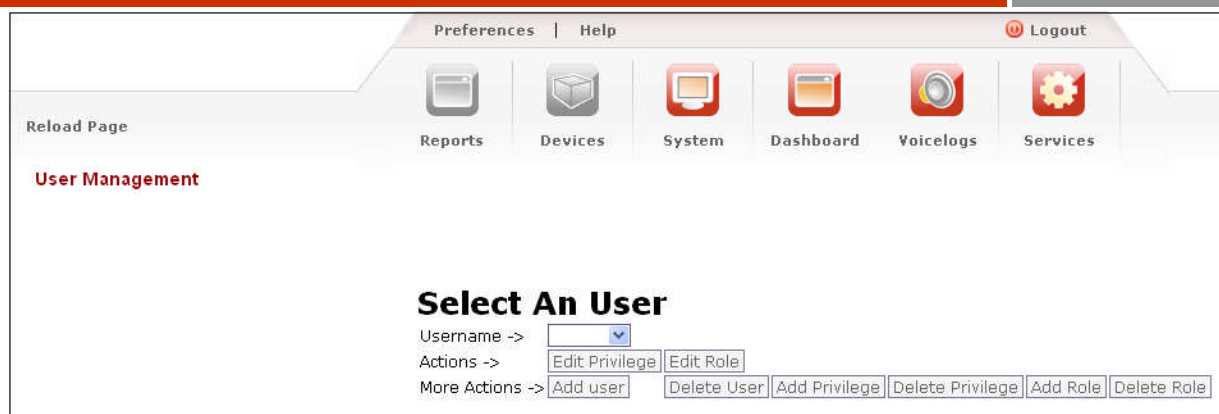


Figure 3.17.1

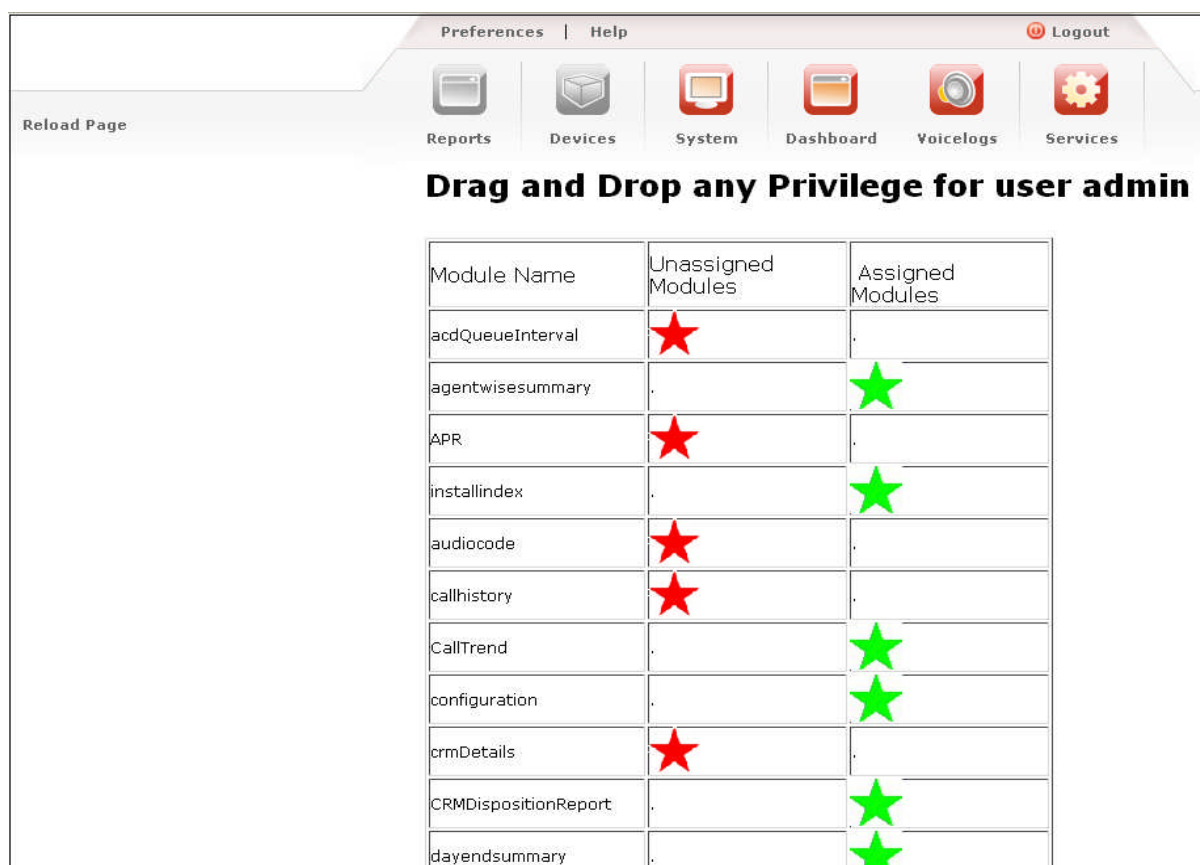


Figure 3.17.2

Section 4

Dashboard

This module is used to see activity of all machines and installed services. Such as Load average, CPU usages of different processes, free disc space etc.

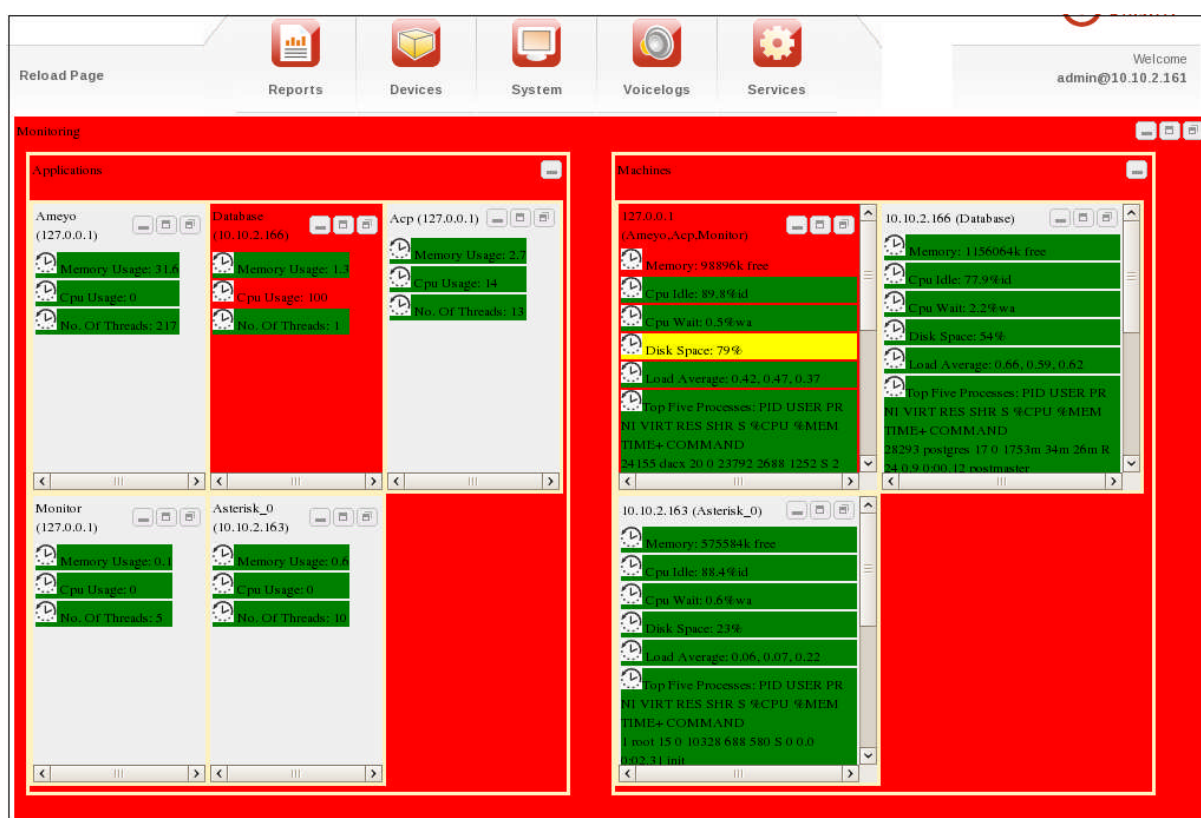


Figure 4.1

Section 5

VoiceLogs

Section 5.1: Manage Voicelogs- using this module, user can take backup of voicelogs, or perform voicelogs cleanup, and even schedule backup/cleanup.

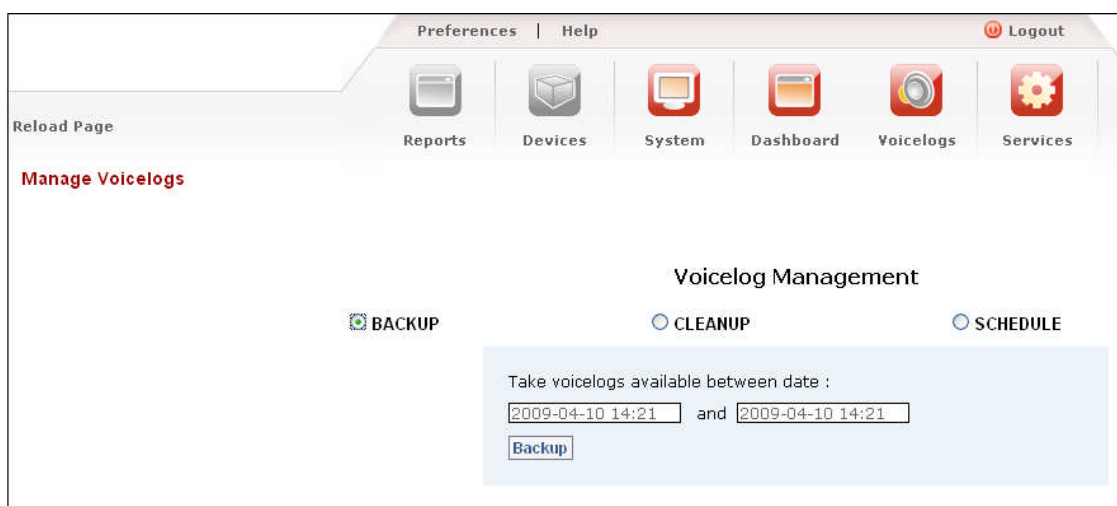


Figure 5.1.1

Preferences | Help Logout

[Reports](#)
[Devices](#)
[System](#)
[Dashboard](#)
[Voicelogs](#)
[Services](#)

☐ BACKUP
 ☐ CLEANUP
 ☒ SCHEDULE

Schedule your time to make the operation automatically at scheduled time

Voicelog Backup

Schedule time to take the voicelog backup automatically at scheduled time

Backup voicelogs older than week(s)
 But Newer than week(s)
 Schedule Enable/Disable ☐

and take voicelog backup based on,

☐ Daily
 ☐ Day
 ☐ Week

: (hh:mm)

Voicelog Cleanup

Schedule time to Cleanup the voicelog automatically at scheduled time

CleanUp data older than week(s)
 and run clean up based on,
 Schedule Enable/Disable ☐

☐ Daily
 ☐ Day
 ☐ Week

: (hh:mm)

Figure 5.1.2

Section 6

Services

Section 6.1: Server logs- User can download server logs using this module.

Preferences | Help Logout

Reload Page Reports Devices System Voicelogs Services

Server Logs

Page Number 1

Download Speed 10000 B/s

Filename	Compression	Download Action	Delete Action
ameyo-datapatch-do.log (0 KB)	Compress	Download	Delete
ameyo-datapatch-do.log.1 (0 KB)	Compress	Download	Delete
ameyo-datapatch-do.log.lock (0 KB)	Compress	Download	Delete
ameyo-datapatch-undo.log (0 KB)	Compress	Download	Delete
ameyo-datapatch-undo.log.1 (0 KB)	Compress	Download	Delete
ameyo-datapatch-undo.log.lock (0 KB)	Compress	Download	Delete
ameyo-server-command.log (24356.16 KB)	Compress	Download	Delete
ameyo-server-command.log.1 (0 KB)	Compress	Download	Delete
ameyo-server-command.log.lock (0 KB)	Compress	Download	Delete
ameyo-server-err.log (74158.21 KB)	Compress	Download	Delete

Next Page

Figure 6.1

Section 6.2: Start/Stop- User can Start/Stop DACX Services.

Preferences | Help Logout

Reload Page Reports Devices System Voicelogs Services

Welcome admin@10.10.2.161

Startstop

Click on any service to refresh

(10.10.2.173) service ameyo is running	Stop
(10.10.2.163) service asterisk_0 is running	Stop
(10.10.2.166) service database is running	Stop
(10.10.2.161) service dagent is running	Stop

Logs And Shells

Figure 6.2