



UNIVERSITY *of*
ROCHESTER

GNAV PRO
USER'S GUIDE

For support or suggestions for this guide:

University IT
585-275-2000
UnivITHelp@rochester.edu

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About this Guide

This guide is intended for GNAV Pro users on the University of Rochester telephone system. The goal of this document is to assist with logging in to the application, accessing real-time group and agent views, and generating activity reports for automated call distribution groups.

This guide supports GNAV Pro Version 9.3

Support

For additional assistance using GNAV Pro or to provide suggestions for this guide, contact:

University IT
585-275-2000

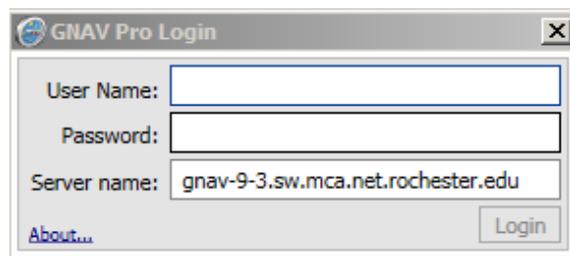
UnivITHelp@rochester.edu
tech.rochester.edu

Logging in to GNAV Pro

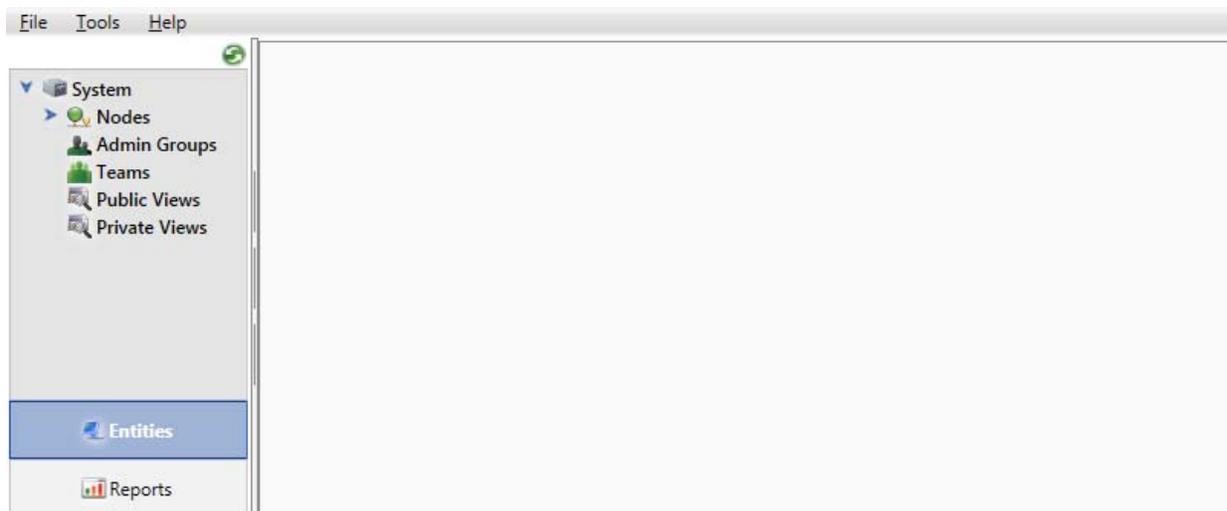
1. Locate the GNAV Pro icon on your PC and launch the GNAV Pro client.
The default installation directory is c:\Program Files(x86)\NEC\GNAV Pro Client



2. Enter your User Name and Password provided by your system administrator.
The server name is: **gnav-9-3.sw.mca.net.rochester.edu** and will only need to be entered the first time you login with your User Name. The server name will automatically populate for each subsequent login attempt.



3. The below screen will display the first time you log in. The GNAV Pro window provides access to the real-time statistics, reporting tools, and configuration options. After the initial screen is customized by each user, GNAV Pro will remember the previous settings and automatically open to the last view displayed.



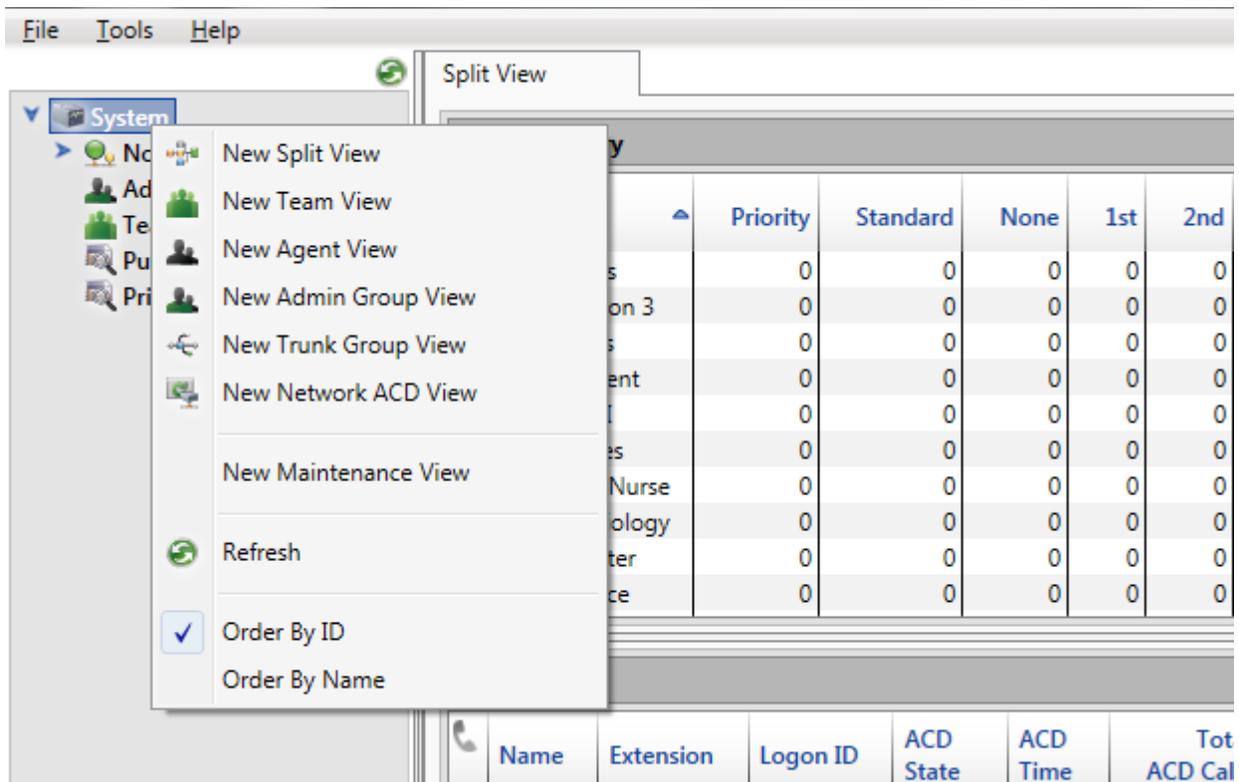
Navigating the Interface

1. The **Entity Tree** displays the entities stored in the Navigator database. It is organized hierarchically to make entities easy to find. Real time views can be opened by selecting entities in the tree view.

The following entities comprise the Entity Tree:

- **System** (all ACD nodes)
 - **Nodes** (collection of all ACD nodes Navigator is monitoring)
 - Agents
 - Splits
 - Pilots
 - Trunk Groups
 - **Admin Groups** (group of agents)
 - **Teams** (group of splits)
2. **Views** consist of data grids with multiple columns and are launched from the Entity Tree view. As the user, you can select exactly what information is displayed in a view, ranging from the entire system (everything) down to a single item (such as a split, agent, team, admin group, trunk group, etc.).

To access your split views, right click System, and choose “New Split View.”



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3. In the **Split Summary** window as shown below, selecting “System” in the name column will display all agents logged into the entire ACD system in the Agent Status window directly below it. Selecting specific splits in the top **Split Summary** window will only display the agents logged into that specific split in the window directly below it.

The screenshot shows the GNAV Pro software interface. On the left is a navigation tree with 'System' selected, containing 'Nodes', 'Agents', 'Splits', 'Pilots', 'Trunk Groups', 'Admin Groups', 'Teams', 'Public Views', and 'Private Views'. The main area is titled 'Split View' and contains three panels:

- Split Summary:** A table with columns: Name, Priority, Standard, None, 1st, 2nd, CIQ, LWC, % GOS, ASA, and ACD Answered. The data is as follows:

Name	Priority	Standard	None	1st	2nd	CIQ	LWC	% GOS	ASA	ACD Answered
ISD Overflow	0	0	0	0	0	0	00:00:00	100 %	00:00:00	0
Issue agents gnav	0	0	0	0	0	0	00:00:00	100 %	00:00:00	0
IT Center Student	0	0	0	0	0	0	00:00:00	100 %	00:00:11	5
IT Ctr Opt 2	0	0	0	0	0	0	00:00:00	85 %	00:00:23	20
- Agent Status:** A table with columns: Name, Extension, Logon ID, ACD State, ACD Time, Total ACD Calls, PBX State, PBX Time, PBX Incoming, and PBX Outgoing. The data is as follows:

Name	Extension	Logon ID	ACD State	ACD Time	Total ACD Calls	PBX State	PBX Time	PBX Incoming	PBX Outgoing
58377	58377	58377	READY	00:27:47	0	IDLE	04:58:55	0	1
50400	50400	50400	READY	00:06:19	2	IDLE	14:28:14	0	0
59175	59175	59175	READY	00:07:15	2	IDLE	03:48:36	0	4
35154	35154	35154	WRK 1	00:41:11	0	IDLE	14:28:14	0	0
- Calls in Queue:** A table with columns: Pilot Name, Split ID, Split Name, Time in Queue, Announcements, and Caller ID. This table is currently empty.

The **Split Summary** window contains the following elements:

- **Name** - Identifies the split name
- **Priority** – Calls in queue as a result of an agent failing to answer an incoming call or calls routed to the queue from an “urgent” calling option (if available).
- **Standard** – Calls in queue treated with normal priority.
- **None** – Number of calls in queue that have not been connected to the queue greeting.
- **1st** – Number of calls in queue that have heard the queue greeting once.
- **2nd** – Number of calls in queue that have heard the queue greeting two or more times.
- **CIQ** – Total number of calls in queue for the split.
- **LWC** – The longest waiting call in queue (total time in queue).

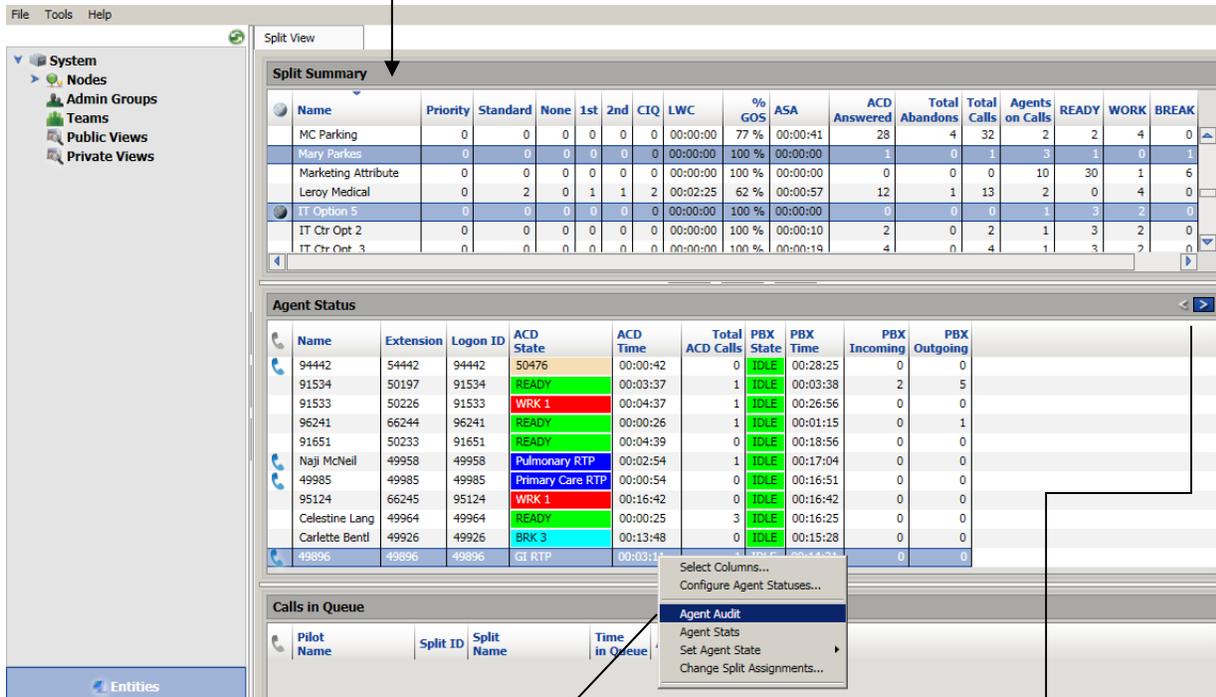
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- **% GOS** – Grade of service - the percentage and count of calls presented to the split and answered within a customer-specified time (in seconds). The count is cumulative for the current day.
- **ASA** – The average speed the calls in queue are answered for the current day.
- **ACD Answered** – Total number of calls answered for the current day.
- **Total Abandons** – Total number of calls where callers hung up prior to being answered for the current day.
- **Total Calls** – Total number of calls received by the split for the current day.
- **Agents on Calls** – Total number of agents currently on calls.
- **READY** – Total number of agents available to receive an incoming call.
- **WORK** – Total number of agents currently in WORK mode.
- **BREAK** – Total number of agents currently in BREAK mode.
- **Total Agents** – Total number of agents currently logged in to the split.

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4. Additional statistics are also available through the **Agent Status** view. Once an agent(s) is selected, right clicking on that agent will provide additional information including Agent Audit, Agent Status, Set Agent State, and Change Split Assignments.

Click and drag the header to move the column
Click once on the header to sort the column data



Additional Agent statistics available

Display agents in multiple windows

The **Agent Status** window contains the following elements:

- **Name** – Identifies the agent by their extension.
- **Extension** - The agent's PBX extension.
- **Login ID** – the agent ID used to login to the split on this extension.
- **ACD State** - Indicates the agent's current status:
 - **<Split Name>** - on an Incoming call
 - **RING** - currently ringing
 - **Extension Number** - on an internal call
 - **WORK** or **WRK 1** - in work RTP mode and not taking calls
 - **RECOVER** - 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
 - **HOLD** - call on hold

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- **ACD Time** - Indicates the time that the agent has spent in the current ACD state.
 - **Total ACD Calls** - Total ACD calls answered under current agent login for the selected split or splits.
 - **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.
 - **PBX Incoming**- Total calls received 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.
 - **PBX Outgoing** – Total outgoing calls placed 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.
5. **Calls in Queue** displays information about calls currently waiting to be answered in the ACD split. If there are no calls waiting to be answered, the window will be empty.

The **Calls in Queue** window contains the following elements:

- **Pilot Name** – The name of the split the call entered the queue through
- **Split ID** – An internal system reference number for the split. This does not have any impact on the split characteristics.
- **Split Name** – The name of the split the call is currently queued in.
- **Time in Queue** – The total time each call in queue has been in queue for.
- **Announcements** – The numbers of times the caller has heard the queue announcement.
- **Caller ID** – Displays the extension that the call was routed to the queue from. For splits without a call tree, this is typically the caller's telephone number. For splits with a call tree, this is typically an internal extension from the voicemail system.

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6. Sample: Agent Audit

Agent Audit

Printed: 6/3/2013 1:41:02PM
 From: Monday, 3 June, 2013
 To: Monday, 3 June, 2013

By Agent Daily
 User: admin
 Site: 0:00 23:59

Report # 39

Pillow, R (ID: 1007)

Activity	Split	Start Time	Status	Duration	Info
Log On	Operator	06/03/13 13:21:41	Active	##.##.##	
WRK 1	Operator	06/03/13 13:21:41	Complete	00:01:30	
ACD Incoming	Operator	06/03/13 13:25:50	Transferred	00:00:14	From: 6670 To: 4540
ACD Internal 6197	Operator	06/03/13 13:29:00	Complete	00:00:30	From: 6670
ACD Incoming	Operator	06/03/13 13:31:18	Transferred	00:00:18	From: 6670 To: 6506
Hold	Operator	06/03/13 13:31:34	Complete	00:00:02	
ACD Incoming	Operator	06/03/13 13:32:48	Transferred	00:00:11	From: 6671 To: 3879
Hold	Operator	06/03/13 13:32:57	Complete	00:00:02	
ACD Incoming	Operator	06/03/13 13:33:51	Transferred	00:00:25	From: 6671 To: 4601
Hold	Operator	06/03/13 13:34:14	Complete	00:00:02	

7. Docking and Undocking Views

Click on the ARROW to Dock/Un-Dock the window and allow it to "float" on the desktop

The screenshot shows the GNAV Pro interface. On the left is a navigation tree with 'System' and 'Nodes' expanded. The main area contains two windows:

Split View (Title: Split View | X)

Name	Priority	Standard	None	1st	2nd	CIQ	LWC	% GOS	ASA	ACD Answered	Total Abandons	Total Calls
ISD Overflow	0	0	0	0	0	0	00:00:00	100 %	00:00:00	0	0	0
Issue agents gnav	0	0	0	0	0	0	00:00:00	100 %	00:00:00	0	0	0
IT Center Student	0	0	0	0	0	0	00:00:00	100 %	00:00:11	5	0	5
IT Ctr Opt 2	0	0	0	0	0	0	00:00:00	86 %	00:00:21	22	0	22
IT Ctr Opt 3	0	0	0	0	0	0	00:00:00	76 %	00:00:27	44	5	49
MC Parking	0	0	0	0	0	0	00:00:00	87 %	00:00:24	138	6	144
MC Speech	0	0	0	0	0	0	00:00:00	100 %	00:00:00	0	0	0
Medical Records	0	1	0	1	0	1	00:00:11	50 %	00:01:35	47	13	60

Agent Status

Name	Extension	Logon ID	ACD State	ACD Time	Total ACD Calls	PBX State	PBX Time	PBX Incoming	PBX Outgoing
58377	58377	58377	READY	00:44:34	0	IDLE	05:15:42	0	1
50400	50400	50400	READY	00:23:06	2	IDLE	14:45:01	0	0
59175	59175	59175	READY	00:24:02	2	IDLE	04:05:23	0	4
35154	35154	35154	WRK 1	00:57:58	0	IDLE	14:45:01	0	0

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8. Hover the mouse pointer over any agent to verify which splits they are currently logged into.

The screenshot shows the 'Agent Status' window with a table of agent data. A mouse pointer is hovering over the 'Extension' column for agent 34246, which has triggered a 'Splits' popup window. The popup window displays the following data:

Split	Skill Level	ACD Calls
Orthopaedics	15	89
Ortho Marketing	15	0

The main table in the background has the following columns: Name, Extension, Logon ID, ACD State, ACD Time, Total ACD Calls, PBX State, PBX Time, PBX Incoming, and PBX Outgoing. The data rows are as follows:

Name	Extension	Logon ID	ACD State	ACD Time	Total ACD Calls	PBX State	PBX Time	PBX Incoming	PBX Outgoing
53008	53008	53008	Orthopaedics	00:01:07	33	HOLD	00:00:43	29	41
34246	34246	34246	Orthopaedics	00:01:06	89	IDLE	01:00:11	6	9
34204	34204	34204	HOLD	00:01:20	39	53008	00:01:07	11	17
5298	34246		Orthopaedics	00:07:45	67	IDLE	00:07:47	12	30
5281				00:06:30	45	IDLE	00:06:45	11	18
5280				00:09:29	39	IDLE	00:40:02	8	9
5617				00:01:15	72	IDLE	00:16:17	8	8
6435			Orthopaedics	00:03:57	44	IDLE	00:11:29	11	29

9. To exit GNAV Pro, simply click on the red X  in the top right corner of the application window.

Reports

1. Click on the Reports TAB on the bottom left of the page to bring up a list 3 reports that are available (dependent on system programming).

The screenshot displays the 'Reports' section of the GNAV Pro interface. On the left is a navigation tree with 'Reports' selected. The main area shows three data tables:

Split Summary

Name	Priority	Standard	None	1st	2nd	CIQ	LWC	% GOS	ASA	ACD Answered	Total Abandons
Cardio Test InPat	0	0	0	0	0	0	00:00:00	100 %	00:00:07	1	0
Cardio Test OutPat	0	0	0	0	0	0	00:00:00	93 %	00:00:21	14	0
CC Dentistry	0	0	0	0	0	0	00:00:00	100 %	00:00:09	7	0
CC Int Med 1	0	0	0	0	0	0	00:00:00	40 %	00:02:18	5	0

Agent Status

Name	Extension	Logon ID	ACD State	ACD Time	Total ACD Calls	PBX State	PBX Time	PBX Incoming	PBX Outgoing
17189	17189	17189	READY	00:06:57	5	IDLE	00:16:06	1	2
17062	17062	17062	READY	00:03:45	1	IDLE	00:19:56	0	2
17190	17190	17190	READY	00:03:37	0	IDLE	00:03:23	0	0

Calls in Queue

Pilot Name	Split ID	Split Name	Time in Queue	Announcements	Caller ID

2. Double click the desired report to launch the Report Wizard.

The screenshot shows the 'Reports' section of the GNAV Pro interface. The 'Split' category is expanded, displaying a list of reports:

- #1 Call Activity
- #2 Call Activity Summary
- #3 State Activity
- #4 State Activity Summary
- #5 State Counts
- #6 State Counts Summary
- #7 State Times
- #8 State Times Summary
- #9 ACD Incoming Activity
- #10 ACD Incoming Activity Sur
- #11 Abandoned Call Activity

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3. Enter the desired date/time range for the report.

Report Wizard

Select Time

Date Range

From: 6/3/2013 15
To: 6/3/2013 15

Recurrence

- Daily
- Weekly
- Monthly
- Yearly
- Days of week

Interval

- Quarter Hourly
- Half Hourly
- Hourly
- Daily
- Shift

Next > Cancel

4. Select the split to be report on.

Report Wizard

Select Reference Entities

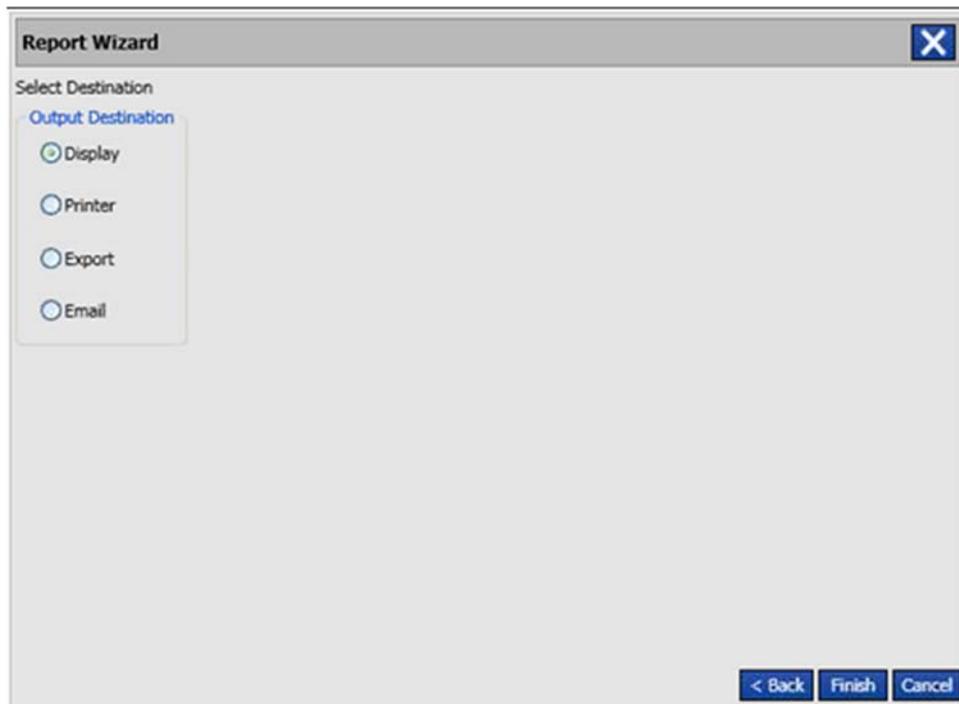
Entity Type: Split

Selected	Split Name	Node	ID
<input checked="" type="checkbox"/>	Operator	1	1001
<input type="checkbox"/>	Cncierge	1	1002
<input checked="" type="checkbox"/>	GuestReq	1	1003
<input type="checkbox"/>	Rest Res	1	1004
<input checked="" type="checkbox"/>	Opr G Vm	1	1005
<input type="checkbox"/>	VLaundry	1	1006
<input checked="" type="checkbox"/>	Hskpg	1	1007
<input checked="" type="checkbox"/>	Frt Desk	1	1008
<input checked="" type="checkbox"/>	Bell	1	1009
<input type="checkbox"/>	Exec Off	1	1010
<input type="checkbox"/>	Excp Mtg	1	1011
<input type="checkbox"/>	Security	1	1012
<input type="checkbox"/>	Rm Service	1	1013
<input checked="" type="checkbox"/>	Resv-Main	1	1014
<input type="checkbox"/>	Passkey-Resv	1	1015
<input type="checkbox"/>	Res-NYE	1	1017
<input type="checkbox"/>	Spanish Opr	1	1025

< Back Next > Cancel

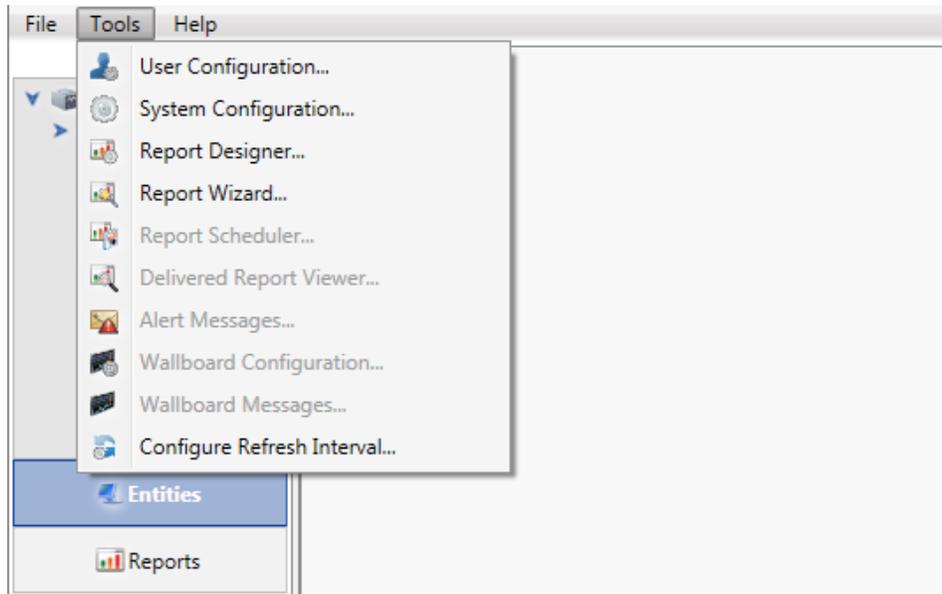
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5. Enter the desired output destination for the report, then click Finish.
- Display ~ sends the report to the desktop screen
 - Printer ~ directs the report to the local printer
 - Export ~ copies the report to Word, Excel, and PDF etc.
 - Email ~ send the report to an email address.
Contact the IT Help Desk to enable this feature.

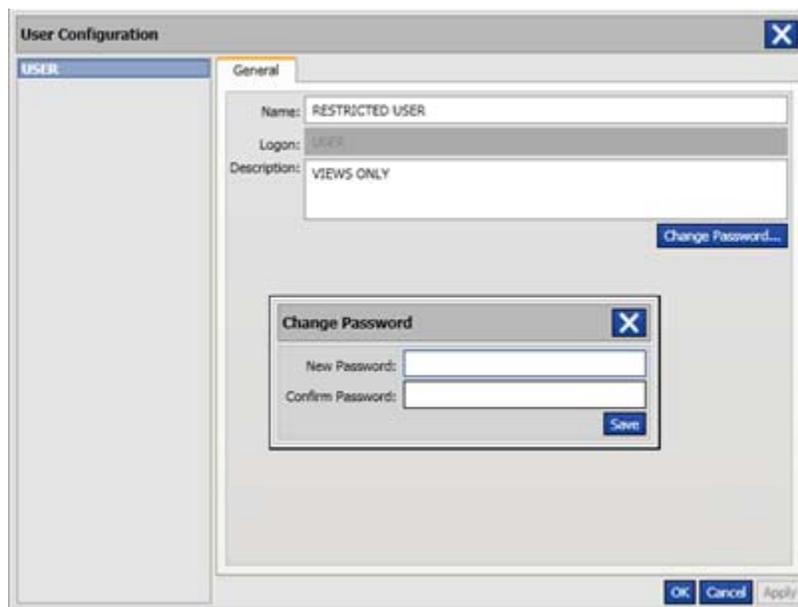


Password Management

1. Users may change their password at any time by clicking on Tools and User Configuration at the top of the page.



2. Select Change Password
3. Enter the new password, confirm it, and click Save.



Note: If you cannot remember your old password, contact the IT Help Desk for further assistance.