



Mida Configuration Guide

Mida C³ - Cloud Contact Center For Microsoft Teams

Document Version: 1.1



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1 Introduction

1.1 Legal Statements

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Mida Platform

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Mida C³ - Cloud Contact Center for Microsoft Teams

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1.2 Preface

This document is part of the official documentation of Mida Solutions products and details functionalities, user interface, options, and working modes in detail. The system allows the user to configure all system functions using a simple and intuitive WEB interface. Please refer to the reference table for a complete list of documents relevant to system configuration.

1.3 Audience

The present document addresses both end-users and system administrators of the products.

1.4 Notations



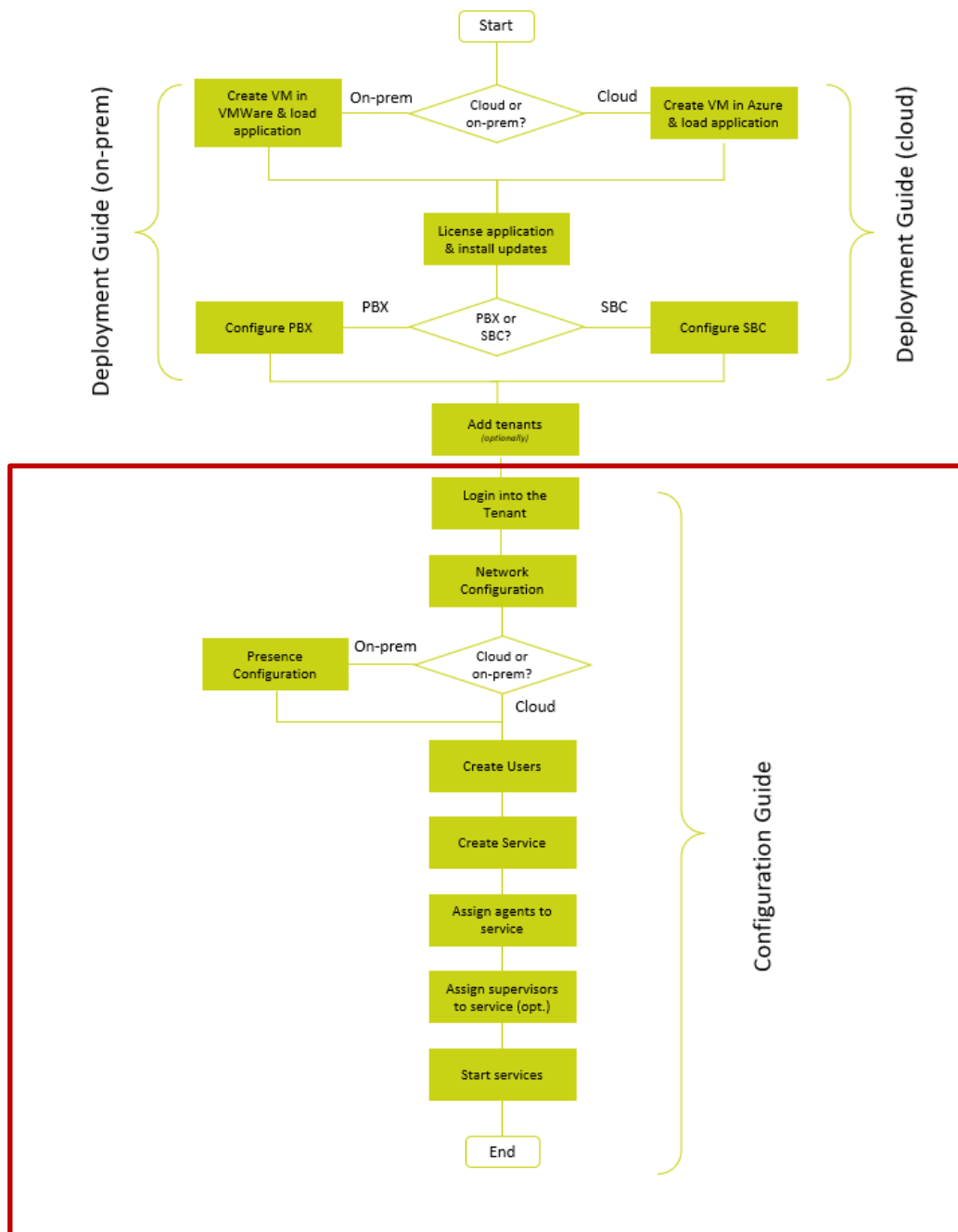
This document highlights, where possible, the main parameters and operations through bold or italics text and all parts that might be critical during system configuration or use. Critical parts are also marked with the Warning symbol reported here on the left.

1.5 References

This manual includes references to the following list of documents:

- [1] Mida Unified Portal - Administration Manual
- [2] [Mida products compatibility](#)
- [3] Mida IVR & Queue Manager – Administration Manual

This Configuration Guide is intended to help you configure Mida Solutions' applications. Please be aware that you must have completed the deployment instructions included in the [Deployment Guide](#) of the product you purchased.



2 Login into the Tenant

(1) For multi-tenant systems

Multi-Tenant systems are useful when multiple organizations are sharing the same application server. When the multi-tenant option is enabled, administrator profiles are slightly different compared to standard systems.

If a partner handles multiple tenants, each one can log in to his associated Mida Unified Portal - MUP (which is the Mida Solutions products' main interface to configure Mida products).

By default, when a tenant is created, the system creates also an admin user.

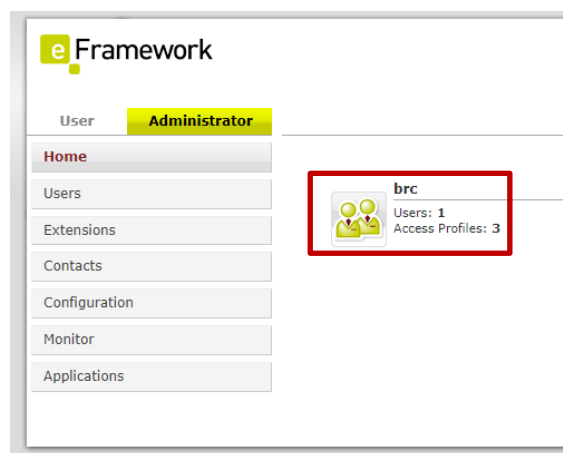
Log in by using the URL `http://<IP ADDRESS>/tenant name` and its credentials:

- Username: admin
- Password: tenant name with the first letter of the chosen name capitalized and the current year written with numbers. This is a password given by default. At any time, it is possible to change it.

For example, if the tenant's name is brc, to log in use:

- the URL `http://<IP ADDRESS>/brc`
- the user's name admin
- the password: Brc2022

As shown in the picture below, the tenant can check to be logged in to his Mida Unified Portal.



At any moment, the tenant's admin can change his password by clicking on the user icon (the one highlighted in the picture above) and going to the "Change password" tab.

(2) For single-tenant systems

The basic URL to be used is `http://<IP_ADDRESS>/MUP` to log in into the Mida Unified Portal - MUP (which is the Mida Solutions products' main interface) to configure Mida products.

3 Network Configuration

3.1 Configurations on Mida Platform side

The settings described in this Section must be made using Mida Platform's Unified Portal and configure the link between the C³ – Cloud Contact Center and the SBC.

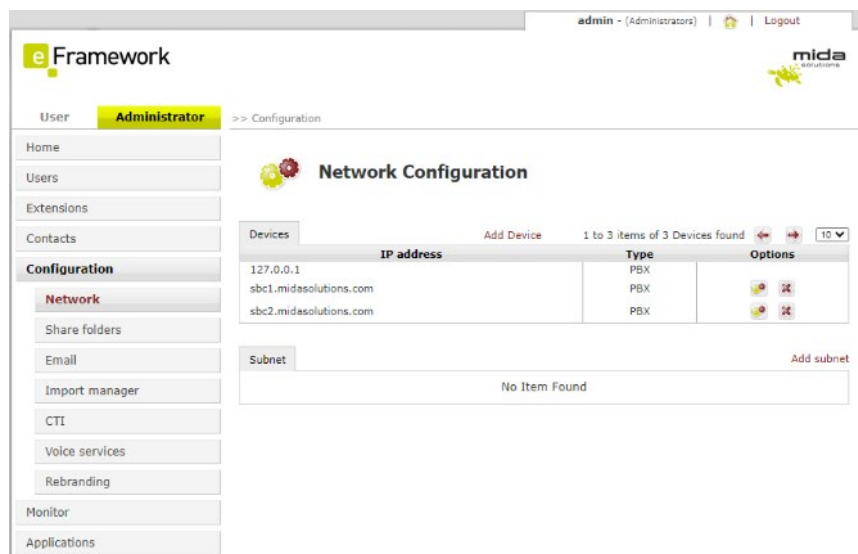
Log in to the Unified Portal GUI as Administrator and go to **Administrator > Configuration > Network** using the navigation menu on the left; then click on **Add device** to add the SBC.

Make sure that Mida Solutions application server can be reached from and reach the SBC IP address.

In the pop-up window, select the **technology**, the **platform**, and the **device type** (PBX) and insert the IP-PBX **IP address** (or FQDN). Click **Save** when finished.

PBX: select the PBX technology and platform from the pull-down menu. If not available, use "Other" as technology and "Other PBX" as a platform. The device type should be PBX.

SBC: use "Other" as technology and "Other PBX" as a platform. The device type should be PBX.



Go to **Applications > Queue Manager & IVR > Configuration** and select the **Queue Manager parameters** tab. Make sure the following parameters are checked, as shown in the picture below:

- Enable extended agent number match
- Enable bridge on consult calls

▼ QueueManager parameters


Line presentation mode	Caller number and queue name ▼
Default music on hold	Use system default ▼
Enable Ready/Not Ready	<input checked="" type="checkbox"/>
Enable After Call Work	<input checked="" type="checkbox"/>
After Call Work duration (s)	20 (0 = no limits)
Enable extended agent number match	<input checked="" type="checkbox"/>
Enable bridge on consult calls	<input checked="" type="checkbox"/>

Save

For Multitenant System, in the Administrator > Configuration > Voice Services click on Enable Direct RTP and save.

User **Administrator** >> Configuration

Home
Users
Extensions
Contacts
Configuration
Localization
Backup
Node List
Network
Share folders
Email
Import manager
CTI
Voice services
Rebranding
Microsoft Azure
Zoom

 **Voice services**

Parameters SIP Presence

Language	EN ▼
DTMF mode	RFC 2833 ▼
Prefix for voice applications	
Skip URI encoding	<input type="checkbox"/>
Skip domain	<input type="checkbox"/>
Append # for transfer to voice applications	<input type="checkbox"/>
Enable SIP registration	<input type="checkbox"/>
Enable NAT	<input type="checkbox"/>
Node	Default ▼
Enable Direct RTP	<input checked="" type="checkbox"/>
UDP Port	5060
Enable TCP	<input type="checkbox"/>
Enable TLS	<input type="checkbox"/>

Save

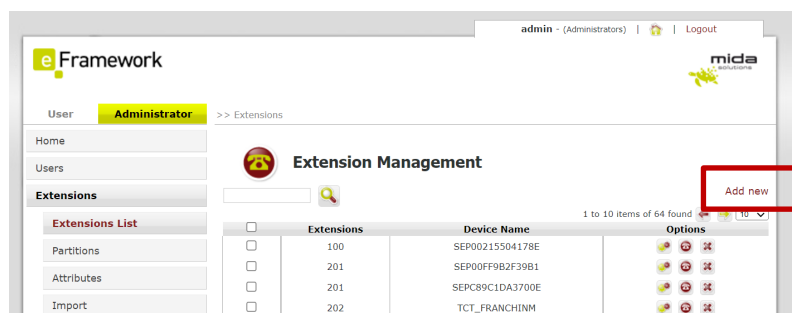
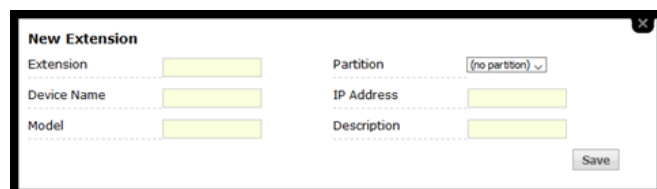
4 Create Users

4.1 Creating/editing users and adding extensions

To create a new user, follow the next steps:

Create a new extension:

- Access the **Extensions management** page by going to **Extensions > Extension list** from the navigation menu on the left.
- Click on **Add new** and fill in the required parameters¹:
 - **Extension**: it is the extension as configured in the SBC
 - **Device Name**: insert the desired name or “NONAME”
- Click on Save when finished.

New Extension

Extension
 Partition

Device Name
 IP Address

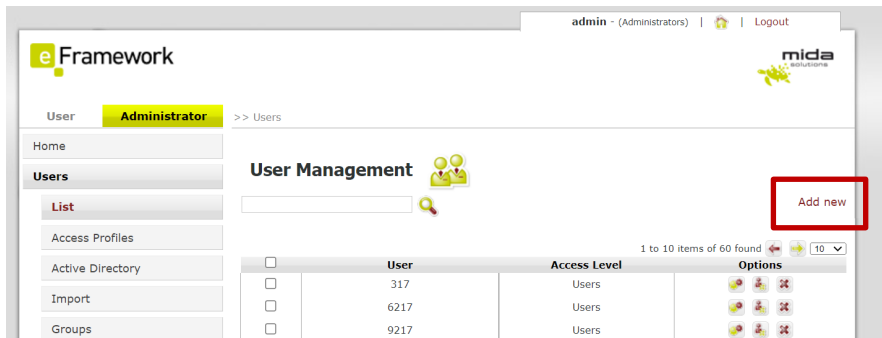
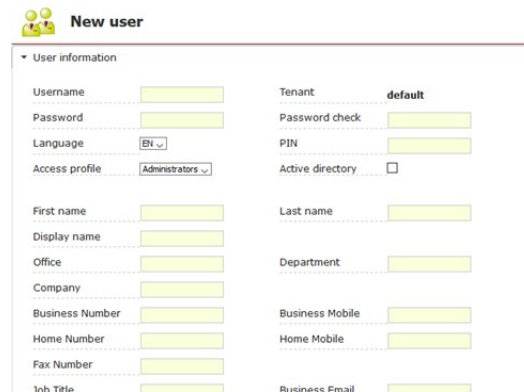
Model
 Description

Save

Create a new user:

- Access the **User Management** page, going to **Users > List** in the navigation menu.
- Click on **Add New** and insert the required user's information.

¹ Those described here are the minimum set of parameters required to set up an extension. For the use of the other parameters, please refer to Unified Portal - Administration & User Manual.

The 'New user' form contains the following fields:

- User information:**
 - Username
 - Password
 - Language (dropdown, currently 'EN')
 - Access profile (dropdown, currently 'Administrators')
 - First name
 - Display name
 - Office
 - Company
 - Business Number
 - Home Number
 - Fax Number
 - Job Title
- Tenant:** default
- Password check:**
- PIN:**
- Active directory:** checkbox
- Last name**
- Department**
- Business Mobile**
- Home Mobile**
- Business Email**

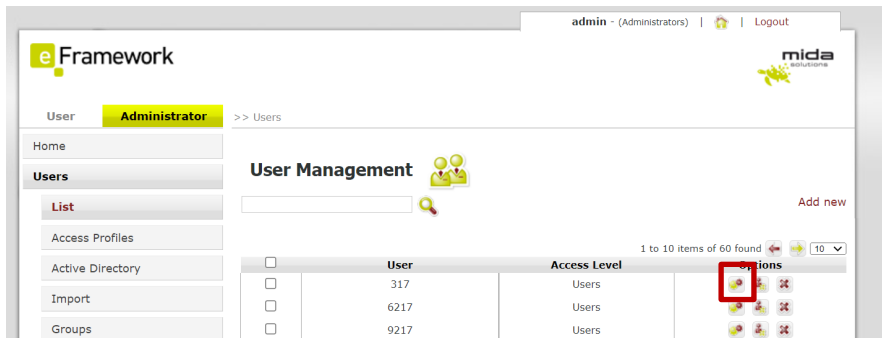
- As a minimum, you should fill the following fields²:
 - Username: the username assigned to the user. It will be used by the user to access the Unified Portal
 - Password and Password check: used as initial password (together with the username) to access the Unified Portal. The user will be able to change it
 - PIN: not strictly necessary, but required. If not used, put a short numeric string (e.g. "1234")
 - First name and Last name
 Please note that these parameters are required.

- Click on Save after filling all the required and desired fields

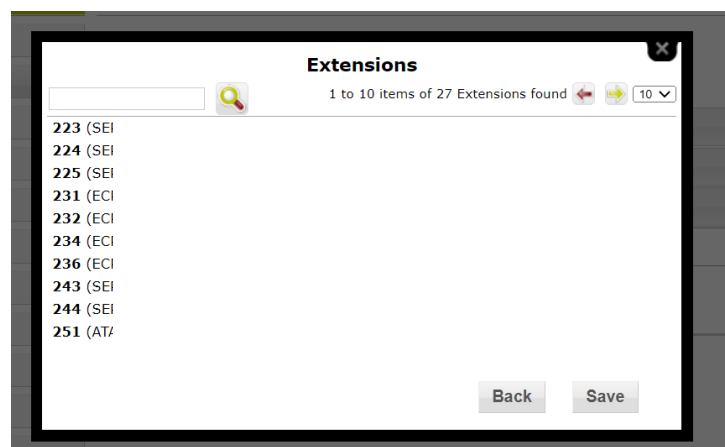
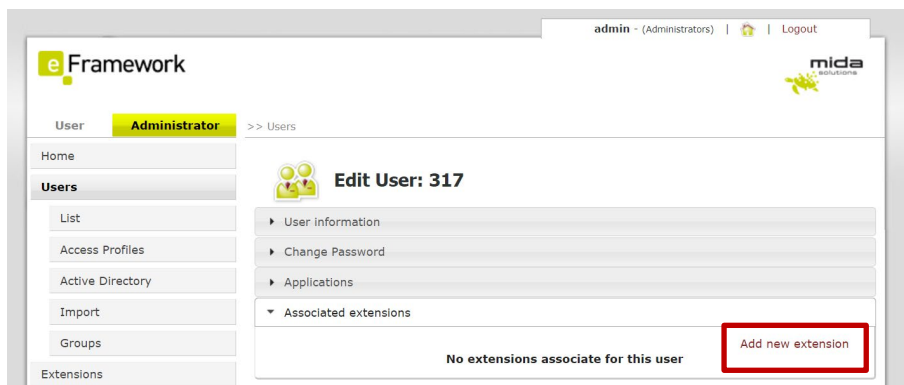
Associate the extension to the new user.

- Back on the **User Management** page, click on the **User edit** button, to associate an extension to the user.

² This is the minimum recommended set of parameters to be filled. For information about these and the other parameters, please refer to Unified Portal Administration & User Manual [1].



- Click on the **Associated extensions** tab and then on **Add new extension** to associate the desired extension to the user. Click **Save** when finished.

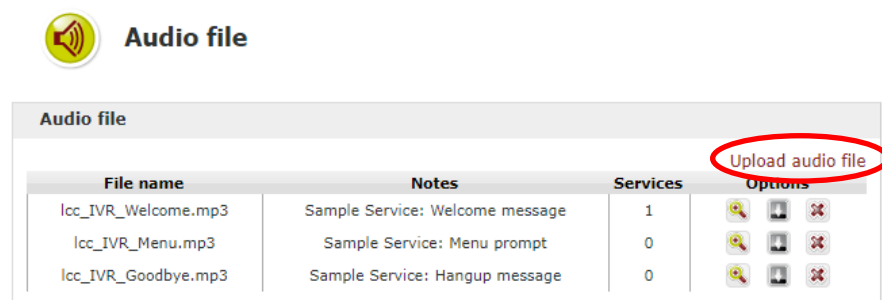


Users can also be automatically imported from a CSV file or by interfacing with an external AD or LDAP service. The description of this functionality is outside of the scope of this Guide: for more information, please refer to Mida Unified Portal - Administration Manual [1].

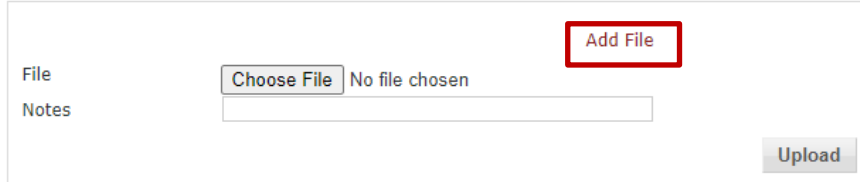
5 Create a new service

5.1 Upload voice messages (optional)

If you plan to play voice messages for your service (e.g. a welcome message or music on hold), you need to record such messages as MP3 files using any commercial or freeware tool available. Once done, go to **Applications > Queue Manager & IVR > Media** and click on **Upload Audio File**.



The following window opens up:



File

No file chosen

Notes

Use the **Choose file** button to select the voice file you want to upload, optionally add some notes, and then click on **Upload** to complete the action.

To know which audio format are supported, please refer to [2].

5.2 Add a new service


Go to **Applications > Queue Manager & IVR > Services** and click on **Add service**.

Please note that for additional information of the following paragraphs you can refer to [3].












Services list


Services



Add service

1 to 2 items of 2 Services found   10 

<input type="checkbox"/>	State	Name	Number	Mode	Options
<input type="checkbox"/>		IVR	1717	Automatic	 
<input type="checkbox"/>		ZIA-1	1234	Automatic	 

Bulk configuration 



Service configuration

Basic info

Name

Number

Timezone

Service opening

Opening time

Add time interval

Assigned		M T W T F S S						
Start	End							
00:00	23:59							

Available

		M T W T F S S						
Start	End							
00:00	23:59							

The **Service configuration** section allows to set the basic parameters:

- **Name:** set the desired service name;
- **Number:** set the service internal extension number (to be set accordingly with the SBC dial plan);
- **Time zone:** set the time zone related to this particular queueing service.
- **Service Opening:**
 - Automatic: the service will automatically be opened/closed by the system (see section Opening Time for further details on opening time configuration)
 - Manual: service opening/closing has to be manually set by system administrators/supervisors through the web portal; in this case, two other parameters have to be set:
 - Status: is used to set the service status (open/close)
 - Switch back to auto mode: set a time after which the service is reverted to automatic mode

Basic info

Name

Number

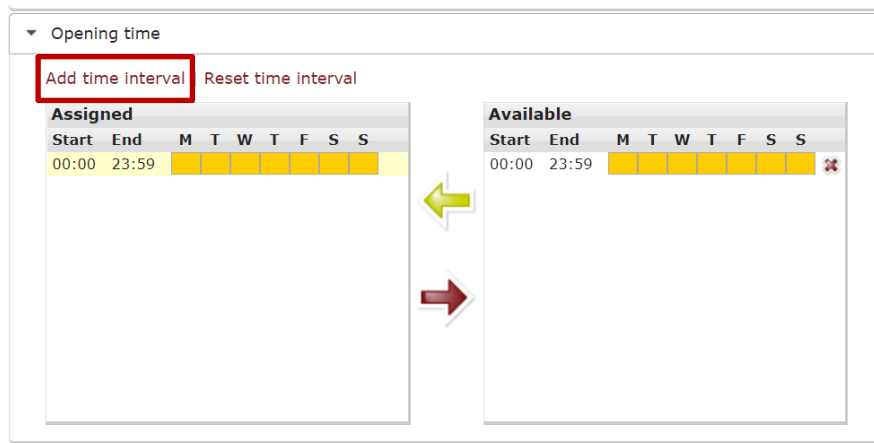
Timezone

Service opening

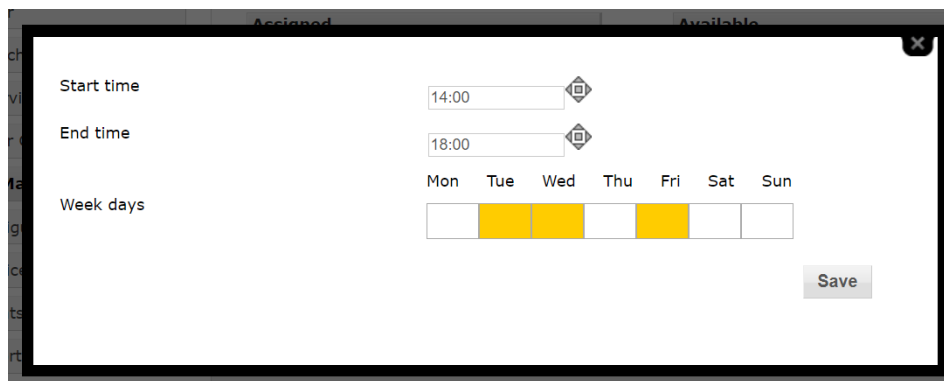
5.3 Define the service's opening time

The opening time used by services in Automatic mode can be configured by entering the **Opening time** section.

By default, there is a 24/7 timetable. It is possible to remove it (selecting it and clicking on the **Remove** red arrow).



Click on **Add time interval** to create a new timetable.



Once saved, the new timetable/s will appear in the **Available** list. To apply them, simply select them (one at a time) and click on the **Assign** green arrow.

5.4 In Service Treatment

From the **In Service treatment** section, it is possible to select how the system should handle the calls during opening hours. Note that not all treatments may be available due to licensing and technology limitations.

The **In-service treatment** tab allows configuring the desired call treatment during the service opening hours.

The available treatments are:

- **Hang up**: simply hang up calls incoming to services with this treatment;
- **Transfer**: transfer incoming calls to a different number after providing the desired audio message;
- **Play message**: provide the desired audio message and then hang up the call;
- **Phono repeater**: provide the desired audio message and number (e.g. to inform the caller about a different number to be called);
- **Queue manager**: basic queuing system, without agent management (no skill management, selective login/logout, ...) and queue supervisors;
- **Queue manager advanced**: advanced queueing service, with agent management, queue supervisors, BLF monitoring, selective login/logout, and more;
- **IVR**: completely customizable interactive voice response system, with DTMF tone detection.
- **Go to service**: incoming calls are forwarded to another service.

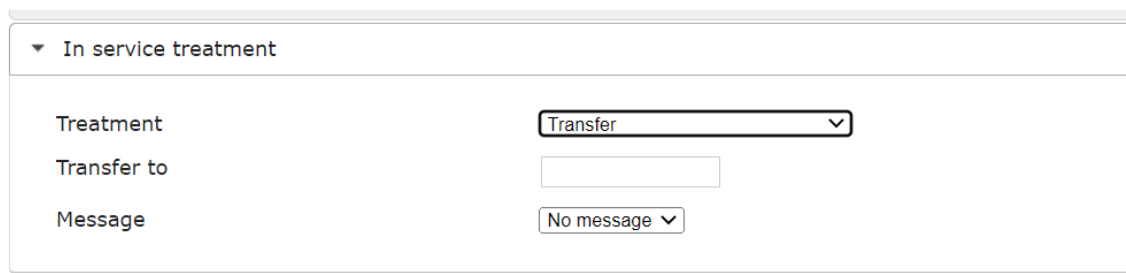
A description of the available treatments follows.

5.4.1 Transfer

Forwards calls to a different number after welcoming them with the desired audio message.

Configurable parameters are:

- **Transfer to**: insert the destination number (e.g. internal extensions, hunt pilots, or outbound numbers...)
- **Message**: from the drop-down list, select the appropriate media available (to add a new audio file refer to section 2.3)



▼ In service treatment	
Treatment	Transfer ▼
Transfer to	<input type="text"/>
Message	No message ▼

5.4.2 Play message

By choosing the **Play message** option, the system welcomes the incoming calls with the configured message then hangs it up

Simply select the desired audio file from the **Message** drop-down menu (to add a new audio file see section 4.1).

▼ In service treatment

Treatment

Play message ▼

Message

No message ▼

5.4.3 Phono repeater

Provides the desired audio message followed by the vocalization of the number defined in the **Play number** textbox (treatment useful for number change cases)

Configurable parameters are:

- **Message**: select the desired media from the drop-down list (to add a new audio file refer to section 4.1)
- **Play number**: the dynamic number vocalized by the system
- **Number of replays**: the number of times the system replays the message and the number

▼ In service treatment

Treatment

Phono repeater ▼

Message

No message ▼

Play number

Number of replays

5.4.4 Queue Manager Advanced

The **Queue Manager Advanced** configuration provides both basic and advanced features like agent availability management (login/logout) through XML service, web interface, or operator console. A number of its parameters are in common with the **Queue Manager** treatments; this section acts as a reference also for these treatments.

▼ In service treatment

Treatment	Queue manager advanced ▼	
Max number of waiting calls	0	(0 = no limits)
Max waiting time (s)	60	(0 = no limits)
On queue overflow	Hangup ▼	
On no available agents	Hangup ▼	
Give short waiting prompt after (s)	30	
Give long waiting prompt every (s)	60	
Give position	<input type="checkbox"/>	
Attempt no answer timeout (s)	15	
Call distribution type	Round robin ▼	
Breakout option	<input type="checkbox"/>	
Ready/Not Ready	Default ▼	
Music on hold	No message ▼	
Welcome message	No message ▼	
Short wait message	No message ▼	
Long wait message	No message ▼	
Overflow message	No message ▼	
No available agents message	No message ▼	
Queue announcement message	No message ▼	

Configurable parameters are:

- **Max number of waiting calls:** when this condition is exceeded, the system enters the queue overflow condition. If 0, no limit is set;
- **Max waiting time:** max calls waiting time in seconds. Exceeding this limit triggers the queue overflow condition. If 0, no limit is set;
- **On queue overflow:** on overflow conditions, if new calls arrive for the service, it is possible to:
 - hang-up
 - forward to another extension (to be specified in **On queue overflow – Transfer to**)
- **On no available agents:** when no agents are available if new calls arrive for the service, it is possible to:
 - hang-up
 - forward to another extension (to be specified in **On no available agents – Transfer to**)
 - keep waiting
 - go to out of service treatment
- **Give short waiting prompt after (s):** waiting time before a short waiting message is provided (Timeframe for Waiting Messages)

- **Give long waiting prompt every (s):** the period in seconds for the cyclic long waiting message (Timeframe for Waiting Messages)
- **Give position (after long wait message):** it is possible to enable this function to inform the caller of his position in the queue. This information is provided after the long wait message;
- **Attempt no answer timeout (s):** specify parameters for no answer timeout
- **Call distribution type:** dispatching rules for the incoming calls. Available options are:
 - Round-robin: the system calls the number in the list in round-robin mode until one of the agents' answers. When processing the following call, the system starts trying from the agent next to the one that answered last, and so on... (based on ringing time)
 - Broadcast: all agents' phones ring simultaneously, the first one to answer takes the call
 - Skill-based: contact agents with higher skills first
 - Idle: contact agents that have been available (idle) for a long time first; the availability is calculated from the disconnection of the last served call (based on disconnect time)
 - Top-Down: always from the first to the last of an agents' list (the order is set by the skills)
- **Breakout option:** by enabling this option, callers will be able to exit the queue by digiting the dedicated code (to be inserted in the **Breakout DTMF code** textbox). It is also possible to configure how the system should behave in breakout situations (select between *Hang up* or *Transfer* from the **Breakout action** menu).
- **Ready/Not Ready:** if enabled, the **Ready/Not Ready** feature allows agents to change their status in case they are to leave their place for a short time, without completely logging out from the queues. Operative status is **Ready**; in **Not Ready**, users are not considered as completely logged out from the service/s, but the system will not forward them queue calls.

Audio messages configurations:

- **Music on hold:** leave the default value or select the appropriate media available from the drop-down list
- **Welcome message:** select the appropriate media available from the drop-down list
- **Short wait message:** select the appropriate media available from the drop-down list
- **Long wait message:** select the appropriate media available from the drop-down list
- **Overflow message:** select the appropriate media available from the drop-down list
- **No available agent's message:** select the message to be played on no available agents' situations;
- **Breakout message:** select the message to be played in breakout cases (if the breakout option is enabled)
- **Queue announcement message:** select this message to inform agents from which queue the incoming call comes.



NOTE: when a call is assigned to a queue, audio messages are provided in this order:
 Welcome > 🎵 > Short Wait > 🎵 > Long Wait > 🎵 > Long Wait > 🎵 ... > OPERATOR
 These audio messages are optional.

Once all settings have been completed, click on **Save** before leaving the page.

5.4.5 Queue Manager

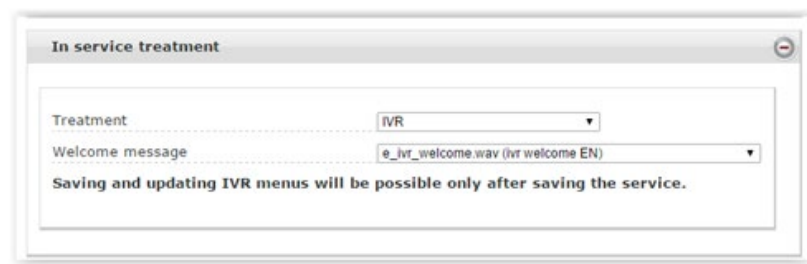
All the parameters related to this treatment are in common with the **Queue Manager Advanced** treatment. Please refer to that Section.

5.4.6 IVR

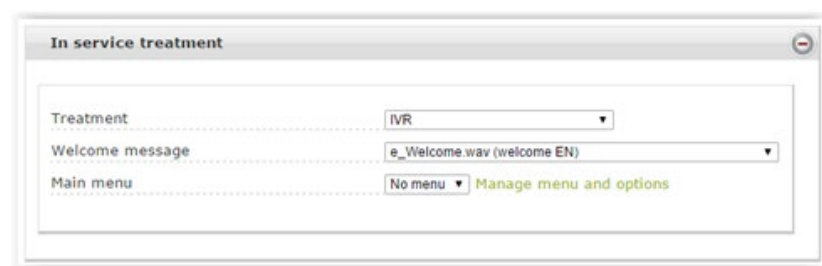
Automatically handle calls with voice and DTMF tone detection. The IVR system can reply with pre-recorded or dynamically generated audio messages.

Below, are the main steps to configure a new IVR service:

- Select **IVR** as treatment (and optionally a welcome message); then save the configuration.




- Click on Manage menu and options



- Create a new menu by clicking on Add menu (or select an existing one)



- Configure menu options



Menu name: Main Menu

Menu message: e_ivr_menu.wav (ivr menu EN)

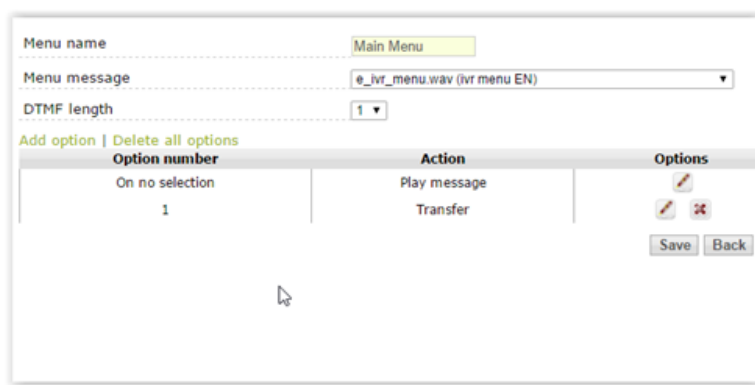
DTMF length: 1

Add option | Delete all options

Option number	Action	Message
1	Transfer	No message

Add option

- Once all the options are configured, click the Save button



Menu name: Main Menu

Menu message: e_ivr_menu.wav (ivr menu EN)

DTMF length: 1

Add option | Delete all options

Option number	Action	Options
On no selection	Play message	
1	Transfer	

Save Back

- Go back to the main page, select the new menu (Main Menu) from the drop-down list, and save the configuration.



In service treatment

Treatment: IVR

Welcome message: e_Welcome.wav (welcome EN)

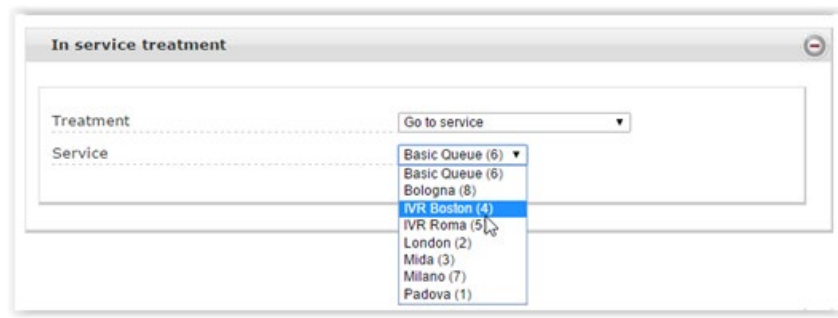
Main menu: Main Menu Manage menu and options

5.4.7 Go to Service

When choosing the **Go to Service** option, the system forwards the incoming calls to another configured voice service.

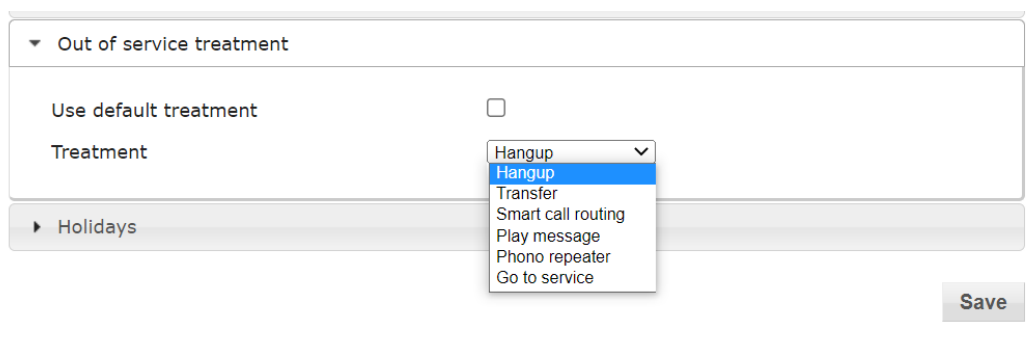


NOTE: this treatment may be useful for simply configurations where there is the need to give the same “in service” treatment to more than one service but differentiate the opening time and out of service treatment.



5.5 Out of Service Treatment

The Out of Service Treatment tab allows configuring the default Out-Of-Service (OOS) treatment.



Available options are:

- **Hang-up:** drop the call without any message



- **Transfer:** transfer the call to a specific destination number; a message may be optionally set by choosing it from preloaded media and the system will play it before transfer.

▼ Out of service treatment

Use default treatment

☐

Treatment

Transfer ▼

Transfer to

Message

No message ▼

- **Play message** (and then hang up): it is possible to play a message, selecting it from the dropdown list.

▼ Out of service treatment

Use default treatment

☐

Treatment

Play message ▼

Message

No message ▼

- **Phono repeater**: to transfer the call to the phono repeater service (it is possible to configure the specific message and phone number to play).

▼ Out of service treatment

Use default treatment

☐

Treatment

Phono repeater ▼

Message

No message ▼

Play number

Number of replays

- **Go to Service**: transfer call to another Voice Service.

▼ Out of service treatment

Use default treatment

☐

Treatment

Go to service ▼

Service

IVR (1717) ▼

5.6 Holiday

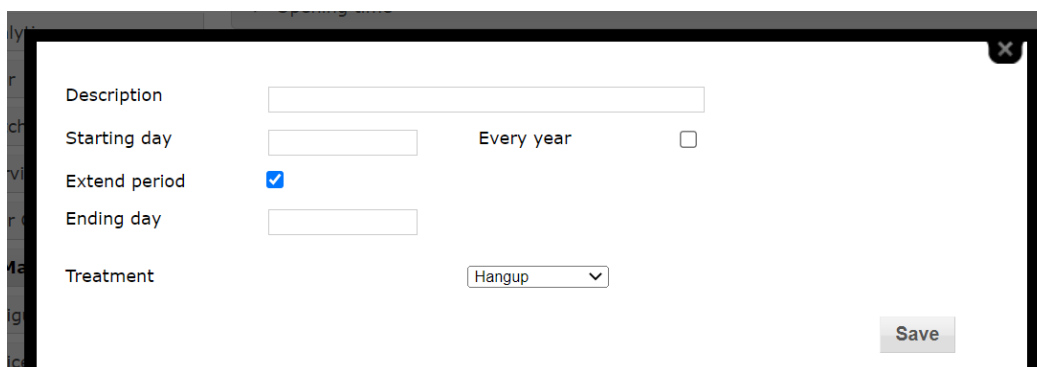
From the **Holiday** section, it is possible to configure the desired behavior during vacancies and/or “not-working” days.

▼ Holidays

Add service holiday

Notes	Starting day	Ending day	Year	Treatment	Options
Christmas	25/12	25/12	Every year	Play message	 

To add new holidays, use the **Add service holiday** link available in the top left corner; this action link opens the new/edit page.



The screenshot shows a form for adding a service holiday. It includes the following fields and controls:

- Description:** A text input field.
- Starting day:** A date input field.
- Every year:** A checkbox.
- Extend period:** A checkbox that is currently checked.
- Ending day:** A date input field.
- Treatment:** A dropdown menu with 'Hangup' selected.
- Save:** A button at the bottom right.

For each holiday, it is possible to configure:

- **Description:** insert here the desired name to quickly identify the holiday (e.g. Christmas, Easter, summer closure...)
- **Starting day:** insert the date when the holiday starts
- **Every year:** flag this checkbox if it is a recurring holiday (e.g. Christmas)
- **Extended period:** flag this checkbox to set a holiday period (not a single day, e.g. summer company closure); this action enables to set:
 - **Ending day:** the last holiday day
- **Treatment:** choose how the system should behave during holidays. The available treatments are the same as the Out of service hours (Hang up, Transfer, Smart Call Routing, Play a message, Phono Repeater, Go to service); see section 2.2.2 for further details.

6 Assign agents to service

Assigning agents to a service, changes depending on whether the service's treatment is configured as **Queue Manager** or **Queue Manager Advanced**.

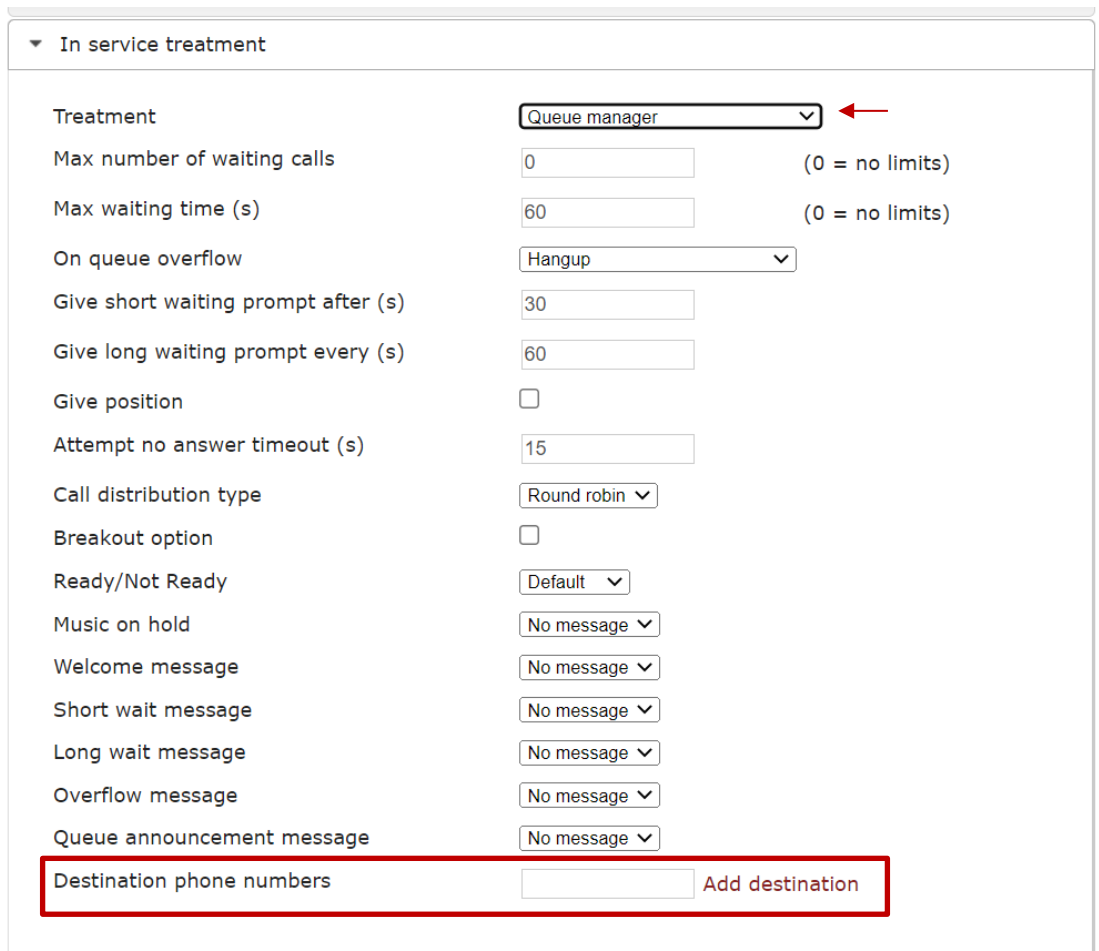
Please note that to assign agents to service, it is required to:

- have created the user
- have created extension
- have connected the extension to the user.

At this point, the extension can be used as an agent.

6.1 Assigning agents to a Queue Manager service

If you have chosen the Queue Manager treatment, open the service configuration window (**Applications > Queue Manager & IVR > Services**), then click on the **Edit** icon in the **Options** column), and go into the In Service Treatment tab. Locate the **Destination phone numbers** box at the bottom of the window.



In service treatment	
Treatment	Queue manager
Max number of waiting calls	0 (0 = no limits)
Max waiting time (s)	60 (0 = no limits)
On queue overflow	Hangup
Give short waiting prompt after (s)	30
Give long waiting prompt every (s)	60
Give position	<input type="checkbox"/>
Attempt no answer timeout (s)	15
Call distribution type	Round robin
Breakout option	<input type="checkbox"/>
Ready/Not Ready	Default
Music on hold	No message
Welcome message	No message
Short wait message	No message
Long wait message	No message
Overflow message	No message
Queue announcement message	No message
Destination phone numbers	<input type="text"/> Add destination

Type a valid agent extension into the text box, then click on **Add destination**. If successful, the new destination extension will appear below.

Destination phone numbers
Add destination

Destination number: 202


6.2 Assigning agents to a Queue Manager Advanced service

If you have chosen the Queue Manager treatment, using the **Agents configuration** section (in the navigation bar), it is possible to link one or more agents to a queue, assigning them a specific skill level.

Services

Login/Logout service number: 90

1 to 1 items of 1 Services found

State	Name	Number	Supervisors	Agents	Agents logged	Options
	ZIA-1	1234	0	5	2	<input type="button" value="Search"/> <input type="button" value="Add agents"/>

Add agents

The page lists only the Advanced Queue Manager Voice Services and for each voice service the following information is provided:

- **State:** show a green or red bullet depending on the voice service status (green=in service time; red= out of service time)
- **Name:** label identifying the voice service
- **Number:** it is the voice service internal extension number
- **Supervisor:** number of supervisor users associated with the service queue
- **Agents:** number of agents configured for the service queue
- **Agents Logged:** number of agents logged in for the voice service
- **Options:**



Details: open a section with the details on the agents and the supervisor configured




Add Agents: open a dialog box for new agents' configuration

Clicking on the **Details** icon displays the **Queue Details** window:

Services

Login/Logout service number: 900






1 to 1 items of 1 Services found

←


→

10 ▾

State	Name	Number	Supervisors	Agents	Agents logged	Options
	ZIA-1	1234	0	5	2	 

Details

Queue details ZIA-1























1 to 5 items of 5 Agents found

←

→

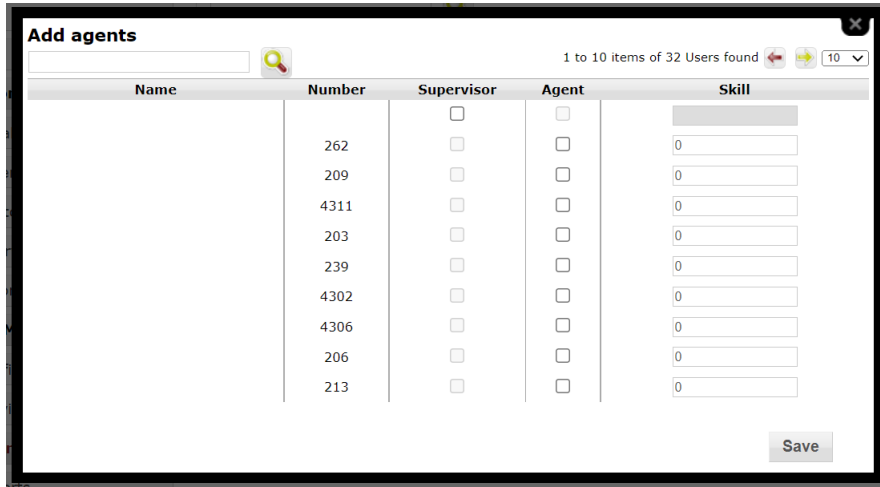
10 ▾

Name	Number	State	Supervisor	Agent	Skill	Options
	230				0	 
	205				0	 
	6217				0	 
	9217				0	 
	217				0	 

This window shows the list of users associated with the queue as agents and/or supervisors, providing for each user the following information:

- **Name:** agent's username
- **Number:** extension number associated with the user
- **Skill:** a number representing agent's skill
- **State:** red lamp means log-out, green lamp means login (also a tooltip is available)

Clicking on the **Add Agents** icon displays the **Add Agents** window:



The screenshot shows a web application window titled "Add agents". At the top, there is a search bar with a magnifying glass icon and a status indicator "1 to 10 items of 32 Users found" with navigation arrows and a dropdown menu set to "10". Below this is a table with the following columns: Name, Number, Supervisor, Agent, and Skill. The table contains 10 rows of data. Each row has a checkbox in the Supervisor column and a checkbox in the Agent column. The Skill column contains a text input field with the value "0". A "Save" button is located at the bottom right of the table.

Name	Number	Supervisor	Agent	Skill
		<input type="checkbox"/>	<input type="checkbox"/>	<input type="text" value="0"/>
	262	<input type="checkbox"/>	<input type="checkbox"/>	<input type="text" value="0"/>
	209	<input type="checkbox"/>	<input type="checkbox"/>	<input type="text" value="0"/>
	4311	<input type="checkbox"/>	<input type="checkbox"/>	<input type="text" value="0"/>
	203	<input type="checkbox"/>	<input type="checkbox"/>	<input type="text" value="0"/>
	239	<input type="checkbox"/>	<input type="checkbox"/>	<input type="text" value="0"/>
	4302	<input type="checkbox"/>	<input type="checkbox"/>	<input type="text" value="0"/>
	4306	<input type="checkbox"/>	<input type="checkbox"/>	<input type="text" value="0"/>
	206	<input type="checkbox"/>	<input type="checkbox"/>	<input type="text" value="0"/>
	213	<input type="checkbox"/>	<input type="checkbox"/>	<input type="text" value="0"/>

By checking the related boxes, it is possible to assign a user the agent and/or supervisor role. The text box in the **Skill** column allows assigning a skill to the agent (the skill is a number between 0 and 100, where 100 is the highest skill).

7 Assign Supervisors to service

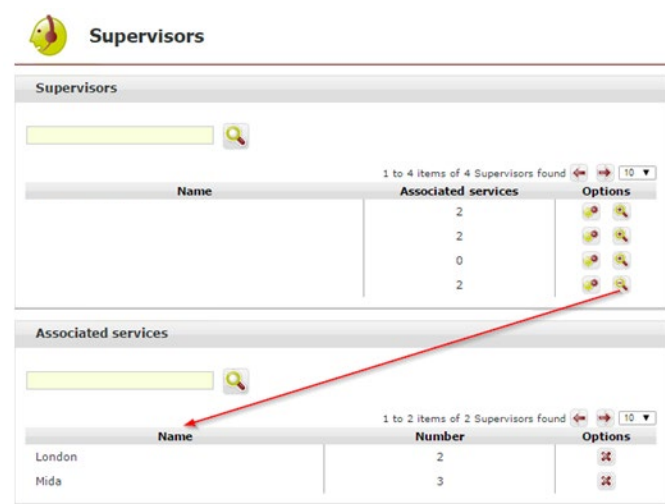
Supervisor users have the following rights:

- Access to historical statistics
- Manually open or close a service
- View the agent list and force their login/logout (only for Advanced Queue Manager services)

Users with supervisor access profiles are listed on the **Supervisors** page (see paragraph 3 “Create Users”) that can be opened from the navigation bar on the left (**Applications > Queue Manager & IVR > Supervisors**).

For each supervisor, it is possible to see the number of related services and, clicking on the **Details** button, their name and the **Delete** option (to remove related services). Acting on the **Add service** button, it is possible to assign new services to the supervisor.









For more details, please refer to [3].



Supervisors



Supervisors

1 to 4 items of 4 Supervisors found

Name	Associated services	Options
	2	 
	2	 
	0	 
	2	 

Associated services

1 to 2 items of 2 Supervisors found

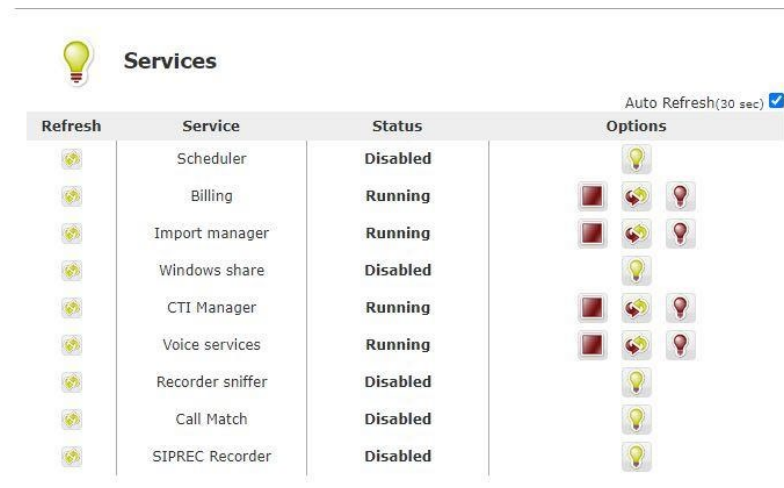
Name	Number	Options
London	2	
Mida	3	

8 Start services

Go to **Monitor > Services** and check that the following two services:

- CTI Manager
- Voice Services

Are enabled.



Refresh	Service	Status	Options
	Scheduler	Disabled	
	Billing	Running	
	Import manager	Running	
	Windows share	Disabled	
	CTI Manager	Running	
	Voice services	Running	
	Recorder sniffer	Disabled	
	Call Match	Disabled	
	SIPREC Recorder	Disabled	

For each service the following icons/buttons are available:

	Enable service: enable the service (if the administrator has service administration rights)
	Start: start the service
	Stop: stop the service
	Restart: restart the service
	Disable the service: disable the service (if the administrator has service administration rights)
	Refresh: force check and refresh service status (please note that an auto-refresh every 30 seconds can be enabled/disabled)