

Advanced Settings



The advanced settings section of the administrator module contains advanced settings that the administrator can customize and manage based on organizational preferences. The following section contains the list of advanced settings and the effects they have on the software.

<p>Enter Secondary Mail for Quality Evaluation</p>	<p>Allows the administrator to input more than one email that will receive email notifications regarding agent quality evaluations.</p>
<p>Chat Limit</p>	<p>Assigns a number to the amount of concurrent chats.</p>
<p>Endpoint</p>	<p>The endpoint function is used to generate a deletion token for call recordings. If a deletion is required, please contact your Call Center Studio Project Manager.</p>
<p>Enter Mails for Automated Reports</p>	<p>Automated reports will be sent to the emails imputed here.</p>

Session Timeout Duration	Allows the administrator to input a session timeout duration.
Automatic Log Off Time	Allows administrators to input automatic log off time.
Allow Viewing Active Incoming Call History at Agent Screen	Allows viewing active incoming call history at the agent screen
Agent Based Location	Allows for agent-based location
Allow Agents To Set Reserve Status	Allows agents to set reserve status.
Allow Agents To Download Their Own Voice Records	Allows agents to download their voice records.
Allow Selecting Available Status Without Successful Register	Allows selecting available status without a successful register.
Allow Agent Shortcuts	Allows agent shortcuts
Allow Outgoing Call During Chat	Allows agents to make an outgoing call during a chat.
Allow Agent to Listen Call Record	Allows agents to listen to call recordings.
Allow Supervisors To Change Teams	Allows supervisors to change teams.
Allow Supervisors To Set Reserve Status	Allows supervisors to set reserve status.

Anonymous Evaluation	Allows for anonymous evaluations
Click to Calls Can Only Be Made on The First Line	If the first call is inbound, this disables outbound calls from being made simultaneously.
DNIS ALL	During a crisis, If "ALL" is written in the DNIS input box in the incoming calls section, all the IVRs are changed. This function solves the problem of typing new IVR for all numbers one by one.
Allow Agents To View Reviews Tab And Receive Review Mails	Allows agents to view the reviews tab and receive reviews.
Open Status Limit	To enable status limit durations
Pause Operation	When Selected, pauses the entire operation.
Allow agents to send messages to the desired supervisor.	Allows agents to send messages to the desired supervisor.
Show AHT	This can be used to add inbound operation's AHT data to the report. If outbound operations are present, get in touch with Call Center Studio Team.
Show Custom Variables In Call Evaluation	Displays special variables returned in the

Screen	web service on the evaluation screen
Display Evaluations for Agent older than	Using the dropdown box will display agent evaluations ranging from 1 month, 3 months, 6 months, or ALL.
Tagging Timeout	Removes agent tags after a selected time period from calls using the dropdown box., normally used if repetitive tags are used too frequently.

When using search features for the Index titles shown below, case errors can occur.

Currently, Call Center Studio is not case sensitive; however, if a case error occurs, the “delete” and “create again” buttons can be used to reset the elastic search features.

Index	Transactions
Contacts	Active Create Again Delete
Users	Active Create Again
Chat Template Messages	Inactive Create Delete