



CALLISTO⁺

PROFACD VIEWER

ADMINISTRATION MANUAL



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Setup

Installation

ProfACD Viewer is installed through Callisto's Open Application Manager. The installation and updating process for OAM applications is described in the chapter [Options](#) of the Callisto platform administration manual.

Privileges

The following application privileges can be assigned to a user for the ProfACD application. For setting user privileges, see the chapter [User administration](#) of the Callisto platform administration manual.

Pickup

Assigns privileges to agents to pick up calls from the queue.

AgentsStatus

Assigns privileges to the agents to change other agents' availability status.

Access



Configure icon

Administrators can access the ProfACD configuration by navigating to System > Open Application Manager in the main menu. In the tab Applications, locate the ProfACD Viewer instance and click on the *Configure* icon.

Users who were granted privileges to access the ProfACD Viewer instance can do so by navigating to Applications in the main menu and clicking on the name of the ProfACD instance.

Settings

The *Settings* screen configures how the ProfACD Viewer web page is rendered within the COC HTML pane. It controls which queues and agents are displayed, how often the view is refreshed, and which interactive features are available to the agent.



Settings

ProfACD2 Viewer

ProfACD:

Refresh interval: Seconds
Queues per Row:

Time bullets interval: Seconds

Show Queues:
☐ All
☒ Owned
☐ Manual

☒ Show Agents inline

Max Columns:

☒ Show Agents Number

Max Rows:

☒ Show Agents Name

☐ Don't show logged out Agents

☒ Show Call States
☒ Show statistical Information

☒ Enable Call-Pickup

☐ Play sound on new call

☐ Use Ajax instead of WebSockets 

Section “General”

ProfACD	Selects the ProfACD instance this Viewer is associated with. Each ProfACD Viewer is linked to exactly one ProfACD instance.
Refresh interval	Sets how often, in seconds, the displayed information is refreshed.
Queues per Row	Sets the number of queues displayed side by side in a single row.
Time bullets interval	Sets the time span, in seconds, represented by each time bullet used to visualize call waiting times.
Show Queues	Determines which queues are displayed. <i>All</i> shows all available queues, <i>Owned</i> shows only the queues owned by the logged-in agent, and <i>Manual</i> shows only a manually selected set of queues.

Section “Show Agents inline”

When Show Agents inline is enabled, agents are displayed inline within each queue. The following options apply.

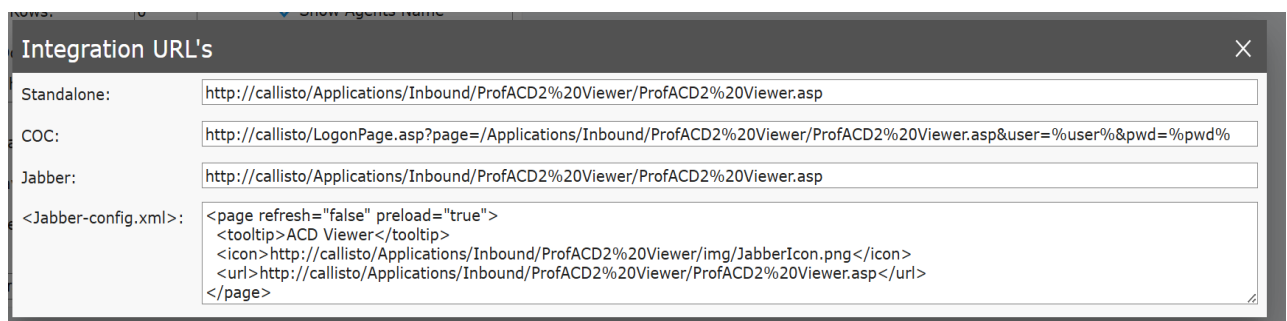
Max Columns	Sets the maximum number of agent columns shown per queue.
Max Rows	Sets the maximum number of agent rows shown. A value of 0 means unlimited.
Don't show logged out Agents	When enabled, agents who are logged out are hidden from the view.
Show Agents Number	Displays each agent's number.
Show Agents Name	Displays each agent's name.
Show Call States	Displays the current call state of each agent.
Show statistical Information	Displays statistical information for the agents and queues.

Section “Miscellaneous”

Enable Call-Pickup	Allows an agent to pick up a call ringing in the queue directly from the Viewer.
Play sound on new call	Plays an audible notification when a new call arrives.
Use Ajax instead of WebSockets	Switches the data transport from WebSockets to Ajax polling. Used as a fallback where WebSockets are not available.
Integration URL's...	Opens the configuration menu for integration URLs.

Integration URL's

Clicking the Integration URL's... button at the bottom of the *Settings* screen opens the *Integration URL's* menu. These URLs are populated automatically when the application is installed and are used to integrate the ProfACD Viewer into different environments.



The screenshot shows a window titled "Integration URL's" with a close button (X) in the top right corner. It contains four input fields:

- Standalone:** `http://callisto/Applications/Inbound/ProfACD2%20Viewer/ProfACD2%20Viewer.asp`
- COC:** `http://callisto/LogonPage.asp?page=/Applications/Inbound/ProfACD2%20Viewer/ProfACD2%20Viewer.asp&user=%user%&pwd=%pwd%`
- Jabber:** `http://callisto/Applications/Inbound/ProfACD2%20Viewer/ProfACD2%20Viewer.asp`
- <Jabber-config.xml>:** A text area containing the following XML snippet:

```
<page refresh="false" preload="true">
  <tooltip>ACD Viewer</tooltip>
  <icon>http://callisto/Applications/Inbound/ProfACD2%20Viewer/img/JabberIcon.png</icon>
  <url>http://callisto/Applications/Inbound/ProfACD2%20Viewer/ProfACD2%20Viewer.asp</url>
</page>
```

Standalone	The URL used to open the ProfACD Viewer directly in a browser as a standalone web page.
COC	The URL used to integrate the ProfACD Viewer into the COC. It points to the logon page and passes the user credentials as parameters (%user% and %pwd%) so the Viewer is opened in an authenticated session.
Jabber	The URL used to integrate the ProfACD Viewer into Cisco Jabber.
<Jabber-config.xml>	The configuration snippet to be added to the Jabber configuration file. It defines the page behavior (refresh, preload), the tooltip, the icon, and the URL of the ProfACD Viewer used for the Jabber integration.

ProfACD Viewer in the COC

Once integrated using the [COC integration URL](#), the ProfACD Viewer is rendered as an HTML pane within

the COC. Agents can view the configured queues, the calls waiting in each queue, and the agents assigned to them, along with their call states and statistical information.

The screenshot displays the ProfACD Viewer interface within a browser window. The interface is divided into two main sections, each representing a different queue.

Top Section: External-Main, Test Queue

- Header:** ACD Viewer 199, External-Main, Test Queue, CALLISTO ProfACD2 Viewer, Logged in (toggle).
- Queue Info:** External-Main 9118, All: 8 In: 5 Free: 4, Ø Waiting time: N/A, Logged in (toggle), Answered: N/A.
- Agents:** A list of agents with their status (green dot for online, red for offline) and names: 1025 Brigitte Meier, 1036 Ayush Chaudhary, 1043 Aleksandar Dzonic, 1027 Djordje Manoilov, 1040 Miroslav Miljkovic, 1024 Bratislav Dimitrov, 1077 Batika Test, 1020 Batika Dzonic.
- Caller:** 0 Caller.
- Missed Calls:** Missed Calls (0), Show only confirmed callbacks (toggle).

Bottom Section: Test Queue

- Header:** Test Queue 9158, Logged in (toggle).
- Queue Info:** All: 2 In: 2 Free: 2, Ø Waiting time: N/A, Logged in (toggle), Answered: N/A.
- Agents:** 1025 Brigitte Meier, 1027 Djordje Manoilov.
- Caller:** 0 Caller.
- Missed Calls:** Missed Calls (0), Show only confirmed callbacks (toggle).

Once integrated using the [COC integration URL](#), the ProfACD Viewer is rendered as an HTML pane within the COC. For each configured queue, the pane displays the queue name and number, the agents assigned to it, the callers currently waiting, and the missed calls.

At the top of the pane, the Logged in control shows and toggles the agent's overall login status for the displayed queues.

Queue header

Each queue is shown with its name and number (e.g. *External-Main 9118*) and a per-queue Logged in toggle. The header line summarizes the queue state:

All	The total number of agents assigned to the queue.
In	The number of agents currently logged in to the queue.
Free	The number of logged-in agents that are currently available to take a call.
Ø Waiting time	The average waiting time for callers in the queue.
Answered	The number of calls answered in the queue.

Agents

Below the header, the agents assigned to the queue are listed with their number and name. A colored indicator next to each agent shows their current state:

- Green — the agent is available (ready).
- Red — the agent is busy or on a call.
- Orange — the agent is in a transitional or not-ready state.

Missed Calls and Callback

The Missed Calls section of each queue lists calls that were not answered, together with the caller and the Time of the call. The number next to the heading indicates how many missed calls there are.

Missed Calls 1

MM

Caller

1040

Miroslav Miljkovic RA (Extern) (4'5s) (1)

Show only confirmed callbacks ☒

Time	Callback
★★★★★ 17:03 07/07/2026	✗

The Callback column indicates whether the caller requested a callback, and the Show only confirmed callbacks toggle filters the list to display only those missed calls for which a callback was confirmed.

Missed calls and callback requests are only tracked when a callback is defined — either on [timeout](#) or in the announcement list. For details on how callbacks are offered and recorded, see the chapter [Missed Calls and Callback](#).

ProfACD Viewer with AI Call Summary

When the AI feature is enabled in Callisto, the ProfACD Viewer displays an AI Call Summary for an incoming call before it reaches an agent. The queue, agent, and caller layout remains the same as described above; the summary is shown beneath the caller entry of the queue receiving the call.

Queues 1

Festivale - Emergency,C&G - Orders Delivery,Insurance - Car Assistance


CALLISTO
ProfACD2 Viewer

Logged in

Festivale - Emergency,C&G - Orders Delivery,Insurance - Car Assistance

C&G - Orders Delivery 8882

Logged in

Caller	Time	
 1023	00:59	

AI Call Summary

Date and time: 2026-06-30 10:22:59
User name: Anna Miller
User location: Munich, Germany
User request: Check order status
Details: Heating pipes, standard purchase, planned delivery date this morning, no order number provided
Recommendation: Order and Delivery service
Final service chosen: Order and Delivery

1 Caller

Logged in and ready / All: 1 / 1

Insurance - Car Assistance 8883

Logged in

Caller	Time

0 Caller

Logged

Festivale - Emergency 8887

Caller

1023
1023

The summary is generated from the caller's interaction before the call is connected, giving the agent an overview of the reason for the call and the service the caller was routed to. This allows the agent to understand the context of the call in advance and be prepared before answering.

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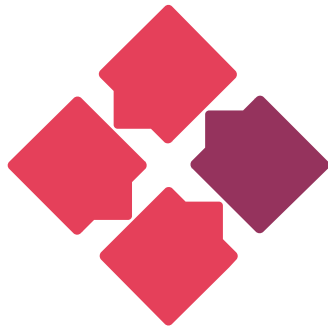
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