

GNAV PRO USER'S GUIDE



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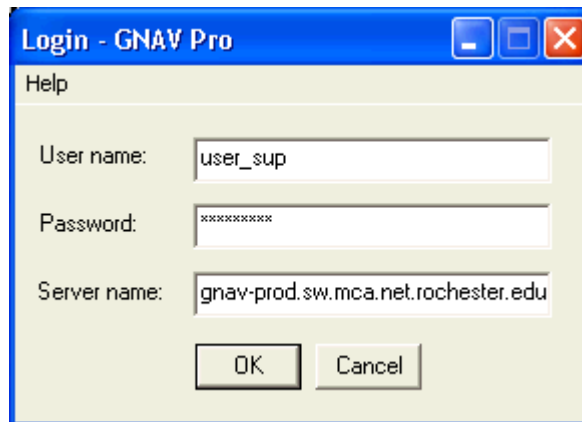
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Logging onto the GNAV Server

Step 1 From the Start Menu, select **Programs > NEC GNAV Pro > GNAV Pro Client** or double click on the **NEC GNAVPro Client** icon on your desktop.



Step 2 Enter your User Name, Password, and Server Name, then click **OK**.

A screenshot of the "Login - GNAV Pro" dialog box. The dialog has a blue title bar with the text "Login - GNAV Pro" and standard Windows window controls (minimize, maximize, close). Below the title bar is a "Help" button. The main area contains three text input fields: "User name:" with the value "user_sup", "Password:" with the value "*****", and "Server name:" with the value "gnav-prod.sw.mca.net.rochester.edu". At the bottom are "OK" and "Cancel" buttons.

The server name field is always ***gnav-prod.sw.mca.net.rochester.edu***. Once you've logged into the system, the User Name and Server Name fields will remain populated for the next time you log in so that you will only have to type in your password and click OK in order to login.

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Step 3 After a few seconds the main window of the application displays.

The screenshot displays the GNAV Pro application window titled "GNAV Pro - Queued Calls - View by Split". The interface includes a menu bar (File, View, Maintenance, Report, Window, Help), a toolbar, and a tree view on the left showing a "SYSTEM" folder. The main content area is divided into three sections:

- Queued Calls - View by Split:** A table showing call statistics for an operator.

Split	Priority	Standard	Multi	Agent	None	1st	2nd
operator u	0	0	0	0	0	0	0
- Agent Stats - View By Agent:** A table showing agent performance metrics.

Agent Name	ACD State	ACD Time	Extension	PBX State	PBX Time	Total ACD Calls	PBX In. Calls	Skill Level	Que
54707	WRK 1	01:57:08	54707	IN	00:01:55	1	21	15	0
55291	WRK 1	11:20:12	55291	IDLE	00:54:04	0	0	15	0
59555	READY	00:02:48	59555	IDLE	00:01:57	8	62	15	0
59556	READY	00:15:47	59556	IDLE	00:00:58	5	43	15	0
- Call Stats:** A table showing overall call statistics.

Statistic	Count	Percent(%)
Total Calls	14	
Average Speed Answer	00:00:13	
Longest Waiting Call	00:00:00	
Aband Before Announce	0	0
Aband After Announce	0	0
Aband During Ring	0	0
Grade of Service	50	93

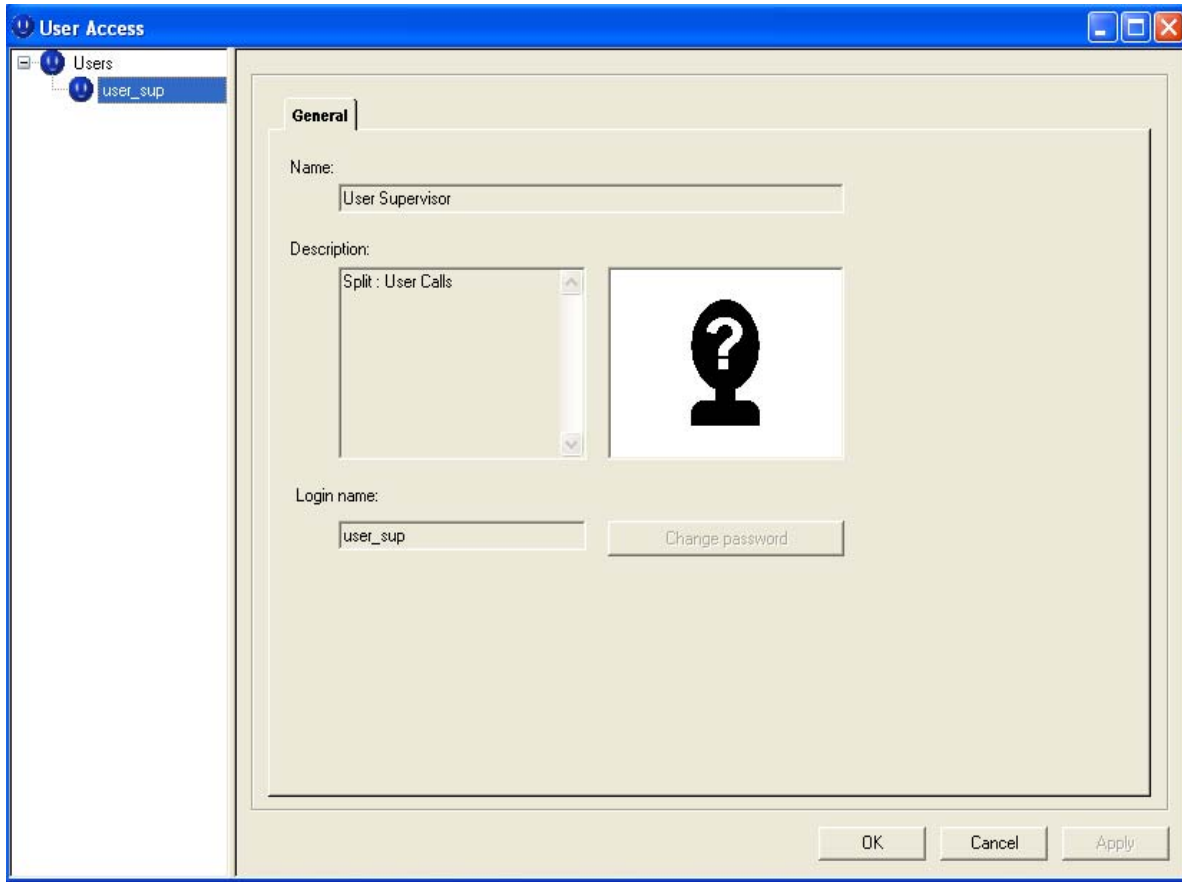
The status bar at the bottom indicates "Ready" and "System Ready".

The GNAV Pro window provides access to the real-time statistics and reporting tools contained in GNAV Pro. This window contains the menus, toolbar, status bar, and the tree view that lists the Entities, Reports, and Views used in GNAV Pro.

Password Management

To change your **password**, do the following:

Step 1 From the Menu select **Maintenance > Configuration > User** or click  from the toolbar. The User Access dialog displays as below:



Step 2 Locate your user in the tree view whose password you wish to change, then right-click.

Step 3 Select **Edit User**. The **Change password** button enables.

Step 4 Click on the **Change password** button. In the following window, enter the old password in the **Old password** field. Enter the new password in the **New password** field, then enter it again in the **Confirm New password** field to confirm the new password.

Step 5 Click **OK** to save the new password or **Cancel** to exit without saving any changes.

Note: If you cannot remember the old password or if you forget our password, please call the University IT Center at 275-2000 Option2.

About the GNAV Pro Window

Tree View The Tree View displays in the left pane of the GNAV Pro window and contains the Entities, Reports, and Views tabs. The Tree View is dockable, allowing you to specify where it appears in the GNAV Pro window.

Tab	Action
Entities	Displays all system entities; agents, splits, etc.
Reports	Displays the available reports associated with this user account.
Views	Displays the available views associated with this user account.



The Entities tab is currently view only and does not contain any useful information that is not shown in the real time statistics views.

Menus

The Menu Bar at the top of the GNAV Pro window contains the available menus. The Menu Bar is dockable, allowing you to specify where it appears in the GNAV Pro window.

Menu	Action
File	<ul style="list-style-type: none"> • Close an open dialog, view, or report. • Configure printing options. • Print or preview a view or a report. • Exit GNAV Pro.
View	<ul style="list-style-type: none"> • Toggle the display of the toolbar and the status bar.
Maintenance	<ul style="list-style-type: none"> • Maintenance personnel only.
Report	<ul style="list-style-type: none"> • Launch reports.
Window	<ul style="list-style-type: none"> • Specify the window display options.
Help	<ul style="list-style-type: none"> • Access the online Help. • View the software version and copyright information.



The Maintenance Menu is for maintenance personnel; all configuration options are disabled.







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Toolbar

The Toolbar in the GNAV Pro window provides quick access to some of the more common functions. The Toolbar is dockable, allowing you to specify where it appears in the GNAV Pro window.

Toolbar Icon	Action
	Toggles the Tree View display in the left pane of the GNAV Pro window.
	Sends the contents of the displayed window to a configured printer.
	Creates a print preview of the selected view or report.
	Opens the Access Configuration window where you can view your user account.
	Displays all current views (such as Queued Calls, Agent Stats, etc.) in separate, external windows (frames). These frames can be re-sized and positioned on screen as needed.
	Returns all external frames to the GNAV Pro main window. The frames can then be positioned and tiled or cascaded, as needed.



TIP

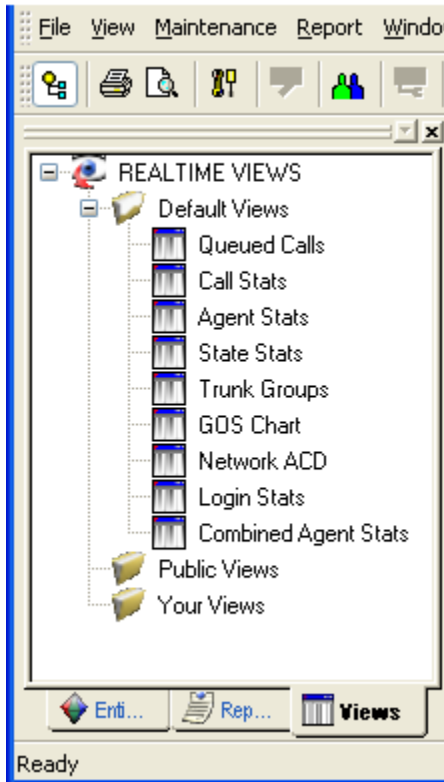
All of the remaining icons are for maintenance personnel and are disabled.

Status Bar

The Status Bar is located on the bottom of the GNAV Pro window. The Status Bar displays information about the connection to the ACD, PBX, and the Global Navigator Server.

Real Time Statistics Views

The Views tab of the GNAV Pro window.



The Default Views folder contains the standard views available to any GNAV Pro user. Default views are pre-configured to contain many of the common statistics related to call center activity. Default views include the following:

Queued Calls Window

The Queued Calls window presents the quantity of calls in split queues.

A single call can be queued simultaneously to a maximum of four splits. If a call is queued to multiple splits, the call will be included in the queue depth for each split; however, the "system" total will reflect the call only once.

Queued Calls - View by Split							
Split	Priority	Standard	Multi	Agent	None	1st	2nd
operator u	0	0	0	0	0	0	0

The Queued Calls window contains the following elements:

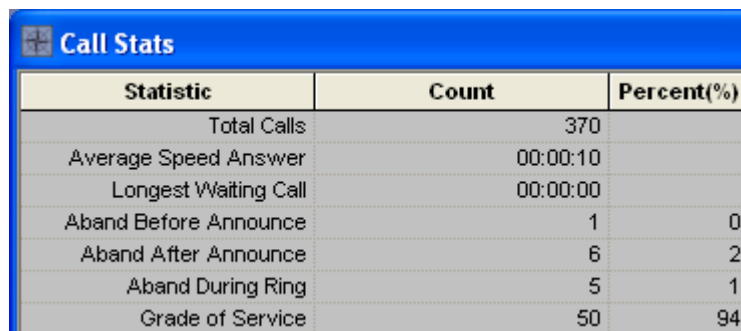
- **Split** - The split name.
- **Priority** - Queued calls with priority less than 10.
- **Standard** - Queued calls with priority 10 or greater.
- **Multi** - Indicates calls queued to more than one split.

Queued Calls Window - continued

- **Agent** - Number of agent personal queued calls.
- **None** - Number of calls in the queue that have not been connected to an announcement.
- **1st** - Number of calls in the queue that are currently or have been connected to an announcement.
- **2nd** - Number of calls in the queue that are currently or have been connected to two or more announcements.

Call Stats Window

The Call Stats window provides up-to-the-second statistics for an individual split.



Statistic	Count	Percent(%)
Total Calls	370	
Average Speed Answer	00:00:10	
Longest Waiting Call	00:00:00	
Aband Before Announcement	1	0
Aband After Announcement	6	2
Aband During Ring	5	1
Grade of Service	50	94

The Call Stats window contains the following elements:

- **Total Calls** – The number of calls presented to the split during the current day.
- **Average Speed Answer** – The mean time between a call being presented to the split and the call being connected to an agent during the current day. The time displays in HH:MM:SS.
- **Longest Waiting Call** – The time spent in queue by the call which currently has spent the longest period of time in queue.
- **Aband Before Announcement** – The percentage and count of calls presented to the split but were abandoned before being connected to an announcement. The count is cumulative for the current day.
- **Aband After Announcement** – The percentage and count of calls presented to the split but were abandoned after being connected to an announcement. The count is cumulative for the current day.
- **Aband During Ring** – The percentage and count of calls presented to the split but abandoned while ringing at an agent position. The count is cumulative for the current day.
- **Grade of Service** – The percentage and count of calls presented to the split and answered within a customer-specified time (in seconds). The count is cumulative for the current day.

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Agent Stats Window

The Agent Stats window of the Navigator displays the current status of ACD positions and the status of their companion PBX extensions. The PBX extension is the usually the number listed in the Faculty / Staff Directory.

The time that the agent has spent in the current state is shown. All agents in the split who are logged onto the ACD system are displayed in this window.

Agent Stats - View By Agent									
Agent Name	ACD State	ACD Time	Extension	PBX State	PBX Time	Total ACD Calls	PBX In. Calls	Skill Level	Que
33031	WRK 1	00:10:27	33031	IDLE	02:06:14	67	0	15	0
35125	READY	00:00:31	35125	IDLE	01:42:42	69	0	15	0
56098	READY	00:01:31	56098	IDLE	02:27:23	78	0	15	0

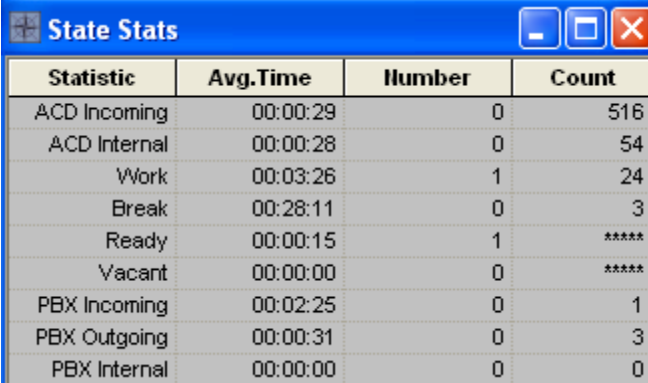
The Agent Stats window contains the following elements:

- **Agent** – Identifies the Agent by their name (usually the agent's PBX extension).
- **ACD State** - Indicates the agent's current status: "split name" (on an Incoming call), Ring (currently ringing), "Station Number" (on an internal call), Work or WRK 1 (in work mode and not taking calls), RECOV (in penalty work mode because a call rang to the agent and was not answered, the call was placed back in queue), Break or BRK 1 (in break mode and not taking calls), Ready (logged in and ready to take calls), Vacant (not logged in). Hold will also show when an agent places a call on hold.
- **ACD Time** - Indicates the time that the agent has spent in the current ACD state.
- **Extension** - The agent's PBX extension.
- **PBX State** - Displays the current state of the agent's PBX extension: IN (on an incoming call), INTERNAL or a "Station Number" (on an internal call), OUT (on an outbound call), IDLE (not in use).
- **PBX Time** - Displays the time in the current state of the agent's PBX extension. This time may not be accurate if the agent has additional line appearances on their phone.
- **Total ACD Calls** - Total ACD calls answered under current agent login for the selected split or splits.
- **PBX In. Calls** - Total calls answered on the agent's PBX extension under current agent login. This number may not be accurate if the agent has additional line appearances on their phone.
- **Skill Level** - Agent skill level for the selected split or for the attribute split. Not currently used.
- **Que** - Indicates the number of calls in the agent's personal queue

You can use the Agent Audit feature in this real time view to display statistics about an agent's states throughout the current day. You can also use the Agent Stats feature in this real time view to display an agent's statistics for the current day. To utilize these features right click over the agent and select the appropriate option. Care should be taken when using these features as it can have an inverse effect on the ability of the system to update the user's real time screen if accessed too often or during peak hours of operation.

State Stats Window

GNav Pro uses this window to present cumulative and momentary information related to the status of all the agents in the split.



Statistic	Avg.Time	Number	Count
ACD Incoming	00:00:29	0	516
ACD Internal	00:00:28	0	54
Work	00:03:26	1	24
Break	00:28:11	0	3
Ready	00:00:15	1	*****
Vacant	00:00:00	0	*****
PBX Incoming	00:02:25	0	1
PBX Outgoing	00:00:31	0	3
PBX Internal	00:00:00	0	0

The State Stats window contains the following elements:

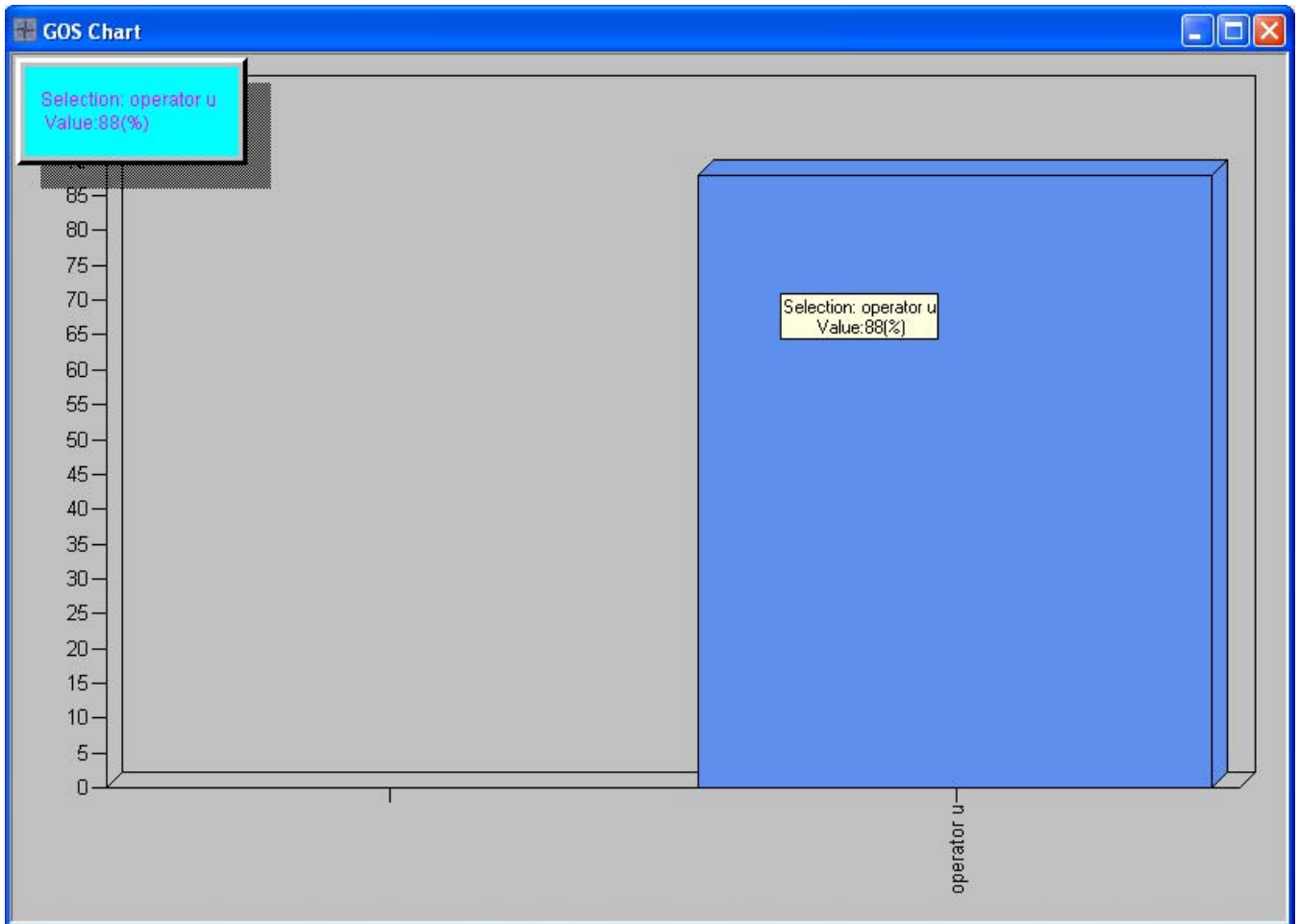
- **Statistic** - The available states for an ACD position or PBX extension.
- **Avg. Time** - The average time spent in each listed state for all agents in the split for the entire day, updated in real time.
- **Number** - The number of agents currently in each of the listed states.
- **Count** - The accumulated count of agents in each of the listed states for the current day up to the display time.

Trunk Groups Window

Displays current statistics for configured trunks which includes number of calls, calls in queue, calls ringing or busy, and the total number of calls. *This view is available, but is not used at this time.*

GOS Chart Window

GNAV Pro provides a graphic representation of the grade of service (GOS) for all configured splits in the system. Grade of Service is defined as the percentage of calls successfully answered within a user-specified number of seconds (typically 50 seconds).

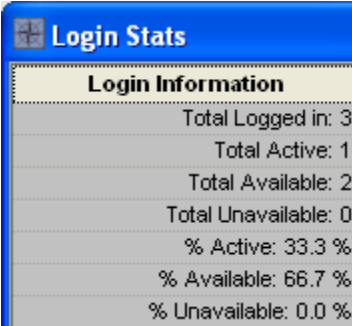


Network ACD Window

Displays current statistics for rerouted calls, longest waiting call (LWC), blocked, abandoned, and completed calls. *This view is available, but is not used at this time.*

Login Stats Window

The Login Stats realtime view gives you continually updated information about seven statistics related to logged in users on your system



Login Information	
Total Logged in:	3
Total Active:	1
Total Available:	2
Total Unavailable:	0
% Active:	33.3 %
% Available:	66.7 %
% Unavailable:	0.0 %

- **Total Logged In** – The number of agents currently logged in.
- **Total Active** – The number of agents currently on a call.
- **Total Available** – The number of agents currently logged in and waiting for a call.
- **Total Unavailable** – The number of agents logged in, but not available to take a call because they are in work mode or break mode.
- **% Active** – The percentage of logged in agents who are and on a call.
- **% Available** – The percentage of logged in agents who are waiting for a call.
- **% Unavailable** – The percentage of logged in agents who are not available to take a call.

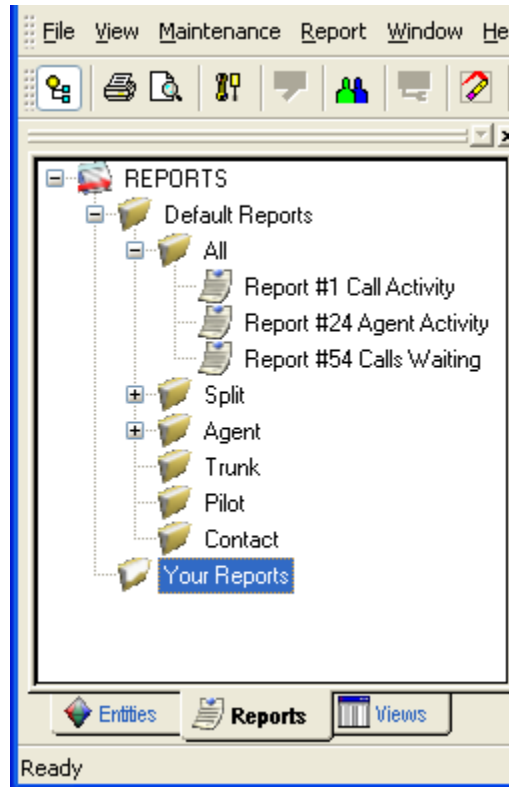
Combined Agent Stats

Displays a hybrid view of agent states at the current time which includes the agent's extension, the agent's name, the combined status, and the combined time. *This view is not available at this time (see **Agent Stats** window for this information).*

These views can be resized and moved anywhere on the screen. When the user logs out at the end of their shift, the system will remember which views were open, their size, and location so that the next time they log in the same views will be restored.

Generating Reports

The Reports tab of the GNAV Pro window.



The Default Reports folder contains the three reports that are available to each user.

- **Call Activity Report** - provides the user with ACD incoming call handling and outgoing call information for the selected subject.
- **Agent Activity Report** - provides the user with state count and time information.
- **Calls Waiting Report** - provides the user with wait time information for total calls, answered calls, and abandoned calls.

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Report generation requires the following three steps:

Step 1 Double click on the desired report.

Report Wizard - Report Time

Time property

Date

From: 3/10/2010

To: 3/10/2010

Time selection

From: 8:00 AM

To: 5:00 PM

Recurrence

Daily

Interval

Hourly

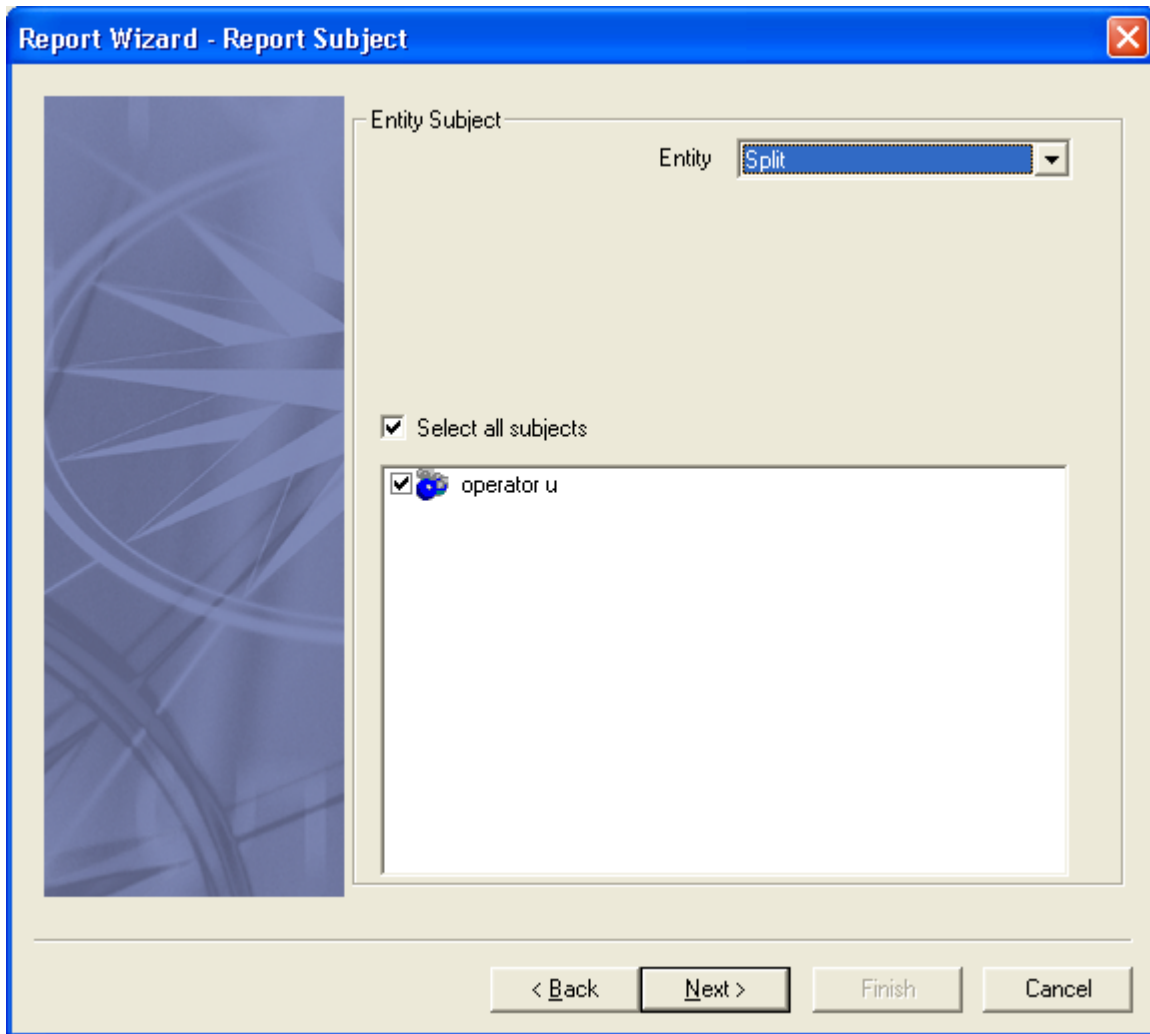
Shift selection

Shift 1
Shift 2
Shift 3
Shift 4
Shift 5
Shift 6

< Back Next > Finish Cancel

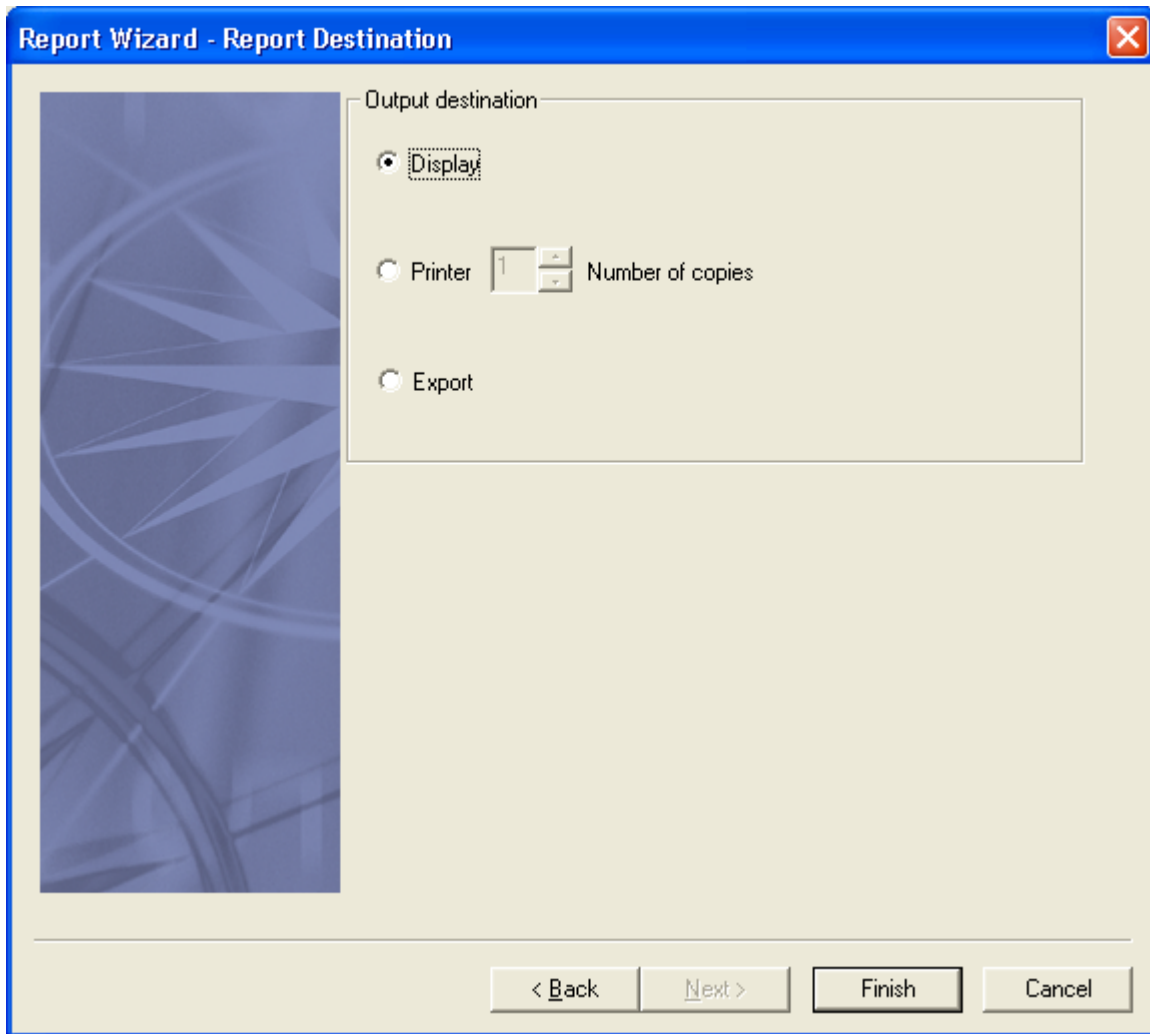
- Set the start and end time and date for the timeframe that the user wants in the report.
- The recurrence setting groups the data by day, week, month, year, or day of the week depending on the user's choice.
- The interval setting allows the user to adjust the granularity of the data in the report so that it can be viewed in 15 minute (quarterly), 30 minute (half hourly), or 60 minute (hourly) increments. The hourly setting is recommended.
- The Shift selection is not used and will become unavailable once a start and end time is set.

Step 2 Once all of the above settings have been selected, click **Next>**.



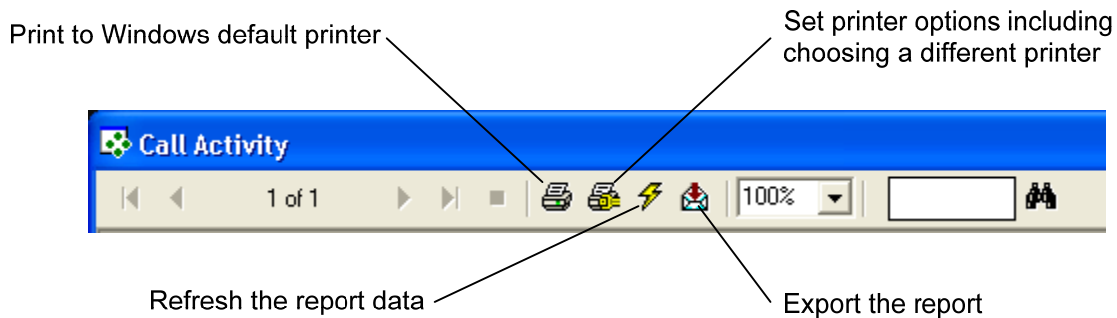
- Always select "Split" in the Entity drop down menu unless you are running the **Agent Activity** report, in which case the user could also choose "Agent".
- If the user has access to multiple splits, they can select which splits to run a report on or by default the system will select all of the available splits.

Step 3 Once all of the above settings have been selected, click **Next>**.




There are three choices for the destination of the user's report:

- **Display** – sends the report to the user's computer screen. The user still has the option to print or export the report once it comes up on the screen (see below).



- **Printer** – send the report to the user's windows default printer. If the user wants to send the report to a different printer, choose the display option (see above for details).
- **Export** – this gives the user the option to save the report in several different formats including: Acrobat (PDF), Character Separated, Comma Separated (CSV), Crystal Reports (RPT), Microsoft Excel (XLS), HTML, Microsoft Word, and several others.

Logging Out

Click  at the top right hand corner of the GNAV Pro window or **F**ile and then **E**xit to close the GNAV Pro Client.