



Q-View Quick Start Guide

- **Prerequisites**

- Wave IP version 2.0 or higher
- Wave IP Contact Center Agent licenses installed
- Q-View License Key(s) – Each Q-View License Key provides licenses for 5 Q-View Users.
- Wave IP ViewPoint must be installed on the client computer prior to installing Q-View. (Note that ViewPoint does not need to be running on the client computer for Q-View to operate. In addition, the Q-View client does not require a dedicated Wave IP user license to operate. Q-View must, however, be logged on to the Wave IP system using a licensed Wave IP user account.)
- In order for Q-View to display queue statistics:
 - One or more queues must be configured on Wave IP.
 - The ViewPoint account used to log on to Q-View must be an agent in one or more queues.
 - The account used must have the “Monitor Queue Statistics” permission and at least the "View Only" level "Access Queue Call Monitor" permission in the queues to be monitored.

- **Program Installation**

- Extract the contents of Q-View Installer.zip to any location on your local computer.
- Browse to that location and run Q-View Installer.msi.
- Follow the prompts in the install wizard. You’ll be asked to:
 - Accept the license agreement
 - Choose the installation folder
 - Choose to install for all users or single user

- **License Installation**

- Before Q-View can be used to monitor your Wave IP Contact Center queue statistics you must install the Q-View license keys provided by Vertical Communications, Inc..
- Ask your telephone system administrator to provide you with the necessary license key(s) and administrator login information.
- Once the Q-View program installation is complete, launch the Q-View License Installation program (Start | All Programs | Q-View | Q-View License Installer)
- Provide the following information and click on Install Licenses:
 - Wave IP Server name or IP address
 - Wave IP Global Administrator account username
 - Wave IP Global Administrator account password
 - License Key
- You should receive the message “Licenses installed successfully!”. If you don’t, or you receive an error, double check that you have connectivity to the Wave IP Server and that you have provided the correct information above.

- If you have more than one license key, enter the license key and click on Install Licenses for each key that you have.
- Ask your Wave IP system administrator to complete the license activation process for you.
- **Using Q-View**
 - With the programs installed and the licensing in place, you're ready to use Q-View.
 - Launch Q-View using the icon on your desktop or from the start menu.
 - You'll be prompted to enter your credentials to log in. Specify the following and click on OK:
 - The Wave IP ViewPoint username and password of a Contact Center supervisor or agent that is allowed to view queue statistics for the queues that you wish to display in Q-View. Note that a Q-View Client running on one PC can log onto a ViewPoint user account running on a different PC. In addition, the same ViewPoint user account can be used to log on multiple Q-View clients.
 - The Vertical Wave IP Server name or IP address
 - You may optionally check a box to have Q-View remember your password. Q-View will automatically remember your username and Wave IP Server.
 - After a few seconds you'll see the available statistics for each queue for which the ViewPoint user account has permissions.
 - You may customize Q-View through the menu bar by:
 - Choosing which queues and/or stats you would like to see
 - Setting warning and alert thresholds
 - Adjusting the font size
 - Setting an audio alert on the Calls Waiting column and/or the Longest Wait Duration column
 - Setting the Q-View window to remain Always on Top
 - You may resize the Q-View window by dragging and dropping the sides or corner.

If you need further Q-View information or support you can contact Communications Diversified, Inc. at:

Email: q-view@communicationsdiversified.com

Telephone: 505-998-9293

Web site: <http://www.communicationsdiversified.com/support/q-view-support>

Wave IP system support issues should be directed to your Wave IP authorized dealer.