



# CLARITY BY UPTIVITY ADMINISTRATION MANUAL, V5.4

April 2014

Reference Guide

[www.uptivity.com](http://www.uptivity.com)

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**Distribution:** Approved internal Uptivity staff only and licensed Uptivity customers.

**Note:** Applicable non-disclosure agreements must be in force for authorization.

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<b>Revision</b>	<b>Change Description</b>	<b>Effective Date</b>
0	Rebranded for v5.4 and added Appendix: Time Zone to for reference for reports generated in UTC (Coordinated Universal Time). Added Call Off and Schedule Bidding permissions.	2014-04-30

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# Introduction

This manual is for Clarity by Uptivity installers and administrators.

This section provides a generic overview of Clarity's components and their interactions. PBX-specific Clarity integration docs provide additional details. Information on using SSL, TLS, and Encryption are available in the *Discover by Uptivity Administration Manual*.

Component	Function
<b>PBX</b>	Source for historical call data as well as real-time agent status and skill data.
<b>Clarity Import Service</b>	Gets historical call volume data, which is written to the Discover database. Data import is scheduled from the Clarity Configuration page.
<b>Clarity Real-Time Listener</b>	Service that receives real-time status data that appears on the Clarity roster. (The specific listener depends on the source PBX.)
<b>Clarity Web Portal</b>	Provides employees ability to forecast call volumes, create schedules, and communicate. Administrators configure the system and manage user accounts from the portal. The Web Portal can be on a different machine from the Import Service and Real-Time Listener if necessary.
<b>Discover Database</b>	Stores user accounts and permissions along with Clarity configuration settings, roster settings, call volume settings, and other information.

# PBX Integration Settings

**Note** On Clarity's Configuration pages, the Cancel button sometimes functions as a Back button.

## Devices

Clarity integrates with devices running telephony services in order to import user data and call volume histories used for forecasting, scheduling, and real-time roster reporting.

A device must be created for each data source. The system uses that device to track the source of the call history data and appends new data to the already imported data. If you import data from CSV files exported from devices, you can create **generic ACD entries**. Name each device entry to reflect the source device's name and always select that device entry when importing the data.

To add a device:

1. On the **Configuration** tab, expand **Data & Import Settings** in the left navigation menu and then click **Devices**.
2. Click **Add Device**.
3. Select a device type.
4. Click **Add Device**.
5. Configure the device settings explained below.
6. Click **Save**.

Existing devices can be edited or removed by clicking the appropriate button on the Device Configuration page. Clicking Edit displays a screen similar to that shown above. Before changing the settings of or removing a device, confirm that it is not needed by another device. You can do this by clearing the Active check. This will display a warning message that details the devices, skills, users, etc., tied to that device.

**Note** A device cannot be deleted if it has ever been used. This is by design. Deleting a device also deletes all data associated with that device, and would therefore impact the integrity of historical information and reports.

**Note** Generic ACD is the most commonly used way to add devices. This works with the Hub framework. If you are unsure whether your implementation uses Hub, call Uptivity support.

## Generic ACD

Use this device type if you are manually importing data using a CSV file.

- **Device Name:** Enter a unique device name that reflects the data source.
- **Active:** Check to register the device as active in the system.

## Avaya ACD

**Note** This is *only* used if your implementation uses import services framework as opposed to Hub framework. If you have any questions, call Uptivity support.

Call data is imported from the ACDs of an Avaya CMS. An entry for the CMS with the ACD data must be created before the ACD entry can be created. These settings are needed for an Avaya ACD:

- **Device Name:** Enter a name that easily identifies the ACD.
- **ACD Number:** A CMS device can have data for more than one PBX/ACD. This value is the specific ACD number from the CMS.
- **CMS:** Select from the list the CMS that has the ACD data.
- **Active:** Check to register the device as active in the system.

Any device that has a Skill configured with a specific Split on that ACD cannot be deleted. All Call Splits associated with that ACD should be deleted before the ACD is deleted.

## Avaya CMS

**Note** This is *only* used if your implementation uses import services framework as opposed to Hub framework. If you have any questions, call Uptivity support.

Clarity can import user data (i.e., user name, title, skills, and work-mode status) from an Avaya Call Manager System (CMS). If an account already exists in Clarity, CMS changes, such as new skills, are imported. Create an entry for each CMS from which data will be imported:

- **Device Name:** Enter a name that easily identifies a specific CMS.
- **DSN Name:** Data source name for the CMS server or database. This must match the data source name (DSN) in the ODBC client.
- **Time Zone:** Time zone used by the CMS. Clarity will convert the CMS data's time stamp to Universal time.
- **Active:** Check to register the device as active in the system.

An Avaya CMS cannot be removed from the system if it is still associated with an ACD. Edit any ACDs so that they are not linked to the CMS that needs to be removed before attempting to remove it.

## Avaya Aura Contact Center Manager Servers (CCMS)

**Note** This is *only* used if your implementation uses import services framework as opposed to Hub framework. If you have any questions, call Uptivity support.

Use this device type if you are importing call history data from Avaya Aura CCMS. Enter these values:

- **Device Name:** Enter a name that easily identifies a specific CCMS.
- **DSN Name:** Data source name for the CCMS server or database. This must match the DSN in the ODBC client.
- **Time Zone:** Time zone used by the CCMS. Clarity will convert the CCMS data's time stamp to Universal time.
- **Active:** Check to register the device as active in the system.



## Import Service

**Note** This section is *only* used if your implementation uses import services framework as opposed to Hub framework. If you have any questions, call Uptivity support.

The Import Service configuration controls how data is imported from the configured devices. One import service is needed. Multiple services can be installed on different machines for redundancy or performance needs. The service runs at the configured import times. Each time it runs it interfaces with each of the device entries.

1. On the **Configuration** tab, click **Data & Import Settings**, then **Import Services**.
2. Click **Add Configuration**.
3. Click **Edit** beside each field and enter the following values:

\* Multiple values can be entered by separating them with a semicolon.

- **ID #:** This value is automatically generated and used by the system to run the import service. This value is needed when the Import Service on a machine is configured.
- **Historical import times\*:** Specify the times that call volume data is to be imported.
- **Agent import times\*:** Specify the times that agent/employee account data is to be imported.
- **Error notification emails\*:** Enter full email addresses.
- **Success notification emails\*:** Enter full email addresses.
- **Number of days to go back when acquiring data:** If importing is scheduled daily, then set this value to 1 to get all of the previous day's data. If importing fails, this value can be changed to get data from the missed day. Data that has already been imported is identified and not duplicated.
- **Default title:** When new user accounts are imported, the system automatically assigns this title to the account if the account does not have a title. If the account already exists in Clarity with a title and location, the existing values are not over written.
- **Default location:** Location assigned if an imported account has no location.
- **Overwrite agent skills?:** True/False. If the user account already exists in Clarity, the 'Yes' setting causes Clarity to delete any current skills and add skills from the CMS account.
- **Import new skills?:** True/False. If set to False, no new CMS account skills will be imported for existing Clarity accounts. If set to True, new skills will either be added to or replace existing skills in Clarity based on the Overwrite setting above.

4. Click **Save**.

Existing services can be edited or removed. Click **Save** to record any changes.

# System and Site Widget Settings

## Site Settings

These settings are used in hybrid Discover/Clarity installations to enable users to log in to one system and then access the other system without having to log in again.

1. On the **Configuration** tab, click **System Settings** and then click **General**.
2. In the **Site Settings** area, select the option to enable integration.
3. Enter the URL of the Discover Web Portal's login page.
4. Click **Save**.

## Email Server Settings

The email-server settings must be specified in order for Clarity to send emails other than those sent when users reset their passwords. Follow these steps to add an email server:

1. On the **Configuration** tab, click **System Settings** and then click **General**.
2. In the **Email Settings** section, enter these values:
  - **SMTP Host Email Server:** Enter the hostname of the SMTP mail server Clarity will use to send emails.
  - **'Send from' Email Account:** This can be any email address, real or fake. It does not have to be an address tied to the account for the entered username and password.
  - **'Send from' Username:** Username for authentication onto the SMTP server.
  - **'Send from' Password:** Password for authentication onto the SMTP server.
  - **Enable Email Notifications:** This option must be selected in order for Clarity to send email notifications.
3. Click **Save**.

## Data Settings

*Uptivity recommends that these settings not be changed after the initial installation.* Doing so can cause current schedules, forecasts, and roster information to become unusable.

1. On the **Configuration** tab, click **Data & Import Settings**, then **Data Settings**.
2. Edit the settings as needed:
  - **Fundamental Interval:** The basic length of time in the system via which scheduling/forecasting/charting is done. This is the granularity at which charts will show and activities can be scheduled. Uptivity recommends that all installs use the lowest (and default) setting of 15 minutes.
  - **Real-Time Interval:** Specifies how the real-time services track device statistics that accumulate over an interval and reset. This value is the reset value (i.e., every  $x$  minutes). This value is specific to the client's device configuration. AACC uses 15 minutes. Some versions of Avaya CMS use 30 minutes although it might be possible to configure it to be 15, 30, or 60 minutes. The default value is 30 minutes.
  - **Calls logged upon ending instead of beginning:** This setting is related to the user's device. It indicates whether a call and associated data is written to Clarity's historical records in the time period when the call ended or when it began. The default value is True.
  - **First Day of Work Week:** Sets the starting day of the work week. This is used in tracking and calculating minimum, maximum, and overtime hours for the week. This will also change the way reports, charts, and calendars are displayed in the web portal, changing the first day of the week to match what is set here. The default value is Sunday.
3. Click **Save**.

## Widget Settings

These settings control all the widgets for a Clarity site. If multiple sites are installed in an environment, each site will have different widget settings. Follow these steps to configure the home page settings:

1. On the **Configuration** tab, click **System Settings**, then **Widget Settings**.
2. Configure the settings explained below.
3. Click **Save**.

### Twitter

Enter Twitter settings as needed:

- **Twitter Screen Name:** Screen name of the Twitter account, not the User ID.
- **Number of Twitter Posts to Show:** Set this value based on the space available on the Clarity Home page and frequency of tweets. Up to 100 tweets can be displayed.
- **Twitter Access Token:** Value created when Twitter application is created.
- **Twitter Access Token Secret:** Value created when Twitter application is created.
- **Twitter Consumer Key:** Value created when Twitter application is created.
- **Twitter Consumer Secret:** Value created when Twitter application is created.

## Facebook

Enter Facebook settings as needed:

- **Facebook App ID:** ID created by Facebook when you register your Web site with them.
- **Facebook App Secret:** Value created by Facebook when you register your Web site. Used to decode encrypted messages from Facebook.
- **Facebook Page ID:** ID for Facebook home page.
- **Number of Facebook Posts to Show:** Set this value based on the space available on the Clarity Home page and frequency of posts.
- **Facebook Publish Access Token:** Value generated by Facebook when creating a Facebook application. Used by Clarity to publish schedule announcement to a Facebook page.

## Scheduling Service

The Clarity Scheduling Service handles API requests to generate schedules as well as run simulations for calculating estimated metrics. These metrics are used to generate the charts/graphs in Over/Under and Service Level reports. The Clarity application must be configured to know where the Scheduling Service is running. To configure this setting:

1. Click the **Configuration** tab and expand **System Settings** in the left navigation menu.
2. Click **Services**.
3. Under **Name**, select **Scheduling Service** from the drop-down list.
4. Under **IP Address**, enter the IP address of the server running the Scheduling Service.
5. Under **Port**, enter the port number on which the Scheduling Service will communicate (the default port is 2016).
6. Click **Save**.

# Labor, Shifts, and Schedule Settings

Managers and system administrators control Clarity's functions from the **Configuration** tab.

Some items depend on other items to be configured before they can be configured. The table below illustrates these dependencies. Being aware of the dependencies will help you understand the order in which to perform tasks. Titles, locations, and teams cannot be deleted if they are used by an employee account.

These	are used to configure these,	which are used to configure these items.
Device	Labor units	Schedule type
Titles	Team	Import service
Skills/Service Levels	Shift template	
Location		
Users		
Shift activity types		
Roster types		
Work modes		
Aux reasons		

## Labor Settings

### Titles

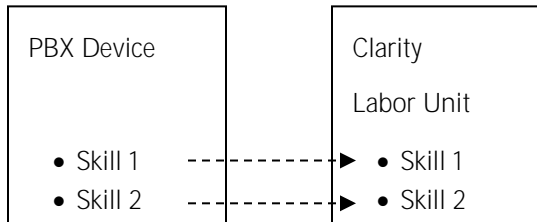
Every user must be assigned a Title. Typical Titles are employee, supervisor, trainer, and others. Clarity is preconfigured with Employee and Supervisor Titles. To add a Title:

1. On the **Configuration** tab, click **Miscellaneous**, then **Titles**.
2. Click **Add Title**.
3. Click **Edit** next to the new title and enter the **Title** name.
4. Click the **Save** below the Titles list.

Title names can be edited. They can be removed if they are not in use.

## Skills

Skills in Clarity can be the same as the skills, splits, and hunt groups defined on the PBX/ACD. Other soft skills can be added if employees in a labor unit perform tasks not related to calls, such as delivering training. A Skill can be associated to one or more Clarity Labor Units.



To add a Skill:

1. On the **Configuration** tab, click **Miscellaneous**, then **Skills**.
2. Click **Add Skill**.
3. Click **Edit** beside each field and enter text as necessary:
  - **Name:** The same name can be assigned to different Skills, but doing so may confuse users of this information on other tabs.
  - **Time Zone:** This value is used for Forecasting. The Forecasting algorithm assumes similar call volumes will occur at the same time each day. This value is also used for Daylight Savings Time adjustments. Select the time zone of the majority of the calls the Skill services so that the incoming call patterns line up with time of day in that time zone. If this value is not set, Forecasting will instead attempt to use the device time zone of the first device it finds related to the Skill.
  - **Device:** Select a value from the list. Leave this field blank for soft skills (e.g., Training, HR).
  - **Split:** Enter the split, skill, or hunt group value from the PBX. This value **MUST** match that on the PBX device. Leave this value blank for a soft skill. If a PBX skill is specified, a service level entry is created automatically and configured on a separate page.
4. Click the **Save** button below the Skills list.

Skills can be edited or removed. Skills assigned to Labor Units cannot be removed until they are removed from the Labor Units. If the Skill was originally configured with a split and the split is later deleted, Clarity disconnects the Skill from the split.

## Service Levels

Every Skill associated with a PBX split will have a Service Level associated with it. Skills that do not have splits will not appear on this list.

1. On the **Configuration** tab, click **Miscellaneous**, then **Service Levels**.
2. Enter the required values:
  - **Waiting time (in seconds):** How many seconds a customer can wait on line before being answered.
  - **Percent Answered:** The percentage of calls that must be answered in the Service Level waiting time.
3. Select the Skill(s) to which these Service Level values should be applied and move them to the right column using the arrow buttons.
4. Click the **Save** button below the **Service Levels** list.

Service Levels can be changed after they are created. Those changes affect only future scheduling calculations.

## Labor Units

Clarity's Labor Units are groupings of PBX skills or people such as departments and divisions in the company. Skills can indicate the type of calls an employee can answer or make, and are configured on a separate page. A Labor Unit can have zero or more Skills associated with it, and multiple Labor Units may have the same associated Skill.

Teams and Labor Units are not related. Labor Unit names do not have to be unique, but since only the names of the Labor Units appear in lists, duplicated names may confuse users on other pages.

Users select Labor Units from lists for several Clarity tasks and searches, including scheduling. Creating a schedule requires large volumes of data to be aggregated, evaluated and processed. Managing the size of the data sets involved helps to ensure more predictable and accurate results. Best practice is therefore to create Labor Units of 50 or fewer agents.

1. On the **Configuration** tab, click **Miscellaneous**, then **Labor Units**.
2. Click **Add Labor Unit**.
3. Click **Edit** next to the new Labor Unit label. Enter a name for the unit.
4. Optional – Click **Add Skill**. Click **Edit** beside the new Skill label and select a Skill from the list.
5. Click the **Save** button below the **Labor Units** list.

Existing Labor Units and the Skills associated with them can be edited and/or removed. Any changes must be saved.

## Locations

Locations are places to which employees are assigned for labor law compliance. Locations are tied to Schedule Types, which specify the labor rules used for scheduling. If different labor rules apply to different employees at a single physical location, different Locations may be needed for each class of employee.

A Default Location is automatically created when Clarity is installed. It can be deleted or edited as necessary.

Follow these steps to add a Location:

1. On the **Configuration** tab, click **Miscellaneous**, then **Locations**.
2. Click **Add Location**.
3. In the new entry, click the **New Location** label and enter a name.
4. Click **Edit** next to the time zone and select the time zone for the Location.
5. Click the **Save** button under the Locations list.

Existing Locations can be edited or removed if they are not used. Any changes must be saved.

**Note** At least one Location must exist so that new users may be added. If only one Location remains, the system will not allow you to delete it, and will display a warning message if you attempt to do so.

## Teams

**Teams are used to assign supervisors who can then view employees' profiles and create schedules.** Teams and Labor Units are not related, and they do not affect schedule rules. An employee can be a member of more than one Team. People from different Labor Units can be on the same Team.

Follow these steps to add a team:

1. On the **Configuration** tab, click **Miscellaneous**, then **Teams**.
2. Click **Add Team**.
3. In the new entry, click the **New Team** label and enter a unique name for the Team.
4. If the Team needs a user to be specified as a supervisor, click **Add Supervisor**. Supervisors are needed to approve swap requests, leaves, and other tasks. For more information regarding who can be a Supervisor, see [Administrator/Configuration Tab Permissions](#). This step is optional.
5. Click the **Save** button under the Teams list.



## Leave Request Types

Requests are used to mark times when employees are not available to be scheduled. Leaves can be voluntary or involuntary (i.e., call offs, suspensions). Employees can request voluntary predefined leaves when viewing their own schedules. You can control the types of leave an employee can request with the **Employee Can Choose** setting (see step 4).

If this value is set to false, the leave request type will not appear in the list from which employees can choose when viewing their own schedules. However, this setting does not affect whether a leave request type is available for selection on the Overview Report. Since typically only supervisors schedule leave via the Overview Report, all leave request types are available there.

Clarity is pre-configured with these Leave Request Types: PTO/Vacation, FMLA, Unpaid, and Call Off. It is considered a best practice to not allow employees to choose Call Off and this is reflected in the default settings for this Leave Request Type.

1. On the **Configuration** tab, click **Scheduling**, then **Leave Request Types**.
2. Click **Add Leave Type**.
3. Click **Edit** next to the **New Type** label and enter a unique name for the leave type.
4. Click the value on the **Employee can choose** line if you wish to change it from the default.
5. Click the value on the **Requires approval from Supervisor** line if you wish to change it from the default.
6. Click the white squares under **Background Color** and **Text Color** to customize the appearance of this leave type on employee schedules.
7. Click the **Save** button under the Leave Request Types list.

## AHT Goal

This setting is not currently used.

## Work Modes

This page allows you to configure four interrelated settings: Shift Activity Types, Roster Types, Work Modes, and Aux Reasons. Together, these settings:

- Specify activities that appear on schedules and how they appear.
- Specify states used by the Real Time Roster.
- **Relate the activities on Clarity's schedule** Shift Templates and Real Time Roster with the activities and agent states from the PBX, ACD, or other system. Related activities may have the same name (e.g., lunch, break, meeting, etc.).

It is possible to delete the items on the Work Modes page. Uptivity recommends administrators delete only items that have never been used or have not been used for several months or years. Shift Activity Types in use cannot be deleted. Deleting old Shift Activity Types will delete old schedule shift records. Deleting actively used Roster Types, Work Modes, and Aux Reasons will remove users from the roster immediately or possibly when their work mode/state changes.

**Note** For some integrations, certain Work Modes must not be deleted. Refer to the integration guide specific to your environment or contact Uptivity Support for more information.

## Shift Activity Types

Shift Activity Types must be created before supervisors can assign those activities to shift templates. These activities allow you to specify activities that may be common to various shifts and to set labor rules surrounding those activities. These settings affect other aspects of scheduling in Clarity. For example:

- Paid activities count towards maximum/minimum hours per week/day and overtime calculations when doing scheduling; unpaid activities do not. If someone is set to work a maximum of 40 hours per week, you can schedule them for five nine-hour days where each day has a one hour unpaid lunch, so they are only working eight paid hours every day.
- The Late Threshold value is used by the Real Time Roster to determine if an employee is late for an activity. For example, if the threshold for lunch is 300 seconds (five minutes) and the employee is still logged into the PBX four minutes after lunch has started, the roster does not show the employee as late.

Clarity is preconfigured with these Shift Activity Types: Lunch, Break, Meeting and Training.

To add a Shift Activity Type:

1. On the **Configuration** tab, click **System Settings**, then **Workmodes**.
2. Click **Add Shift Activity**.
3. Enter unique, descriptive name for the new entry.
4. Select the check box if this is a **Paid Activity**.
5. Click the white square under Color to customize the appearance of this activity type on employee schedules.
6. Enter the **Late Threshold** in seconds.
7. Click **Save** to commit the changes.

**Note** Shift Activity Types can only be deleted if not currently in use by a Roster Type or a Shift Template (see below). If you try to delete a Shift Activity Type that is in use, the interface will alert you by highlighting the entry that cannot be deleted.

## Roster Types

A Roster Type is an activity or state that appears on the Clarity Real Time Roster. These activities can be related to Shift Activity Types, Work Modes, and Aux reasons. Roster Types can include phone states (e.g., On Call, Call Wrap, Available, In Ring), shift activities (e.g., lunch, break, meeting), or general agent status (e.g., Off Shift). Clarity is preconfigured with these Roster Types: On Call, Call Wrap, Available, In Ring, Lunch Break, Break, Meeting, Training, Off Shift, Other, and Tech Issue.

**Note** The Off Shift Roster Type must be linked to the corresponding Work Mode(s) for breaks between shifts to be displayed correctly under Schedule Adherence. If no Off Shift activities are specified, down time between shifts may not be detected correctly, causing it to appear as if shifts run together continuously.

To add a Roster Type:

1. On the **Configuration** tab, click **System Settings**, then **Workmodes**.
2. Click **Add Roster Type**.
3. Enter a unique, descriptive name for the Roster Type.
4. For activities that appear on both the schedule and Real Time Roster, select the corresponding Shift Activity Types (e.g., lunch).
5. Select the **On Shift** check box if the activity should appear as such on the Real Time Roster.
6. Click **Save** to commit the changes.

## Work Modes

Work Modes and Aux Reason codes from your PBX should also be entered in Clarity for accurate and efficient reporting. The Work Modes and Aux Reasons available are determined by your integration type, some of which may allow you to create custom values. Examples of a Work Mode could include "On-Site" or "In Queue." Aux Reasons usually provide additional information about a Work Mode. You should have at least one Work Mode, and you may have any number of Aux Reasons to further define that Work Mode.

To add a Work Mode:

1. On the **Configuration** tab, click **System Settings**, then **Workmodes**.
2. Click **Add Work Mode**.
3. Enter the Work Mode name exactly as it is configured on the PBX/ACD.
4. Enter the Work Mode value exactly as it is configured on the PBX/ACD.
5. Select a Roster Type to have Clarity map Work Mode events from the PBX/ACD to a corresponding activity on the Real Time Roster.
6. If a Work Mode is related to an Aux Reason on the PBX, both will appear in the PBX data event. Select this option if you want Clarity to use the Aux Reason instead of the Work Mode.
7. Click **Save** to commit the changes.

## Aux Reasons

Aux Reason codes configured on the PBX/ACD are typically related to a Work Mode, but are more descriptive and/or specific. For example, "Agent Troubleshooting" or "Hardware Maintenance" provides more precise details for a Work Mode like "On-Site." Similarly, the Avaya CMS offers an Aux-Work Mode. Agents in this mode can further enter a code to specify if they are on break, at lunch, or in a meeting.

To add an Aux Reason:

1. On the **Configuration** tab, click **System Settings**, then **Workmodes**.
2. Click **Add Aux Reason**.
3. Enter the Aux Reason name exactly as it is configured on the PBX/ACD.
4. Enter the Aux Reason value exactly as it is configured on the PBX/ACD.
5. Select a Roster Type to have Clarity map Aux Reason events from the PBX/ACD to a corresponding activity on the Real Time Roster.
6. Click **Save** to commit the changes.

## Shift and Schedule Settings

Schedule Types and Shift Templates together specify the labor rules governing work activities and hours.

A Schedule Type specifies rules for weekly and daily total time and specifies the types of shifts that can be assigned during a week. The rules set on the Schedule Type and Shift Template control when employees can be scheduled to work. A Schedule Type can include one or more Shift Templates.

Shift Templates use [Shift Activity Types](#) and allow you to set the time guidelines for each activity. Multiple instances of the same Shift Activity Type can be used in the same template, such as two breaks for a shift. Each instance should have different values. One Shift Template can be used by multiple Schedule Types.

An individual employee can be associated with only one Schedule Type. There is no way to assign employees to specific shifts. The "Minimum minutes between shifts" setting prevents users from being scheduled on a mixture of day and night shifts during the same week. If users rotate shifts from one week to another, this change must be made manually after a schedule is created.

To create these items, you must understand the applicable corporate and government labor regulations as the automated scheduler uses this information to determine what shifts to give an employee. The number of Schedule Types and Shift Templates needed varies based on a company's needs. Here are some example schedules.

### Scenario 1: Three Eight-Hour Shifts

A company has three shifts: 8 AM – 4 PM, 4 PM – 12 AM, and 12 AM – 8 AM. Staffing is seven days a week. Employees do not rotate shifts and work either Monday – Friday or Saturday – Sunday. In this scenario, one basic Shift Template (e.g. a 30-minute lunch and two 15-minute breaks) could be used with the following Schedule types:

- Weekday Morning
- Weekday Evening
- Weekday Night
- Weekend Morning
- Weekend Evening
- Weekend Night

### Scenario 2: 7 AM – 8 PM Hours

A company is staffed from 7 AM – 8 PM, Monday through Saturday. Employees' shifts can change (i.e., morning, afternoon, evening) and can be four, six, or eight hours. Employees work no more than 32 hours a week over five days. In this scenario, one schedule and three shifts could be created.

Schedule settings:

- Minimum minutes between shifts: If an employee can work until 8 PM and then work another shift at 7 AM, this value would be 660 (11 hours \* 60 minutes).
- Maximum hours: 32
- Maximum hours per day: 8
- Schedule shift days: All days except Sunday

One Shift Template would be created for each four, six, and eight hour block. Each template may require different activities based on labor regulations.

### Scenario 3: 7 AM – 8 PM Hours, Rotating Saturdays

This scenario is the same as Scenario 2 except employees are required to work only one Saturday per month. In this case, the Schedule Type and Shift Templates mentioned above would still be created, but the shift days would exclude Saturday and Sunday. Three Saturday-only Shift Templates would also be created, one for each time block. Assuring employees work only one Saturday per month would require manual schedule editing.

The more complex your organization's schedule is, and the more flexibility you need to accommodate, the greater the chance that you will need to incorporate some manual editing into building your schedules.

**Note** Daylight Savings Time changes require special considerations. For Spring Daylight Savings Time adjustments, if an event is created that:

- Ends at 2:00 A.M., 2:15 A.M., 2:30 A.M., or 2:45 A.M., the event start time will automatically be moved to 1:00 A.M., 1:15 A.M., 1:30 A.M., or 1:45 A.M., respectively.
- Ends at 2:00 A.M., 2:15 A.M., 2:30 A.M., or 2:45 A.M., the event end time will automatically be moved to 1:00 A.M., 1:15 A.M., 1:30 A.M. or 1:45 A.M., respectively.
- Starts before 2:00 A.M. and ends at 3:00 A.M. or after, the event will be created normally.

For Fall Daylight Savings Time adjustments, complications may arise when creating schedules that overlap with the time change, particularly schedules that start or end at 2 A.M. when the time change occurs.

## Business Closures

Business closures are known dates and times for which employees do not need to be scheduled. These may include holidays (such as New Year's Day or the Fourth of July in the United States); days when employees will be at a company meeting; office or employee relocations, etc. If an office is closed one day each month (e.g., the first weekday of the month), configure those days as Business Closures. If an office is closed the same day each week, do not check that day on the Schedule Type(s).

Annual holidays must be entered each year. If a Business Closure affects multiple Locations, you must create a separate closure for each Location. Once a closure date has passed, you can delete the closure without affecting historical schedules. If you add a Business Closure for a time frame during which employees are already scheduled at that Location, Clarity will display a warning message. Business Closures will be displayed at a user's location on the Edit Calendar and Edit Schedule pages, and Clarity will not allow a user to manually add shifts during those times.

To specify a date as a Business Closure:

1. On the **Configuration** tab, click **Miscellaneous**, then **Business Closures**.
2. Click in the **Date** field and select a day from the calendar.
3. Select Start and End Times from the drop-down lists.
4. Select a Location from the drop-down list.
5. Click **Add**.

## PTO Blackout Dates

You can specify a time frame during which employees are limited in regard to the number of PTO requests they can submit. This could be a single date or a range of dates.

To configure a PTO Blackout:

6. Under the **Configuration** tab, expand **Miscellaneous** in the left navigation menu.
7. Click **PTO Blackout Dates**.
8. Add a **Description**, **Start Date** for the range, **End Date**, and the **Maximum Allowed** number of requests that may be submitted during that period of time.
9. Click **Add**. The range will now appear above the entry fields.

The screenshot displays the 'Edit PTO Blackout Dates' interface. On the left, the 'Configuration Settings' sidebar is visible, with 'Miscellaneous' expanded to show 'PTO Blackout Dates'. The main content area features a table with the following data:

Description	Start Date	End Date	Maximum Allowed PTO Requests	Approved PTO Requests
MLK Day Blackout	Feb 1, 2013	Feb 1, 2013	1	0

Below the table is an 'Add PTO Blackout Date' form with the following fields:

- Description:
- Start Date:
- End Date:
- Maximum Allowed PTO Requests:

An 'Add' button is located at the bottom of the form. A 'Delete' button is also present next to the table entry.

Once added, the list of date ranges can be sorted by clicking any column header. The arrows will display according to ascending or descending order. Click **Delete** to remove an entry from the list.

## Shift Templates

To add a Shift Template:

1. On the **Configuration** tab, click **Scheduling**, then **Shift Templates**.
2. Click **Add Shift Template**.
3. Click **Edit** on the **Name** line and enter a unique name for the template.
4. Click **Edit** on the **Length** line and specify the total hours and minutes for the shift using the drop-down lists.
5. Click **Add Activity** if you need to associate Shift Activity Types with this template and refer to the following section.
6. Click **Save** to commit the changes.

Within each shift there are typically a variety of activities that regularly occur, but the timing of these activities may vary. Clarity allows you to add Shift Activity Types to your Shift Templates, but configure their occurrence differently within each template. The total length in hours for all activities cannot exceed the length in hours entered for the shift.

Buffer minutes must be considered carefully if employees' schedules will be filled with multiple types of activities. The buffer applies to all activities, not specific activities. If lunch has a 60 minute after-buffer, then a training activity could not be scheduled immediately after lunch.

**Note** When you use the drop-down lists for time selection, you must conform to the Fundamental Interval settings in your system. For details, see [Data Settings](#).

To add activity types to a Shift Template:

1. On the **Configuration** tab, click **Scheduling**, then **Shift Templates**.
2. Click **Add Activity** under the desired Shift Template.
3. Click **Edit** on the **Activity Type** line and select an activity type from the drop-down list.
4. Click **Edit** on the **Length** line and specify the total hours and minutes for the activity using the drop-down lists.
5. Click **Edit** on the **Start of starting range** line and use the drop-down lists to specify the earliest time the activity can start in relation to the start of the shift.
6. Click **Edit** on the **End of starting range** line and use the drop-down lists to specify the latest time the activity can start in relation to the start of the shift.
7. Click **Edit** on the **Buffer minutes before activity** line and use the drop-down list to specify how many minutes must pass between the end of a previous activity and the beginning of this activity.
8. Click **Edit** on the **Buffer minutes after activity** line and use the drop-down list to specify how many minutes must pass between the end of this activity and the beginning of the next.
9. Click **Save**.



## Schedule Types

To add a Schedule Type:

1. On the **Configuration** tab, click **Scheduling**, then **Schedule Types**.
2. Click **Add Schedule Type**.
3. Click **Edit** on the **Name** line and enter a unique name for the Schedule Type.
4. Click **Edit** on the **Location** line and select the Location that will use this schedule from the drop-down list.
5. Click **Edit** on the **Minimum minutes between shifts** line and use the drop-down lists to specify the total hours and minutes that must elapse between an employee's scheduled shifts.
6. Click **Edit** on the **Maximum non-overtime hours per week** line and use the drop-down lists to specify the total paid hours and minutes employees can work before they are in overtime.
7. Click **Edit** on the **Maximum total hours per week** line and use the drop-down lists to specify the total paid hours and minutes an employee can work in any given week. If overtime is not allowed, this setting should have the same value as the previous setting.
8. Click **Edit** on the **Minimum hours per week** line and use the drop-down lists to specify the minimum paid hours and minutes for which an employee should be scheduled.
9. Click **Edit** on the **Maximum non-overtime hours per day** line and use the drop-down lists to specify the maximum paid hours and minutes employees can work in a given day before they are in overtime.
10. Click **Add Type Entry** if you need to associate a Shift Template with this Schedule Type and refer to the following section.
11. Click **Save** to commit the changes.

Multiple Shift Templates can be added to a Schedule Type, and the same Shift Template can be used with multiple Schedule Types. To add a Shift Template to a Schedule Type:

1. On the **Configuration** tab, click **Scheduling**, then **Schedule Types**.
2. Click **Add Type Entry** under the desired Schedule Type.
3. Click **Edit** on the **Shift template line** and select a template from the drop-down list.
4. Select the appropriate check box(es) for the **Days** on which the template can be used.
5. Click **Edit** on the **Start of starting range** line and use the drop-down lists to specify the earliest time a shift can start (relative to midnight).
6. Click **Edit** on the **End of starting range** line and use the drop-down lists to specify the latest time a shift can start (relative to midnight).
7. Click **Edit** on the **Start granularity in minutes** line and use the drop-down list to specify when within the hour shifts can begin. For example, a setting of 60 minutes will result in every shift beginning on the hour; a setting of 15 minutes can result in shifts beginning on the quarter hour.

**Note** To create a fixed shift starting time, set **Start of starting range** and **End of starting range** to the same value and leave **Start granularity in minutes** set to the default. Placing a value of zero (0) in this field will cause the schedule to error and not process correctly.

8. Click **Save**.

## Roles, Permissions, and Accounts

Roles, permissions, and accounts work together as key security features in Clarity. Consider:

- Employees must have user accounts in order to be scheduled and tracked on the Real-Time Roster, even if they will never log in to Clarity themselves.
- A user account allows an employee to log in to Clarity, assuming that the employee knows the username, password, and Clarity URL. However, with no role assigned, the employee would see only the Home tab with his employee profile information, could not see his schedule, and could not perform any actions.
- Roles are assigned to users and specify the actions those users can perform. Any permission dependent on another will be granted automatically when assigning the parent permission. For example, LeaveRequestApprovalAll would include LeaveRequestApprovalTeam since "All" includes "Team," so granting the former would also give users with the specified role the latter.

When Discover and Clarity are installed together, user account information is stored in the same database.

Users can log in to each application if they know their account names, passwords, and the application URLs. In other words, users can log in to Clarity and then access Discover without logging in again and vice versa. In order to access any functionality in either application, they must be assigned roles.

Both Discover and Clarity allow logging in with Windows credentials when correctly configured with Active Directory integration. See the "Security" section in the *Discover by Uptivity Administration Manual* for more information.

Role design varies by the needs of the organization. Two common role design strategies are user-based and task-based.

User-based roles include all permissions typically needed by a specific user (e.g., employee, supervisor, system administrator). For example, a supervisor may need to view the real-time roster, create schedules, and create users.

Task-based roles focus on tasks, not users. A task-based role can be Manage Users with the permission to create users and schedules. Another task can be Monitor a Shift in with permission to view the roster and real-time reports. Multiple roles can be assigned to the same user.

The steps for creating Roles and user accounts vary depending on whether or not Discover is installed with Clarity. In hybrid Discover/Clarity systems, Roles are shared across applications and are managed from Discover. The Discover **Roles** page will open automatically when you click **Roles** from Clarity. Refer to the *Discover by Uptivity Administration Manual* for further information on configuring roles in a hybrid system. This section explains how to manage roles in a Clarity standalone system.

**Note** Agents may log in to multiple devices (e.g., ACDs), but Clarity can tie each user account to only one ACD. If users must be tracked for each login, a separate Clarity account must be created for each login.

## Example Role: Agent

In many organizations, basic agents should be able to perform just these tasks:

- Log in to Clarity
- Change their password
- View their schedule
- Bid for schedules (if your organization uses the Schedule Bidding feature)
- Request leaves and schedule swaps
- View their profile information – Name, labor units, teams, skill sets, etc. but not roles or schedule types.

To meet this need, create a role with the following permissions and assign it to the agents:

- AllowChangePassword
- Employee Section
- Employee Self Edit
- EmployeeProfileAllView
- HomePageWidgets – This permission is not critical but can be useful.

## Create a Role

1. Click the **Configuration** tab.
2. Click **Miscellaneous** on the left navigation menu, then click **Roles**.
3. Click **New Role**.
4. Enter a unique Role name in the **Name** field.
5. Enter a **Description** for the role if desired.
6. Click **Create New Role**.
7. Select the role from the drop-down list.
8. Select the check box(es) for any permission(s) to be associated with this Role. For details about permissions, see [Permissions Definitions](#).
9. Click **Save**.
10. A pop-up window will appear, confirming that the permissions were updated. Click **OK**.

## Edit a Role

1. Click on the **Configuration** tab.
2. Click on **Miscellaneous** on the left navigation menu, then click **Roles**.
3. Select the Role you wish to edit from the drop-down list.
4. Check permissions to be added and/or uncheck permissions to be removed.
5. Click **Save**. A pop-up window will appear, confirming that the permissions were updated. Click **OK**.

## Permissions Definitions

**Note** Permissions are listed by the appropriate tab. On the **Roles** page, they are listed in alphabetical order.

### Home Tab Permissions

**Allow Change Password:** Allows users to change their password in Clarity.

**Edit News Widget:** Allows users to add, update, and remove items from their Home page News widget.

**Home Page Widgets:** Allows users to add/remove/view widgets from their Home page.

### Employee Tab Permissions

**Employee Section:** Allows users to access the Employee tab but not do anything on it. This permission is required in order to have other Employee tab permissions.

**Employee Create:** Allows users to create user accounts.

**Employee Profile All View:** Allows users to view profile information of any user. Also controls a user's ability to see his/her personal schedule.

**Employee Profile Team View:** Allows users to view profile information of employees who are members of a team for which the user is a supervisor. Also causes those employees to be visible on Schedule Search screen.

**Employee Schedule All Edit:** Allows users to edit any employee's schedule.

**Employee Schedule All View:** Allows users to view any employee's schedule.

**Employee Schedule Team Edit:** Allows users to edit the schedules of employees who are members of a team for which the user is a supervisor.

**Employee Schedule Team View:** Allows users to view the schedules of employees who are members of a team for which the user is a supervisor.

**Employee Search:** Allows users to search for any employee and see those search results. Search results can include Name, Labor Unit, Location, Title, and Team memberships.

**Employee Self Edit:** Allows users to view and use the Bid for Schedules button on their home page and, when combined with other permissions, to view their own profile information (see [Example Role: Agent](#)).

**Call Off:** Allows users to record call offs (i.e. see and use the Call Off button) for themselves or others in Clarity.

### Forecast Tab Permissions

**Forecast Section:** Allows users to access the Forecast tab but not do anything on it. This permission is required in order to have other Forecast permissions.

**Forecast Acquire:** Allows users to load call history data to create a forecast data set.

**Forecast Predict:** Allows users to generate a forecast.

**Forecast Trend:** Allows users to create a historical trend line when creating a forecast.

## Reports Tab Permissions

**Note:** Times reflected in reports are in UTC (Coordinated Universal Time), a time standard used worldwide since 1972 to synchronize time across internet networks. Refer to the [Appendix: Time Zones](#) to see what your time zone offset is for UTC.

**Reports Section:** Allows users to access the Reports tab but not do anything on it. This permission is required to have other Reports permissions.

**Reports Clarity Ad Hoc:** Allows users to view the Ad Hoc Reporting button, create ad hoc reports using the Report Builder page, view/edit any ad hoc report that has been saved, and save ad hoc report search criteria as public or private. Provides access to all report data. Users must have permission to the following in order to use the ad hoc reporting feature: **Reports Section**, **Reports Real Time**, **Reports Historical**, and **Reports Processes**.

**Historical Widgets:** Allows users to add and view historical reporting widgets.

**Leave Request Approval All:** Allows users to approve leave requests for any employee.

**Leave Request Approval Team:** Allows users to approve leave requests for employees who are members of a team the user supervises.

**Real Time Widgets:** Allows users to add and view real-time reporting widgets.

**Reports Historical:** Allows users to access the Historical Reports page but not add or see the historical widgets.

**Reports Processes:** Allows users to access the Processes Reports page but not add or see the historical widgets.

**Reports Real Time:** Allows users to access the Real-time Reports page but not add or see the historical widgets.

**Roster All:** Allows users to view the Real Time Roster for any Labor Unit or Skill group.

**Roster Team:** Allows users to view the Real Time Roster of any team for which the user is a supervisor.

**Swap Request Approval All:** Allows users to approve shift swap requests for any employee.

**Swap Request Approval Team:** Allows users to approve shift swap requests for employees who are members of any team for which the user is a supervisor.

## Schedule Tab Permissions

**Schedule Section:** Allows users to access the Schedule tab but not do anything on it.

**Schedule Create:** Allows users to create a schedule manually or from loaded forecast data. Also allows user to add and use the Scheduler Widget.

**Schedule Load:** Allows users to load a forecast data set to create a schedule.

**Schedule Publish:** Allows users to publish a schedule.

**Schedule Bidding:** Allows users to manage agent ranking criteria, bidding schedules, and bidding periods.

## Administrator/Configuration Tab Permissions

**Configuration Section:** Allows users to do all tasks on the Configuration tab.

**Allow User Admin:** Allows users to change settings on user accounts.

**Can Be Supervisor:** Allows users to be assigned as the Supervisor for a team. Additional permissions are needed to perform tasks such as approving swaps. Removing this permission causes the user to be removed as a supervisor from all teams immediately.

## Create an Employee Account

When working with a hybrid Discover/Clarity system, employee accounts initially created in Discover should not be manually recreated in Clarity. Manually creating a new user in Clarity creates an account in both Discover and Clarity. For details, see [Mass Update Incomplete Users](#).

Clarity optionally allows you to enter a wide variety of data about each employee. The following list of employee record fields and associated information will help you decide which fields are appropriate to use in your organization. Fields noted with an asterisk (\*) are required.

- **First Name\***
- **Last Name\***
- **Title\***: For related information, see [Titles](#).
- **Location\***: For related information, see [Locations](#). Bear in mind that an employee can be associated to only one Location because that value is associated to a Schedule Type. If an employee rotates shifts from one week to another (i.e., first shift to second shift and then back to first shift), the Location field for that employee must be changed each week.
- **Employee ID**: This optional identifier can be a number used in other systems, such as HR or your PBX.
- **Labor Unit**: For related information, see [Labor Units](#).
- **Team**: For related information, see [Teams](#).
- **Username\***: Used by the employee to log into Clarity; must be unique.
- **Password\***: Used by the employee to log into Clarity; Clarity does not have any built-in password requirements or restrictions.
- **Email**: Required if you want to allow users access to "Forgot My Password" functionality.
- **Phone**: Enter numbers only.
- **Active**: If this check box is not selected, the employee cannot access Clarity and is not available for scheduling; any historical information would still appear on reports. Inactive employees can be reactivated.

**Note** If you use both Clarity and Discover, clearing the Active check box can cause the agent to lose access to both applications. In some cases, you may need to keep an agent's Discover access even if he/she will no longer be scheduled with Clarity. To accomplish this, leave Active selected, but deselect the Labor Unit associated with the agent and set the Device to <None>. This will remove the agent from any scheduling and Real-Time Roster pages, but leave the account intact.

- **Superuser**: Selecting this check box grants a user unlimited access to Clarity and Discover, if applicable. This status should be granted only when absolutely necessary.
- **Schedule Type**: Required for any employee who should be automatically scheduled by Clarity.
- **Labor Time Zone**: Enter the employee's work time zone if it differs from that of the employee's assigned Location.
- **Roles**: Multiple Roles are permitted; for related information, see [Roles, Permissions, and Accounts](#).
- **Skills**: Multiple Skills are permitted; for related information, see [Skills](#).
- **Device**: For related information, see [Devices](#).

- **Device Unique ID** (Enter the unique login ID for the employee on the Device, such as logid, TelsetLoginID, etc. The Device and Device Unique ID combination must be unique to the agent being created. If it is not unique and the agent is saved, these fields will remain blank even though other details will be saved.)

Device Unique ID's by integration	
Avaya CMS	Login
Avaya AACC	TelsetLoginID
Cisco UCCX	resourceLoginID
Cisco UCCE	SkillTargetID (Take from Agent Table)
ShoreTel Contact Center	Agent_id
ShoreTel Director	AgentDN
Zeacom Contract Center	loginid

- **Cell Phone**
- **Cell Carrier:** Required if Clarity will send text messages to the employee.
- **Enable SMS:** Select this check box if Clarity will send text messages to the employee.
- **Upload New Photo:** If a photo of the employee will be included in the profile, it must be on your PC or an accessible network drive. The photo will be uploaded to the Clarity/Images directory. Photos can be GIF, PNG, or JPEG.

*To create an employee account:*

1. Click the **Employees** tab.
2. Click **Create**.
3. Complete the employee record fields used in your organization.
4. Click the small **Create** button.



## Import Employees (hybrid Discover/Clarity systems only)

For hybrid systems, employees can be imported in batches using the Import Users function in Discover. If you have a database or Excel spreadsheet of agents, you may be able to generate a CSV data file. That information can be imported into Discover, then migrated and updated into Clarity, saving time by minimizing data entry tasks.

A file must be in the following format: username, password, locked, first\_name, last\_name, email, system\_username, system\_domain, employee\_id, site\_id, phone1;phone2;phone3;, role1;role2;role3;

**Note** Roles are optional.

To import users in a hybrid Discover/Clarity system:

1. Create the CSV file and store it on a local or network drive.
2. In Discover, click the **Administration** tab.
3. Expand **Permissions** in the left navigation menu and click **Users**.
4. Click **Import Users**.
5. Click **Select**.
6. Browse to locate and open the file.
7. If the CSV file contains a heading row (Name, Title, Position, etc.), select the check box for "Import file has a header:" to ignore this row during import. Click **Upload File**.
8. When the upload is complete and the file has been parsed successfully, [Mass Update Incomplete Users](#) to finish setting up the employee accounts.

## Mass Update Incomplete Users

This function is needed if Clarity users are originally created in, or imported from, Discover. Users created in Discover do not have many of the information fields required for Clarity scheduling and roster reporting. As those users are created, they appear on the Mass Update list and must be updated.

1. On the **Configuration** tab, expand **Miscellaneous** in the left navigation menu.
2. Click **Mass Update Incomplete Users**.

Enter the missing information for each user. For details, see

## Roles, Permissions, and Accounts

3. [Create an Employee Account](#).
4. Click **Update Selected**.

## Appendix: Time Zones

Clarity stores times in UTC (Coordinated Universal Time). The table below shows the offset between time zones. For example EST is UTC-05:00 so 8:00PM UTC is 3:00PM EST.

Name of Time Zone	Time
Dateline Standard Time	(UTC-12:00) International Date Line West
Samoa Standard Time	(UTC-11:00) Midway Island, Samoa
Hawaiian Standard Time	(UTC-10:00) Hawaii
Alaskan Standard Time	(UTC-09:00) Alaska
Pacific Standard Time	(UTC-08:00) Pacific Time (US and Canada); Tijuana
Mountain Standard Time	(UTC-07:00) Mountain Time (US and Canada)
Mexico Standard Time 2	(UTC-07:00) Chihuahua, La Paz, Mazatlan
U.S. Mountain Standard Time	(UTC-07:00) Arizona
Central Standard Time	(UTC-06:00) Central Time (US and Canada)
Canada Central Standard Time	(UTC-06:00) Saskatchewan
Mexico Standard Time	(UTC-06:00) Guadalajara, Mexico City, Monterrey
Central America Standard Time	(UTC-06:00) Central America
Eastern Standard Time	(UTC-05:00) Eastern Time (US and Canada)
U.S. Eastern Standard Time	(UTC-05:00) Indiana (East)
S.A. Pacific Standard Time	(UTC-05:00) Bogota, Lima, Quito

Appendix: Time Zones

Atlantic Standard Time	(UTC-04:00) Atlantic Time (Canada)
S.A. Western Standard Time	(UTC-04:00) Caracas, La Paz
Pacific S.A. Standard Time	(UTC-04:00) Santiago
Newfoundland and Labrador Standard Time	(UTC-03:30) Newfoundland and Labrador
E. South America Standard Time	(UTC-03:00) Brasilia
S.A. Eastern Standard Time	(UTC-03:00) Buenos Aires, Georgetown
Greenland Standard Time	(UTC-03:00) Greenland
Mid-Atlantic Standard Time	(UTC-02:00) Mid-Atlantic
Azores Standard Time	(UTC-01:00) Azores
Cape Verde Standard Time	(UTC-01:00) Cape Verde Islands
UTC	(UTC) Greenwich Mean Time: Dublin, Edinburgh, Lisbon, London
Greenwich Standard Time	(UTC) Casablanca, Monrovia
Central Europe Standard Time	(UTC+01:00) Belgrade, Bratislava, Budapest, Ljubljana, Prague
Central European Standard Time	(UTC+01:00) Sarajevo, Skopje, Warsaw, Zagreb
Romance Standard Time	(UTC+01:00) Brussels, Copenhagen, Madrid, Paris
W. Europe Standard Time	(UTC+01:00) Amsterdam, Berlin, Bern, Rome, Stockholm, Vienna
W. Central Africa Standard Time	(UTC+01:00) West Central Africa
E. Europe Standard Time	(UTC+02:00) Bucharest

Egypt Standard Time	(UTC+02:00) Cairo
FLE Standard Time	(UTC+02:00) Helsinki, Kiev, Riga, Sofia, Tallinn, Vilnius
GTB Standard Time	(UTC+02:00) Athens, Istanbul, Minsk
Israel Standard Time	(UTC+02:00) Jerusalem
South Africa Standard Time	(UTC+02:00) Harare, Pretoria
Russian Standard Time	(UTC+03:00) Moscow, St. Petersburg, Volgograd
Arab Standard Time	(UTC+03:00) Kuwait, Riyadh
E. Africa Standard Time	(UTC+03:00) Nairobi
Arabic Standard Time	(UTC+03:00) Baghdad
Iran Standard Time	(UTC+03:30) Tehran
Arabian Standard Time	(UTC+04:00) Abu Dhabi, Muscat
Caucasus Standard Time	(UTC+04:00) Baku, Tbilisi, Yerevan
Transitional Islamic State of Afghanistan Standard Time	(UTC+04:30) Kabul
Ekaterinburg Standard Time	(UTC+05:00) Ekaterinburg
West Asia Standard Time	(UTC+05:00) Islamabad, Karachi, Tashkent
India Standard Time	(UTC+05:30) Chennai, Kolkata, Mumbai, New Delhi
Nepal Standard Time	(UTC+05:45) Kathmandu
Central Asia Standard Time	(UTC+06:00) Astana, Dhaka

Appendix: Time Zones

Sri Lanka Standard Time	(UTC+06:00) Sri Jayawardenepura
N. Central Asia Standard Time	(UTC+06:00) Almaty, Novosibirsk
Myanmar Standard Time	(UTC+06:30) Yangon Rangoon
S.E. Asia Standard Time	(UTC+07:00) Bangkok, Hanoi, Jakarta
North Asia Standard Time	(UTC+07:00) Krasnoyarsk
China Standard Time	(UTC+08:00) Beijing, Chongqing, Hong Kong SAR, Urumqi
Singapore Standard Time	(UTC+08:00) Kuala Lumpur, Singapore
Taipei Standard Time	(UTC+08:00) Taipei
W. Australia Standard Time	(UTC+08:00) Perth
North Asia East Standard Time	(UTC+08:00) Irkutsk, Ulaanbaatar
Korea Standard Time	(UTC+09:00) Seoul
Tokyo Standard Time	(UTC+09:00) Osaka, Sapporo, Tokyo
Yakutsk Standard Time	(UTC+09:00) Yakutsk
A.U.S. Central Standard Time	(UTC+09:30) Darwin
Cen. Australia Standard Time	(UTC+09:30) Adelaide
A.U.S. Eastern Standard Time	(UTC+10:00) Canberra, Melbourne, Sydney
E. Australia Standard Time	(UTC+10:00) Brisbane
Tasmania Standard Time	(UTC+10:00) Hobart

Vladivostok Standard Time	(UTC+10:00) Vladivostok
West Pacific Standard Time	(UTC+10:00) Guam, Port Moresby
Central Pacific Standard Time	(UTC+11:00) Magadan, Solomon Islands, New Caledonia
Fiji Islands Standard Time	(UTC+12:00) Fiji Islands, Kamchatka, Marshall Islands
New Zealand Standard Time	(UTC+12:00) Auckland, Wellington
Tonga Standard Time	(UTC+13:00) Nuku'alofa

## About Uptivity

What boosts the bottom line for any company with a contact center? How about getting the best that every agent can deliver from their first day on the job and constantly optimizing contact center management and performance? Only Uptivity gives you the tools you need to continuously improve every aspect of each step of every agent's life cycle and enhance customer satisfaction. You get exactly what you need thanks to a modern, integrated, and easy-to-use suite of tools that offers a unified system for performance management, workforce management, speech analytics, and call recording. Unparalleled customer service and support from our in-house staff combine with a better bundle for a better value, and a lower total cost of ownership.

Headquartered in Columbus, Ohio, and on the Web at [www.uptivity.com](http://www.uptivity.com).