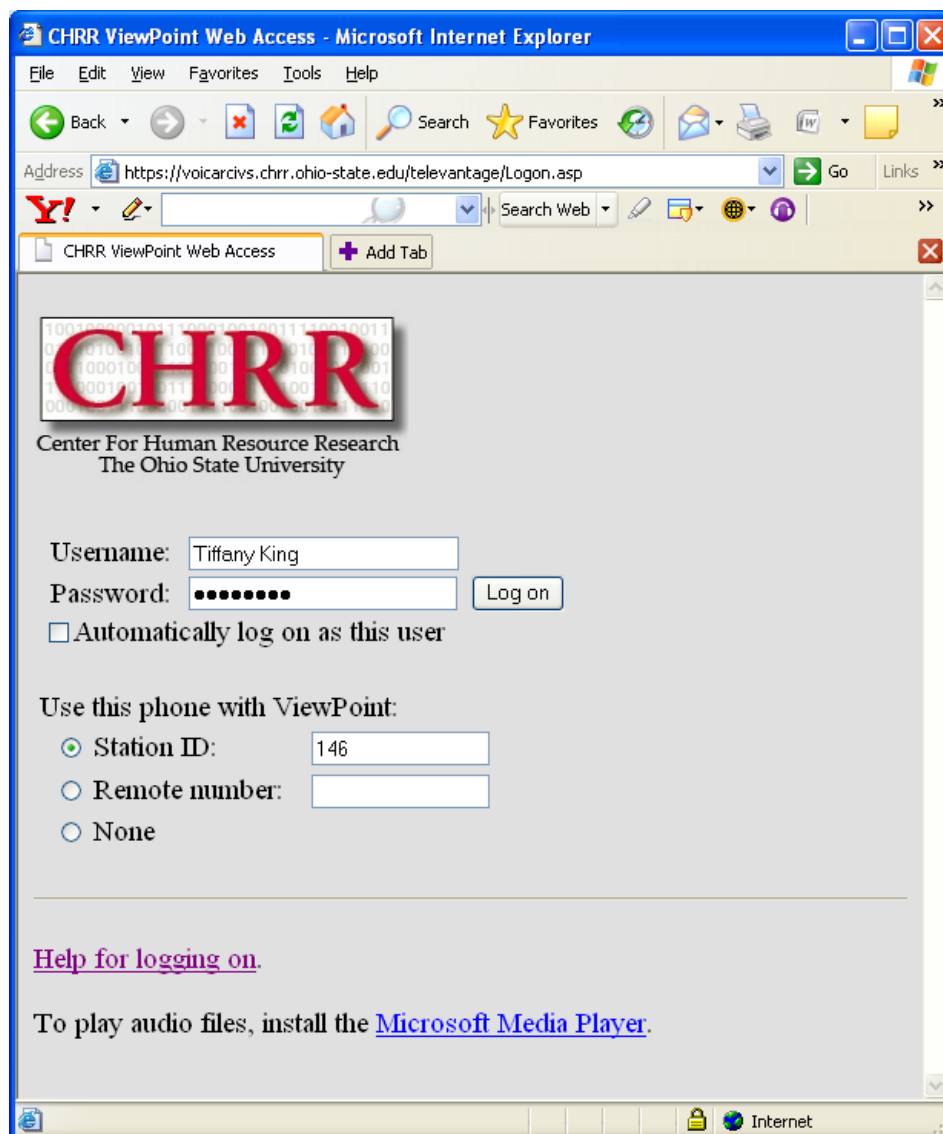


CHRR Web Viewpoint

Viewpoint is a web tool designed for team leaders to monitor agents in a call center environment. To use Viewpoint, please follow the following link:

<https://voicarcivs.chrr.ohio-state.edu/televantage/Logon.asp>

The following screen will appear. Please use your supplied SIP **Username** and **Password**. Enter your **Station ID** when asked which phone you would like to use. Click on the **Log On** button to proceed:



The screenshot shows a Microsoft Internet Explorer window titled "CHRR ViewPoint Web Access - Microsoft Internet Explorer". The address bar displays the URL "https://voicarcivs.chrr.ohio-state.edu/televantage/Logon.asp". The page content includes the CHRR logo (Center For Human Resource Research, The Ohio State University) and a login form. The form has fields for Username (filled with "Tiffany King"), Password (masked with dots), and a "Log on" button. Below the password field is a checkbox for "Automatically log on as this user". Further down, there is a section titled "Use this phone with ViewPoint:" with three radio button options: "Station ID:" (selected, with a value of "146" in the adjacent text box), "Remote number:" (with an empty text box), and "None". At the bottom, there are two links: "Help for logging on." and "To play audio files, install the Microsoft Media Player."

CHRR ViewPoint Web Access - Microsoft Internet Explorer

File Edit View Favorites Tools Help

Back Forward Stop Home Search Favorites Refresh Print Mail View Source

Address <https://voicarcivs.chrr.ohio-state.edu/televantage/Logon.asp> Go Links

Y! Search Web

CHRR ViewPoint Web Access + Add Tab

CHRR
Center For Human Resource Research
The Ohio State University

Username:

Password:

☐ Automatically log on as this user

Use this phone with ViewPoint:

☒ Station ID:

☐ Remote number:

☐ None

[Help for logging on.](#)

To play audio files, install the [Microsoft Media Player.](#)

Internet

Once logged in, you will see this screen:

The screenshot displays the CHRR ViewPoint Web Access interface. The browser window shows the URL <https://voicardvrs.chrr.ohio-state.edu/teleavantage/Main.asp>. The page title is "Queue Monitor - R23 NORC". The interface includes a sidebar with "Favorite Folders" (Call Monitor, Extensions, Queue Monitor) and a "Folder List" (Tiffany King, Public Folders, Shared Folders, R23 NORC, Call Log). The main content area features a table of agent statistics:

#	Name	Agent State	Time in State	Calls Answered	Calls Placed	Time on Calls - All	Longest Call Inbound	Avg. Call
1	Deb Oliver	Ready	7d 1:22:24	0	0	:00	:00	:00
2	Debra Cipriano	Ready	7d 1:21:58	0	0	:00	:00	:00
3	Jakelyn Ryan	Ready	18:17:27	0	0	:00	:00	:00
6	Tiffany King	Ready	18:37:42	0	0	:00	:00	:00
4	Valora Haywood	Ready	7d 1:21:32	0	0	:00	:00	:00
5	Vicki Wilmer	Ready	18:37:42	0	0	:00	:00	:00

Below the table, the "Current status" section shows:

- Queue status: **Closed**
- Agents ready: 6
- Signed in and available: 6
- % Agents ready: 100%
- Calls waiting: 0
- Calls being placed: 0
- Agents wrap-up: 0

At the bottom, there are buttons for "Inbound statistics", "Outbound statistics", and "Combined statistics". The "Inbound queue statistics by day" section shows:

- Calls answered: 0
- Calls abandoned: 0
- Calls to voice mail: :00
- Calls transferred out: 0
- Calls completed: 0
- Total talk time: :00
- Calls received: 0
- Avg. talk time: :00

The bottom status bar indicates "Tiffany King (x607) | R23 NORC" and "Available". The "Call Forwarding" status is "OFF".

The **Queue Monitor** shows team leaders the status of agents in their queue. They can see how many agents are currently placing call, how long the agent has been in a call, average talk time, etc.

There is a **Help** button in the top toolbar that describes all of the viewpoint features. Search for specific information about viewpoint.

Monitoring – Team Leaders have the ability to monitor the calls of the agents during an active call. To do so, scroll to the right and pick **Monitor** from the dropdown box, under the **Actions** column. Your soft phone will ring. Answer it to begin monitoring. You will be muted from the active call. Hang up when you are finished.

Please contact Wes Whitmore at ext. 150 (soft phone) or 614.442.7350 with questions.