



Configuring Arc System for Holiday Season

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Introduction

This document is intended for Arc Connect Suite Administrators. It provides a step-by-step guide on creating a Break Hour template for holiday season such as Christmas break. It also explains procedure for assigning a break hour template to Queues. A break hour template is useful when a call centre is temporarily unavailable for a specific period. All calls during this period of inactivity are redirected to a Voice Session, a Hotdesking Agent or any other another location as configured by the Administrator.

The procedure for creating and assigning Break Hours is different for version 2 and version 3 of Arc Connect Configuration Utility. These are explained separately in the following sections.

Section 1: Using Break Hour Templates in version 3.X

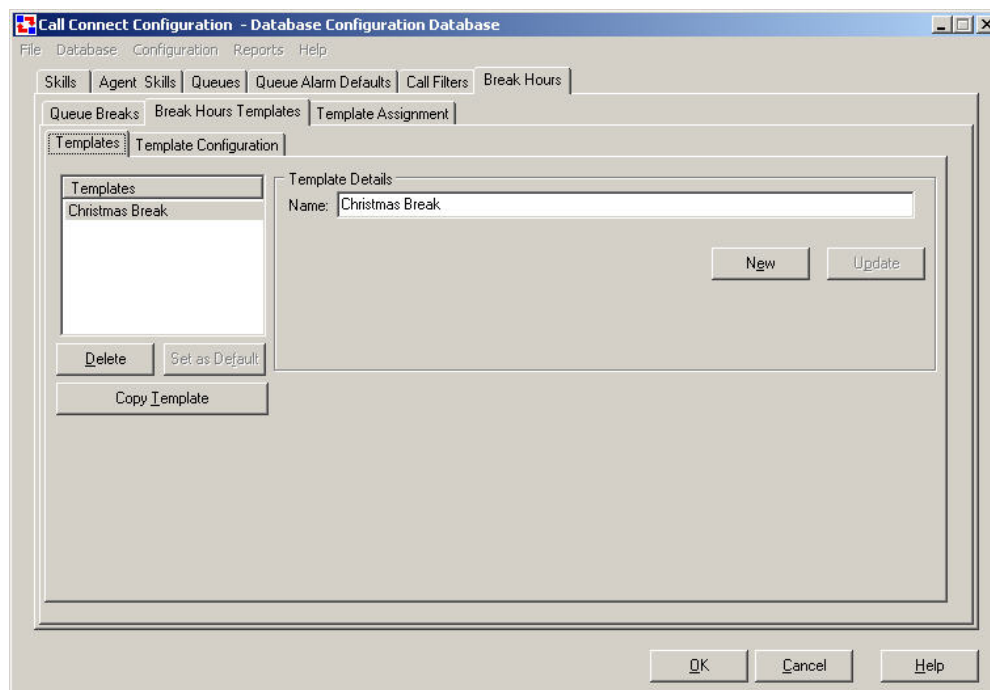
Break Hours are the time intervals in which a Queue remains out of service and all calls for this Queue are forwarded to another destination. Break Hours can be assigned to Queues individually, or a template for the Break Hours can be created that can be applied on any number of Queues as desired.

1.1. Creating a Break Hour Template for ACD Queues

A Break Hour template is useful when applying a similar break hour pattern on multiple Queues. The user can also create a default template that can be automatically assigned while creating a new Queue.

To create a new template,

1. In the main menu, select *Configuration* → *Call Connect ACD*.
2. Go to the **Break Hours** tab.
3. Select **Break Hours Templates** tab and go to the **Templates** tab.
4. Press **New** button and enter the name of the template.
5. Press **Update** to finish.



This will create a new template and display it in the Templates list. The first template automatically becomes the default template. However, the user can change this setting and select another template as default. For details, see *Arc Connect Configuration User Guide*.



NOTE

Break Hour templates are applied to ACD, Console and Web Queues. The same template is applied to ACD and Console Queues. However, the user is required to create and configure a separate template for Web Queues.

1.2. Configuring a Break Hour Template for ACD Queues

A Break Hour template can be configured for a particular date or day of the week. All inquiries during the Break Hours are forwarded to the destination configured here by the Administrator.

To configure a template,

1. In the main menu, select *Configuration* → *Call Connect ACD*.
2. Go to the **Break Hours** tab.
3. Select **Break Hours Templates** tab and go to the **Template Configuration** tab.
4. In the Template Name list, select the template you want to configure and press **New**.
5. In Break Properties section, select a date or day of the week.
6. In the Reason list, select a break reason and configure Start and End Time.
7. Go to the Overflow section and select Forward Destination Type and Forward Destination. The default settings are
Forward Destination Type: Device
Forward Destination: 100
8. Press **Update** to finish.

The screenshot shows the 'Call Connect Configuration - Database CONFIGURATION DB' window. The 'Break Hours' tab is selected, and the 'Template Configuration' sub-tab is active. The 'Template Name' is set to 'Christmas Holidays'. In the 'Break Properties' section, the 'Date' is 12/21/2004, 'Day' is Tuesday, 'Reason' is Holidays, 'Start Time' is 12:00:00 AM, and 'End Time' is 11:59:59 PM. The 'Overflow' section shows 'Forward Destination Type' as Device and 'Forward Destination' as 100. A table lists dates from 12/21/2004 to 12/25/2004 with start and end times and reason 'Holidays'. Buttons for 'New', 'Update', 'Delete', 'OK', 'Cancel', and 'Help' are visible.



EXAMPLE

The user can configure a Break Hour Template for multiple days such as for Christmas holidays. The following is the procedure,

1. In the **Template Configuration** tab, select the template you want to configure and press **New**.
2. Select **Date** radio button and select December 21 from the calendar.
3. In the Reason list, select a reason for break.
4. Make sure that **Start Time** is 12:00:00 AM and **End Time** is 11:59:59 PM. This is default setting for a standard 24 hours break.
5. Configure Forward Destination Type and Forward Destination as required.
6. Press **Update**. This will create a 24 hours break.
7. Repeat steps 2 to 6 for each day after December 21 till December 31

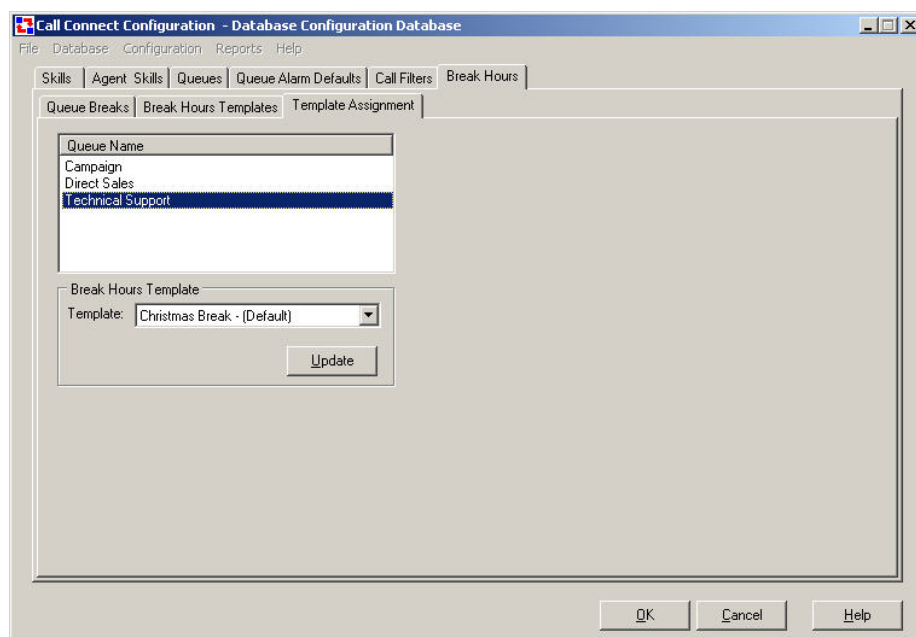
1.3. Assigning a Break Hour Template to ACD Queues

A Break Hour template can be assigned to any number of Queues simultaneously. Assigning one template to multiple Queues saves time and repeated configurations.

To assign a template,

1. In the main menu, select *Configuration* → *Call Connect ACD*.
2. Go to the **Break Hours** tab.
3. Select **Break Hours Templates** tab and go to the **Template Assignment** tab.
4. Select the Queue(s) from the Queue Name list
5. Select the template you want to assign to the Queues and press **Update**.

This will assign the template to all selected Queues.



TIP

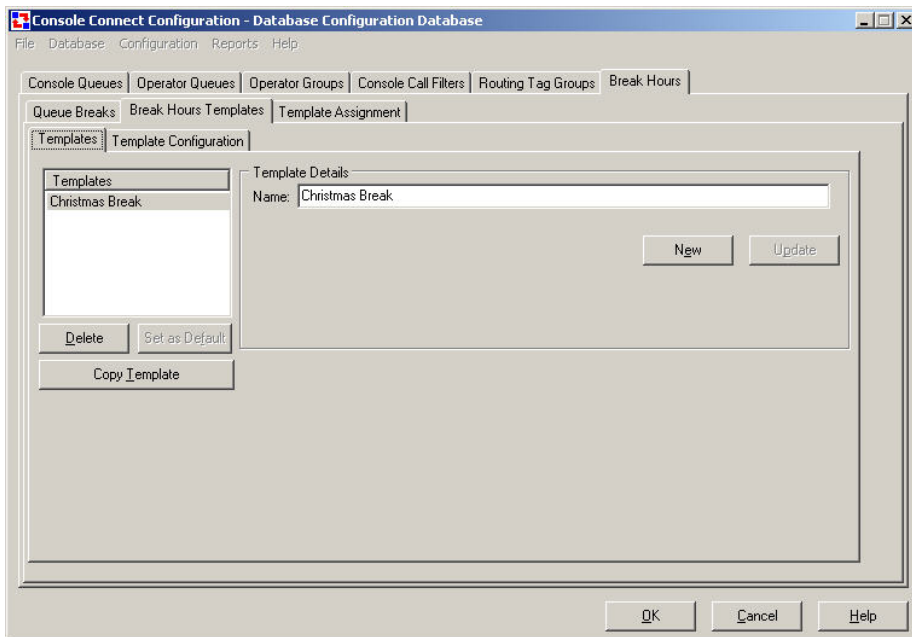
Hold down **CTRL** key and press left mouse button to select multiple Queues in the list.

1.4. Creating a Break Hour Template for Console Queues

A Break Hour template is useful when applying a similar break hour pattern to multiple Console Queues. The user can also create a default template that can be automatically assigned while creating a new Queue.

To create a new template,

1. In the main menu, select *Configuration* → *Console Connect*
2. Go to the **Break Hours** tab.
3. Select **Break Hours Templates** tab and go to the **Templates** tab.
4. Press **New** button and enter the name of the template.
5. Press **Update** to finish.



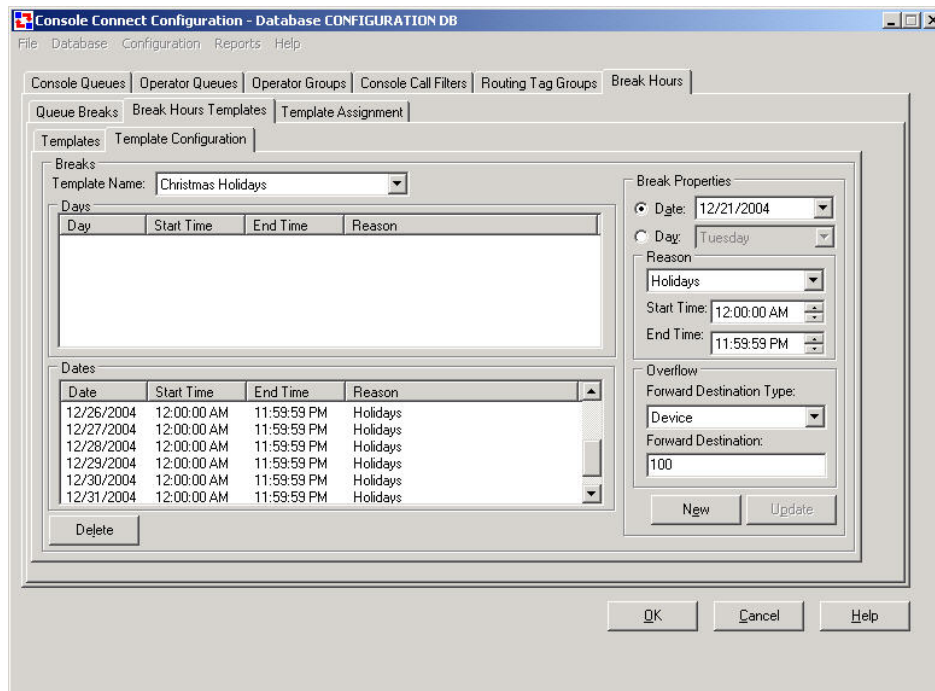
1.5. Configuring Break Hour Template for Console Queues

A Break Hour template can be configured for a particular date or day of the week. All inquiries during this period will be forwarded to the destination configured here by the Administrator.

To configure a template,

9. In the main menu, select *Configuration* → *Console Connect*.
10. Go to the **Break Hours** tab.
11. Select **Break Hours Templates** tab and go to the **Template Configuration** tab.
12. In the Template Name list, select the template you want to configure and press **New**.
13. In Break Properties section, select a date or day of the week.
14. In the Reason list, select a break reason and configure Start and End Time.
15. Go to the Overflow section and select Forward Destination Type and Forward Destination. The default settings are
Forward Destination Type: Device
Forward Destination: 100
16. Press **Update** to finish.

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EXAMPLE

The user can configure a Break Hour Template for multiple days such as for Christmas holidays. The following is the procedure,

1. In the **Template Configuration** tab, select the template you want to configure and press **New**.
2. Select **Date** radio button and select December 21 from the calendar.
3. In the Reason list, select a reason for break.
4. Make sure that **Start Time** is 12:00:00 AM and **End Time** is 11:59:59 PM. This is default setting for a standard 24 hours break.
5. Configure Forward Destination Type and Forward Destination as required.
6. Press **Update**. This will create a 24 hours break.
7. Repeat steps 2 to 6 for each day after December 21 till December 31

1.6. Assigning a Break Hour Template to Console Queues

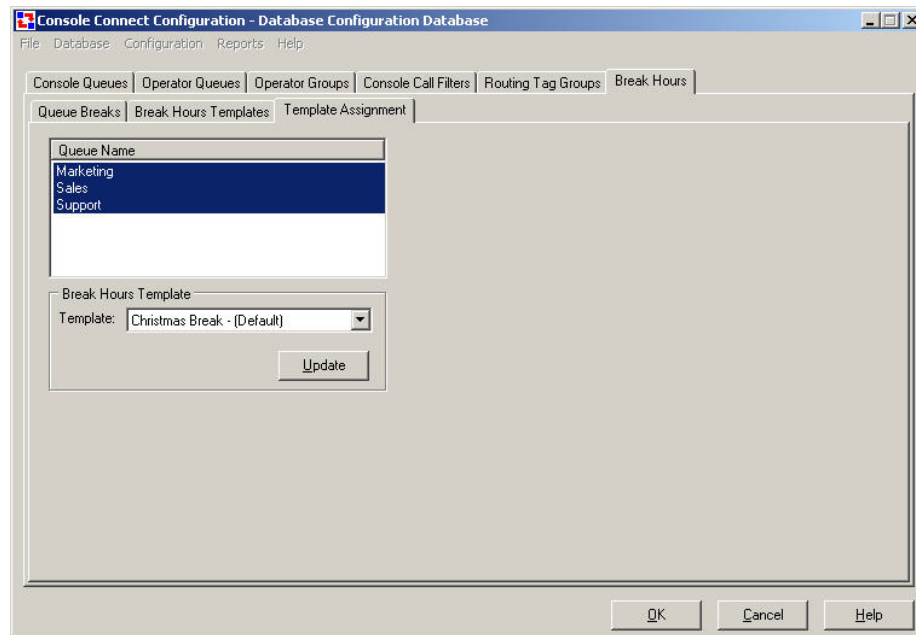
A Break Hour template can be assigned to any number of Queues simultaneously. Assigning one template to multiple Queues or Voice Session saves time and repeated configurations.

To assign a template,

1. In the main menu, select *Configuration* → *Console Connect*.
2. Go to the **Break Hours** tab.
3. Select **Break Hours Templates** tab and go to the **Template Assignment** tab.
4. Select the Queue(s) from the Queue Name list
5. Select the template you want to assign to the Queues and press **Update**.

This will assign the template to all selected Queues.

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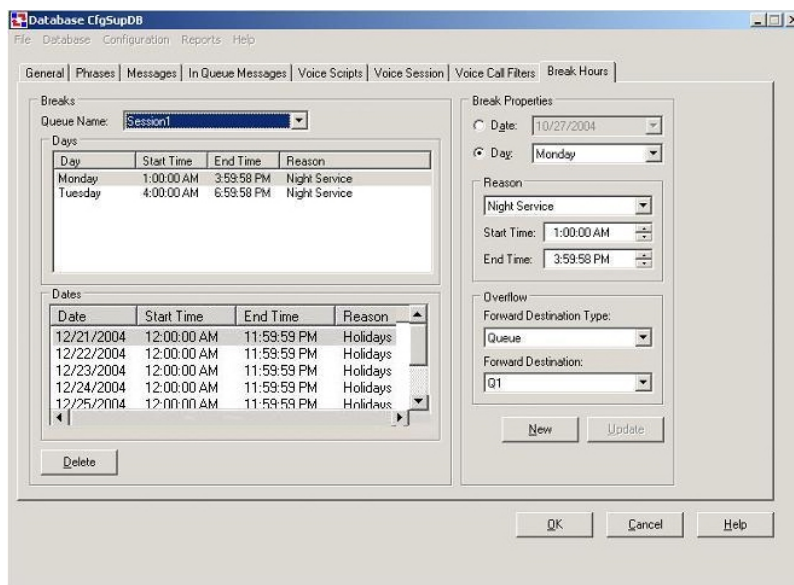
1.7. Configuring Break Hours for Voice Sessions

A Break Hour template cannot be applied to a Voice Session. The user is required to configure Break Hours for each Voice Session separately. These are assigned to Voice Sessions in Breaks Hours tab page.

To assign break hours,

1. In the main menu, select *Configuration* → *Voice Connect*.
2. Go to the **Break Hours** tab
3. Select a Voice Session from Queue Name list and press **New**.
4. In Break Properties section, select a date or day of the week.
5. In the Reason list, select a break reason and configure Start and End Time.
6. Go to the Overflow section and select Forward Destination Type and Forward Destination. The default settings are
Forward Destination Type: Device
Forward Destination: 100
7. Press **Update** to finish.

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EXAMPLE

The user can configure a Break Hour Template for multiple days such as for Christmas holidays. The following is the procedure,

1. In the **Break Hours** tab, select the Voice Session for which you want to configure Break Hours and press **New**.
2. Select **Date** radio button and select December 21 from the calendar.
3. In the Reason list, select a reason for break.
4. Make sure that **Start Time** is 12:00:00 AM and **End Time** is 11:59:59 PM. This is default setting for a standard 24 hours break.
5. Configure Forward Destination Type and Forward Destination as required.
6. Press **Update**. This will create a 24 hours break.
7. Repeat steps 2 to 6 for each day after December 21 till December 31

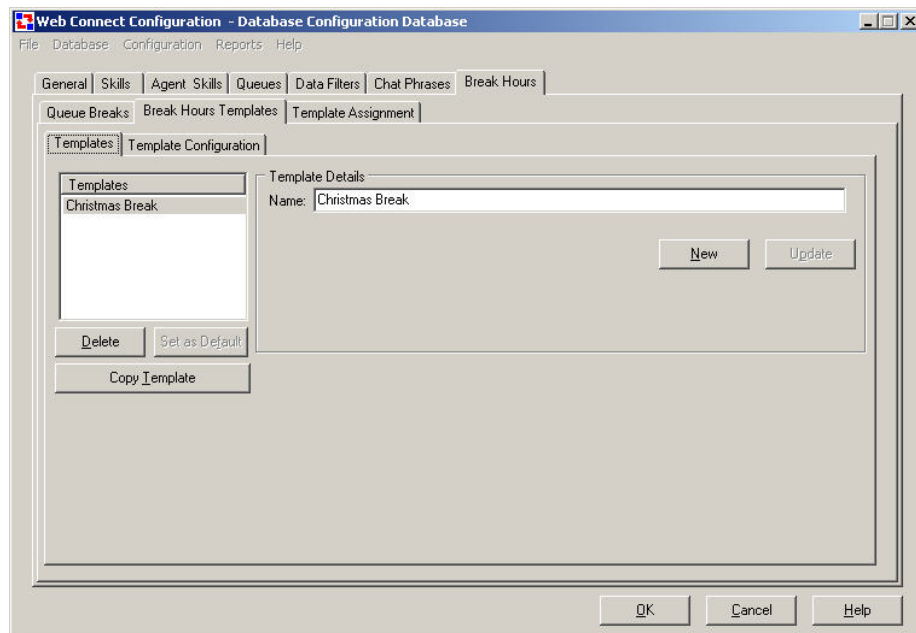
1.8. Creating a Break Hour Template for Web Queues

Multiple Web Queues can be assigned a similar break hour pattern by using a Break Hour Template. The user can also create a default template that can be automatically assigned while creating a new Web Queue.

To create a template,

1. In the main menu, select *Configuration* → *Web Connect*.
2. Go to the **Break Hours** tab.
3. Select **Break Hours Templates** tab and go to the **Templates** tab.
4. Press **New** button and enter the name of the template.
5. Press **Update** to finish.

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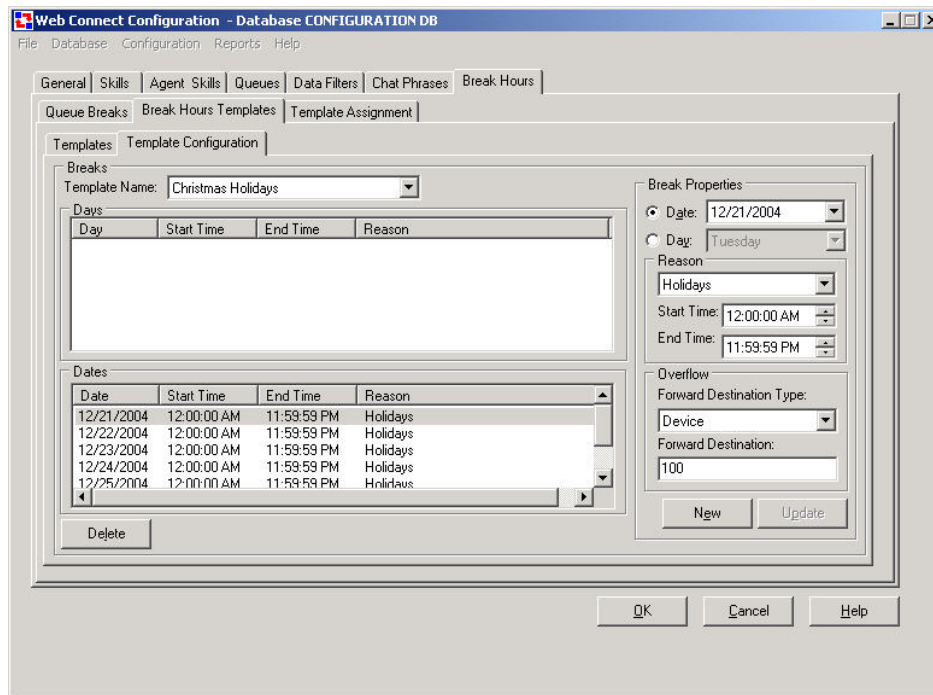
1.9. Configuring a Break Hour Template

The user can configure a Break Hour Template for a particular time of a day or a week. All inquiries during this period are forwarded to the destination configured here by the Administrator.

To configure a template,

1. In the main menu, select *Configuration* → *Web Connect*.
2. Go to the **Break Hours** tab.
3. Select **Break Hours Templates** tab and go to the **Template Configuration** tab.
4. In the Template Name list, select the template you want to configure and press **New**.
5. In Break Properties section, select a date or day of the week.
6. In the Reason list, select a break reason and configure Start and End Time.
7. Go to the Overflow section and select Forward Destination Type and Forward Destination. The default settings are
Forward Destination Type: Device
Forward Destination: 100
8. Press **Update** to finish.

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EXAMPLE

The user can configure a Break Hour Template for multiple days such as for Christmas holidays. The following is the procedure,

1. In the **Template Configuration** tab, select the template you want to configure and press **New**.
2. Select **Date** radio button and select December 21 from the calendar.
3. In the Reason list, select a reason for break.
4. Make sure that **Start Time** is 12:00:00 AM and **End Time** is 11:59:59 PM. This is default setting for a standard 24 hours break.
5. Configure Forward Destination Type and Forward Destination as required.
6. Press **Update**. This will create a 24 hours break.
7. Repeat steps 2 to 6 for each day after December 21 till December 31

1.10. Assigning a Break Hour Template to a Web Queue

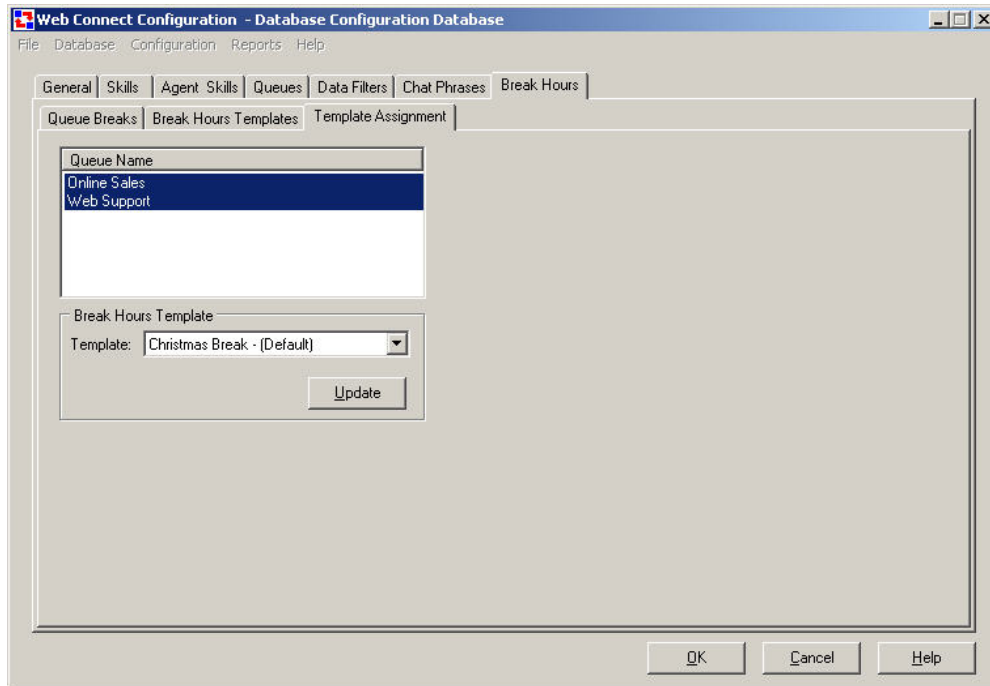
A Break Hour template can be assigned to any number of Queues simultaneously. Assigning one template to multiple Queues or Voice Session saves time and repeated configurations.

To assign a template,

1. In the main menu, select *Configuration* → *Web Connect*
2. Go to the **Break Hours** tab.
3. Select **Break Hours Templates** tab and go to the **Template Assignment** tab.
4. Select the Queue(s) from the Queue Name list
5. Select the template you want to assign to the Queues and press **Update**.

This will assign the template to all selected Queues.

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Section 2: Using Break Hours in Version 2.X

Arc Connect Suite version 2.0 and older does not support Break Hour Template. A Break Hour pattern called Night Service is used instead in these versions. The user has to configure Night Service of ACD Queues, Voice Sessions and Console Queues individually.

2.1. Activating Night Service for ACD Queues

The user must activate Night Service option for the Queue on which Night Service is applied.

To activate Night Service,

1. In the main menu, select *Configuration* → *Call Connect ACD*
2. Go to the **Queues** tab and select the Queue on which you want to apply Night Service from Queue Name list.
3. In Queue Properties section, select the **Night service enabled** checkbox
4. Select the destination type such as a device or a queue to which you want to forward incoming calls.
5. Select the destination to which you want to forward incoming calls.
6. Press **Update** to save changes.

The screenshot shows the 'Call Connect Configuration - Database Test' window. The 'Queues' tab is active, and the 'Sales' queue is selected. The 'Queue Properties' section includes fields for Name (Sales), Location (8502), and Skill (Sales). The 'Distribution Type' section has 'Longest Waiting' selected. The 'Auto Unavailable' and 'Wrap Up Enabled' checkboxes are checked. The 'Wrap Up Time' is set to 0 hours, 0 minutes, and 10 seconds. The 'Queue Overflow' section has 'Maximum Queue Calls' set to 99 and 'Maximum Call Waiting Time' set to 0 hours, 0 minutes, and 20 seconds. The 'Forward Destination Type' is set to 'None'. The 'Night Service' section is checked, and the 'Forward Destination Type' is set to 'Device' with '2000' as the destination. The 'Update' button is visible at the bottom right of the window.

2.2. Configuring Night Service for ACD Queues

Any ACD Queue can be assigned Break Hours for a date or day of a week. A Queue which is assigned a Break Hour pattern becomes unavailable during the configured period and all enquiries for the particular Queue are forwarded to another destination.

To configure Night Service,

1. In the main menu, select *Configuration* → *Call Connect ACD*
2. Go to the **Night Service** tab.
3. Select a Queue from the Queue Name list.
4. In Holiday Properties section, press **New** and select a date.
5. Press **Update**. This will create a Break Hour pattern for the selected date.

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Call Connect Configuration - Database Test Sample 01

File Database Configuration Reports Help

General Agents Skills Agent Skills Queues Queue Priority Queue Alarm Defaults Call Filters **Night Service** Unavailable Reasons

Queue Name: Sales

Business Hours

	Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
From:	09:00:00	09:00:00	09:00:00	09:00:00	09:00:00	09:00:00	09:00:00
To:	17:00:00	17:00:00	17:00:00	17:00:00	17:00:00	17:00:00	17:00:00
Holiday:	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>

Update

Holiday Dates

Holiday Date

Delete

Holiday Properties

Date: 27/03/2001

New Update

OK Cancel Help



EXAMPLE

The user can configure Break Hours for multiple days such as for Christmas holidays. The following is the procedure,

1. In the **Night Service** tab, select the Queue for which you want to configure Break Hours and press **New**.
2. Select December 21 from the **Date** list.
3. Press **Update**. This will create Holiday for selected date.
4. Repeat steps 2 to 3 for each day after December 21 till December 31

2.3. Activating Night Service for Console Queues

The user must activate Night Service option for the Queue on which Night Service is applied.

To activate Night Service,

1. In the main menu, select *Configuration* → *Console Connect*
2. Go to the **Console Queues** tab and select the Queue on which you want to apply Night Service from Queue Name list.
3. In Queue Properties section, select the **Night service enabled** checkbox
4. Select the destination type such as a device or a queue to which you want to forward incoming calls.
5. Select the destination to which you want to forward incoming calls.
6. Press **Update** to save changes.

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The screenshot shows the 'Database Test' application window with the 'Night Service' tab selected. The 'Queue Name' list contains 'Console1'. The 'Queue Properties' section is expanded, showing the following configuration:

- Name: Console1
- Location: 8500
- Queue Overflow:
 - Maximum Calls: 5
 - Maximum Call Waiting Time: 0 Hours, 0 Minutes, 20 Seconds
- Forward Destination Type: Device
- Forward Destination: 2000
- Night Service:
 - Night service enabled
 - Forward Destination Type: Device
 - Forward Destination: 2000

Buttons for 'New' and 'Update' are visible at the bottom of the Queue Properties section. The main window has 'OK', 'Cancel', and 'Help' buttons at the bottom.

2.4. Configuring Night Service for Console Queues

The user can assign Breaks on any Console Queue for a date or day of a week. A Queue which is assigned a Break Hour pattern becomes unavailable during the configured period and all enquiries for the particular Queue are forwarded to another destination.

To configure Night Service,

1. In the main menu, select *Configuration* → *Console Connect*
2. Go to the **Night Service** tab.
3. Select a Queue from the Queue Name list.
4. In Holiday Properties section, press **New** and select a date.
5. Press **Update**. This will create a Break Hour pattern for the selected date.

The screenshot shows the 'Database Test' application window with the 'Night Service' tab selected. The 'Queue Name' is set to 'Console1'. The 'Business Hours' section shows a table for configuring break hours for each day of the week:

	Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
From:	09:00:00	09:00:00	09:00:00	09:00:00	09:00:00	09:00:00	09:00:00
To:	17:00:00	17:00:00	17:00:00	17:00:00	17:00:00	17:00:00	17:00:00
Holiday:	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>

The 'Holiday Dates' section shows a list of dates: 25 December 2004 and 26 December 2004. The 'Holiday Properties' section shows the 'Date' set to 26/12/2004. Buttons for 'New', 'Update', and 'Delete' are visible. The main window has 'OK', 'Cancel', and 'Help' buttons at the bottom.



EXAMPLE

The user can configure Break Hours for multiple days such as for Christmas holidays. The following is the procedure,

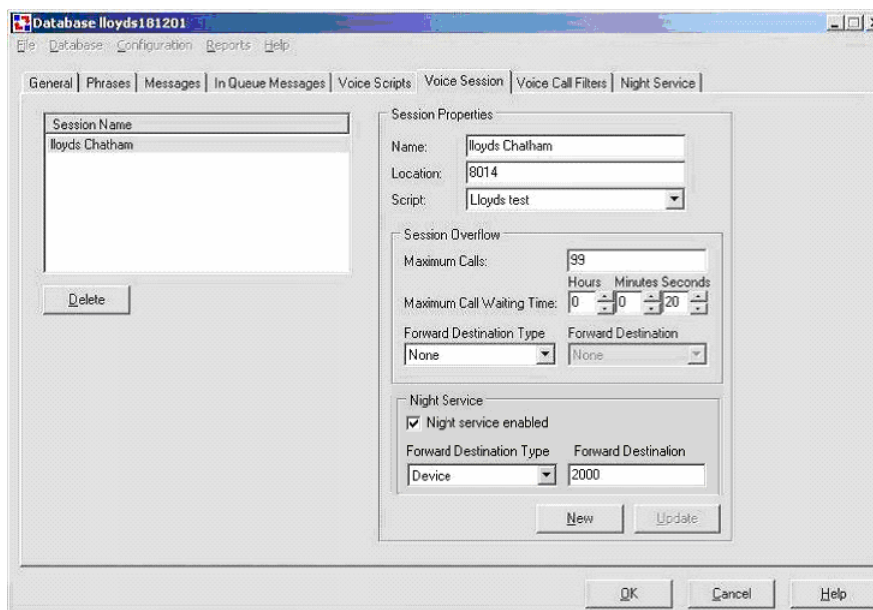
1. In the **Night Service** tab, select the Queue for which you want to configure Break Hours and press **New**.
2. Select December 21 from the **Date** list.
3. Press **Update**. This will create Holiday for selected date.
4. Repeat steps 2 to 3 for each day after December 21 till December 31

2.5. Activating Night Service for Voice Sessions

Each Voice Session can be assigned a Break Hour pattern. The user must activate Night Service option for this purpose.

To activate Night Service,

1. In the main menu, select *Configuration* → *Voice Connect*
2. Go to the **Voice Sessions** tab and select the Voice Session on which you want to apply Night Service from Session Name list.
3. In Queue Properties section, select the **Night service enabled** checkbox
4. Select the destination type such as a device or a queue to which you want to forward incoming calls.
5. Select the destination to which you want to forward incoming calls.
6. Press **Update** to save changes.



2.6. Configuring Night Service for Voice Sessions

Each Voice Session can be configured for Night Service. A Voice Session for which Night Service is configured becomes unavailable during the configured period and all enquiries for the particular Session are forwarded to another destination.

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To configure Night Service,

1. In the main menu, select *Configuration* → *Voice Connect*
2. Go to the **Night Service** tab.
3. Select a Session from the Session Name list.
4. In Holiday Properties section, press **New** and select a date.
5. Press **Update**. This will create a Break Hour pattern for the selected date.

The screenshot shows a software window titled "Database Iloyds181201" with a menu bar (File, Database, Configuration, Reports, Help) and several tabs (General, Phrases, Messages, In Queue Messages, Voice Scripts, Voice Session, Voice Call Filters, Night Service). The "Night Service" tab is active. It features a "Session Name" dropdown menu set to "lloyds Chatham". Below this is a "Business Hours" section with a grid for days of the week (Sunday to Saturday). Each day has "From" and "To" time fields (e.g., 9:00:00 AM to 5:00:00 PM) and a "Holiday" checkbox. The "Holiday" checkbox for Saturday is checked. An "Update" button is located at the bottom right of this section. Below the business hours is a "Holiday Dates" section with a list box containing "25 December 2004" and "26 December 2004", and a "Delete" button. To the right is a "Holiday Properties" section with a "Date" dropdown menu set to "26/12/2004" and "New" and "Update" buttons. At the bottom of the window are "OK", "Cancel", and "Help" buttons.



EXAMPLE

The user can configure Break Hours for multiple days such as for Christmas holidays. The following is the procedure,

1. In the **Night Service** tab, select the Queue for which you want to configure Break Hours and press **New**.
2. Select December 21 from the **Date** list.
3. Press **Update**. This will create Holiday for selected date.
4. Repeat steps 2 to 3 for each day after December 21 till December 31