When in Operator, Hunt Group or ICC role your MXIE display will have additional information and command options.
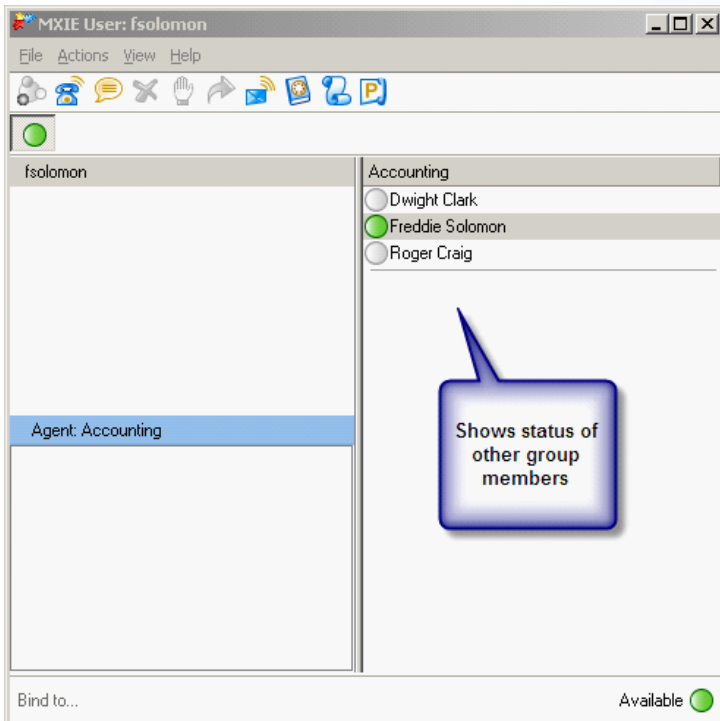
Operator Mode

The console interface for operators is the MXIE software. During the MXIE login process, users are prompted to also login to the groups to which they are members. If checked, the MXIE layout in Opeator mode will appear mildly different.

- The left side of the window will display space for each group to which the user has logged in, a well as his or her individual account.
- The right side of the window will also appear differently depending on the account selected on the left. If the operator group is selected, the right panel displays a list of all MX users and groups, including their respective user and agent presence status.

The same bound telephone can be used for both individual and operator account usage.
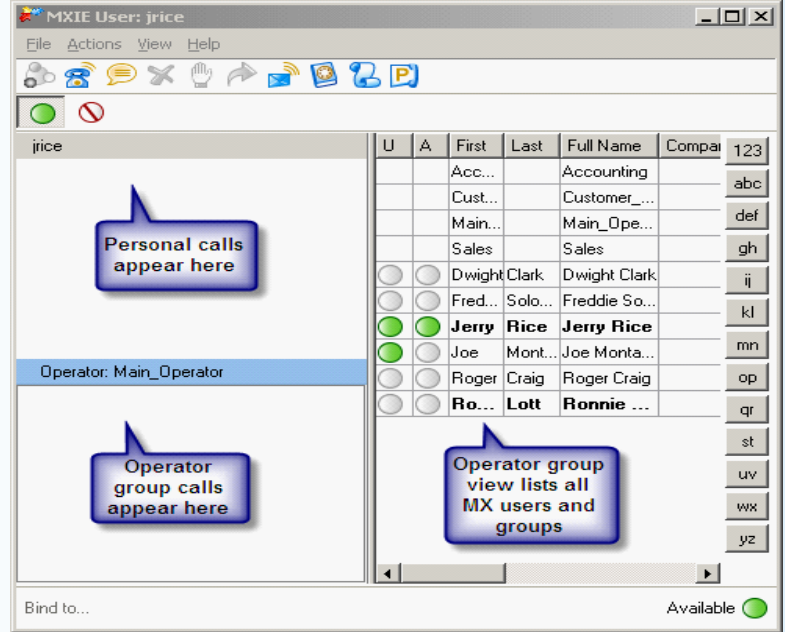
MXIE Operator Mode Display

MXIE ACD & Hunt Group Mode Display

ACD and Hunt Group

For ACD and hunt groups, all configuration settings are essentially the same as those in operator groups. There are just a few differences, largely in usage not configuration.

ACD and hunt groups behave the same with the only exception being that ACD groups require agent login, whereas hunt groups do not. Hunt group members are automatically logged in to the group when they login to MXIE.

Because hunt groups do not offer the option to, or not to, login, the call handling tab for hunt groups does not include the settings highlighted here – namely, the 'All agents logged out' options and automatic logout options under 'No answer call handling.'

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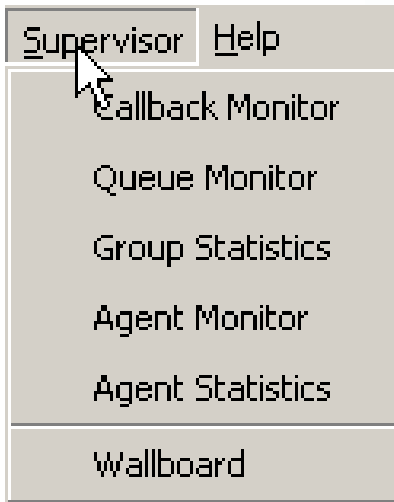
ICC/Supervisor Mode

From the agents and supervisors standpoint, additional features are available on MXIE when logged in to an ICC group.
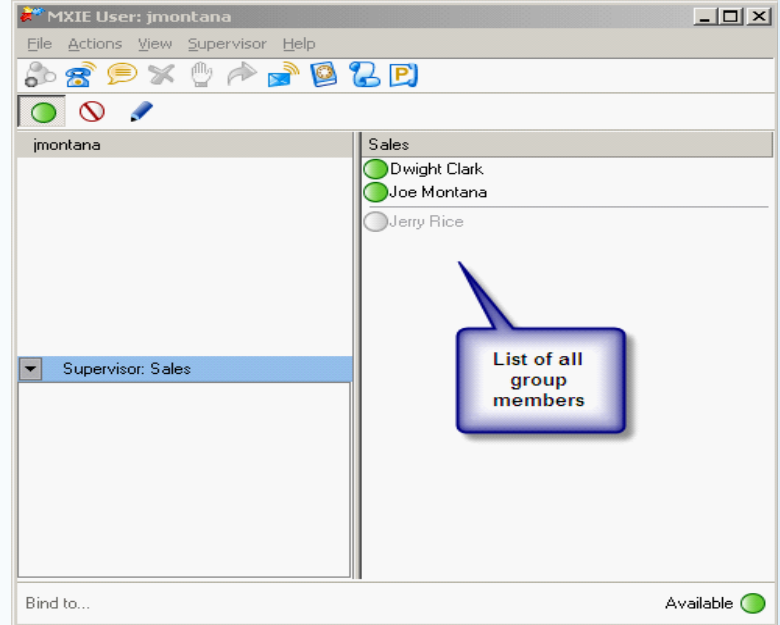
For agents, view of the callback monitor and the queue monitor are available. The callback monitor consists of a list of callers who requested callback and left their callback numbers. The queue monitors shows real-time queue information such as the number of callers in queue, status of other agents, and more.

Supervisors are given several options

- Callback Monitor: Groups that overflow are given the option to leave their phone number and their place is help in queue
- Queue Monitor: View calls in the queue
- Group Statistics: View statics of a queue
- Agent Monitor: Listen to calls in progress by an agent.
- View individual statistics of an Agent
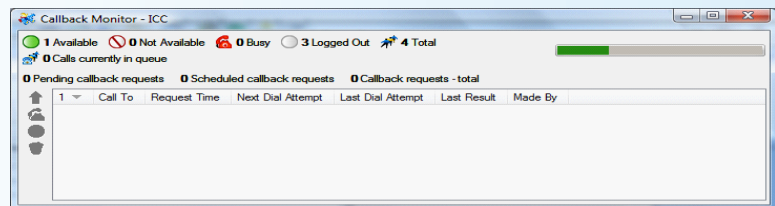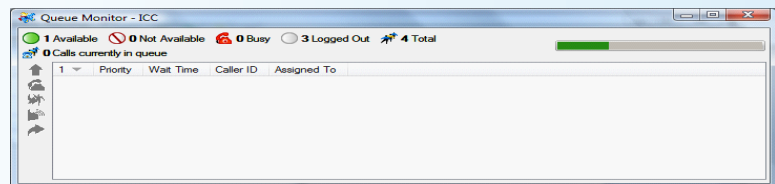- Wallboard: View queue information in a wallboard type of setting

MXIE ICC Mode Display

Additional Displays

Call Back Monitor

Queue Monitor

Agent Status Monitor

MXIE ICC Supervisor Mode Options Menu

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