Skype for Business Unified Contact Center Setup for Admin/Supervisors

Log in to the admin panel:

You will receive an email inviting you to your UCC admin panel.

1. Click the link in the email and sign in with your **KU Online ID** and **Password**.
2. Click the **follow** button so next time you can select the site from your “following” list on the dashboard of myCommunity.

If you can’t find it, try signing in to **myCommunity.ku.edu** and searching for “UCC Config Template.”

Add a new agent:

1. Select **Agents** from the User Role category.
2. Click **New Item**.
3. In the form, **Order** = the order the agent will receive calls. We recommend setting this at **1** to share calls evenly.
4. Enter the agent using their **sip address**. This is done by entering sip: followed by the person’s primary email alias (for example, sip:sjohannes@ku.edu).
5. Use of custom hours is not recommended.
6. Click **Save**. Your list should look similar this:

✓	Agent	Order	Formal	Custom Hours
	sip:sjohannes@ku.edu	1	Yes	
	sip:edelatorre@ku.edu	1	Yes	
	sip:milne@ku.edu	1	Yes	

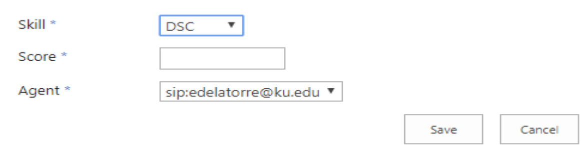
Add a skill:

1. Under Actions, click on **Skill**.
2. From the list of skills, click **Add New** and give the skill a name.
3. Click **Save**.

Assign agent to skill:

TIP: Create the agent and skill prior to this step.

1. Under Agents, select **Agents Skills**.
2. Click **Add New**.
3. Select skill from dropdown.
4. Score determines frequency of calls; We recommend 100 for agents.
5. Select the **agent** and **Save**.

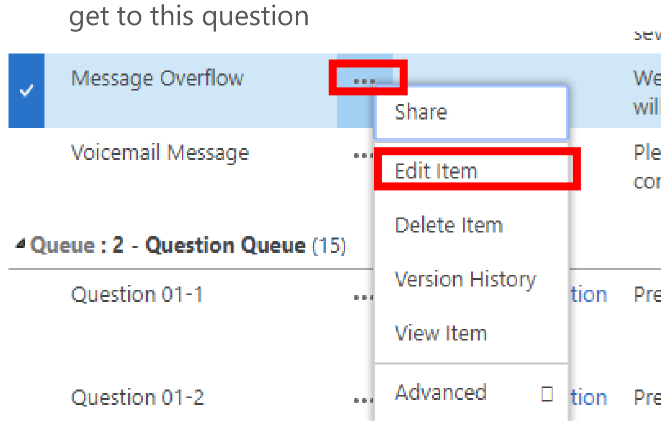


Edit Interactive Voice Response (IVR) questions:

1. Under Dialogue Management select **IVR**.
2. To edit a question, click the **ellipses (...)** and click **Edit Item**. Click **Save** when finished

Options:

- **Action -** what action the system will do during this step
- **Question** – the text that will be read aloud
- **AudioQuestion -** associate a recorded audio message rather than using text to speech.
- **Choice** – What key the customer presses to get to this question



Set up reason codes:

Reason codes allow agents to temporarily change their status if they need to step away. To set up your reason codes:

1. Click on **Reason Codes** under the User Input section.
2. Click on **New Item** or **edit this list**.
3. Enter the details for the reason code:
    - Title = name of code
    - Code = the number or code to enter
    - PresenceState = Away or Busy
4. Select **Save**.

Title *	Bathroom Break
Code *	911
PresenceState *	Away

Save Cancel

Set up business hours & holidays:

When someone calls in outside of business hours or any holidays you will be closed, they will hear the “Message Closed” option in the IVR.

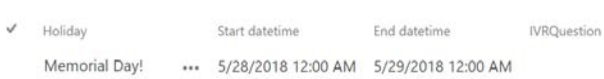
To set up business hours:

1. Under UCC General, click on **Business Hours**.
2. Click on edit this list and enter the days and times your call line will be open.
3. Click **Stop** editing this list when done.

To set up holidays:

1. Under UCC General, click on **Holidays**.
2. Click on **New Item** and fill in the information.

The call line will not be open to take calls on any days and times entered in this section.

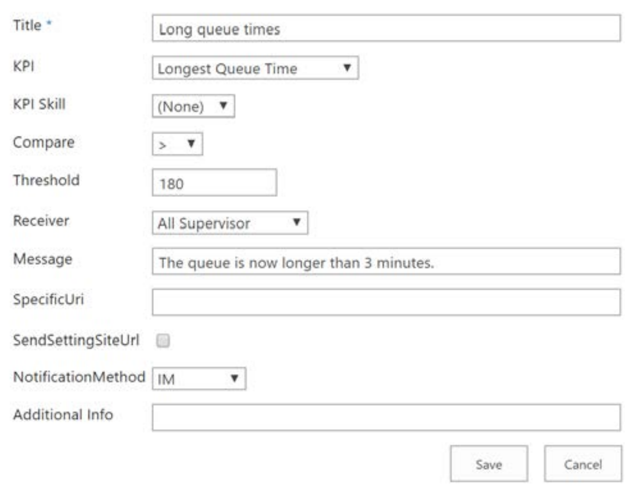


Holiday	Start datetime	End datetime	IVRQuestion
Memorial Day!	5/28/2018 12:00 AM	5/29/2018 12:00 AM	

Notifications:

You can setup notifications that the system will send out when certain conditions are met. For example, a long queue time.

1. Under Dialogue Intelligence, click on **Notifications**.
2. Click on **New Item** and fill in the form.
    - **Title –** Name for the notification
    - **KPI –** what you want to be notified about, e.g longest queue time
    - **KPI Skill –** if this notification applies to a specific skill
    - **Compare –** less, greater, or equal to threshold
    - **Threshold –** time in seconds or a number
    - **Receiver –** Agents, Supervisors, or someone specific
    - **Message –** What the notification will say when sent
    - **Notification Method –** IM, email, or both



Title *	Long queue times
KPI	Longest Queue Time
KPI Skill	(None)
Compare	>
Threshold	180
Receiver	All Supervisor
Message	The queue is now longer than 3 minutes.
SpecificUri	
SendSettingSiteUrl	
NotificationMethod	IM
Additional Info	

Save Cancel

3. Click **Save** when done.