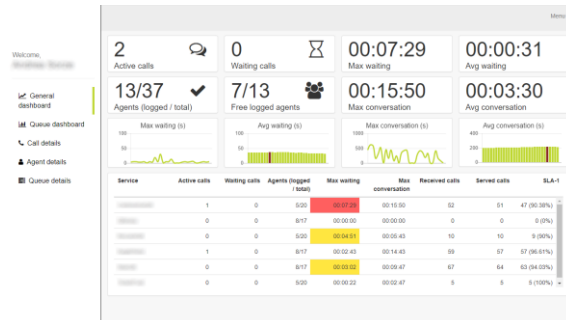# Mida Supervisor Console

1. Overview

Mida Supervisor Console is a web client enabling to monitor the call queueing and automatic call distribution system by Mida Solutions (see www.midasolutions.com for further details). The console provides real-time data and accurate reports calculated through the metadata collected in a definable time lapse. By this, it is the perfect solution for service supervisors and also for service office wallboards.

Thanks to the web based approach, Mida Supervisor Console offers many advantages compared to standard PC client, including the possibility to access it from any desktop PC, getting always the same configuration (Seat-Less option).

With a simple and intuitive GUI layout, guided by a "what you need is what you get" philosophy to avoid all superficial information and settings, which bring confusion and mistakes, this is the perfect application for all those requiring a ready-to-use solution to monitor their services, improving efficiency and quality.

2. How it works

Mida Supervisor Console is an application dedicated to monitor Mida Solutions call queueing and automatic call distribution system. Thanks to this extremely easy-to-use console, system supervisors and administrators can now check their services with real-time results and automatic data analysis collected from a defined time span, manageable from the system settings.

From the system homepage, it is already possible to get all the service information: thanks to the "**one-hand-control**" feature, to the GUI intuitive design, graphics and highlighted values, all the relevant information is already there.

Mida Supervisor Console is structured with four different main pages, all accessible from the navigation menu on the left:
- **General dashboard**, providing the relevant details in just one page.
- **Queue dashboard**, providing all queue information at a glance.
- **Call details**, giving more specific information about the received calls (waiting or active), like their waiting time, conversation time and many more;

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- **Agent details**, providing specific details about the agents of all or just one queue, like their BLF status, their last login/logout, etc.
- **Queue details**, which shows detailed information about the service/s monitored by the supervisors (status of the queue, active or waiting calls, etc.).

Mida Supervisor Console provides even a portal to easily and rapidly configure the service queue settings.

3. Main features

FEATURES	YES/NO	NOTES
Web GUI	YES	
Language		*Other languages can be uploaded*
• Italiano	YES	
• English	YES	
• Español	YES	
• Portuguese	YES	
User secure login/logout based on username/password	YES	
Re-Brandable console per tenant (colours and logo)	YES	
Pre-defined indicators and info panel that can be used as wallboard	YES	
Supervisor profile	YES	
Configurable threshold on numbers of calls and waiting times	YES	
Configurable time span (N), T1 for SLA	YES	
Real-time Service Overview: - active calls - waiting calls - agents (logged/total) - free agents	YES	
Time-span based Service Overview: - max waiting time - average waiting time - max conversation time - average conversation time	YES	
General view Real-time updated: active calls, waiting calls, logged agents out of the total. Time-span based: max conversation and waiting time, received and served calls, served within T1/received %	YES	
Call detail view For each call: queue engaged, serving agent details, caller ID, waiting time, conversation time, service queue	YES	

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Possibility to filter the view	YES	
Agent list view Service queue, login status (BLF), last login/logout Timestamp, Skill, force agent login/logout	YES	
Possibility to filter the view	YES	
Queue detail view <u>Real-time updated</u>: status, active calls, waiting calls, agents. <u>Time-span based</u>: max and avg wait, max and avg conversation, received calls, served calls, abandoned calls, overflow calls, OOS calls, service level	YES	
Possibility to filter the view	YES	
Call history view For each call: date, time, call duration, agent, caller, service queue	N/A	*Coming soon*

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4. TECHNICAL INFORMATION

Mida Supervisor Console is part of the Mida eFramework UC App Suite (www.midasolutions.com).

To ensure stable client server connections and a high quality service, the server hosting Mida eFramework virtual appliance has to be connected to the local LAN with proper QoS and guaranteed bandwidth.
Mida Solutions server and clients' 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 form the end-user PCs.

Software distribution

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

Supported platform and hypervisors are:

- VMware ESXi 4.x, 5.x or 6.x (VMware vSphere Hypervisor)
- KVM (latest version)

A Mida Solutions 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 Solutions virtual appliance can be downloaded also from www.midasolutions.com/download/

Other specification

Best User Experience is ensured with WSXGA resolution monitors (or higher).

For details on Mida Supervisor Console compatibility with the most used web browser, please refer to www.midasolutions.com/browsercompatibility/ .

For further details, please refer to www.midasolutions.com/generalcompatibility/ .

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.

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