UNIVERSITY of ROCHESTER

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MELIORA

GNAV PRO

USER'S GUIDE

For support or suggestions for this guide:

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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:

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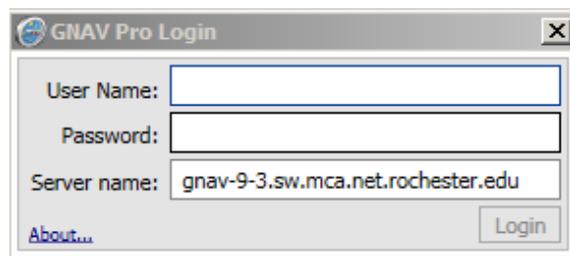
3. The below screen will display the first time you log in. The GNAV Pro window provides access to the real-time statistics, reporting tools, and configuration options. After the initial screen is customized by each user, GNAV Pro will remember the previous settings and automatically open to the last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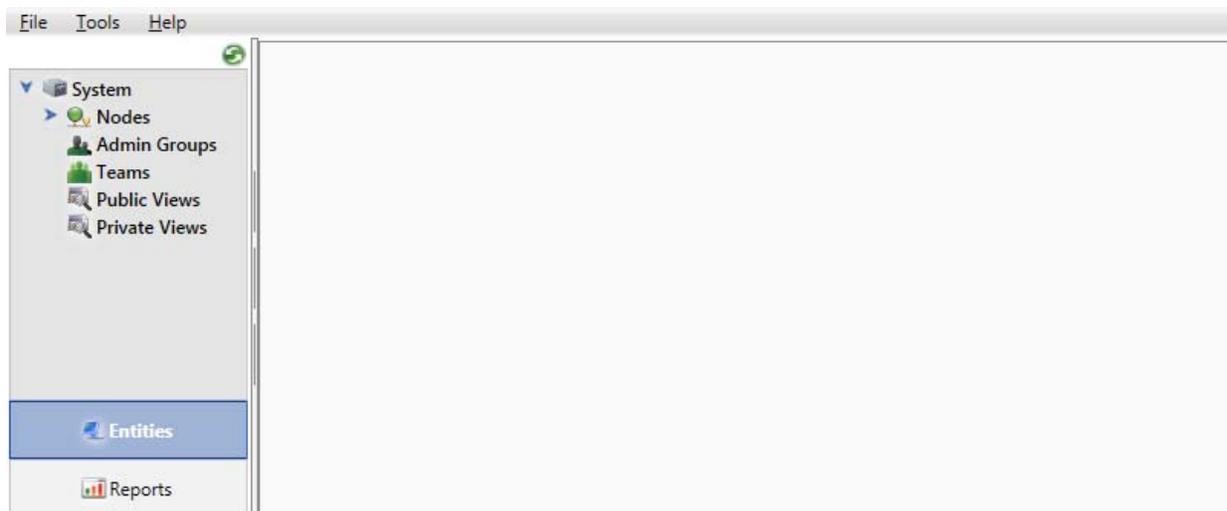
Navigating the Interface

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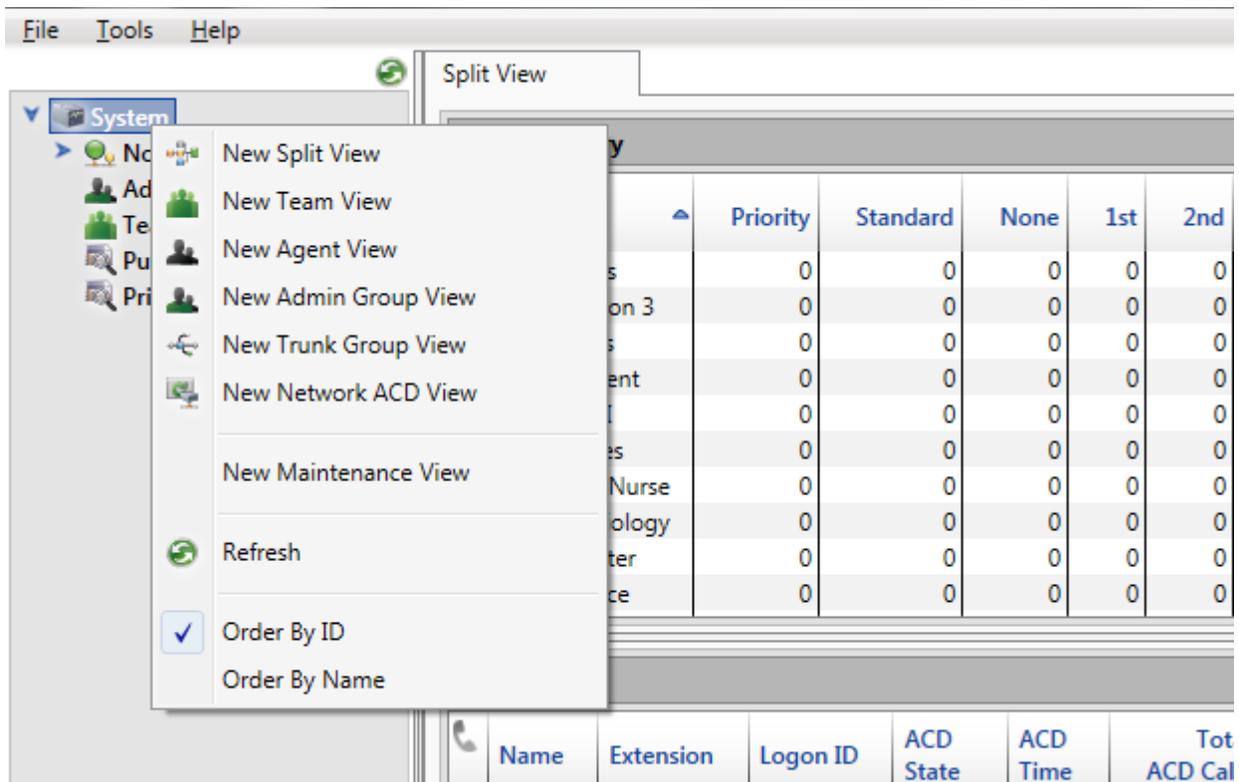
3. In the **Split Summary** window as shown below, selecting "System" in the name column will display all agents logged into the entire ACD system in the Agent Status window directly below it. Selecting specific splits in the top **Split Summary** window will only display the agents logged into that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

The **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).

- **% 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.

4. Additional statistics are also available through the **Agent Status** view.
   Once an agent(s) is selected, <u>right clicking</u> 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
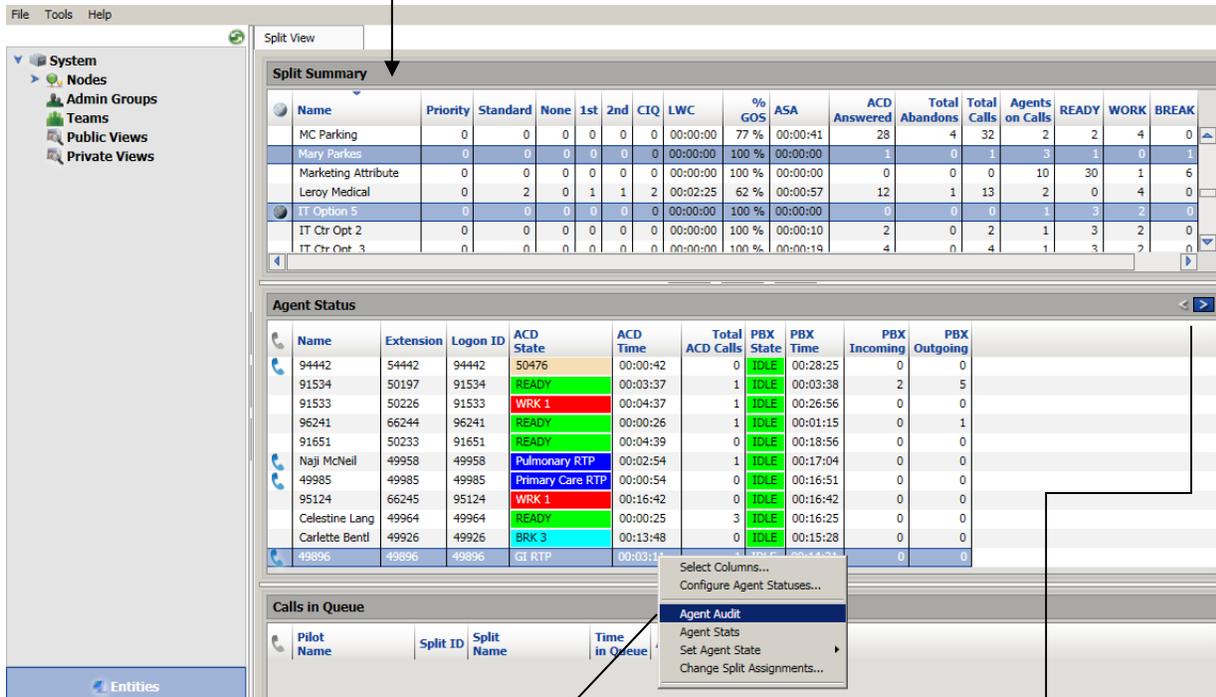
> Additional Agent statistics available

> 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 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

- **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 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 callers telephone number. For splits with a call tree, this is typically an internal extension from the voicemail system.

6. Sample: Agent Audit

Agent Audit
By Agent
Daily   Report # 39

Printed: 6/3/2013   1:41:02PM   User: admin
From: Monday, 3 June, 2013   0:00   Site:
To: Monday, 3 June, 2013   23:59

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

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

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).

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

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

4. Select the split to be report on.

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.

Report Wizard   ✕

Select Destination
  Output Destination
  ⊙ Display

  ○ Printer

  ○ Export

  ○ Email

< Back   Finish   Cancel
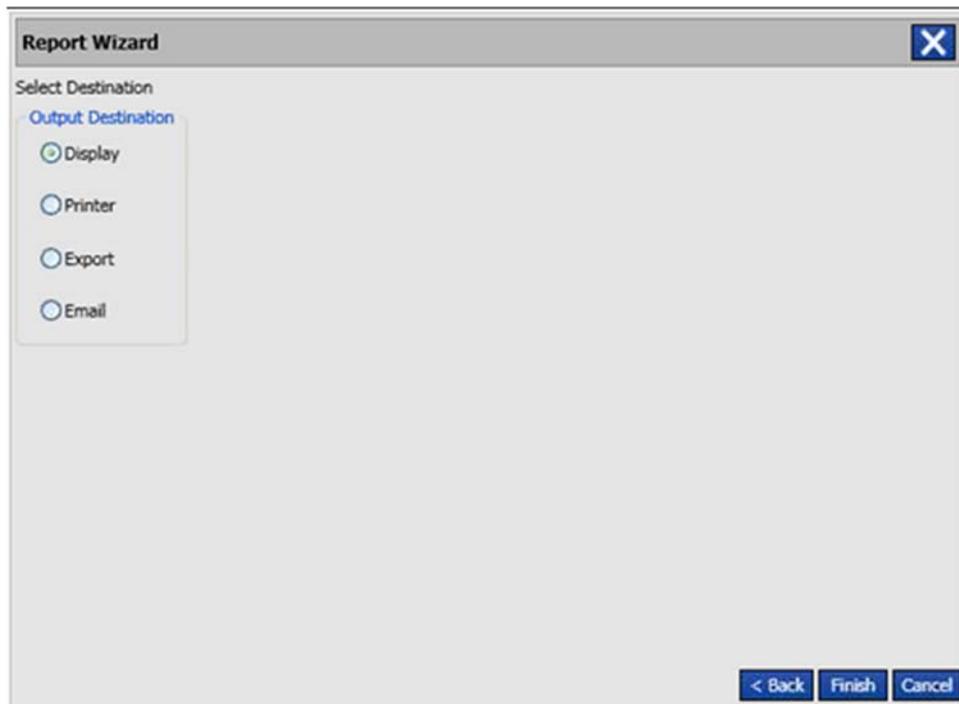
Password Management

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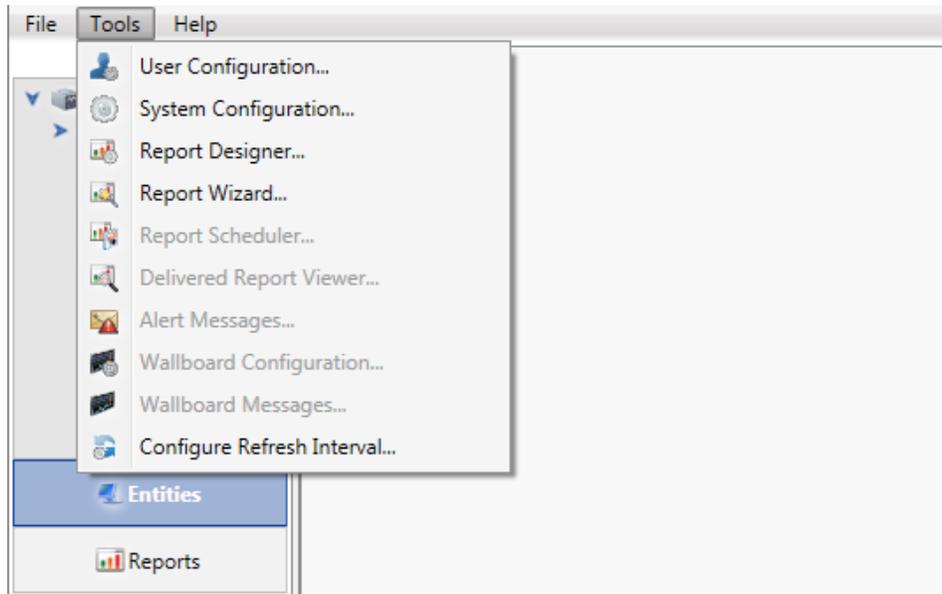
2. Select Change Password

3. Enter the new password, confirm it, and click Save.
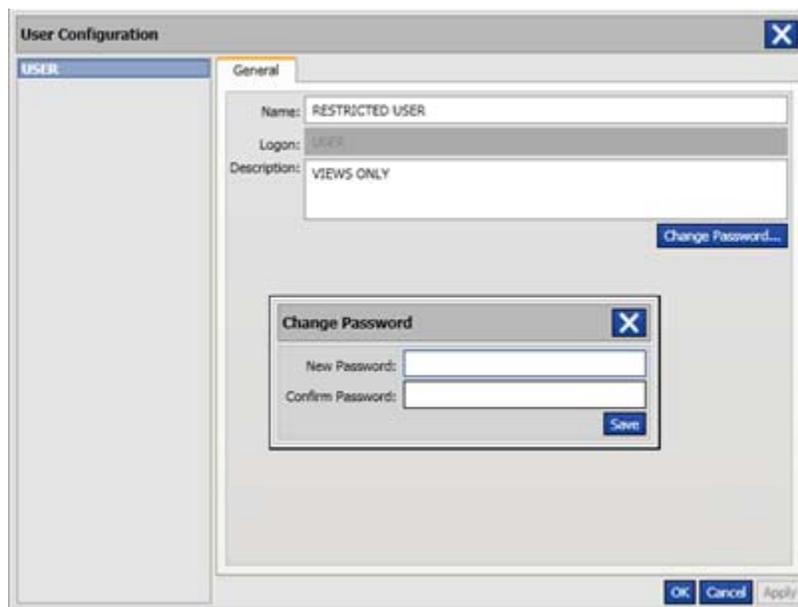
Note: If you cannot remember your old password, contact the IT Help Desk for further assistance.