Check Voicemails 1
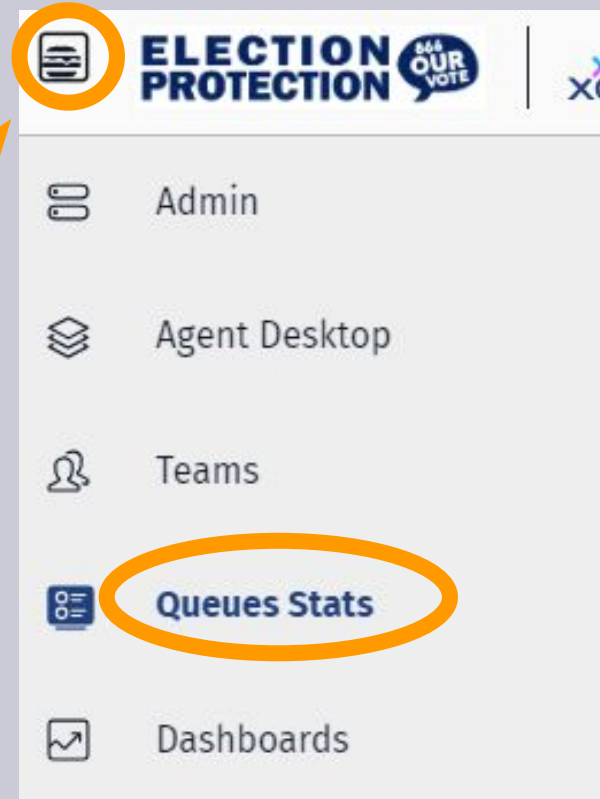
In Twilio

- Go to Queues Stats

- Or, click on the Hamburger icon in left panel
- Click on Queues Stats

ELECTION PROTECTION 866 OUR VOTE

Admin

Agent Desktop

Teams

Queues Stats

Dashboards

Check Voicemails 2

New metrics are available for monitoring queues. Check the Metrics filter panel under Edit View to select these metrics.

Queues stats monitoring
2/29 queues subscribed.

Edit view

Agents

Available	Unavailable	Offline
✅ 16	❌ 13	⊖ 103

All

Active tasks	Waiting tasks
3	**5**
Total	Total

Click on the Drill Down Arrow to Open

Monitored queues

Queues ⌃	Agents Now			Missed Invitations Today	Avg. Handle Time Today	Avg. Speed of Answer Today	Abandoned Today	Accepted Today	Longest Now	Waiting Now	Active Now	Drilldown
⌄ 📁 DC National Call Center	✅ 3	❌ 7	⊖ 87	3	13:06	20h 36min	0	14	22h 42min	5	3	
📞 voicemail	-			3	20:46	1d 12h	0	8	22h 42min	5	2	⬇
📇 SMS	-			0	14:28	0s	0	1	0s	0	0	
📞 Voice	-			0	1:16	15s				0	1	

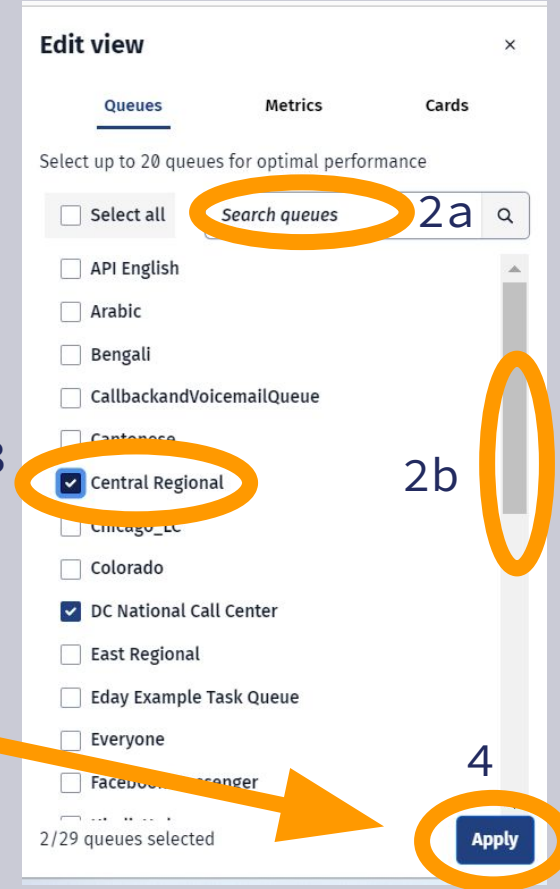Scroll right if needed to show Drilldown

Check Voicemails 2a: Filter Monitored Queues

1

Edit view ≡

If needed:
Filter for your Contact Center/Region

Open Queues Stats as normal, then

1. Select Edit View, upper right corner

2. A. Type the name of the region or contact center in Search queues box, **or**
   B. Scroll down to find in list

3. Check box next to name of queue

4. Click Apply

Drilldown

Edit view ✕

Queues   Metrics   Cards

Select up to 20 queues for optimal performance

☐ Select all   Search queues   **2a**   🔍

☐ API English

☐ Arabic

☐ Bengali

☐ CallbackandVoicemailQueue

☐ Cantonese

☑ Central Regional   **2b**

☐ Chicago_LC

☐ Colorado

☑ DC National Call Center

☐ East Regional

☐ Eday Example Task Queue

☐ Everyone

☐ Facebook Messenger

3

4

2/29 queues selected   Apply

Check Voicemails 3

In Drilldown

1. Voicemails displayed in left panel

2. Voicemails have cassette tape symbol

3. Wait time shows how long since VM came in
   a. Or, if requeued, since last requeue

4. Assigned means a vol has the VM

5. Pending means it is waiting to be assigned

NOTE: phone numbers will display, but redacted here to protect PII
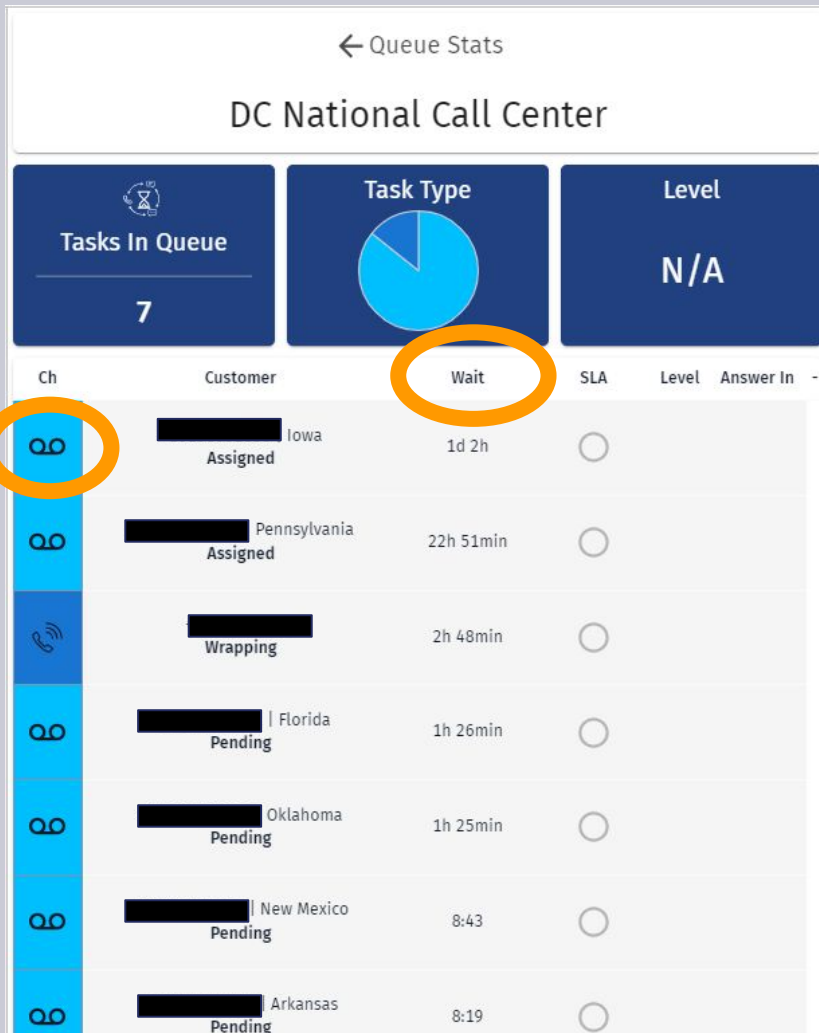
Assign Voicemails 1

Your Teams

	Agent	Calls	Other Tasks
🔍	fullenkamp Clear search result		FILTER ≡

Agent	Calls	Other Tasks
👤 (Staff) Katharine Ful... ● Offline | 5d 2h		

Profile ✕

Agent Details

👤 (Staff) Katharine Fullenkamp

Offline ⌄

Skills
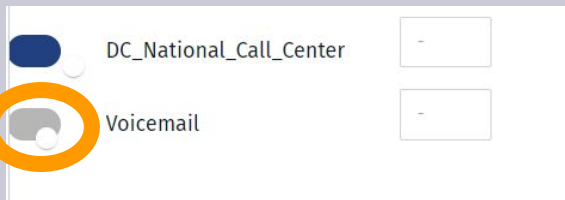
Name	Level	
Add skill	-	⊕
🔵 DC_National_Call_Center	-	
⚪ Voicemail	-	

Assign Voicemails 2a

1
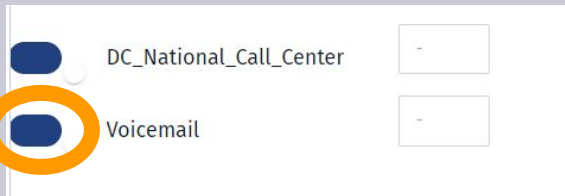
⬤ DC_National_Call_Center	-
⬤ Voicemail	-

2

⬤ DC_National_Call_Center	-
⬤ Voicemail	-

Vol Has VM Skill

1. Turn on the VM skill by clicking in gray oval, sliding circle to right.

2. Oval will then display blue

3. Click Save

   Voicemail will then ring through like a regular interaction

Profile   ✕

Agent Details

(Staff) Katharine Fullenkamp

Offline ⌄

Skills

Name	Level
Add skill	-	+
⬤ DC_National_Call_Center	-
⬤ Voicemail	-

3

RESET   **SAVE**

Assign Voicemails 2b

Vol doesn't have VM Skill

1. Click in the Add Skill Box

2. Scroll down or type V and select Voicemail
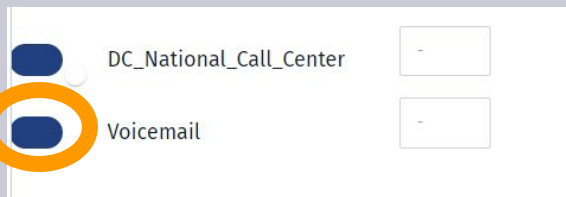
3. Click plus symbol to Add Skill

4. Click Save

Turn Off Voicemails

1

⬤ DC_National_Call_Center	-
⬤ Voicemail	-

2
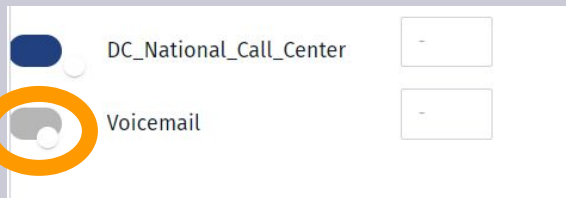
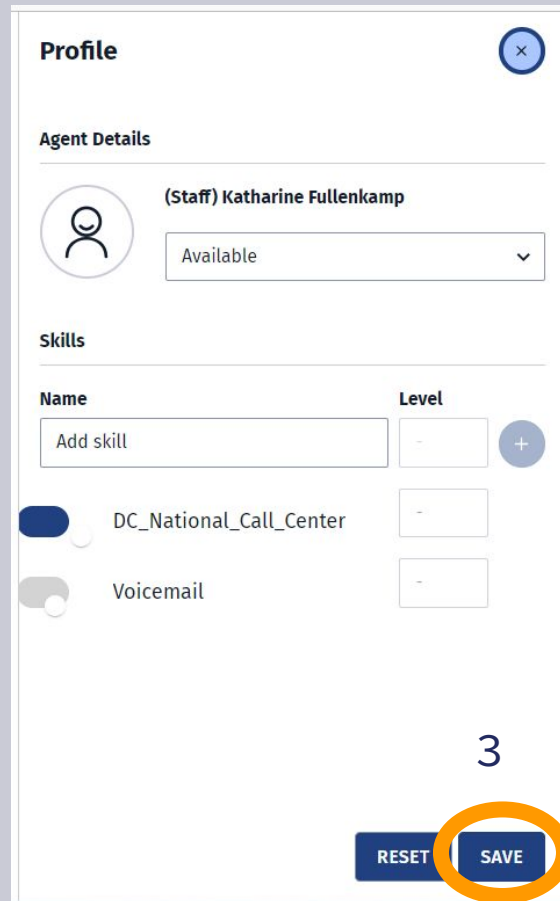|		
⬤ DC_National_Call_Center	-
⬤ Voicemail	-

All VM skills should be turned off before the end of the shift and before the vol logs off.

Find Vol, Open Profile, then

1. Turn off the VM skill by clicking in blue oval, sliding circle to left

2. Oval will then display gray

3. Click Save

Profile ⊗

Agent Details

(Staff) Katharine Fullenkamp

Available ▼

Skills

Name	Level
Add skill	-	⊕

⬤ DC_National_Call_Center	-
⬤ Voicemail	-

3

RESET | **SAVE**