Mitel® Customer Service Manager

RealViewer

RealViewer shows real-time call statistics, enabling you to see current details against all or selected call criteria on the telephone system.

Note: For detailed information and instructions for RealViewer, refer to the online Help.

Start RealViewer

From the Start Menu, Programs – **Mitel Contact Center Suite**, and then select **RealViewer**. If a RealViewer license is available, RealViewer is started.

Main Window Toolbar

The toolbar contains buttons that control RealViewer. These buttons display shortcut menus, or perform a command. The table below provides a description for the toolbar buttons.

Button	Description
	Answers the main menu where you can access most commands.
	Immediately saves your settings to disk.
	Adds a new tile to the Tile Area.
	Displays the Filter Manager for creating and editing filters.
	Displays the Options dialog box.
	Displays the Network Settings dialog box.
	Repositions the open tiles in a particular style. There are several viewing options.

Tiles

The building block of RealViewer is the Deskboard tile, as shown in the example below.
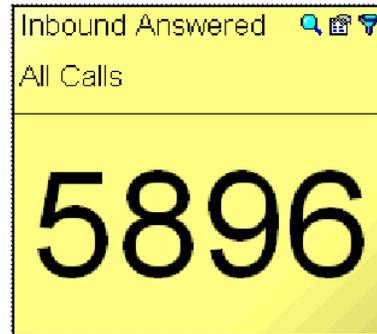
Each tile consists of a caption, which describes the display, and the associated statistic. Tiles display a single call summary statistic, which can be filtered to only include a particular group of agents, or other information, such as the date and time. (Call Summary does not support custom filters.) The statistic can also have an associated alarm that notifies you when the statistic falls within a certain range.

Each tile includes the following buttons:

- **Zoom/Unzoom**: Click the Zoom button ( ) to enlarge the tile to fill the whole RealViewer display area. Click the Unzoom button ( ) to reduce the tile to the original, unzoomed size.

- **Properties**: Click the Properties button ( ) to change the content, description, color, or alarm settings for the tile.

- **Filter**: Click the Filter button ( ) to choose an existing filter to apply to the particular tile or create a new one.

Add Tiles

When you add a tile, you are able to select how you want the tile to display, including text color, background color, and statistics.

To add a tile:

1. Do one of the following:
   - Click the Add Tile button ( ) on the toolbar.
   - Click **Add Tile** from the shortcut (right-click) menu.
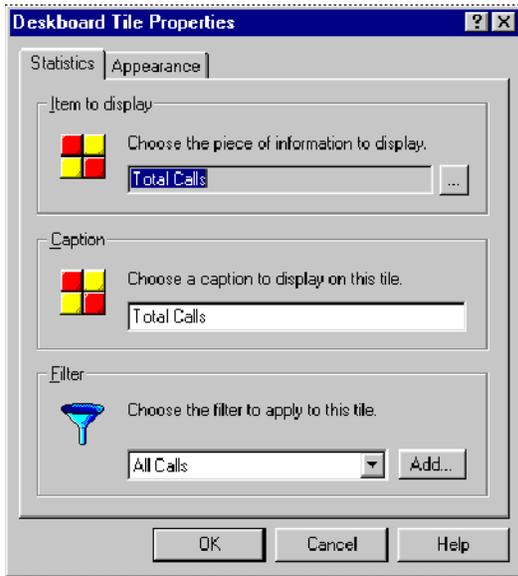
2. Complete the following fields in the **Statistics** tab:
   - **Item to display**: Shows the currently selected statistic that the tile displays. To change the statistic, click ( ), and then select the new statistic from the available menu.
   - **Caption**: Allows you to edit the caption displayed above the tile.
   - **Filter**: Use the drop-down list to select a filter to apply to the tile. This filter is automatically applied when you click **OK**. If needed, you can click **Add** to display the Add Filter dialog box, which allows you to create a new filter. If you create a new filter, it is automatically selected as your preferred filter for this tile.

3. Select the **Appearance** tab.
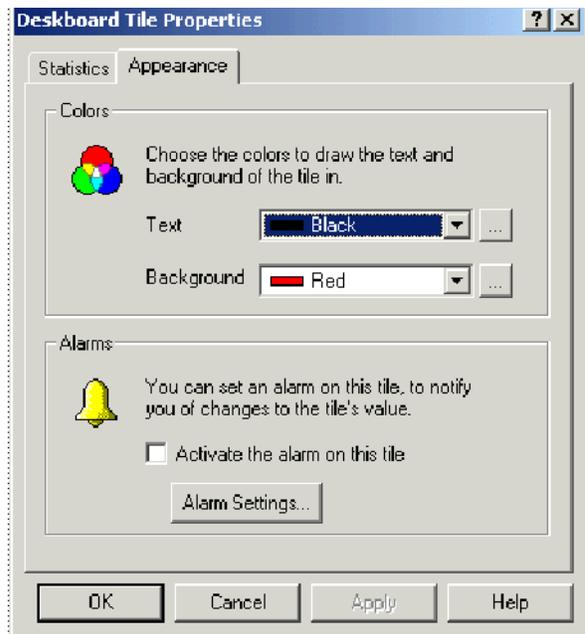
4. Complete the following fields:
   - **Text Color**: Use the drop-down list to select the text color for the tile, or click ( ) to select a custom color.
   - **Background Color**: Use the drop-down list to choose the background color for the tile, or click ( ) to select a custom color.

     When selecting a custom color, move the sliders for the R, G, and B options to change the colors in the sample areas.

     To lighten the shade of the sample, click the color sample(s) to the left of the center box.

     To darken the shade of the sample, click the color sample(s) to the right of the center box.
   - **Activate the alarm on this tile**: Select this option to apply an alarm to the tile. If an alarm is currently firing when you clear this box, the alarm stops signaling when you click **OK**.
   - **Alarm Settings:** Click this button to configure the alarm using the Alarms dialog box.

5. Click **OK**. When you click **OK**, the new tile appears in the Tile Area.

Edit Tiles

After you have created a tile, you can change the properties, such as the statistics, associated with that tile.

To edit a tile:

1. Do one of the following:
   • Right-click the tile and select **Properties**.
   • Click the Properties icon on the tile.

     The property sheet displays with the tile's current settings.

2. Change the settings as desired. Click **OK** when finished, or click **Cancel** to exit without saving changes.

Remove Tiles

You can remove tiles if you no longer need them. Removing a tile cannot be undone.

To remove a single tile:

1. Right-click the tile, and then click **Remove**.

2. At the prompt, click **Yes** to remove the tile.

You can remove all tiles by using the **Tiles** Tab of the Options Page.

Zoom Tiles

You can zoom in on a tile so that it takes up all of the visible tile area space. This is similar to maximizing a normal window.

To zoom/unzoom a tile:

1. Do one of the following:
   • Double-click the tile's caption.
   • Right-click the tile and select **Zoom**.
   • On some systems, you can zoom the tile by single-clicking the tile with the "Wheel" button of the mouse.

2. Repeat the zoom action to unzoom the tile.

Copy and Paste Tiles

Tiles can be copied and pasted to and from the clipboard, allowing you to quickly create several very similar tiles.

To copy a tile to the clipboard, do one of the following:

• Right-click on the tile, and then select **Copy**.

• Select **Cut** to copy the tile to the clipboard and remove the tile from the Tile Area.

Because you are not deleting the tile, and it is still available on the clipboard, you are not prompted to confirm the action.

After you have copied a tile to the clipboard, paste it back into the Tile Area by right-clicking on a tile in the Tile Area, and then select **Paste**. The tile is pasted next to the tile where you right-clicked to perform the paste.

Filter Tiles

Each tile can have a filter applied that limits the statistics associated with the tile. For example, you can specifically show statistics for calls on a particular DID number or for agents in a particular group.

📝 **Note:** You cannot apply filters to tiles in Call Summary.

To change the current filter:

1. Click the Filter button (🔽) in the tile you want to modify. A shortcut menu of available filters displays with the currently selected filter checked.

2. Select a new filter from the menu.

When you select a filter from this menu, it automatically applies to the currently selected tile. There may be a slight delay, however, while the filter change is processed.

To add a new filter:

1. Click the Filter button (🔽) in the tile you want to modify.

2. Click **Add Filter**. After you have added the new filter, it automatically applies to the selected tile.

Before setting up a tile that displays Calls Waiting, the filter should be set up for the hunt group number as the device first rung, as follows.

• *For a call statistic for a hunt group*, select the hunt group on **Call First Rang At Extension / Group** on the **Call Route** tab.

• *For an agent statistic for a hunt group*, select the hunt group on the **ACD Hunt Groups** tab. You can also filter by agents on the **General** tab to define group membership.

• *For Call **and** Agent statistics for a hunt group*, select the hunt group on both the **Call Route** and **ACD Hunt Group** tabs.

• *For a call statistic, an agent statistic, or both for a range of agents regardless of specific HG*, on the **General** tab, select the agents using **Select the agents to include when filtering calls**.

Move Tiles

Using the drag-and-drop feature, you can move tiles within the tile area without having to cut and paste.

To move tiles:

1. Click and drag the tile you want to move.

2. Position the tile over the tile that you want it to precede. The border of the stationary tile thickens or becomes highlighted.

3. Release the tile you are moving. It is automatically placed in the area before the highlighted tile.

Customize RealViewer

The first time that RealViewer runs, the Startup Wizard configures the application. To change options at a later time, use the Options window. You can configure global options for RealViewer, except the network settings.

To open the Options window, do one of the following:

• Click the Options button (▣).

• Select Options from the main menu (🌐).
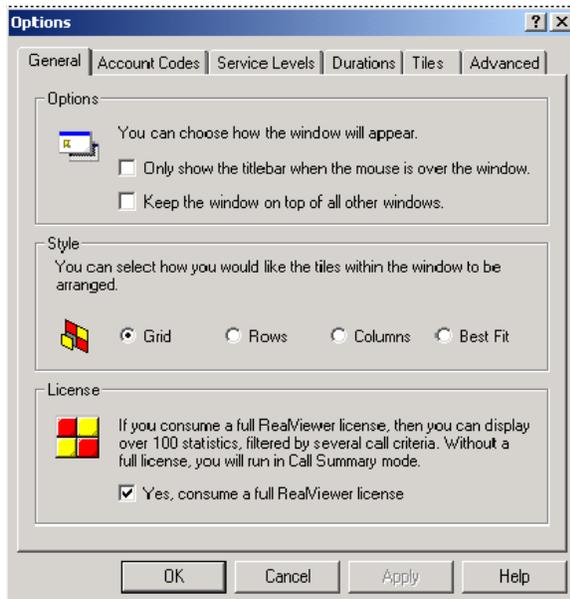
Complete the appropriate fields in the following tabs:

• **General**: Allows you to choose window appearance, style of tiles and license.

• **Account Codes**: Allows you to summarize historic calls by the account code.

• **Service Levels**: Allows you to set levels for summarizing ring times and to specify a service level.

• **Durations**: Allows you to set miscellaneous times used to calculate statistics.

• **Advanced**: For field technician use only.

• **Tiles**: Lists all open tiles, allowing you to configure and re-arrange the tiles or add new tiles as shown here.