Omni Intelligence FAQ – Supervisor Extended View - Filters

Introduction

OI has introduced a new feature to the Supervisor Extended view that enables the Agent Presence Status (reported from PureCloud) views to be filtered.
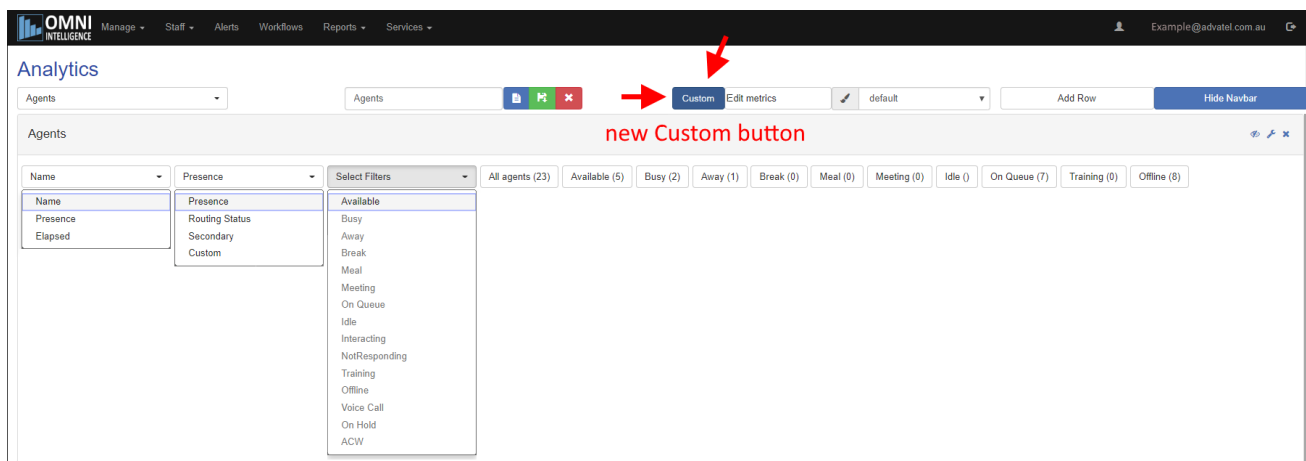
PureCloud can present multiple presence states for agents. This causes an issue in traditional call centre environments where a single status is expected that summarizes everything. To make life easier, Omni Intelligence has created "Custom Filters".

Why are some presence statuses contradictory? How can an agent be in multiple states at once?

In a traditional PABX/Call Centre, an agent can be (simplified) available to take a call, or not available to take a call. These two states can often be broken down into more detailed (sub) statuses, to give a more detailed indication what agents are doing at any given time.

PureCloud isn't a traditional PABX. In PureCloud, a user can present multiple states, "Presence", "Secondary Presence" & "Routing Status".

Instructions

First Dropdown – Name / Presence / Elapsed

This changes the primary sort order

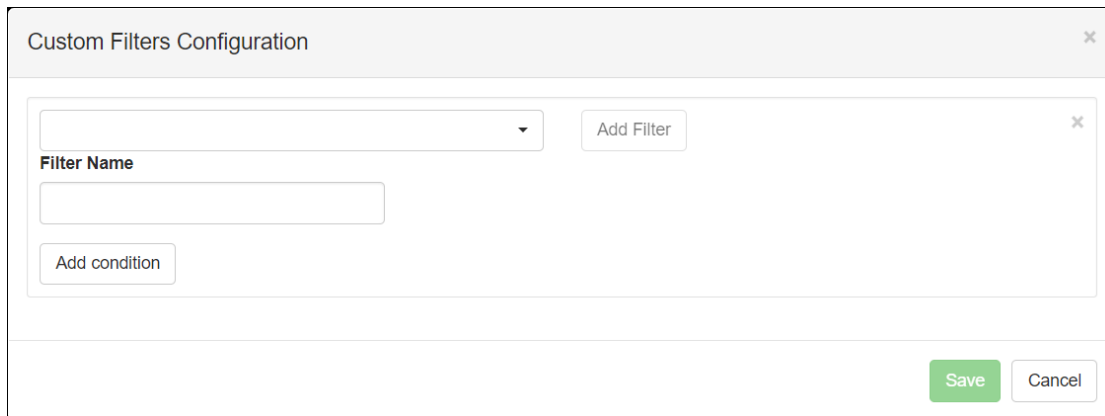## Second Dropdown - Presence / Routing Status / Secondary / Custom?

This changes the Filter Buttons displayed depending on what "Presence" type is selected
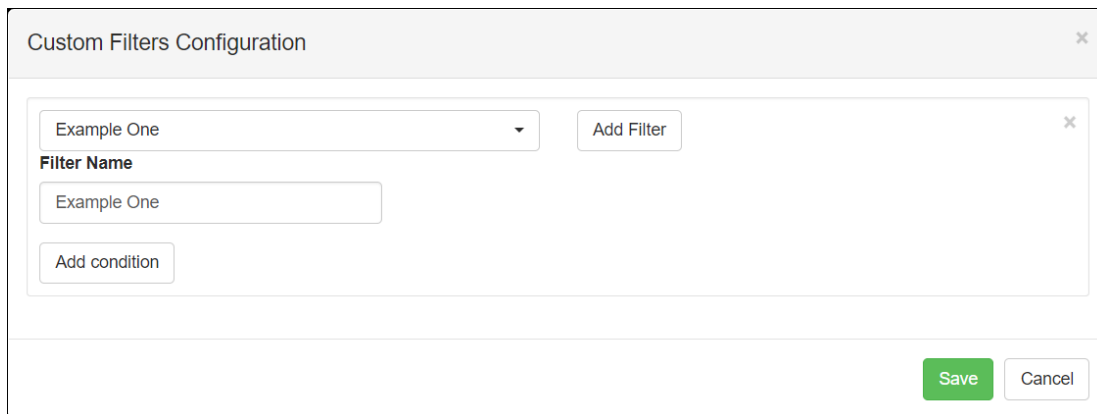
Third Dropdown – Select Filters

Enables the selection of pre-created filters that will (when applied) filter the view of agents statuses based on threshold settings.
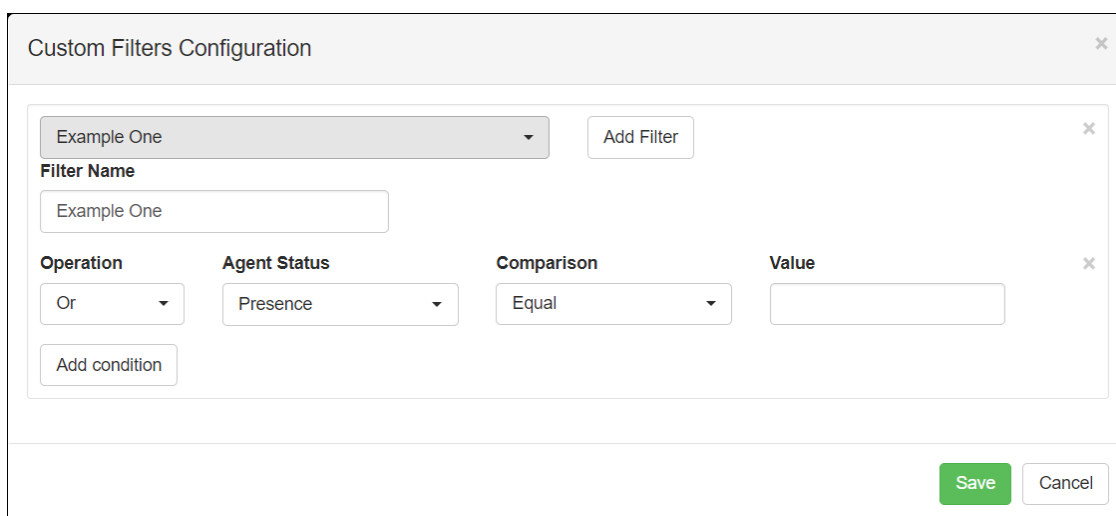
Custom Button

This enables multiple presence states to be combined into a custom filtered button in the Supervisor: Extended panel. Pressing the custom button brings up

Custom Filters Configuration ✕

Filter Name

Add condition

Save   Cancel
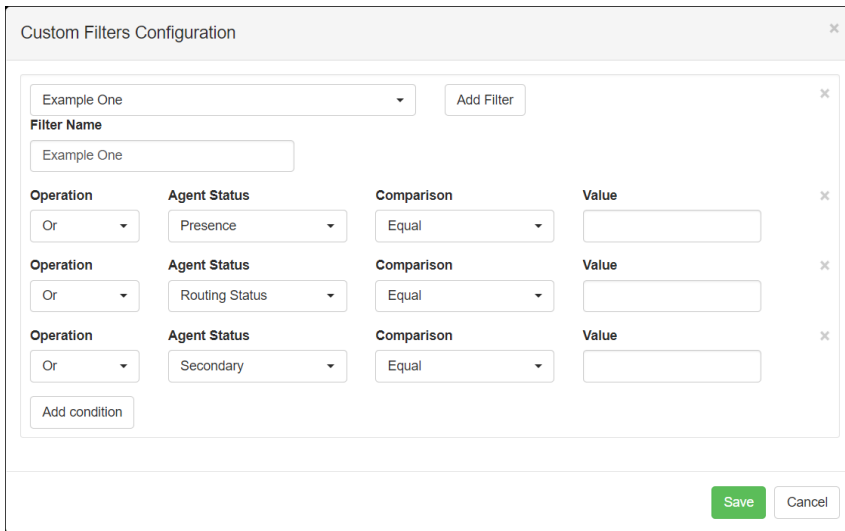
Give the filter a name and click [Add Condition]

Custom Filters Configuration ✕

Example One ▼   Add Filter

Filter Name

Example One

Add condition

Save   Cancel

It will then add one condition that has to be matched in order for the filter to be met.

Custom Filters Configuration ✕

Example One ▼   Add Filter

Filter Name

Example One

Operation	Agent Status	Comparison	Value
Or ▼	Presence ▼	Equal ▼	

Add condition

Save   Cancel

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If you click [Add Condition] again, you can add a second and third condition (and so on).

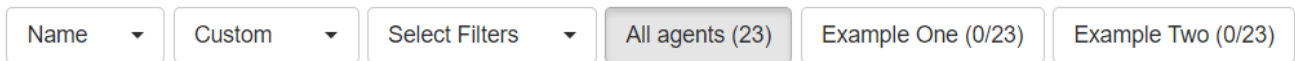Once you have the conditions the way you want them, click [Save]

A new button will appear on the "Extended Agent Display" next to the [All Agents] options. In the example below, two filters have been created – Example One and Example Two.

Clicking each button will display the Agents whose Presence/Routing/Status match the conditions you created.

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To build a condition you need to create a logical statement.

And / Or = means the conditions must all be true, or any of them can be true.

Agent Status = the field being tested

Comparison – Agent Status must match or must not match

Value = a text string

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Building Conditions Examples

Please note that these examples may not suit every call centre.

Show all the agents not "On Queue".

Operation	Agent Status	Comparison	Value
And	Secondary	Not Equal	On Queue

Show all Agents on "After Call Work"

Operation	Agent Status	Comparison	Value
Or	Routing Status	Equal	ACW

Show all Agents on "Who Can Answer Calls Now"

(Please note that this configuration especially will not suit every call centre)

Operation	Agent Status	Comparison	Value
Or	Routing Status	Not Equal	ACW
And	Routing Status	Not Equal	Interacting
And	Routing Status	Not Equal	Off Queue
And	Routing Status	Not Equal	Not Responding
And	Routing Status	Not Equal	Communicating
And	Routing Status	Not Equal	Voice Call