
CHAPTER 2

ETA/Queue Position



This chapter shows you how to configure, implement, and use ETA/Queue Position (“Queue/ETA”). The following topics are covered.

- What is Queue/ETA? (*page 1*)
- Configuration (*page 1*)
- Troubleshooting and Maintenance (*page 8*)

What is Queue/ETA?

With Queue/ETA, callers routed to CTI Server are informed of their estimated time to an agent (ETA) and/or their current queue position. This module can be used on its own, but is most effective as an entrée to other products, such as ASAP (and *Scheduled*) Callback. Queue/ETA allows you to selectively announce queue position and/or ETA based on the pilot of the incoming call. You can also play a customized greeting, such as “Thank you for calling, all our agents are busy...”, prior to the Queue/ETA announcement.

Queue/ETA Configuration

TECH

This section shows you how to implement Queue/ETA through configuration elements on CTI Server and in the ACD. As with any “*configured by pilot*” feature, you can enable or inhibit configuration options uniquely based on the pilot of the incoming call. The ACD routes calls to Queue/ETA by sending an *IVR Announcement 9* from the CCV steps for the desired pilots.

Configuring CTI Server

Queue/ETA is configured according to pilot number, in the *TFB Pilot Parameters* form on CTI Server. Open the form and enter the appropriate options for each incoming pilot you that will use this feature.

To open the TFB Pilot Parameters form

- Double-click the TFB Configuration icon on the CTI Server desktop.



TFB Configuration

- Click the **Config.** button.



Config

- Click the **Callback Parameters** button. The TFB Pilot Parameters configuration form opens.



Callback Parameters

This form is also used to configure Callback scenarios and Automated Transcriptions (if available), because all these features are configurable by pilot, and are typically used in conjunction with each other. All parameters are defined uniquely for each incoming **Pilot Number**. Any call that comes in on a pilot not specifically defined in this form is handled according to the configuration of pilot '000000'.

More Information – Callback modules are purchased separately from Queue/ETA. For more information on defining pilot parameters for callback scenarios, see *Chapter 5, "ASAP Callback"*, and *Chapter 6, "Scheduled Callback"*.

Entering Queue/ETA Parameters for Each Pilot

In the Pilot Parameters form, enter the Queue/ETA options for each desired pilot. If you use pilot '000000' (the default) for your most common configuration, then you only have to specifically set up the pilots that are the *exception* to the default.


The following four fields on the form are only ones directly associated with Queue/ETA configuration:

- **Pilot Number**
- **Announce Que Position**
- **Announce ETA**
- **Announcement**

To enter Queue/ETA Parameters for each Pilot

- 1 Enter the **Pilot Number** to be defined, or click the left/right arrow buttons at the bottom of the form to scroll through and select existing pilot definitions.
- 2 Select **Announce Que Position** for callers on the selected pilot to hear their current position in queue.

Announce Que Position:

Announce ETA:
- 3 Select **Announce ETA** for callers on the selected pilot to hear their estimated time to an agent.
- 4 Specify a 4-digit announcement number, from 1 to 1000, in the **Announcement** field. This is the *initial* verbal message played to callers that are routed to Queue/ETA. It's typically something like: "Thanks for calling, all agents are busy...". If you don't want to play an 'intro' announcement, enter '0000'. **More Information** – See "*Recording Custom Announcements*" in Chapter 1 to learn how to create announcements.
- 5 Repeat the above steps for each pilot you want to configure. Click the window close button  to exit the form.

NOTE This form is used to configure other features besides Queue/ETA. To configure only Queue/ETA without affecting current Callback settings, *leave all other fields intact!*



When a call is routed to CTI Server by *IVR Announcement 9*, APM first checks for a definition of the associated pilot in TFB Pilot Parameters. If the pilot is undefined, the call is handled according to the configuration of Pilot '000000' (the default). Be sure to set up Pilot '000000' appropriately for calls on undefined pilots.

Recording an Intro Announcement for Queue/ETA

Recall that the Pilot Parameters form allows you to enter a 4-digit announcement number, from 1 to 1000, in the **Announcement** field. This is the verbal message that greets callers initially routed to Queue/ETA. If you entered '0000' in that field, no greeting will be played prior to the Queue/ETA announcement. To play a greeting, first create the announcement using the TFB Recording Utility, which can be accessed by dialing the Recording Pilot 99 from any telephone. After dialing, follow the prompts.

To record an intro announcement for Queue/ETA

- 1 Dial the recording pilot to start the TFB Recording Utility. This is the pilot configured to send *IVR Announcement 99* from its associated CCV.
- 2 On the touchtone pad, enter '1234#' when prompted for a password.
- 3 Enter '1' for *English* or '2' for *Spanish* when prompted to select the language. If your system has extended language capabilities, you can also select from French (3), Portugese (4), and Creole (5).
- 4 Enter '1' to record, or '2' to listen to an existing recording.
- 5 The system prompts you to enter the type of message. Enter '2' for configured-by-pilot Announcements.
- 6 Enter the message number (1-1000) to record/listen to, followed by the '#' sign.
- 7 Record the passage, in the language selected, at the tone.

The recording stops and your message saved when silence is detected, and is then automatically replayed for your review.

IMPORTANT The recording process is a real time update for this message type! Any existing message with the same number, type, and language will be over-written by the new recording. Furthermore, any live APM application configured to play the message will *immediately* begin using the new recording!

To replay any recording, or to check the existing content of a message prior to recording, enter '2' in **Step 4** above. Because recording updates are instantaneous, it's a good idea to check newly recorded messages for satisfactory clarity, level, and content. Note that you must have configured a dedicated recording pilot to send an *IVR Announcement 99* from its CCV before you can use the Recording Utility. **More Information** – For more on configuring the recording pilot, see *Chapter 2, "Configuring CTI Server"*, in the CTI Server Manual.

Enabling Queue/ETA Multi-Lingual Features

If you recorded a greeting by selecting a language other than English, and you want all Queue/ETA prompts to be played in the selected language, then you must also set that language in the Pilot Parameters form. Configuring Queue/ETA for another language is easy, but TFB typically pre-records only English and Spanish prompts, so you must arrange to record variables, prompts and announcements if another language is desired.

To enable non-English language greetings/prompts for Queue/ETA

- 1 Indicate non-english prompts explicitly in the Pilot Parameters form by entering '90004' in the **PIVRCode** field. Prompts will also play in the selected language if recorded on your system.
- 2 Select the language by entering the language number in the **PIVRInt** field. Select from the language numbers listed in the chart below.

Language	Language Code in the PIVRInt field
English	0
Spanish	1
French	2
Portugese	3
Creole	4

Additional Queue/ETA Features

ETA can also be limited to speaking a desired maximum. For instance if your actual ETA is more than 15 minutes, but you only want callers to hear the *actual* time up to 15 minutes, ETA can tell callers: “We estimate your ETA will be *greater than* 15 minutes.” Whether or not to use this feature is an aesthetic decision that will vary from user to user.

To limit ETA announcement to speak a set maximum


- 1 Open the file `tfb\data\tfb.cfg` in a standard text editor or in Windows Notepad.
- 2 Type: “`ETA_USE_MAX_QUE_TIME=TRUE`” (without the quote marks). Make sure this is on its own line in the file. Save the file.
- 3 In the Pilot Parameters form, specify the **Max. Que Time** for that pilot in *minutes*. When the current ETA exceeds this, callers are told that their ETA is greater than this value, rather than being told the exact ETA.
- 4 Close and restart the CTI Server window for the configuration change to take effect.

Note that with this feature enabled, callers are *not* forced to accept a callback when the ETA exceeds **Max. Que Time**.

More Information – **Max. Que Time** is used to force callers to accept the Callback offer. For more information on defining pilot parameters for callback scenarios, see *Chapter 5, “ASAP Callback”*, and *Chapter 6, “Scheduled Callback”*.

Completing Server Configuration



After closing the Pilot Parameters form, close and restart the CTI Server window by clicking the close button , then double-clicking the CTI Server icon to restart it. This initializes APM with your changes, and completes configuration on CTI Server. Next, configure the ACD to route calls to Queue/ETA.

ACD Configuration: Routing Calls to Queue/ETA



Activate Queue/ETA by sending an *IVR Announcement 9* from the CCVs for all desired pilots. It's important to note that even if a pilot is explicitly configured in the Pilot Parameters form, callers won't be routed to Queue/ETA unless the pilot's associated CCV contains an *IVR Announcement 9*.

The following example shows a CCV that routes calls to Queue/ETA when the current ETA is greater than 30 seconds.

EXAMPLE 2-1 CCV to route calls to Queue/ETA Announcement

```

1) Pause                6
2) Queue to             n    // Queue to desired split, n
3) ETA Greater          30    // only go to Queue/ETA if ETA>30s
▶ 4) @IVR Announcement  9    // route to Queue/ETA on CTI Server
5) Pause                30
6) Announce             1    // Play any desired Announcement
7) Pause                30
8) Goto CCV step        6    // Don't go to Queue/ETA again

```

TIP TFB recommends routing any given call to Queue/ETA *only once*, as shown in the example above. Because the ETA calculation is dynamic, a caller routed to Queue/ETA *more than once* may hear increased ETA times on successive announcements!

It's good practice *not* to route any callers to Queue/ETA if the ETA is very short – less than 30 seconds, for example. This will prevent callers from being subjected to announcements and/or Callback transactions that actually take longer than the estimated hold time. It will also reduce unnecessary 'traffic' on Infolink, as well as nonsensical ETA announcements.

IMPORTANT As with any feature that is configured by pilot, be aware that the pilot number changes when a call is transferred. Ensure that your routing schemes and pilot configuration account for any potential pilot changes that may occur prior to routing the call to CTI Server.

Queue/ETA Troubleshooting and Maintenance

Queue/ETA is essentially maintenance-free after configuration. However, if changes are required, note that you have control both from the ACD and from the Pilot Parameters Form on CTI Server. As requirements evolve, you can revise Queue/ETA options for each pilot, route additional pilots from the ACD, or configure new pilots in the Pilot Parameters form. If you encounter problems with configuration, refer to the troubleshooting guide in this section for quick solutions.

IMPORTANT Recall that for configuration changes to take effect, the CTI Server window must be closed and restarted after you make modifications.

Refining the Way Queue/ETA is Presented to Callers

You may want to tailor the way Queue/ETA is presented to callers differently on different pilots. Although you cannot change the *sequence* in which Queue announcements are played, you can inhibit or enable each option individually. You can also play a unique introductory announcement, a ‘canned’ announcement, or no announcement at all depending on the incoming pilot number. Announcements are played to callers in the following sequence.

- 1 Introductory Announcement.** Callers hear the initial announcement specified in the **Announcement** field. You can play one of the professional ‘canned’ announcements provided by TFB, or record your own using the TFB Recording Utility. To record announcements for Queue/ETA, press ‘2’ when prompted for the type of announcement, then enter the announcement number from the **Announcement** field of the associated pilot’s configuration. If you don’t want to play an introductory announcement, enter ‘0000’. **More Information** – See *Recording Custom Prompts and Announcements* in Chapter 1, Introduction to APM.
- 2** If **Announce Queue Position** is enabled, callers hear one of several possible Queue announcements (or similar messages) as queue size (*n*) dictates:
 - " There are currently *n* people ahead of you."
 - " There is currently one person ahead of you. "
 - " You are the next person in line."
- 3** If **Announce ETA** is enabled, callers next hear an ETA announcement similar to:

- " We estimate that your call will be answered in *M* minutes and *S* seconds"

You can also limit the ETA announcement to a maximum value. With this option enabled, the ETA announcement is unchanged below the specified maximum. If the ETA exceeds the maximum value you set, callers are merely told that their wait time is estimated to be greater than that value, but they are not told the exact ETA.

To set to a maximum value for ETA announcements

- 1 Open *tfb.cfg* in a standard text editor.
- 2 Set **ETA_USE_MAX_QUE_TIME** to "TRUE".
- 3 Set **MAX_QUE_TIME** to the desired value in minutes.
- 4 Save *tfb.cfg* to the *tfb\data* directory on CTI Server.



Consider using Queue/ETA in conjunction with the ASAP Callback and/or Scheduled Callback features (if available) to maximize agent efficiency during inbound calling peaks, and to help reduce both caller frustration *and* your abandoned call rate.

Changing Queue/ETA's Pre-Recorded Messages (optional)

There's one additional refinement of Queue/ETA that allows you to customize the 'canned' spoken messages played to callers. These messages are different from the introductory announcement specified in the **Announcement** field of the Pilot Parameters form. The 'canned' spoken messages for Queue/ETA are the actual announcement of ETA and Queue position. TFB has professionally pre-recorded all of these for you, but the Recording Utility gives you the option to re-record any or all of them as you desire. You may consider changing these to match the announcer you're using in other messages or PBX announcements, or to satisfy other corporate policy/'look and feel' concerns.

Since the 'canned' messages are always played in the same context, you should avoid changing the fundamental meaning of the message, but the delivery style and exact wording are up to you.

Identifying the pre-recorded messages played by Queue/ETA

Appendix D, table D-2, contains a listing of all the 'canned' messages played by APM features, along with their associated message numbers. You'll need to specify message numbers to the Recording Utility if you wish to record over any of them.

The first step is to determine the exact messages played by your version of Queue/ETA. Dial a pilot configured with Queue/ETA and note the messages played, then match them with the appropriate message numbers in Appendix D, Table D-2. Queue-related prompts have message numbers from 1200 to 1575, and ETA prompts are in the range from 4000 to 4400. Use caution because the prompts played for this product vary with the number of callers in queue. For this reason you must ensure that you record *all* possible Queue prompts for consistency.

If your goal is to present an aesthetically consistent delivery of all announcements to your callers, then you will also need to re-record numeric ‘variable’ announcements. These are used by Queue/ETA to speak the actual number of minutes and seconds in ETA announcements greater than fifteen minutes, as well the number of callers in line in a Queue announcement. Variables are listed in Appendix D, in Table D-1, and recorded by selecting type ‘5’ in step 5 of the following procedure.

To record new ‘canned’ messages for Queue/ETA


- 1 Dial the recording pilot to start the TFB Recording Utility. This is the pilot configured to send *IVR Announcement 99* from its associated CCV.
- 2 On the touchtone pad, enter ‘1234#’ when prompted for a password.
- 3 Enter ‘1’ for *English* or ‘2’ for *Spanish* when prompted to select the language (language-enabled systems only). If your system has extended language capabilities, you can also select from French (3), Portugese (4), and Creole (5).
- 4 Enter ‘1’ to record, or ‘2’ to listen to an existing recording.
- 5 The system prompts you to enter the type of message. Enter ‘1’ for “canned” prompts, or ‘5’ for variables.
- 6 Enter the message number to record/listen to, followed by the ‘#’ sign.
- 7 Record the passage at the tone.


The recording stops and your message saved when silence is detected. The recording is then automatically replayed for your review.

IMPORTANT The recording process is a real time update for all message types *except* variables (type 5)! Any existing message with the same number will be over-written by the new recording. Also, any live APM application configured to play the message will *immediately* begin using the new recording! Variables are recorded to the ‘work’ directory just under the target directory. After recording a variable you must copy it from its work directory to the target directory as noted in the Recorded Message File Directories section on page **Error! Bookmark not defined.**

To replay any recording, or to check the existing content of a message prior to recording, just enter ‘2’ in **Step 4** above. Because recording updates are instantaneous, it’s a good idea to check newly recorded messages for satisfactory clarity, level, and content. Note that you must have configured a dedicated pilot that sends an *IVR Announcement 99* before you can use the Recording Utility. **More Information** – For more on configuring the recording pilot, see *Chapter 2, “Configuring CTI Server”*, in the CTI Server Manual.

Troubleshooting Guide: Queue/ETA

Problems / Questions	Solutions 
<p>Callers don't hear the Queue/ETA announcement, but the appropriate pilot appears to be correctly configured.</p>	<ul style="list-style-type: none"> Queue/ETA is only provided by CTI Server when it receives an <i>IVR Announcement 9</i> over <i>Infolink</i>. Ensure that the designated CCV for the pilot in question contains an <i>IVR Announcement 9</i> step, and that it isn't being bypassed by a conditional branch.
<p>Some callers still hear Queue/ETA announcements, even on pilots not configured in the TFB Pilot Parameters form.</p>	<ul style="list-style-type: none"> When an <i>IVR Announcement 9</i> is sent, but the call is on a Pilot is <i>not</i> defined in TFB Pilot Parameters, APM handles the call using pilot 000000 configuration as the default. Queue/ETA announce will play for callers on undefined pilots if so selected on Pilot 000000.
<p>Why do callers still hear Queue/ETA announcements <i>after</i> the time specified in the End Day in the Pilot Parameters form?</p>	<ul style="list-style-type: none"> The End Day pilot parameter only affects callback offers. It has no effect on Queue/ETA. Since Queue/ETA simply reacts to an <i>IVR Announcement 9</i>, you can use ACD Week schedules to route after-hours callers to alternate pilots.
<p>The Queue and ETA announcements work fine, but the introductory announcement is not playing correctly!</p>	<ul style="list-style-type: none"> Ensure that the number in the Announcement field corresponds to the announcement number you recorded. If you're not sure, dial the TFB Recording Utility (recording pilot). When prompted to "record or listen" enter '2' to listen, then enter the announcement number in question. Does it play? If not, re-record the announcement. If your configuration looks correct in the Pilot Parameters form, make sure that it was initialized by restarting the CTI window.

Problems / Questions	Solutions 
Occasionally the ETA calculation goes to zero in the ACD, although there may be a significant number of callers in queue.	<ul style="list-style-type: none"> ▪ Because Queue/ETA merely makes queue announcements based on information from the ACD, incorrect ETA values are likely to be an ACD problem. In some instances, the solution may involve resetting the ACD.
Occasionally the announced ETA is significantly different than the actual time callers are waiting in Queue.	<ul style="list-style-type: none"> ▪ As previously noted, Queue/ETA is reliant on the ETA values transmitted by the ACD over Infolink. Incorrect ETA announcements are likely to be an ACD problem. In some instances, the solution may involve resetting the ACD. You can isolate the problem by comparing the ETA values in Navigator to those being announced to callers in a given split. ▪ ETA calculations are most notably awry in situations where call to agent ratio is very high.
Even after re-recording numeric variables, numbers are still spoken by Queue/ETA in the stock voice.	<ul style="list-style-type: none"> ▪ Variable are the only recorded message type that must be copied to their active directory after re-recording. Variables are recorded to the 'work' sub-directory (folder) inside the active directory tfp/dvps/spk. After re-recording any variable, copy the file from the work directory to the active directory above it. Note that non-english variables are stored in sub-directories dedicated to each language. More Information – See Chapter 1, “Recorded Message File Directories”.

Quick Reference Guide: Queue/ETA

What it Does	<i>Queue/ETA</i> provides callers with a customized introductory announcement, followed by announcements of their position in queue and/or estimated time to an agent.
Executable	(embedded APM feature, purchased separately)
<small>Configuration</small> CTI Config.	TFB Pilot Parameters form
<small>Configuration</small> ACD Config.	CCVs send <i>IVR Announcement 9</i> to route calls to Queue/ETA
<small>Configuration</small> Related .cfg Files	None
Related Modules	Typically used in conjunction with Callback features

