

VCC administration

The administrator console is where the domain becomes a floor people can work. Two administrator applications The technical requirements still describe a Java VCC Administrator and a web Administrator Console. Java is not supported on Mac workstations with ARM processors. On those machines the document says to use VCC Administrator via Web in Admin Console. User profiles before user accounts The planning roadmap says to define user profiles before you add user accounts. A profile is the permission bundle. An account is the person. Creating people first and hoping the default permissions match the job is how reporting and call-variable edits go missing. Skill groups are the queues Skill groups organize agent and supervisor users into the queues that belong to campaigns. A user can be in several groups. A campaign can list several groups. Prompts before the script The inbound and autodial roadmaps tell you to define and record prompts before you build the IVR. A Play or Menu module can only speak what the prompt library already holds, or what a text-to-speech entry supplies in that module. Do-not-call is a list, and a module Outbound product material lists DNC list management with time-zone rules and Certified Caller as compliance tools. Inside the IVR, Set DNC is a real module in the modules chapter. A spoken 'remove me' path should hit that module, not a note in a disposition comment. Workstations that drop live calls The technical requirements tell you to turn off Windows 11 Efficiency Mode on PCs that take live calls. Efficiency Mode can limit CPU and sleep inactive tabs, and the PDF says that can drop active Five9 calls. If you leave it on, use a high-performance power plan. Reason codes, voicemail, and what admin is not Not every silence is a carrier failure. Agents have Not Ready states. TCPA manual touch even forces Not Ready when preview time expires. Skill groups can hold voicemail, greetings, and messages. Those are administrator objects with their own reports.

Sources and go deeper

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