

# Gigaset

T300 PRO - T500 PRO

Group with Waiting Queue

**Gigaset**pro

INSPIRING CONVERSATION.\*  
\*POUR DES CONVERSATIONS INSPIRÉES.

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














## Group with Waiting Queue module - an overview

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The Group with Waiting Queue (GwWQ) module is a new type of group for Gigaset T300 PRO / Gigaset T500 PRO telephone systems. It provides a call or user group with a waiting queue function for incoming calls. This does not mean that the module prepares or creates an independent group itself, but simply provides the functionality and options of a waiting queue, which are configured for the relevant application or the desired user groups and then assigned to these.

The module is imported and operated via the user interface of the Gigaset T300 PRO / Gigaset T500 PRO. The UI elements and symbols are listed below. You will find further information about the user interface in the administrator manual.

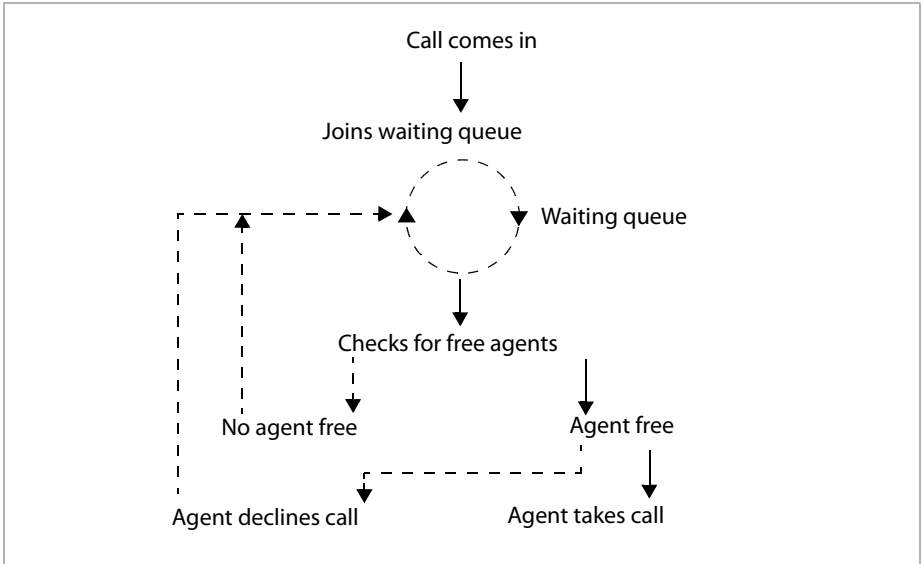
### UI elements and symbols

	Call help topics.
	Module is password-protected.
	Password protection temporarily lifted
	Create an identical copy of the module.
	Download the module.
	Edit
	Delete
	Create new module / module configuration.
	Feature activated
	Feature partially activated
	Select user symbol / user entry.
	Group symbol
	Module symbol
	Module (configuration) is up to date and working properly.
	Module has been edited. Module configuration may need to be modified.
	Module (configuration) contains errors or is not intended for this version of the system.
	The required licence for the module has been successfully registered.
	The module requires a licence. Registration is required before use.

## Principles of the group with waiting queue

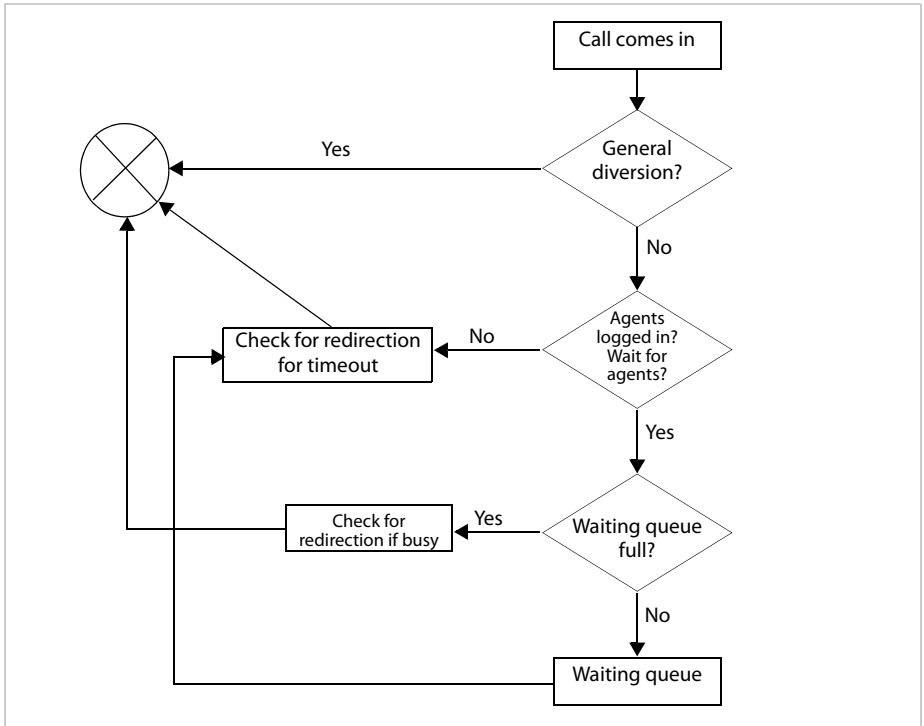
The graphic below shows the possible sequences a call may follow with a group with a waiting queue. Once the caller is in the waiting queue, checks are performed at specified intervals to ascertain whether and to which agents the call can be put through. The settings for the waiting period in the waiting queue, the time between connection attempts, the ring duration, etc. can be adjusted and are described in the **Module configuration** section from **page 8**.

### Diagram showing call handling in the waiting queue



**Diagram showing call coming in to the waiting queue**

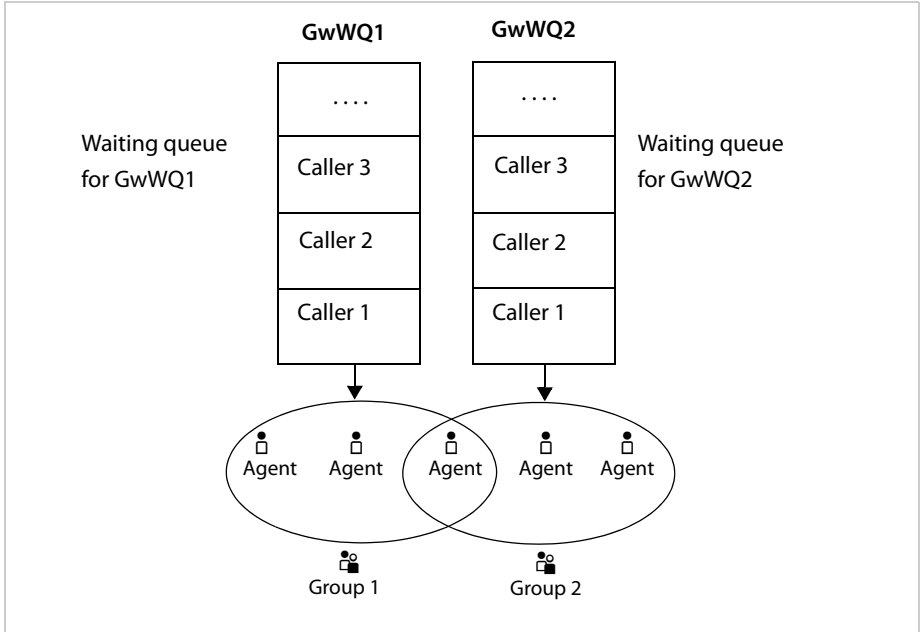
The graphic below is a diagram showing a call coming in to the waiting queue and highlights the sequence followed by the incoming call until the caller joins the waiting queue. It illustrates the importance of call redirections within the group when the caller cannot be put through. The (activated) redirections when busy or in the event of a timeout take effect automatically, i.e. without the need for any separate settings during module configuration. Once the caller is in the waiting queue, the redirection takes effect in the event of a timeout if the maximum waiting time has been exceeded without the caller having been put through to an agent.



## Group with Waiting Queue module - an overview

### Diagram showing callers, groups, and agents

The graphic below shows how you can configure several GwWQ modules (instances) and link each to a call/user group for the Gigaset T300 PRO / Gigaset T500 PRO telephone system. A user of the telephone system can be a member of several groups and therefore be an agent in several instances of the "Group with Waiting Queue" model. In such cases, the call and pause times for the agent are registered and accounted for across the various instances.



# Importing a module

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## Caution

When a module that is already available is imported, this will be overwritten irrespective of the version number by the file being uploaded.

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Since the GwWQ (Group with Waiting Queue) module is not provided with the telephone system, it needs to be imported on a one-off basis. To do this, call the Web interface for the Gigaset T300 PRO / Gigaset T500 PRO telephone system in a Web browser and log in using your administrator access details. You need a licence key.


- ▶ Open the administration window via the **Configuration** button in the main menu.
- ▶ Select the **Modules** area in the administration menu on the left.  
The module manager contains two tabs – **Module Configuration** and **Module Library**.
- ▶ Switch to the **Module Library** tab.
- ▶ Click the **Import Module** button under the module list. The **Select a file** dialog opens.
- ▶ Enter the licence key for the module. The module is loaded from one of our servers directly and installed.
- ▶ Click the **Next** button to start the import.

The module is imported and added to the list for the module library.

# Module configuration

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You can now create various configurations for individual call groups based on the imported module. To do this, you first need to switch to the **Module Configuration** tab in the module manager.

- ▶ Click the **New Configuration** or  button. You can then choose from all the modules in the library.
- ▶ Select **Group with Waiting Queue** and click the **Create** button to confirm.

The window now shows the editing view for the new module configuration. This contains a number of tabs, whose significance and options are discussed below.

## The General tab

Enter a name for the configuration. You may want to choose one that reflects its ultimate function, such as "GwWQ Support". You also have the option to use the description field to document the purpose of this configuration or a few summary details. The content of this field can only be seen in edit mode.

### Log File

This area is for showing log entries created while the module configuration is operating. The log file may contain information on possible errors in the configuration in the event of an error or unexpected behaviour. The actual logging of calls for the module is set in the **Evaluation** tab, however ( → [page 12](#)).

The scope and level of logging are defined in the actual mode, so cannot be influenced here. The log levels in the selection menu are sorted in ascending hierarchical order. This means that every level also contains information about the stages above it. For example, the TRACE level can also display the entries for the other levels.

If there are entries in the selected log step, a button for downloading a file containing these entries is shown below the list on the left. This file contains the number of entries or rows specified above.

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### Note

The number of rows displayed relates to the last n rows in the log file; these are displayed in chronological descending order for improved readability!

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## The Options tab

This area contains the basic settings which determine how the waiting queue behaves in particular situations, such as when the group cannot be reached.

### Auto-Answer

In the event of a standard answer by an active GwWQ, the following happens:

- ◆ Welcome announcement (optional)
- ◆ Music on hold
- ◆ Intermediate announcements (optional)

If auto-answer is deactivated, callers will only hear the ringing tone until they are put through to an agent. This avoids the impression of being in a waiting queue.

### Behavior on Groups without Agents

This option controls what should happen if all members in the group called are logged off or there is nobody available. If the checkbox is activated, the caller will be kept in the waiting queue until a group member logs in to the group and picks up the call or the maximum waiting time (→ [page 10](#)) elapses. If the checkbox is deactivated, the redirection takes effect in the event of a timeout, assuming this is activated.

### Announcements (on Auto-Answer)

Callers to the group will hear the music on hold for the telephone system or a specially configured music on hold while they are waiting. There are also additional options to make the waiting queue music more varied.

For example, you can specify a language file for the introductory greeting, which will be played once before the call is passed to the waiting queue.

The intermediate text interrupts the music on hold at intervals, and is based on one of the following settings:

<b>None</b>	No intermediate announcement is played.
<b>Wait</b>	The intermediate announcement from the language file uploaded under the wait announcement is used.
<b>Position</b>	Intermediate announcement which ends by giving the position of the caller in the waiting queue. This is a pre-set announcement and cannot be amended by uploading a file.
<b>Position + Wait</b>	The position announcement followed by the language file uploaded under the wait announcement.

The **Time interval for intermediate text** determines how often the caller hears the intermediate announcement. The value is given in seconds and must be a minimum of 20 seconds.

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### Important

The duration of the welcome announcement and intermediate announcement counts towards the waiting time for the caller and must be factored in when setting the waiting time.

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## Module configuration

The **Closing announcement** is played if the caller could not be connected

- ◆ because the waiting time was exceeded and the timeout redirection function is not active.
- ◆ or because the maximum number of callers in the waiting queue has been reached and the redirection if busy function is not active.

## The Queue tab

### Queue length

You can set the maximum number of callers in the waiting queue here. If this number is exceeded, the Settings for Unavailability take effect for these callers.

### Waiting time in queue

You can set the maximum waiting time in the queue in seconds here. If 0 seconds is pre-set, the waiting time will be unlimited! If the time is exceeded, the Settings for Unavailability will apply.

### Call Strategy

You can select the ringing strategy for reaching the team here.

<b>parallel</b>	All agents receive the call at the same time.
<b>least recent</b> (for the agent inactive for the longest)	The caller is put through to the agent who has been waiting the longest to take a call. If an agent is active in other groups with a waiting queue at the same time, his/her calls and pause times from there will also be taken into account.

### Number of concurrent calls

The value for this option only affects the **least recent** call strategy. The value determines how many callers in the waiting queue can be connected to agents at the same time. It makes sense to choose a value between 1 and the number of agents.

If the value is higher than 1, the caller in position 1 in the waiting queue will be connected with the Least Recent Agent. Until this person answers the call, the caller in position 2 will be put through to the second Least Recent Agent, etc. until the number of concurrent calls has been exhausted.

## Ringing time

### Ringing time per agent

The ringing time is the time taken to abort a call attempt to an agent. If you enter 0, the maximum duration of 3600 seconds will be used. With the **least recent** call strategy, the ringing time determines when the next agent will be called.

### Time between call attempts

If none of the group members takes the call, a new attempt will be made after the specified number of seconds to put the caller through. Callers can be promoted to a lower waiting position during this time period if these are not in their time period as well.

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### Important

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An excessively short time period of less than 4 seconds can mean the caller hears some interference if Auto-Answer is deactivated and there is no agent to pick up the call up immediately.

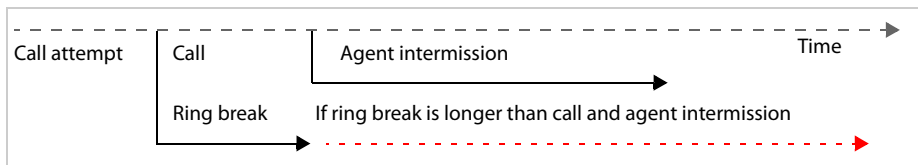
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## Ring break for agents

Determines the minimum break in seconds an agent is given after each call (ringing). The break starts after ringing, in other words after the ringing time for each agent has elapsed. The agent cannot be called during this break, regardless of the ringing strategy and when he/she answered his/her last call. If the agent has just processed a call (answered and completed) and the remainder of the ring break is longer than the **Agent intermission**, the ring break will take effect.

### Agent intermission

The idle time in seconds for agents. The agent intermission starts when an answered call comes to an end. If the remainder of the above ring break is longer than the agent intermission time, the ring break will take effect.



# The Evaluation tab

### Create reports

If this option is activated, reports will be created for the waiting queue. Regardless of any other settings, these files are sent via email and/or copied in a Windows Share. The file names are based on the name of the module configuration and the date and time, and contain information on the start, waiting time, duration, type (internal/external), caller number, and agent ID within the group for each call.

### Delete data

If this is activated, the log data will be deleted from the database once the reports have been created. The data will not appear in any future reports. If this option is deactivated, all reports will contain the information since this module configuration was created.

### Enable live interface

If this function is activated, the waiting queue is displayed in the module widget (→ [page 16](#)). If it is deactivated, an attempt to call something via the interface would draw a blank, since generation of live data would also be switched off.

### Live data group

In order to use live and history interfaces, the group using this module configuration must be selected here specifically.

### Copy to Windows Share

If active, the log files will be copied to an enabled folder in the network. Enter the access data for the Windows enable (Windows Share) in the Windows Share tab (→ [page 13](#)).

### Sending of Reports

You can activate the sending of reports if you enter a valid email address.

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#### Important

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This option requires a functional mail server. The settings can be found in the **Administration** under **Server** on the **Mail Server** tab. Make sure a valid email sender address has been entered there! For further information on mail server configuration, please refer to the Gigaset T300 PRO / Gigaset T500 PRO administration manual.

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## The Call recording tab

This is where you activate two-way recording of all the calls for this GwWQ configuration. The audio files created as a result are saved under:

`/var/starface/module/instances/repo/<ID der Modulinstanz>/var/files/call_records.`

If the **Copy to Windows Share** option is activated, the audio files will be transferred to an enabled folder in the network. Enter the access data for the Windows Share in the **Windows Share** tab (see below).

## The Windows Share tab

If in the **Evaluation** or **Call recording** tabs the **Copy to Windows Share** option has been selected, valid details for connecting to the Windows Share must be entered here.

<b>Username and Password</b>	If the target directory is not enabled for certain users, the log-in details of an authorised user would have to be entered to access the target computer.
<b>Workgroup</b>	If the target computer is part of a Windows workgroup or a Windows domain, enter the relevant name here.
<b>Server</b>	You only need to enter the IP address of the target computer here - without any protocol or path details.
<b>Share</b>	The enable name is usually the name of the directory. Simply enter this - without any path details or slashes.

Details for Windows Share	
Username:	<input type="text" value="user"/>
Workgroup:	<input type="text" value="DOMAINNAME"/>
Password:	<input type="text" value="*t_RT31-ma1w"/>
Server:	<input type="text" value="192.168.10.150"/>
Share:	<input type="text" value="gmw-reporting"/>

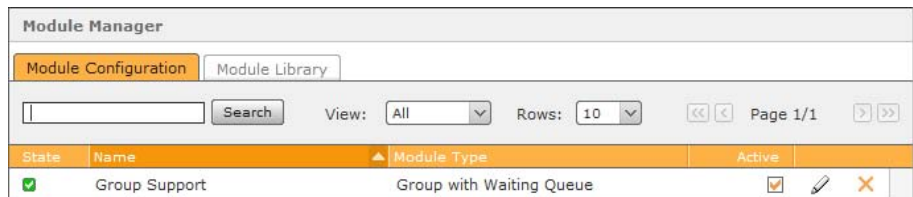
# Concluding module configuration

Finish by saving the configuration, once all the desired settings have been made. The module manager will now list the new module configuration. As can be seen in the image below, the recently created GwWQ is active immediately and can be assigned to a group.

### Caution

If the GwWQ is deactivated at this point, it will no longer be possible to reach the group by telephone. Deactivate the **Auto-Answer** option, if the phone numbers for the group should be accessible without music on hold.

The newly created configuration for the GwWQ is active.




The screenshot shows the 'Module Manager' interface. At the top, there are two tabs: 'Module Configuration' (selected) and 'Module Library'. Below the tabs is a search bar with a 'Search' button. To the right of the search bar are 'View: All' and 'Rows: 10' dropdown menus, and navigation buttons for page 1/1. Below this is a table with the following data:

State	Name	Module Type	Active
<input checked="" type="checkbox"/>	Group Support	Group with Waiting Queue	<input checked="" type="checkbox"/>

## Assigning a module to a group

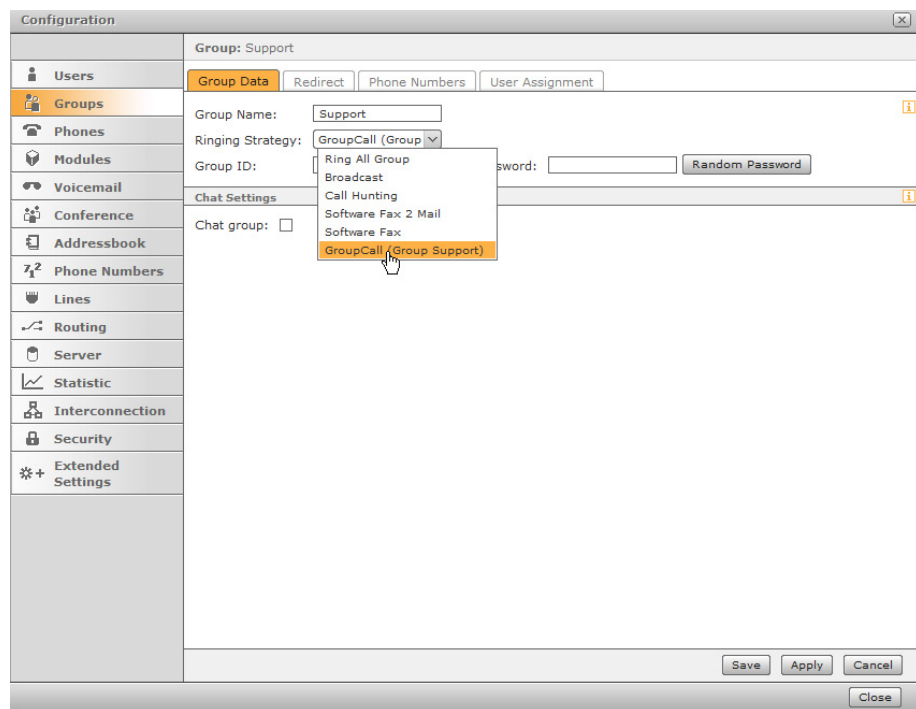
Once a configuration has been created for a GwWQ, a link must be established to connect to the intended user group.

- ▶ Via the **Administration** menu bar, open the **Groups** area.
  - ▶ If a group on which the "Group with Waiting Queue" module is to be used already exists, open it for editing via  or double-click it.
- If not, create a new group and assign phone numbers and members to it.

In either case, you should assign the GwWQ to the group in the **Group Data** tab by selecting **Ringing Strategy**. Apart from the default call options in the telephone system, this will also now contain the module configuration for the GwWQ created above.

- ▶ Select this option and save it.

With immediate effect, the settings for the GwWQ configuration will apply to all the phone numbers for this group.



## Visualisation in the module widget

The module widget is used to show the active module instances for the telephone system. As with the user interface for the telephone system, it can be accessed via a Web browser.

The address is: <http<s>://IP der Telefonanlage/jsp/widget/modules.jsp>

The widget can only show the status and details of a GwWQ configuration if the Live interface is active and the relevant group has been specified ( → [page 12](#)).

Gigaset PRO Module-Instances

List of running Module-Instances:

Search:  Search Module Type: **GROUP-QUEUE**

Instances

GwQ Support (2, 1, 1)

Selected Instances: GwW Support (2, 1, 1)

AGENTS

Users

- Black, Susan
- Brown, Ben

AWAITING

Caller-Name	Caller-ID	Time	Caller-Number	Position	Dialing
21: William Whit	1337074803.364	15.05.12 11:40	10	1	

ANSWERED

Caller-Name	Caller-ID	Agent	Caller-Number
1320829: +4972115104;	1337074812.3653	0002: Ben Brown	+4972115104226

Close

The display shows the GwWQ has two agents, one caller in the waiting queue, and one call answered.

### View options

In the top part of the widget, **Module Type** can be used to limit the selection of active modules. This appears in the left column of the window. The **GROUP-QUEUE** module type lists all the instances with a waiting queue.





- ▶ In order to display the required instance, click the relevant entry in the column on the left (**Instances**).





## Showing the waiting queue

Once the required module instance has been selected, the main area of the widget window will show the current status of the waiting queue in three blocks:

- ◆ **AGENTS:** The top block lists the agents logged in to the group. The status and availability of each agent is shown in graphical terms on the right.

-  The agent can be reached by telephone (logged in to a telephone).
-  A caller is about to be put through to the agent, his/her telephone is ringing.
-  The agent is not available. He/she is on a call or has logged off the telephone.
-  The agent is not logged in to a telephone.

- ◆ **AWAITING:** The middle block shows the caller currently waiting. As well as a unique code, each row contains the time of the call, the caller number, and his/her current position in the waiting queue. The call status of each person waiting is shown in graphical terms on the right:

-  The caller is in the interval between two call attempts. The call can be accepted (Pickup) when in this status or can be forwarded to another number.
-  The caller is about to be put through to an agent.

- ◆ **ANSWERED:** The bottom block shows the callers currently talking with an agent. The name of the agent concerned is shown.

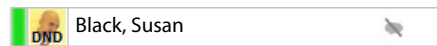
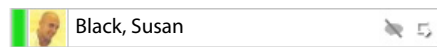
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### Note

If no call is there when the widget is first opened, the display will still be empty. The display is updated when the first call is made!

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## Additional status displays for agents



-  Chat status Offline
-  Chat status Online
-  Chat status Do not disturb, absent

Call redirection switched on (for the phone number of the user, not the group)

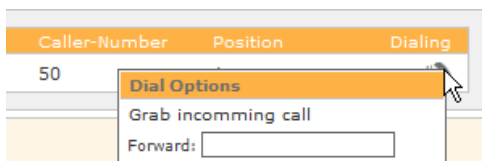
DND function active. The agent cannot be called.

Regardless of his/her chat status, the agent can use the function key window in the user interface to set an availability message. Example: Not available .

### Call options

If there is a caller in the middle block who is not about to be put through to an agent, the widget offers two options for dealing with the call: **Grab incoming call** and **Forward**.

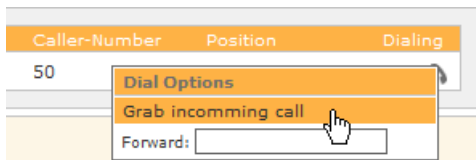
- ▶ Click the receiver icon for the desired caller in the waiting queue to reveal the call options.



#### Grab incoming call

- ▶ To accept the caller yourself, now click **Grab incoming call**.

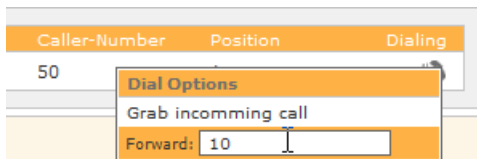
This ensures the call is forwarded to your main telephone. If you now answer the call, the call will appear in the block of answered calls. If, however, you would prefer to decline the call, it will keep its position and appear in the waiting queue.



#### Forward

- ▶ If you want to forward calls to any other internal or external phone number, enter this in the field next to **Forward** and press "Enter" to confirm.

Unlike **Grab incoming call**, the call now loses its place in the waiting queue and disappears from the widget.



## Setting individual music on hold

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Callers in the GwWQ hear the pre-set music on hold for the telephone system by default while they are waiting. You have the option to create your own music on hold for the group.

- ▶ To do this, select **Extended Settings** from the **Configuration** menu and switch to the **Music On Hold** tab.
 

One instance of music on hold is a "group" containing one or more audio files and to which any phone numbers, users, or user groups can be assigned in the relevant tabs. This does not apply, however, to the standard **default** music on hold. This is used across the system for all phone numbers not assigned to any individually created music on hold.
- ▶ To create a new instance of music on hold for the group with waiting queue, click ⇄ or **Add Music On Hold**.
- ▶ Enter a name under the settings for the new music on hold and click **Apply**.
- ▶ Switch to the **Groups** tab. Click ⇄ or **New Group** and select the GwWQ.
- ▶ Then switch to the **Music** tab to upload the desired sound file(s) to the system.
- ▶ To find out what the music sounds like, select the phone with which you would like to listen to the file. Now click **Listen**. While the music on hold is being played back, you can adjust the volume of the sound files:
- ▶ Click ◀ to lower the volume and ▶ to increase it.

---

### Caution

"Excessive" use of this function can damage the sound file! Every mouse-click edits and saves the file. This function does not correspond to simply changing the output volume on the computer or phone.

---

The system regards music on hold with several sound files as a single entity. So when you select **Listen** to find out what one of the files sounds like, all files for the music on hold will be played one after the other, just as the caller will subsequently hear them.

- ▶ Finish by saving the new music on hold, once all the desired settings have been made.

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