



Datasheet – version 3.0

Mida Queue Manager 2.0



Overview

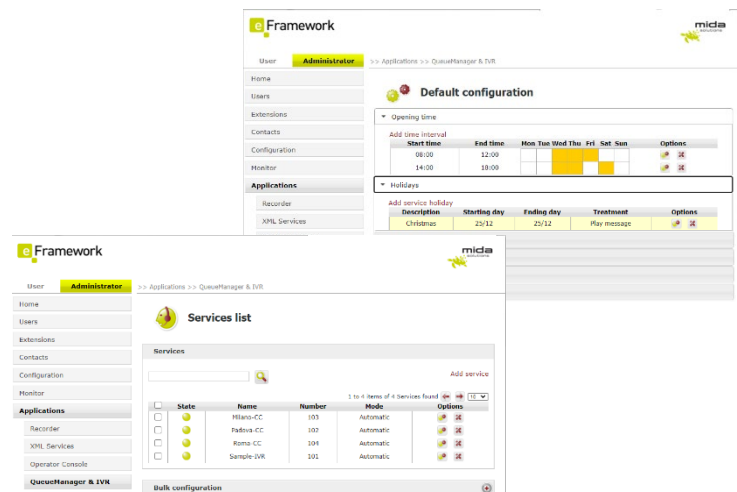
Mida QueueManager is Mida Solutions application for Automatic Call Distribution (ACD) and Routing of incoming VoIP phone calls.

Mida QueueManager is used for the management of the incoming calls, and it **may be integrated with a set of Attendant Consoles** in order to manage incoming and outgoing calls. **It's useful in VoIP infrastructures** in order to allow local configuration for different sites, with a centralized and optimized architecture, easy management and low infrastructural and economic impact.

It allows forwarding of incoming calls to one or more extensions (receptionists, queue agents or different company sites), managing the waiting time in a flexible manner, with customizable behaviour and voice prompts. Each queue may have its customized messages, working hours, time-outs, agents, overflow criteria, voice messages and routing algorithm (e.g. skill-based, round-robin, idle-time).

How it works

Mida Queue Manager is an application dedicated to the **automatic distribution of incoming calls**. The application manages one or more queues, each one linked to an extension number to which the incoming calls are forwarded, based on the configured routing algorithm. If the operator is free, the phone call is immediately



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forwarded to him; otherwise the phone call goes to the waiting queue, until the next operator with the relevant skills is available. **The system provides different messages:** welcome message, music, short and long waiting time messages to provide different feedback to the caller during his waiting time. All messages and parameters are configurable by the customer.

Functionality levels:

- **Queue Manager Basic:** calls queueing with time intervals management, customizable voice prompts and call routing to destination number using basic algorithms (round-robin, broadcast, top-down);
- **Queue Manager Advanced:** as Queue Manager Basic, plus agents' availability management (login/logout) through xml service or attendant console and advanced distribution algorithms (skill-based and idle time).

Other available options:

- **historical statistics and reporting;**
- **SmartCallPark:** a virtual queue for "Camp On" actions on internal number; requeuing policy is configurable;
- **Attendant Console** (Mida Attendant Console - www.midasolutions.com/attendant-console).

Admin interface

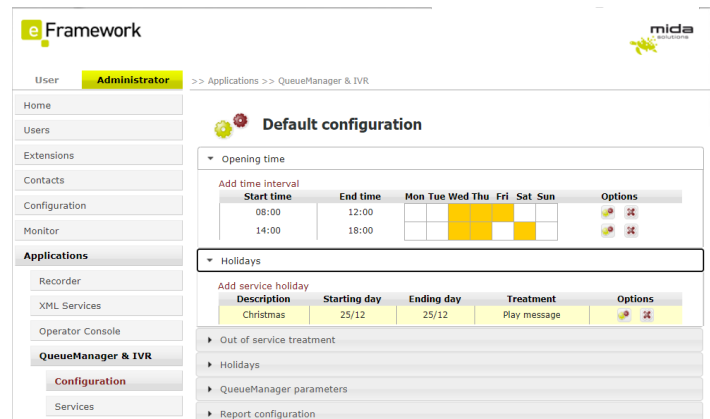
Administrators can configure the virtual unit through a **simple and intuitive web-based interface**. Therefore, a PC with a standard web browser, such as Google Chrome, Firefox or Edge, is required to access the system. Proper username and password shall be used to grant user or administration access.

State	Name	Number	Mode	Options
<input type="checkbox"/>	Milano-CC	103	Automatic	
<input type="checkbox"/>	Padova-CC	102	Automatic	
<input type="checkbox"/>	Roma-CC	104	Automatic	
<input type="checkbox"/>	Sample-IVR	101	Automatic	



General features

- **Intuitive web-based interface** accessible from any standard PC
- Incoming call forwarding to operators, using different configurable algorithms (idle time, broadcast, round-robin, skill-based, top-down)
- Agent availability check (Login/Logout)
- Agent skill level management
- Message customization and flexible working time management, with the possibility to configure different values for different queues
- waiting time management, with the possibility of call forwarding
- embedded IVR for initial call treatment; IVR menu and actions are fully definable by the administrator
- unlimited queues (allows the management of unlimited number of queues and services in order to allow the deployment of complex and distributed system)



Reports

The solution also provides a set of historical statistics (advanced reporting option), and ability to schedule reports. They allow you to track:

- received calls;
- transferred calls (routed to agents);
- abandoned calls (caller hang-up);
- overflowed/done calls (caused by timeout and/or max number of calls in queue);
- average waiting time.



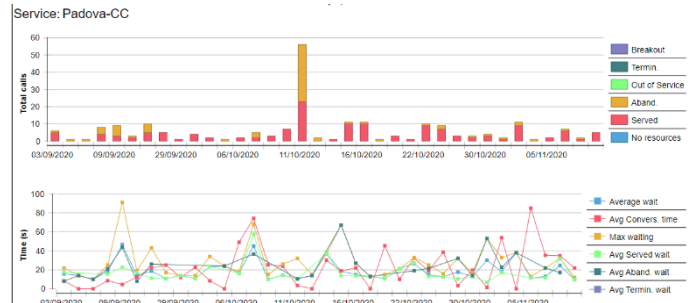
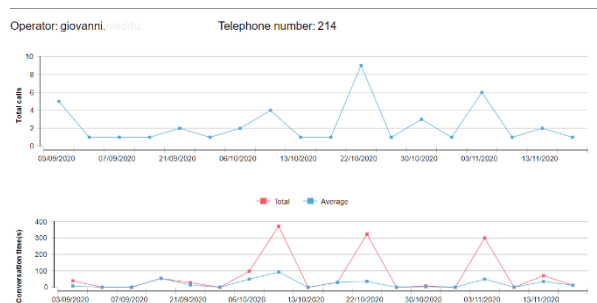
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Service	Date	Caller	Called	Start time	End time	Waiting time	Conversation time	Result	Destination number	Operator
Padova-CC	02/11/2020	5550	102	15:31:08	15:31:18	00:00:07	00:00:03	SERVED	208	giulia <giulia@midasolutions.com>
Padova-CC	02/11/2020	5550	102	17:12:51	17:13:44	00:00:53	00:00:00	ABANDONED	214	giovanni <giovanni@midasolutions.com>
Padova-CC	03/11/2020	5550	102	17:24:39	17:24:54	00:00:15	00:00:00	ABANDONED	214	giovanni <giovanni@midasolutions.com>
Padova-CC	03/11/2020	5550	102	17:25:26	17:26:26	00:00:15	00:02:45	SERVED	208	giulia <giulia@midasolutions.com>
Padova-CC	03/11/2020	3355821	102	17:32:01	17:33:40	00:00:24	00:01:15	SERVED	208	giulia <giulia@midasolutions.com>
Padova-CC	03/11/2020	5550	102	17:34:27	17:34:39	00:00:07	00:00:05	SERVED	208	giulia <giulia@midasolutions.com>
Padova-CC	03/11/2020	5550	102	17:49:45	17:50:15	00:00:30	00:00:00	ABANDONED	214	giovanni <giovanni@midasolutions.com>
Padova-CC	03/11/2020	5550	102	17:50:57	17:52:02	00:00:33	00:00:32	SERVED	214	giovanni <giovanni@midasolutions.com>
Padova-CC	03/11/2020	5550	102	17:53:13	17:53:59	00:00:08	00:00:38	SERVED	208	giulia <giulia@midasolutions.com>
Padova-CC	03/11/2020	5550	102	17:57:47	18:00:39	00:00:33	00:02:19	SERVED	214	giovanni <giovanni@midasolutions.com>
Padova-CC	03/11/2020	5550	102	18:24:52	18:26:57	00:00:09	00:01:56	SERVED	214	giovanni <giovanni@midasolutions.com>
Padova-CC	03/11/2020	3355821	102	18:27:52	18:28:19	00:00:14	00:00:13	SERVED	214	giovanni <giovanni@midasolutions.com>
Padova-CC	03/11/2020	3355821	102	18:29:20	18:29:40	00:00:11	00:00:09	SERVED	208	giulia <giulia@midasolutions.com>
Padova-CC	04/11/2020	5550	102	16:51:55	16:52:33	00:00:38	00:00:00	ABANDONED	214	giovanni <giovanni@midasolutions.com>
Padova-CC	05/11/2020	5550	102	18:18:16	18:18:29	00:00:10	00:00:03	SERVED	208	giulia <giulia@midasolutions.com>
Padova-CC	05/11/2020	5550	102	18:24:27	18:27:27	00:00:13	00:02:47	SERVED	208	giulia <giulia@midasolutions.com>
Padova-CC	06/11/2020	5550	102	17:23:39	17:23:49	00:00:08	00:00:02	SERVED	208	giulia <giulia@midasolutions.com>
Padova-CC	06/11/2020	5550	102	17:30:14	17:33:15	00:00:14	00:02:47	SERVED	208	giulia <giulia@midasolutions.com>
Padova-CC	06/11/2020	3355821	102	17:35:12	17:35:34	00:00:22	00:00:00	ABANDONED	208	giulia <giulia@midasolutions.com>
Padova-CC	06/11/2020	5550	102	17:36:13	17:36:25	00:00:10	00:00:02	SERVED	208	giulia <giulia@midasolutions.com>
Padova-CC	06/11/2020	3355821	102	17:39:59	17:40:15	00:00:11	00:00:05	SERVED	208	giulia <giulia@midasolutions.com>
Padova-CC	06/11/2020	3355821	102	17:40:43	17:41:09	00:00:14	00:00:12	SERVED	208	giulia <giulia@midasolutions.com>
Padova-CC	06/11/2020	3355821	102	17:41:23	17:42:34	00:00:12	00:00:59	SERVED	208	giulia <giulia@midasolutions.com>
Padova-CC	13/11/2020	5550	102	09:29:37	09:31:19	00:00:32	00:01:10	SERVED	214	giovanni <giovanni@midasolutions.com>
Roma-CC	13/11/2020	5550	104	10:11:59	10:12:12	00:00:13	00:00:00	ABANDONED	-	
Roma-CC	13/11/2020	5550	104	11:27:11	11:27:40	00:00:29	00:00:00	ABANDONED	-	
Padova-CC	13/11/2020	05321795	102	11:50:32	11:50:49	00:00:17	00:00:00	ABANDONED	214	giovanni <giovanni@midasolutions.com>
Sample-VR	19/11/2020	05321795	101	11:44:37	11:44:46	00:00:09	00:00:00	ABANDONED	-	
Padova-CC	19/11/2020	5550	102	08:54:07	08:54:30	00:00:11	00:00:12	SERVED	214	giovanni <giovanni@midasolutions.com>
Padova-CC	19/11/2020	5550	102	09:00:15	09:00:36	00:00:10	00:00:11	SERVED	208	giulia <giulia@midasolutions.com>
Padova-CC	19/11/2020	5550	102	09:05:27	09:05:45	00:00:08	00:00:10	SERVED	208	giulia <giulia@midasolutions.com>
Padova-CC	19/11/2020	5550	102	09:12:40	09:12:59	00:00:12	00:00:07	SERVED	208	giulia <giulia@midasolutions.com>
Padova-CC	19/11/2020	5550	102	09:24:18	09:25:35	00:00:07	00:01:10	SERVED	208	giulia <giulia@midasolutions.com>

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Specific reports are also available with these filters:

- time (hourly, daily, monthly)
- queue/site/service
- agent



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TECHNICAL INFORMATION

Mida Platform is Mida Solutions suite for UC needs. See more at www.midasolutions.com/mida-platform/.

To Ensure stable client server connections and a high-quality service, the server hosting Mida Platform virtual appliance has to be connected to the local LAN with proper QoS and guaranteed bandwidth.

Mida server and client PCs have to be connected to the same LAN of the IP phones and of the IP-PBX(s). The server has to be reachable from the end-user PCs.

Software distribution

The server platform is distributed as a pre-installed virtual appliance. Mida Solutions distributes its Virtual Machines using standard OVA/OVF formats.

Supported platforms and hypervisors are:

- VMware ESXi 5.x or 6.x (VMware vSphere Hypervisor)
- KVM (latest version)

A Mida License is required to activate the Software. The Virtual Appliance is completely manageable from an easy and intuitive web portal.

Please refer to the hypervisor vendor documentation for further information. Mida virtual appliance can be downloaded also from: <https://www.midasolutions.com/download-request/>

Other specifications

For details on Mida Platform compatibility with the most used web browsers, please refer to https://www.midasolutions.com/wp-content/uploads/Mida_products_compatibility.pdf

It is not guaranteed that the service is working properly in case of overlapped numbering plans (e.g. partitions or shared lines). Please contact Mida Solutions for further information.

Please refer to the hypervisor vendor documentation for further information.

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