



User Manual vers. 1.0.25

Web: www.kalliopepbx.com

Technical support: <http://ticket.netresults.it> - support@netresults.it

Index

Chapter 1 - Introduction	4
Chapter 2 - Kalliope Supervisor Panel	5
2.1 Menu bar	5
2.2 Configuration	6
2.2.1 Credentials	6
2.2.2 Custom Logo	6
2.3 Main screen	8
2.3.1 Logo and time bar	9
2.3.2 Statistics panel	10
2.3.3 Operator panel	11
Chapter 3 - CallCenter services.....	15
3.1 CallCenter CDR	15
3.2 CallTagging.....	18
3.3 Spy/Barge/Whisper supervision	18
3.4 Automatic callback on busy operators	19

Definitions

Supervisor user = User with advanced permissions, Supervisors can access the statistics related to all queues and operators, force the operators' pause/active status and add dynamic operators to the queues.

Static operator = User statically assigned as operator to one or more queues, Supervisor users can add him dynamically to other queues.

Dynamic operator = User temporarily assigned to one or more queues by the Supervisor user, who can also remove him from such queues.

Chapter 1 - Introduction

Kalliope Call Center (or simply KalliopeCC) is an additional module that adds to KalliopePBX new functions and applications specifically created to satisfy call-center needs.

Here below the list of the main features included in the module:

- Kalliope Supervisor Panel
- CDR CallCenter
- Call Tagging
- Spy/Barge/Whisper supervision
- Automatic callback on busy operators

KalliopeCC is an add-on of KalliopePBX and it is distributed as a license key that can be activated from the tab *License* of KalliopePBX web GUI.

A guide to licenses activation and configuration process can be found in KalliopePBX user manual available on www.kalliopepbx.com.

Let's see now in detail what KalliopeCC offers.

Chapter 2 - Kalliope Supervisor Panel

The Kalliope Supervisor Panel application (available on Windows) allows to access all the statistics related to the queues, depending on the role assigned to the user, to monitor the operators' status and to manage dynamic operators.

At first boot the user must provide, in the *Settings* tab, his KalliopePBX credentials. The system will verify the presence of a Call Center license and the role assigned to the logged user (Supervisor or Operator).



Note: The software installation process does not require any activation key. The application automatically verifies the presence of a Call Center license on the PBX at each boot.

2.1 Menu bar

Menu bar includes two submenus: *Settings* and *View*.

In *Settings* the following entries can be found:

- **Connect to KalliopePBX**
- **Disconnect KalliopePBX**
- **Full screen mode (*shortcut F11*)**
- **Settings:** it allows to access the configuration tab
- **Quit (*shortcut CTRL + Q*):** close KCTI.

2.2 Configuration

The configuration tab is organized into two frames: *Credentials* and *Custom Logo*.

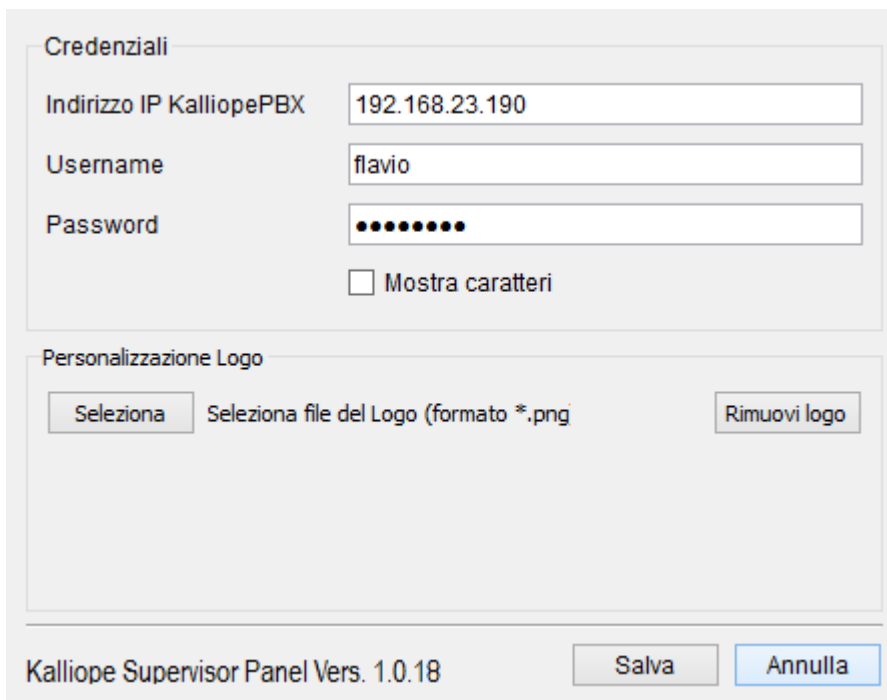


Figure 1 - Configuration tab

2.2.1 *Credentials*

In this section it is possible to set the following parameters:

- *KalliopePBX IP address*
- *Username*
- *Password*



Note: Username and password correspond to those configured on KalliopePBX in the panel 'System → KCTI/Web User'.

2.2.2 *Custom Logo*

This section permits to upload an image that will be used as a custom logo and will appear in the main screen of Kalliope Supervisor Panel, as shown below.

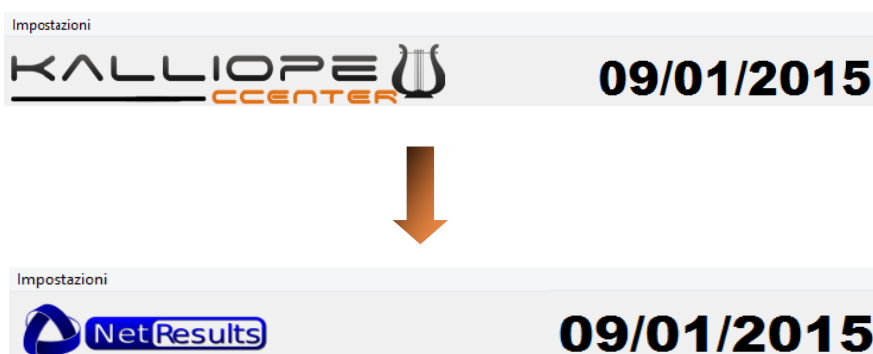


Figure 2 - Default Logo and Custom Logo

2.3 Main screen

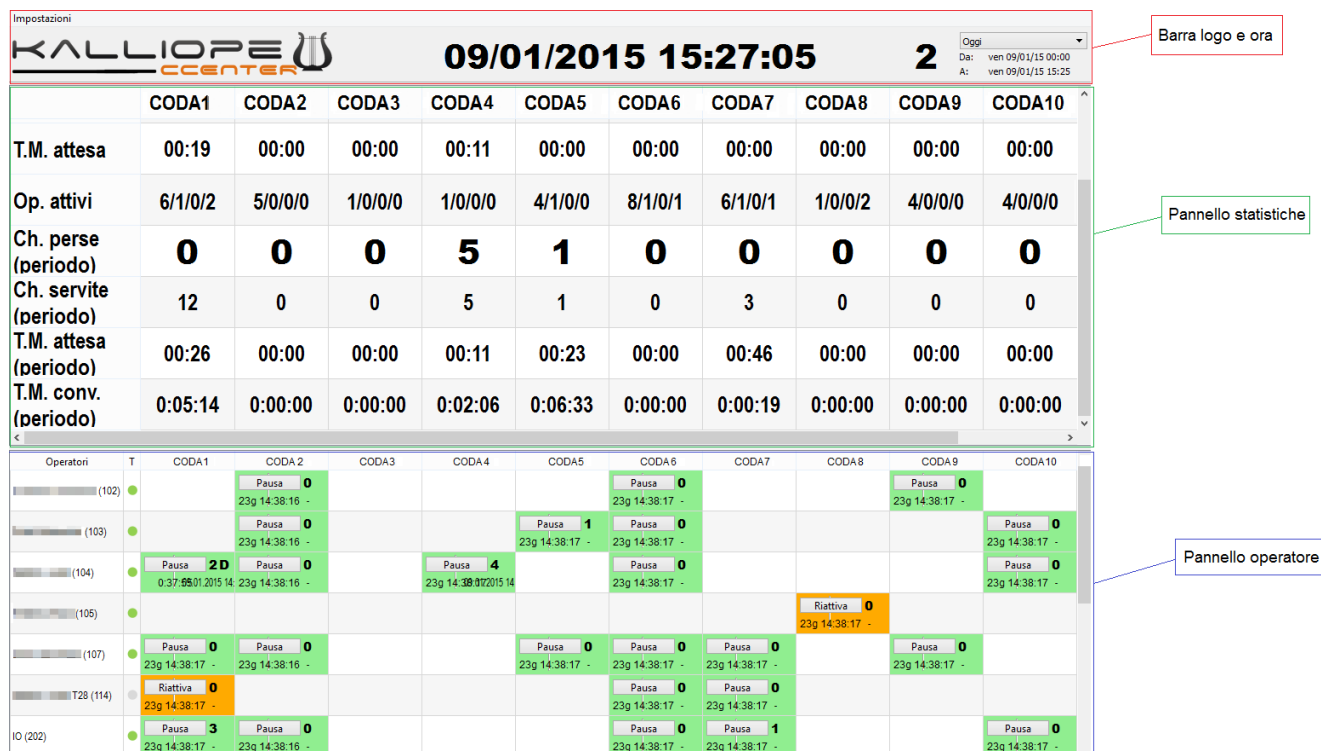


Figure 3 -Kalliope Supervisor Panel main screen

Kalliope Supervisor Panel main screen can be divided into three sections:

- Logo and time bar
- Statistics panel
- Operator panel

The *Logo and time bar* has a fixed size and cannot be hidden while the other sections have an editable layout and, optionally, can occupy the full screen. This can be useful, for instance, to show only the section regarding the general data, without showing the individual operators' identities and statistics.

The main screen displayed will change depending on the role of the logged user, in fact, the Supervisor user will see the statistics related to all the queues and operators registered on the PBX, while the operator user will only see his personal statistics and the data related to the queues of his concerning.

Here below a description of each section.

2.3.1 Logo and time bar

As already said, this bar can be partially customized. It is possible, in fact, to display a personal logo by uploading it in the *Settings* panel.



Figure 4 - Logo and time bar

This section includes:

- KalliopeCCenter logo (or the custom one)
- Date and time
- Total number of calls on all the queues
- Statistics period of reference: using the drop-down menu it is possible to select the period of reference of part of the general data shown in the underlying panel.

2.3.2 Statistics panel

	CODA1	CODA2	CODA3	CODA4	CODA5	CODA6	CODA7	CODA8	CODA9	CODA10
Utenti in coda	0	0	0	0	0	0	1	0	0	0
Ch. più antica							00:02			
T.M. attesa	00:00	00:00	00:00	00:00	00:07	00:00	00:19	00:00	00:00	00:00
Op. attivi	6/1/0/2	5/0/0/0	1/0/0/0	1/0/0/0	4/1/0/0	8/1/0/1	6/1/0/1	1/0/0/2	4/0/0/0	4/0/0/0
Ch. perse (periodo)	0	0	0	5	1	0	0	0	0	0
Ch. servite (periodo)	12	0	0	5	4	0	5	0	0	0
T.M. attesa (periodo)	00:26	00:00	00:00	00:11	00:11	00:00	00:35	00:00	00:00	00:00
T.M. conv. (periodo)	0:05:14	0:00:00	0:00:00	0:02:06	0:03:10	0:00:00	0:00:18	0:00:00	0:00:00	0:00:00

Figure 5 - Statistics panel

In this panel can be found useful general statistics related to the queues (columns) registered on the PBX.

The available data (corresponding to the lines) are:

- **Users in the queue**, automatically updated when some user enters or exits the queue
- **Oldest call in the queue**, indicates, in seconds, the waiting time of the oldest call present in the queue
- **Average waiting time**, this data always refers to the last hour and it is updated each 5 minutes by downloading and analyzing the last month CDR
- **Active operators**, it indicates, real-time, the status of the operators assigned to each queue. First: registered and active operators (green BLF led); second: registered but busy operators (red BLF led); third:

- registered but paused operators (orange BLF led); fourth: not registered operators (grey BLF led)
- **Missed calls (in the selected period)**, this data changes depending on the selected period in the *Logo and time bar*
 - **Managed calls (in the selected period)**, this data changes depending on the selected period in the *Logo and time bar*
 - **Average waiting time (in the selected period)**, this data changes depending on the selected period in the *Logo and time bar*
 - **Average conversation time (in the selected period)**, this data changes depending on the selected period in the *Logo and time bar*.

2.3.3 Operator panel

Operatori	T	CODA1	CODA2	CODA3	CODA4	CODA5	CODA6	CODA7	CODA8	CODA9	CODA10
(102)	●		Pausa 0 23g 16:32:07 -				Pausa 0 23g 16:32:07 -			Pausa 0 23g 16:32:07 -	
(103)	●		Pausa 0 23g 16:32:07 -			Pausa 1 23g 16:32:07 -	Pausa 0 23g 16:32:07 -				Pausa 0 23g 16:32:07 -
(104)	●	Pausa 2D 23g 16:32:07 -	Pausa 0 23g 16:32:07 -		Pausa 4 23g 16:32:07 -		Pausa 0 23g 16:32:07 -				Pausa 0 23g 16:32:07 -
(105)	●								Riattiva 0 23g 16:32:07 -		
(107)	●	Pausa 0 23g 16:32:07 -	Pausa 0 23g 16:32:07 -			Pausa 0 23g 16:32:07 -	Pausa 0 23g 16:32:07 -	Pausa 1 23g 16:32:07 -		Pausa 0 23g 16:32:07 -	
(114)	●	Riattiva 0 23g 16:32:07 -					Pausa 0 23g 16:32:07 -	Pausa 0 23g 16:32:07 -			
IO (202)	●	Pausa 3 23g 16:32:07 -	Pausa 0 23g 16:32:07 -				Pausa 0 23g 16:32:07 -	Pausa 2 23g 16:32:07 -			Pausa 0 23g 16:32:07 -
(203)	●	Pausa 0 23g 16:32:07 -				Pausa 0 23g 16:32:07 -	Pausa 0 23g 16:32:07 -	Pausa 0 23g 16:32:07 -			
(204)	●									Pausa 0 23g 16:32:07 -	
(205)	●							Pausa 0 23g 16:32:07 -			
(206)	●	Pausa 2 23g 16:32:07 -				Pausa 1 23g 16:32:07 -	Pausa 0 23g 16:32:07 -	Pausa 0 23g 16:32:07 -			
(303)	●	Pausa 0 23g 16:32:07 -				Pausa 1 23g 16:32:07 -	Pausa 0 23g 16:32:07 -	Pausa 1 23g 16:32:07 -			
(503)	●	Pausa 5 23g 16:32:07 -				Pausa 2 23g 16:32:07 -	Pausa 0 23g 16:32:07 -	Pausa 1 23g 16:32:07 -			
(604)	●	Riattiva 0D 23g 16:32:07 -		Pausa 0 23g 16:32:07 -							Pausa 0 23g 16:32:07 -
(605)	●	Pausa 0 23g 16:32:07 -							Pausa 0 23g 16:32:07 -		Riattiva 0D 23g 16:32:07 -
(607)	●									Pausa 0 23g 16:32:07 -	
(610)	●				Pausa 0D 23g 16:32:07 -				Pausa 0 23g 16:32:07 -		Pausa 0D 23g 16:32:07 -

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Figure 6 - Operator panel

As for the *Statistics panel*, to each column it is associated a waiting queue, except for the first two columns that indicates name and BLF status of the operators registered on the PBX.

Each line is dedicated to an operator and the related statistics for each of his queues, both for static and dynamic operators.

This chart permits to have an immediate visual idea of the queues' status.

The cell corresponding to an operator and each queue provides important information to the Supervisor user.



Figure 7 - Operator status and statistics

The colour of the cell changes depending on the status of the operator. A green cell indicates that the operator is active, while an orange one indicates that the operator's status is paused.

Consequently the button will turn to 'Active' or 'Pause' depending on the current status.



Note: Operators can modify only their own status while Supervisors can force a change of the status of every operator.

In addition to the status, each cell includes the following information:

- Calls managed in the selected period, top-right corner
- Static or dynamic operator for that queue, a dynamic operator is marked by a **D** next to the managed calls
- Time of activity on that queue, it is a timer that reset at each status change.
- Time of the last managed call.

2.3.3.1 Dynamic operators

A dynamic operator is a user temporarily assigned, by the Supervisor, to one or more waiting queues.

A dynamic operator can be an operator already assigned to one or more queues, but also an extension registered on the PBX but not assigned to any queue yet.

In the first case, the Supervisor can assign the dynamic operator to a queue by clicking with the right button on the empty cell corresponding to the desired queue and selecting the option *Add to the queue*.

In the same way, the Supervisor can remove a dynamic operator from a queue with a right-click and selecting *Remove from the queue*.

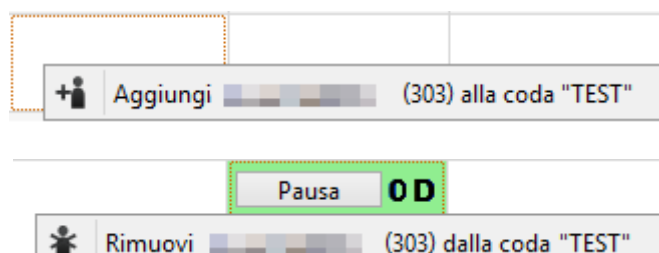


Figure 8 - Add or remove dynamic operator

In the second case, the Supervisor can add a new dynamic operator by using the drop-down menu at the bottom of the *Operator panel*. Using this menu it is possible to select an extension registered on the PBX but not assigned to any queue. By clicking the button *Add operator*, the selected extension is assigned to the corresponding queue and it is created a new line with the information related to the new operator.

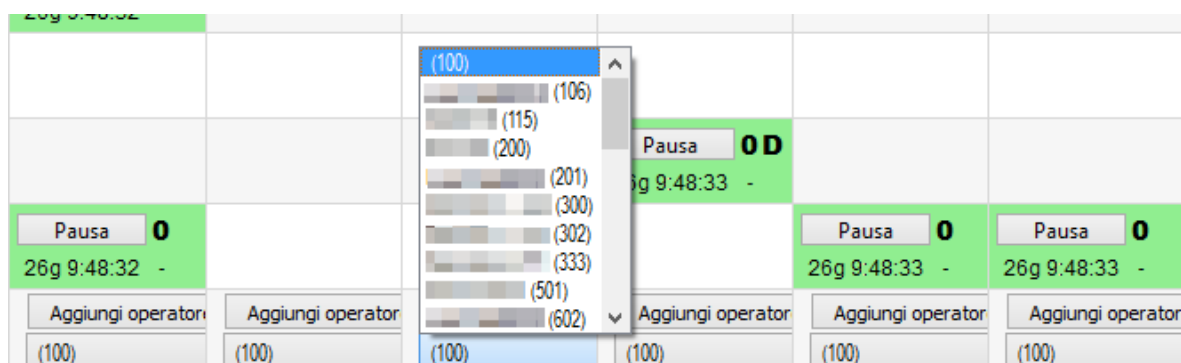


Figure 9 - Dynamic operator from a registered extension

As for the other dynamic operators, to remove the operator from the queue just right click on the cell and select *Remove*.

Chapter 3 - CallCenter services

3.1 CallCenter CDR


CDR CallCenter is an advanced log that contains details on incoming calls managed by waiting queues. It can be useful to calculate the KPI and the SLA for each operator.


CDR CallCenter shows, for each call, the following information:

- Call outcome
- Operator
- Caller number
- Called number
- Time of ringing, answering and call closing
- Waiting queue
- Total Wating Time (TWT)
- Conversation Time (CT)
- Exit cause





























































The CDR can be exported in CSV or Excel format, also using KalliopePBX available API Rest.

Azioni

 **Esporta in CSV (sommario)**

 **Esporta in CSV (dettagliato)**

Corrente
Dicembre 2014
Novembre 2014
Ottobre 2014
Settembre 2014
Agosto 2014

Unique ID	Id	Tipo	Stato	TTA	TC	Operatore	Inizio	Risposta
1420733556.4772	78			28	39	202	2015-01-08 17:12:36	2015-01-08 17:13:32
1420733493.4762	77			21	63	503	2015-01-08 17:11:34	2015-01-08 17:12:24
1420730555.4729	76			22	2324	503	2015-01-08 16:22:35	2015-01-08 16:23:13
1420731136.4736	75			59	23	206	2015-01-08 16:32:16	2015-01-08 16:33:45
1420729573.4722	74			20	707	503	2015-01-08 16:06:13	2015-01-08 16:06:42
1420729208.4715	73			20	54	503	2015-01-08 16:00:08	2015-01-08 16:00:49
1420728344.4707	72			19	819	503	2015-01-08 15:45:44	2015-01-08 15:46:17
1420728162.4691	71			42	29	107	2015-01-08 15:42:42	2015-01-08 15:43:35
1420724966.4639	70			19	2747	503	2015-01-08 14:49:26	2015-01-08 14:50:07
1420727307.4680	69			15	15	206	2015-01-08 15:28:27	2015-01-08 15:29:12
1420727287.4678	68			8	0		2015-01-08 15:28:07	
1420726906.4664	67			13	20	107	2015-01-08 15:21:46	2015-01-08 15:22:34
1420725444.4647	66			43	0		2015-01-08 14:57:24	
1420724915.4638	65			2	0		2015-01-08 14:48:35	
1420724654.4625	64			25	173	503	2015-01-08 14:44:14	2015-01-08 14:45:03
1420724403.4611	63			3	233	503	2015-01-08 14:40:03	2015-01-08 14:40:16
1420724263.4598	62			15	31	107	2015-01-08 14:37:43	2015-01-08 14:38:08
1420722924.4579	61			28	18	202	2015-01-08 14:15:24	2015-01-08 14:16:05
1420718175.4569	60			20	280	503	2015-01-08 12:56:15	2015-01-08 12:56:48
1420718119.4561	59			2	41	503	2015-01-08 12:55:19	2015-01-08 12:55:55
1420717601.4551	58			28	235	503	2015-01-08 12:46:41	2015-01-08 12:47:35
1420717277.4544	57			21	345	503	2015-01-08 12:41:17	2015-01-08 12:41:49
1420717131.4535	56			24	0	503	2015-01-08 12:38:51	2015-01-08 12:39:24
1420716133.4524	55			21	114	503	2015-01-08 12:22:13	2015-01-08 12:22:45
1420715962.4517	54			19	16	503	2015-01-08 12:19:22	2015-01-08 12:19:54
1420714576.4494	53			33	10	202	2015-01-08 11:56:16	2015-01-08 11:57:05
1420714128.4485	52			33	341	206	2015-01-08 11:48:48	2015-01-08 11:49:48
1420711850.4448	51			22	2441	503	2015-01-08 11:10:50	2015-01-08 11:11:22
1420714023.4476	50			24	64	202	2015-01-08 11:47:03	2015-01-08 11:47:42
1420713554.4461	49			26	15	202	2015-01-08 11:39:14	2015-01-08 11:39:55

Trovati 78 risultati - Mostra 30 risultati per pagina

Figure 10 -Call Center CDR pt.1

Modalità Privacy

Password Privacy

Mostra i numeri completi

14

Archivio

Mostra

Fine	Chiamante	Chiamato	Gateway
2015-01-08 17:14:12	0587295***	0503163658	9001 Patton SN4120 DTA
2015-01-08 17:13:27	050544***	0503163658	9001 Patton SN4120 DTA
2015-01-08 17:01:57	059951***	0508068028	voip3.voipvox.it
2015-01-08 16:34:08	050544***	0503163658	9001 Patton SN4120 DTA
2015-01-08 16:18:30	059951***	0508068028	voip3.voipvox.it
2015-01-08 16:01:43	059951***	0508068028	voip3.voipvox.it
2015-01-08 15:59:56	059951***	0508068028	voip3.voipvox.it
2015-01-08 15:44:05	059951***	0508068028	voip3.voipvox.it
2015-01-08 15:35:54	3667891***	0508068028	voip3.voipvox.it
2015-01-08 15:29:27	050544***	0503163658	9001 Patton SN4120 DTA
2015-01-08 15:28:16	***	1009	- -
2015-01-08 15:22:55	anonymous	0503163658	9001 Patton SN4120 DTA
2015-01-08 14:58:18	0575***	0503163658	9001 Patton SN4120 DTA
2015-01-08 14:48:52	3667891***	0508068028	voip3.voipvox.it
2015-01-08 14:47:56	3667891***	0508068028	voip3.voipvox.it
2015-01-08 14:44:09	0461997***	0503163658	9001 Patton SN4120 DTA
2015-01-08 14:38:40	0461997***	0503163658	9001 Patton SN4120 DTA
2015-01-08 14:16:24	0575***	0503163658	9001 Patton SN4120 DTA
2015-01-08 13:01:29	0906510***	0503163658	9001 Patton SN4120 DTA
2015-01-08 12:56:36	090691***	0503163658	9001 Patton SN4120 DTA
2015-01-08 12:51:31	3667891***	0508068028	voip3.voipvox.it
2015-01-08 12:47:34	090691***	0503163658	9001 Patton SN4120 DTA
2015-01-08 12:39:25	3667891***	0508068028	voip3.voipvox.it
2015-01-08 12:24:40	0575***	0503163658	9001 Patton SN4120 DTA
2015-01-08 12:20:11	0906510***	0503163658	9001 Patton SN4120 DTA
2015-01-08 11:57:16	0906510***	0503163658	9001 Patton SN4120 DTA
2015-01-08 11:55:30	070255***	0503163658	9001 Patton SN4120 DTA
2015-01-08 11:52:04	090691***	0503163658	9001 Patton SN4120 DTA
2015-01-08 11:48:46	0575***	0503163658	9001 Patton SN4120 DTA
2015-01-08 11:40:11	3667891***	0508068028	voip3.voipvox.it

gina

◀

pagina 1 di 3

▶

Vai alla pagina

1

vai

Figure 11 - Call Center CDR pt.2

[-]	Destinazione	Ingresso	Accodamento	Risposta	TA Operatore	Uscita	Causa di uscita		
	QUEUE KPBX - Assistenza certificati	2015-01-08 17:13	04	2015-01-08 17:13:21	2015-01-08 17:13:32	28	202	2015-01-08 17:14:12	NCC
	QUEUE RTRT - Assistenza su RTRT	2015-01-08 17:12	03	2015-01-08 17:12:03	2015-01-08 17:12:24	21	503	2015-01-08 17:13:27	NCC
	QUEUE KPBX - Assistenza certificati	2015-01-08 16:22	50	2015-01-08 16:23:08	2015-01-08 16:23:13	22	503	2015-01-08 17:01:57	NCC
	QUEUE RTRT - Assistenza su RTRT	2015-01-08 16:32	46	2015-01-08 16:32:46	2015-01-08 16:33:45	59	206	2015-01-08 16:34:08	NCC
	QUEUE KPBX - Assistenza certificati	2015-01-08 16:06	22	2015-01-08 16:06:39	2015-01-08 16:06:42	20	503	2015-01-08 16:18:30	NCC
	QUEUE KPBX - Assistenza certificati	2015-01-08 16:00	28	2015-01-08 16:00:46	2015-01-08 16:00:49	20	503	2015-01-08 16:01:43	NCC
	QUEUE KPBX - Assistenza certificati	2015-01-08 15:45	57	2015-01-08 15:46:15	2015-01-08 15:46:17	19	503	2015-01-08 15:59:56	NCC
	QUEUE KPBX - Assistenza certificati	2015-01-08 15:42	52	2015-01-08 15:43:10	2015-01-08 15:43:35	42	107	2015-01-08 15:44:05	NCC
	QUEUE KPBX - Assistenza certificati	2015-01-08 14:49	47	2015-01-08 14:50:04	2015-01-08 14:50:07	19	503	2015-01-08 15:35:54	NCC
	QUEUE RTRT - Assistenza su RTRT	2015-01-08 15:28	57	2015-01-08 15:28:57	2015-01-08 15:29:12	15	206	2015-01-08 15:29:27	NCC
	QUEUE TEST	2015-01-08 15:28	07	2015-01-08 15:28:08		8		2015-01-08 15:28:16	CANCELED
	QUEUE ASSI - Altre assistenze	2015-01-08 15:22	21	2015-01-08 15:22:21	2015-01-08 15:22:34	13	107	2015-01-08 15:22:55	NCC
	QUEUE KPBX - Assistenza certificati	2015-01-08 14:57	35	2015-01-08 14:57:53		43		2015-01-08 14:58:18	CANCELED
	QUEUE KPBX - Assistenza certificati	2015-01-08 14:48	50			2		2015-01-08 14:48:52	CANCELED
	QUEUE KPBX - Assistenza certificati	2015-01-08 14:44	38	2015-01-08 14:44:55	2015-01-08 14:45:03	25	503	2015-01-08 14:47:56	NCC
	QUEUE RTRT - Assistenza su RTRT	2015-01-08 14:40	12	2015-01-08 14:40:13	2015-01-08 14:40:16	3	503	2015-01-08 14:44:09	NCC
	QUEUE RTRT - Assistenza su RTRT	2015-01-08 14:37	53	2015-01-08 14:37:53	2015-01-08 14:38:08	15	107	2015-01-08 14:38:40	NCC
	QUEUE KPBX - Assistenza certificati	2015-01-08 14:15	37	2015-01-08 14:15:54	2015-01-08 14:16:05	28	202	2015-01-08 14:16:24	NCC
	QUEUE KPBX - Assistenza certificati	2015-01-08 12:56	28	2015-01-08 12:56:45	2015-01-08 12:56:48	20	503	2015-01-08 13:01:29	NCC
	QUEUE ASSI - Altre assistenze	2015-01-08 12:55	52	2015-01-08 12:55:52	2015-01-08 12:55:55	2	503	2015-01-08 12:56:36	NCC
	QUEUE KPBX - Assistenza certificati	2015-01-08 12:47	07	2015-01-08 12:47:24	2015-01-08 12:47:35	28	503	2015-01-08 12:51:31	NCC
	QUEUE KPBX - Assistenza certificati	2015-01-08 12:41	28	2015-01-08 12:41:45	2015-01-08 12:41:49	21	503	2015-01-08 12:47:34	NCC
	QUEUE KPBX - Assistenza certificati	2015-01-08 12:39	00	2015-01-08 12:39:17	2015-01-08 12:39:24	24	503	2015-01-08 12:39:25	NCC
	QUEUE KPBX - Assistenza certificati	2015-01-08 12:22	24	2015-01-08 12:22:41	2015-01-08 12:22:45	21	503	2015-01-08 12:24:40	NCC
	QUEUE KPBX - Assistenza certificati	2015-01-08 12:19	35	2015-01-08 12:19:52	2015-01-08 12:19:54	19	503	2015-01-08 12:20:11	NCC
	QUEUE KPBX - Assistenza certificati	2015-01-08 11:56	32	2015-01-08 11:56:49	2015-01-08 11:57:05	33	202	2015-01-08 11:57:16	NCC
	QUEUE RTRT - Assistenza su RTRT	2015-01-08 11:49	15	2015-01-08 11:49:15	2015-01-08 11:49:48	33	206	2015-01-08 11:55:30	NCC
	QUEUE KPBX - Assistenza certificati	2015-01-08 11:11	00	2015-01-08 11:11:18	2015-01-08 11:11:22	22	503	2015-01-08 11:52:04	NCC
	QUEUE KPBX - Assistenza certificati	2015-01-08 11:47	18	2015-01-08 11:47:35	2015-01-08 11:47:42	24	202	2015-01-08 11:48:46	NCC
	QUEUE KPBX - Assistenza certificati	2015-01-08 11:39	29	2015-01-08 11:39:46	2015-01-08 11:39:55	26	202	2015-01-08 11:40:11	NCC

pagina 1 di 3

Vai alla pagina

1

vai

Figure 12 - CallCenter CDR pt.3

3.2 CallTagging

The Call Tagging function permits to assign a numeric code (TAG) to each outbound call, such code will be displayed in the KalliopePBX CDR (exportable via API REST). This function can be very useful to group all the calls belonging to the same project or campaign.

3.3 Spy/Barge/Whisper supervision

With the Call Center module, the enabled Supervisor users can join ongoing calls in three modalities: SPY (passive listener), WHISPER (Supervisor provides suggestions to the operators) or BARGE (Supervisor takes over the operator and manage the call).

3.4 Automatic callback on busy operators

This function is oriented to users, in fact it allows them to reserve a callback in case of all operators are busy. After playing the audio message that communicates estimated waiting time and position in the queue, the caller can type a DTMF code and the PBX will automatically call him back once the previous calls have been managed.