

Managing Call Queues

Sign In to the Series 1 Portal:

- <https://series1.ednetics.com/portal/>

Additional Resources:

- [Ednetics Series1 Web Phone Guide](#)
- [Ednetics Series1 Voicemail Greeting Guide](#)

Update Agent's Online and Offline Status

It is important for agents who are members of a call queue to change their status from online to offline when they are not available to answer calls. If the system thinks an agent is online, it will place incoming calls in the queue instead of forwarding the caller(s) to voicemail. A supervisor can monitor and update an agent's status if necessary.

1. Sign in with an account that is a Call Center Supervisor
2. Select the **Call Queues** menu
3. Click the **Edit Agents** link under the **Agents (Available)** column
4. Click the **Edit Agent** button next to an agent
5. Change the status to either **Online** or **Offline**
6. Click the **Save Agent** button
7. Click the **Done** button

Download Monthly Reports

The Series1 user interface is divided into three distinct apps:

1. Sign in with an account that is a Call Center Supervisor
2. Attendant Console
3. Click the **Reports** button

Queue Stats Report

- Select the **Queue Stats** tab
 - Change the Start and End dates and times
 - Print the report (save as a PDF)
 - Give the report a name and save it

Agent Stats Report

- Select the **Agent Stats** tab
 - Change the Start and End dates and times
 - Select the Department

- Select the Queue
- Print the report (save as a PDF)
- Give the report a name and save it

Agent Availability Report

- Select the **Agent Availability** tab
 - Change the Start and End dates and times
 - Select the Department
 - Print the report (save as a PDF)
 - Give the report a name and save it

Dialed Number Stats Report

- Select the **Dialed Number Stats** tab
 - Change the Start and End dates and times
 - Select the Queue
 - Print the report (save as a PDF)
 - Give the report a name and save it

Abandoned Calls Report

- Select the **Abandoned Calls** tab
 - Change the Start and End dates and times
 - Select the Queue
 - Print the report (save as a PDF)
 - Give the report a name and save it

Manage Call Queue Messages

Multiple informational messages can be recorded and played back while people are waiting in the call queue.

1. Sign in to the Call Queue account
2. Select the **Music on Hold** menu
3. Click the **Add Message** button to record and save a message
4. Click the **Time Interval** button to set how much time to wait between playing messages