

Product Datasheet

Line Group Manager

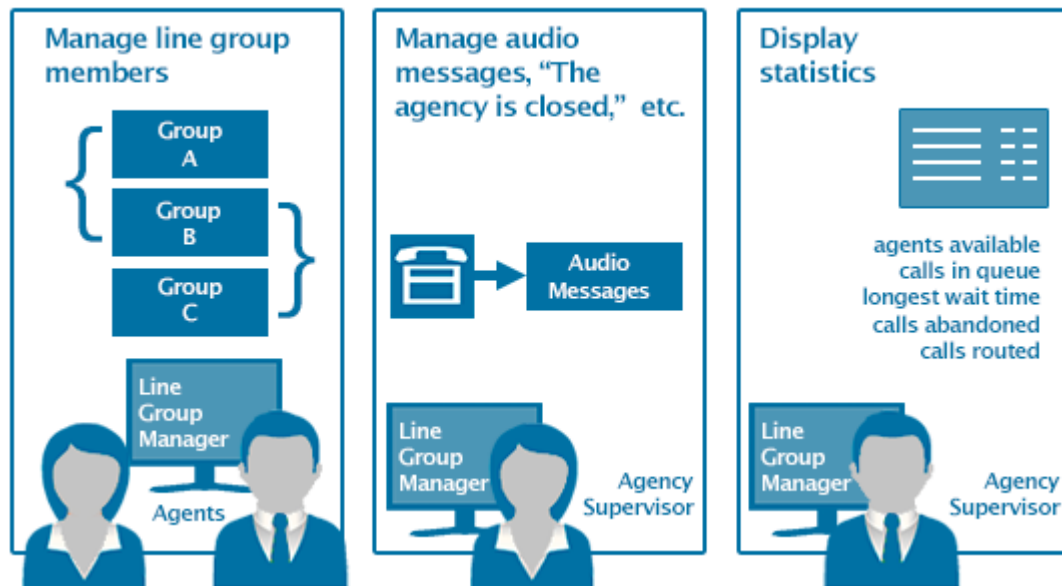
Line Group Management
Open Hours
Real-Time Statistics



1 Line Group Manager Description

1.1 Objectives of the solution

Line Group Manager is a tool for facilitating call handling in organizations which include a large number of agencies.



Clients directly call the agencies in order to benefit from a personalized reception; however, when the agency is closed or flooded with calls, the calls must be distributed to other agents or other agencies.

The tool provides a personal interface for managing one's availability and the calls one wishes to handle, according to different line groups. It also permits the modification of one's Calling Number according to one's belonging to a line group.

The supervisor may manage the open/closed hours of the agency and, in particular, unusual schedules.

Finally, this tool provides line group call statistics in order to monitor the quality of service.

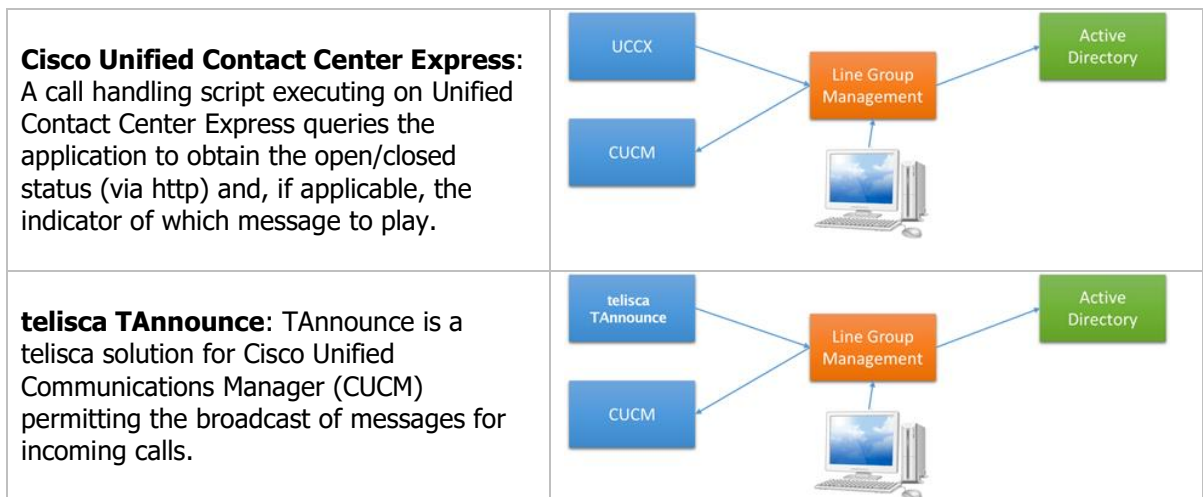
1.2 Architecture

Line Group Manager which is installed on a Windows Server.

It interfaces with Active Directory for authentication and to determine to which agency belong the supervisor and the user agents.

It interfaces with Cisco Unified Communications Manager (CUCM) to read and modify line group associations, the paused/available status, to define the Calling Number, and to obtain call statistics (Queued Hunt Pilot).

For playing messages, two options:



1.3 Authentication

If the Line Group Manager server belongs to the Windows domain, it is possible to obtain directly the identified user. If not, an identification screen appears.

The determination of access rights and association with the agencies to determine the Hunt Pilot/Line Group is based upon the Active Directory user's security group association:

- Security groups for each associated Hunt Pilot/Line Group
- Security group: modification of personal status
- Security group: modification of members of associated Line Groups
- Security group: modification of opening hours.

1.4 Modification of personal status

The user displays the list of Hunt Pilots/Line Groups according to the security groups to which the user belongs.

This screen displays his membership in the corresponding Line Groups. In addition, this screen displays the pause/available status (HLog) which is applied to all Line Groups. A hypertext link permits status change.

Line groups list				
Line Group	Description	Status	Members	Schedule
86990	Hunt Pilot 990	OUT	edit	edit
86992	Hunt Pilot 992	OUT	edit	edit

1.5 Modification of group members status

If the user is authorized, he may see the list of users associated with the selected group with their Line Group membership and their status (HLOG).

Line Groups Management user1.lgm 8668 [Logout](#)

[Line groups list](#) / Line group members 86990

Name	Line number	Line Group	Status
USER1 LGM	8668	IN	ACTIVE
USER2 LGM	8695	IN	PAUSED
USER3 LGM	8694	OUT	PAUSED
USER4 LGM	8661	OUT	ACTIVE

1.6 Modification of calling number

The user may update his Calling Number, either by using his DID number or by choosing via a dropdown menu a group with which he is associated.

1.7 Definition of open hours

Users may modify the agency's standard and exceptional opening schedules. They may select a message to be played if the agency is closed. Holidays are managed automatically.

Line Groups Management

[Line groups list](#) / Schedules definition O_RS_17002

	Specific	Closed	Period	Closed message
Friday		<input type="checkbox"/>	08:30 - 17:30	
Friday 30	<input type="checkbox"/>			
Saturday		<input checked="" type="checkbox"/>	00:00 - 00:00	
Saturday 31	<input type="checkbox"/>			
Sunday		<input checked="" type="checkbox"/>	00:00 - 00:00	
Sunday 1	<input type="checkbox"/>			
Monday		<input type="checkbox"/>	08:30 - 17:30	
Monday 2	<input type="checkbox"/>			
Tuesday		<input type="checkbox"/>	08:30 - 17:30	
Tuesday 3	<input type="checkbox"/>			
Wednesday		<input type="checkbox"/>	08:30 - 17:30	
Wednesday 4	<input type="checkbox"/>			
Thursday		<input type="checkbox"/>	08:30 - 17:30	
Thursday 5	<input type="checkbox"/>			

Exceptional schedules are applied only on the day indicated and are not resumed the following week.

1.8 Real-time statistics

The user may display the Hunt Pilots/Line Groups for the security groups to which he belongs. The real-time statistics are obtained from CUCM pour the Queued Hunt Groups (available starting with CUCM 9.1).

Line Groups Management user1.lgm 9056 Logout

[Line groups list](#) / Statistics

Hunt Pilot	9090	9091
Description	9090	9091
Nb. Agents available	1	1
Nb. calls in Queue	0	0
Longest wait time in queue	0	0
Nb. calls abandoned last hour	0	0
Nb. calls abandoned today	0	0
Nb. calls routed last hour	0	0
Nb. calls routed today	0	0

1.9 Other features

If desired, the user may define the lists of groups to which he is associated, thus acting on Active Directory security groups.

Modifications effected by the agency manager are automatically displayed on the user/agent screens.

A report logs the various status changes effected by the user/agents.

The user can access to LGM from a Jabber custom tab.

The left screenshot shows the 'Liste des groupes / Statistiques / Paramètres' view. It contains a table with the following data:

Groupement	Description	Status	Membres	Planning
60004	TELISCA_60004	OUT	edit	edit
60001	TELISCA_60001	IN	edit	edit
60000	TELISCA_60000	OUT	edit	edit

The right screenshot shows the 'Gestion des groupements' configuration page. It includes a dropdown for 'External number mask' set to 'Personnel 61026' and a 'Mettre à jour' button. Below is a list of groups with checkboxes for membership:

Est membre	Groupement	Description
<input checked="" type="checkbox"/>	60001	TELISCA_60001
<input type="checkbox"/>	60004	TELISCA_60004
<input type="checkbox"/>		TELISCA_60005
<input checked="" type="checkbox"/>	60003	TELISCA_60003
<input type="checkbox"/>	60000	TELISCA_60000
<input type="checkbox"/>		TELISCA_60002

1.10 Prerequisites

Supported Cisco CUCM:

- CUCM version 10.5, 11.5, 12, 12.5, 14

Available on private cloud company.telisca.cloud

On premise installation:

Windows servers supported:

- Windows Server 2012 R2 Essentials or Standard
 - Windows Server 2016 Essentials or Standard
 - Windows Server 2019 Essentials or Standard
 - Windows Server 2022 Standard
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- Minimum configuration: 1 vCPU, 4GB RAM, 70GB disk
 - Virtual Machine VMware vSphere, Hyper-V or Cisco UCS, Cisco UCS-E

The web interface is available in English, French, Flemish.