

ENREACH CONTACT QBOARD

USER DOCUMENTATION

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1 ENREACH CONTACT QBOARD

Enreach Contact Qboard is a dashboard that gives you an overview of your queues. The summary shows you in real time the performance and utilisation of departments, the availability of agents or overall statistics.

Qboard is designed for both supervisors and agents and is accessible from anywhere through the browser.

This manual describes the user-based application of Qboard.

For queue administration, see the [Enreach Contact documentation](#).

How to log in to a queue as an agent can be found in the documentation for your app.

1.1 QUEUE OVERVIEW

Qboard grants you an overview of all important data of your queues. All elements of the overview are listed and explained below.

To access the queue overview via browser

- 1 Access the login page in your browser via qboard.enreach.com.
✓ The Login page opens.
- 2 Enter your e-mail address and the corresponding password and click on **Enter**.
You receive your user data from your administrator.
✓ The overview page of your queues appears with the following information:
Or:
✓ If you do not see any queues yet, add queues to the overview. See *To edit the overview of your queues*, page 6.



The entries listed below are a complete listing of all elements. Your view may be set differently depending on your configuration.

To access the queue overview via your client

- 1 In **Enreach Contact**, select | **Queue Tools** | **Qboard**.
✓ You will be forwarded to the queue overview.

Header

In the header you will find a summary of all your selected queues as well as the menu for settings.

Icon	Parameter	Explanation
	Total	Sum of all answered and missed calls of the selected queues.
	Answered	Sum of all answered calls from all selected queues.
	Missed	Sum of all abandoned calls from all selected Queues.
User information		Your personal presence status and user name will be displayed next to your user picture.
	Settings	<ul style="list-style-type: none"> • Queues: See <i>To edit the overview of your queues</i>. • View: See <i>To customize your board</i>. • Notifications: See <i>To define the colour marking for queue utilisation</i>. • General settings: See <i>To change your language</i>. • Sign out from Qboard • Version: Displays your Qboard version

Queues






You can display up to 6 queues next to each other in the centre of Qboard.



If you have more than 6 queues selected for your overview, the queue statistics will be shortened from the sixth at the bottom. A maximum of 10 queues can be displayed.

Icon	Parameter	Explanation
[Queue name]		Name of the queue
[Queue strategy]		<p>Displays the extension number and queue strategy of the queue.</p> <p>Randomised The calls are routed to the agents in random order.</p> <p>Simultaneous An incoming call is distributed to all agents simultaneously. All agents in the group can answer the call.</p> <p>Sequential top-down Calls are distributed in a static order. However, this process begins anew with each call. So as soon as agent A is available again, he will receive the next call.</p> <p>Sequential longest idle The call is delivered to the agent who has not received a call for the longest time. If this agent does not answer or is not available, the call is offered to the agent in the next position and so on.</p> <p>Sequential remember last tried The calls are distributed to the agents in a static order (e.g. for 4 agents: A, B, C, D, A, B, C, D).</p> <p>Least calls The call is offered to the agent with the least number of calls.</p> <p>Longest idle The call is offered to the agent who has been free the longest.</p> <p>Least talk time The call is offered to the agent who has the least talk time.</p>

Icon	Parameter	Explanation
	Total	Sum of available agents.
	Available	Sum of available agents in of the queue.
	Busy	Sum of registered agents who are on a call in the respective queue or another queue.
Agent overview		<p>All agents in the queue are listed below each other. Each agent is shown with their user picture, name, extension as well as their Qboard Status. Please note that the Qboard status (listed below) differs from the personal presence status of the agents.</p> <p>If an agent is in a call, the name or number of the call partner is also displayed.</p> <p>Agents are arranged either alphabetically or in order of next call delivery. If applicable, logged out agents are hidden. See Show logged into queue agents only and Live agents order.</p>
	Available	Indicates that the agent is available. He is logged on to the queue and has configured at least one device for calling.
	Ringling in [Queue name]	Indicates that the agent is currently receiving a call from another open queue or another closed queue in which the user logged into Qboard is an agent.
	Ringling in another queue	Indicates that the agent is currently receiving a call from a closed queue in which the user logged into Qboard is not an agent.
	Ringling	Indicates that a call from the respective queue is currently being offered to the agent.
	In a call in [Queue name]	Indicates that the agent is in a call with a caller from another queue. The queue is open, or the user logged into Qboard is an agent in the queue. The name of the queue for which the agent is handling the call is displayed.




Icon	Parameter	Explanation
	In a call in another queue	Indicates that the agent is in a conversation with a caller from another closed queue in which the user logged into Qboard is not an agent.
	In a personal conversation	Indicates that the agent is on a personal call (a non-queue call).
	In a conversation in this queue	Indicates that the agent is on a call in the respective queue and the name or phone number of the call partner.
	Offline	Indicates that the agent cannot answer calls because he/she does not have a device linked.
	[Name greyed out]	Not logged into the queue: Only affects queues that have set Queue Access to Closed (closed queues). Indicates that the agent is not currently logged in to the queue.








Caller or queue information is not resolved if the respective queue is closed and the user logged into Qboard is not an agent of this queue.

Footer



Below the agent overview of the queues, you can choose between three views.

Icon	Parameter	Explanation
	X waiting	Displays the number of waiting callers
		Here you can switch the view between the following options:
		<ul style="list-style-type: none"> A Statistics of the queue B Overview of incoming calls C Combined view
		

Statistics of the queue

Icon	Parameter	Explanation
	Total	Sum of all received calls in the queue
	Answered	Sum of answered calls in the queue
	Missed	Total of missed calls in the queue
	Average waiting time	Displays the average waiting time of the queue
	Longest waiting	Displays the current longest waiting time for incoming calls in the queue

Overview of incoming calls

Icon	Parameter	Explanation
	Name or phone number of the respective caller	Shows you the name or phone number of the respective caller. If you have deactivated the option Incoming call details , "Caller" is displayed instead. See Incoming call details .
	Waiting time	The time shows how long the respective caller has been waiting in the queue.




Calls can be highlighted in red in the overview if the waiting time exceeds a limit. See [Change to red when caller is waiting](#).

Combined view

In the combined view, both [Statistics of the queue](#) and the [Overview of incoming calls](#) are displayed.

To edit the overview of your queues

- 1 If you have not selected any queues yet, click the [Select queues](#) button.
✓ A list of queues in which you are an agent or supervisor opens.
- 1 Or, in Qboard select  | [Queues](#).
✓ A list of queues in which you are an agent or supervisor opens.



The first number indicates how many queues you have selected, the second number indicates the maximum number of queues you can display in Qboard. It does not specify the number of queues in which you are an agent or supervisor.

- 2 Activate the respective slider in the row of the desired queues.
✓ The selected queues are immediately added to the overview.
- 3 Enable the [Coloured queues](#) option to display the queues in different colours. They can thus be more clearly distinguished from each other.
- 4 You can change the order of the queues in Qboard by clicking on a queue in the selection menu and dragging it up or down while holding the mouse button (drag-and-drop).




You can customize your queue overview by showing or hiding elements. See [1 Edit Qboard view](#), page 6.

1.2 EDIT QBOARD VIEW

To customise your overview, you can select which information should be displayed in Qboard.

To customize your board

- 1 In Qboard, select  | [View](#).
- 2 You can show or hide the following functions by clicking on the respective function:

Function	Explanation
Incoming call details	Displays the name or phone number of the caller in the Overview of incoming calls and, if the call is active, in the Agent overview (below the respective agent). See Name or phone number of the respective caller .
Overall statistics	Summary of the number of calls from all selected queues in the header.
Queue specific statistics	See Statistics of the queue . If you hide Queue specific statistics , the incoming call overview is automatically displayed.
Show queue strategy	Display of the queue strategies under the name of the respective queues, see [Queue strategy] .
Icon labels	Hide icon labels to shorten the view to the icons.
Show logged into queue agents only	Display or hide agents who are members of a closed queue but are not logged in. Unmarked agents who are members of a closed queue but are not logged in are displayed with a grey indicator in the agent overview.
Live agents order	Rearranges the order of the agents in the respective queues. <ul style="list-style-type: none"> ● If you activate the function, the order from top to bottom shows to which agent the next call will be routed to. See [Queue strategy]. ● If you disable the function, the order is alphabetical. If you have deactivated Show active agents only, logged in and offline agents will be displayed together.


Function	Explanation
Show blue present state as offline	The blue status in Enreach Contact indicates that a user is not logged in to the desktop or mobile app, but still has a desk phone logged in or an Enreach Contact mobile phone contract. The user can then be available on the phone or mobile phone. Agents who have a blue presence status in Enreach Contact are displayed as available (green) in Qboard by default (function deactivated). Activate the option to display agents in Qboard as offline (grey) who have a blue status in Enreach Contact.
Aggregated view	Activate the option to shorten the view of the agents in the queues. The user images are then hidden and the agents are thus displayed in a compressed form in one line each. The summarized view is recommended for larger queues to display more agents on the dashboard.

✓ Your changes are effective immediately.

1.3 COLOUR MARKING FOR QUEUE UTILISATION

To get a quick overview of the utilisation of queues, you can define threshold values above which your queues are displayed in orange or red in Qboard. The colour highlighting gives you a visual warning in case of high queue load.

To define the colour marking for queue utilisation

- 1 In Qboard, select  | **Notifications**.
- 2 Activate the option **Agents availability alert threshold** to set a colour coding for queue utilisation.

- 3 Drag the respective slider to the left or right to set the following values:

Parameter	Explanation
Change to orange when agents are busy	Set a percentage value for busy agents above which a queue is displayed in orange (warning level 1).
Change to red when agents are busy	Set a percentage value for busy agents above which a queue is displayed in red (warning level 2).
Change to red when caller is waiting	Set in an interval from 30 to 300 seconds the waiting time of a caller, from which it will be displayed in red in the Overview of incoming calls .




For the warning thresholds, agents who have an active call in a queue (for the respective or another one) count as "busy". See *In a call in another queue*, page 5. Agents that are offline are not considered in the thresholds.

✓ The changes are effective immediately.

1.4 CHANGE LANGUAGE & SIGN OUT

To change your language

- 1 In Qboard, select  | **General settings**.
- 2 Select your desired language from the dropdown list.
- 3 If necessary, refresh your browser page (via F5) so that your changes take effect immediately.

To sign out from Qboard

- 1 In Qboard, select  | **Sign Out**.
✓ You will be logged out of Qboard.