

# Alcatel-Lucent OmniTouch Contact Center - Standard Edition

**Agent on DECT Handsets**

**Phone Guide R10.x**



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- 2014/53/EU for radio equipment
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- 2014/34/EU for ATEX equipment
- 2011/65/EU (RoHS)
- 2012/19/EU (WEEE)



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This user guide is intended for Contact Center agents using the following deskphones as Pro-ACD phones sets:

- 300/400 DECT Handset
- 8232 DECT
- 8242 DECT
- 8234/8244/8254 DECT
- 8262 DECT
- 8262 Ex DECT

All the Contact Center features described in this guide apply to agents:

- Logged on to handle calls routed via the Call Center Distribution (CCD) or Routing Services Intelligence (RSI) distribution
- Present in an active processing group
- With a Pro-ACD phone set

This user guide provides step-by-step procedures to handle Contact Center (CC) features from the Pro-ACD phone sets (login/logoff, incoming ACD call handling, and agent state management). They are illustrated by the following graphical displays of 8262 DECT Pro-ACD set.

**Caution:**

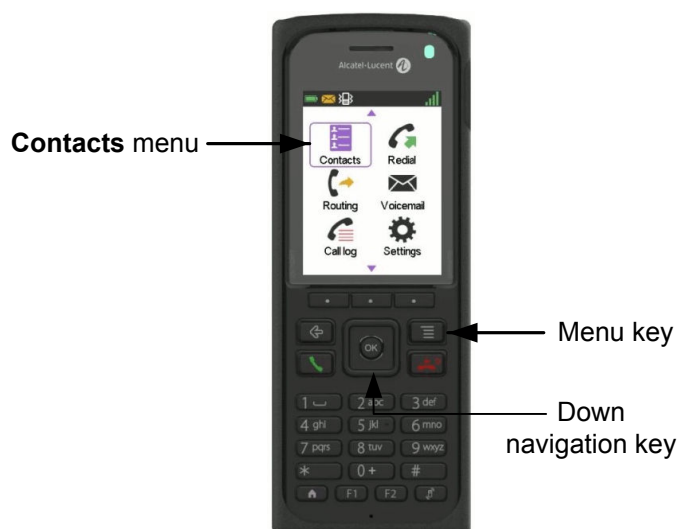
***The screenshots displayed in this document are not contractual, they are provided as examples only, and may not correspond exactly to their actual appearance.***

For the features displayed on screen and not described in this user guide, refer to the business guides available from the Enterprise Business Portal.

## Contact Center feature keys

On DECT handsets, Contact Center (CC) features are available via the **Contacts** menu accessible either from the menu key, or the down navigation key (quick access).

Figure 2.1: Key and menu layout for 8262 DECT handsets



The **Contacts** menu provides dynamic (context-sensitive) options which change according to the current state of the DECT handset. Select a dynamic option using the navigation arrows (keys) and press the **OK** key to make your final selection.

Each dynamic option is associated to a particular CC feature:

Label	Meaning
<b>Unavailable</b>	To be in withdrawn position in the processing group (you are still available to receive internal or external personal calls)
<b>Wrap-Up</b>	To perform off-line tasks (you are not available for new calls)
<b>Supervisor</b>	To call directly a supervisor
<b>Log-Off</b>	To log out from a processing group and the Contact Center distribution (CCD or RSI)
<b>Log-On</b>	To log on into a processing group and the Contact Center distribution (CCD or RSI)
<b>Pres. Guide</b>	To activate/deactivate the welcome guide to be played to callers
<b>Email</b>	To indicate you are in email state on your desktop application
<b>Chat</b>	To indicate you are in chat state on your desktop application
<b>Campaign</b>	To indicate you are in campaign state on your desktop application
<b>Callback</b>	To indicate you are in callback state on your desktop application

### 3.1 Overview

The logon procedure depends on the agent type:

- **Fixed agent:** agent associated to a specific set, who can only log on from this set.
- **Mobile agent:** agent not associated to a specific set, who can log on from any set not associated to another agent.

There are two ways that an agent can log on to the Contact Center:

- **Ordinary agent:** agent automatically assigned to a processing group when logged on
- **Self-assignable agent:** agent who can select a processing group from a list when logging on


### 3.2 Logging on without identification (fixed agent)

**Role:** This feature allows you to log on to a processing group as fixed agent.

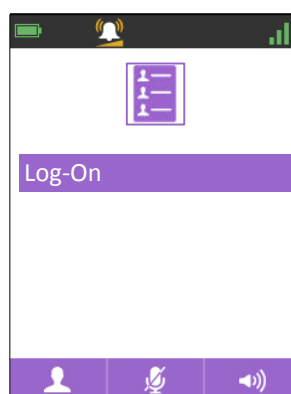
**Prerequisites:** This feature is accessible when your DECT handset is idle, declared as **ACD authorized phone set** (**Log-On** option present in the **Contacts** menu), and associated to an agent directory number.

**Procedure:**

1. Press either:

- The down navigation key (quick access)
- The menu key (  ), and select the **Contacts** menu using the navigation keys

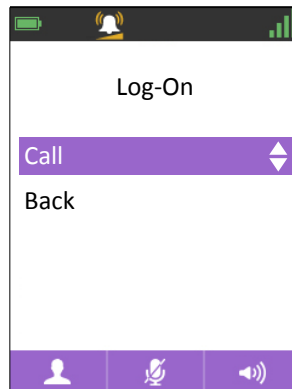
The **Log-On** option is displayed on screen



2. Press the **OK** key

The **Log-On** window is displayed



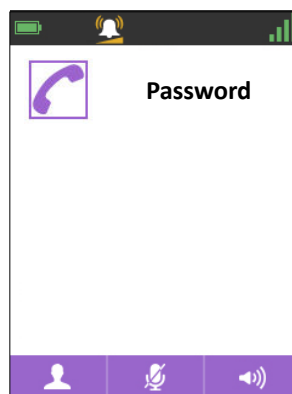


3. Select the **Call** option and press the **OK** key

*Note:*

*If you select the **Back** option, the DECT handset returns to its previous state.*

The **Password** window is displayed

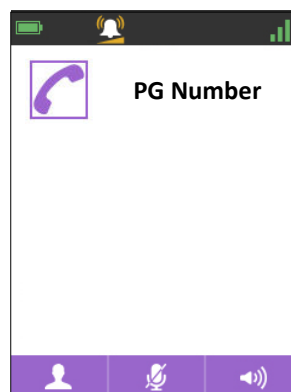


4. Enter your password

*Note:*

*This password request is optional, as specified in system management.*

- If you log on as **ordinary agent**, you are automatically logged on into your assigned processing group, and the logon procedure is complete (see **Result** below)
- If you log on as **self-assignable agent**, the **PG Number** window is displayed:



Enter your assigned processing group number

The logon procedure is complete after you have entered the processing group number (see **Result** below)

**Result:** Once activated, the screen displays your agent identifier and a message which differs according to agent state:

Agent state	Message displayed on screen
Pre-assigned agent	<b>Pre-assig. Agent</b>
Agent assigned and available in an open processing group	<b>Available Agent</b>
Agent assigned and unavailable for an open processing group	<b>Unavailab. Agent</b>
Agent assigned and available/unavailable in a manually closed processing group	<b>PG Manu. Closed</b>
Agent assigned and unavailable in an automatically closed processing group	<b>PG Auto. Closed</b>


### 3.3 Logging on with identification (mobile agent)

**Role:** This feature allows you to log on to a processing group as a mobile agent.

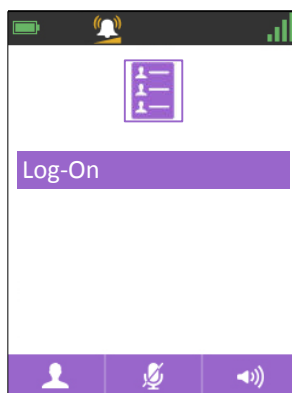
**Prerequisites:** This feature is accessible when the DECT handset is idle, declared as **ACD authorized phone set** (**Log-On** option present in the **Contacts** menu), and not associated to an agent.

**Procedure:**

1. Press either:

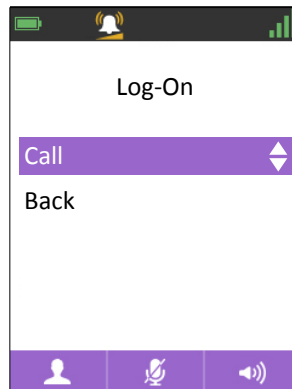
- The down navigation key (quick access)
- The menu key (  ), and select the **Contacts** menu using the navigation keys

The **Log-On** option is displayed on screen



2. Press the **OK** key

The **Log-On** window is displayed

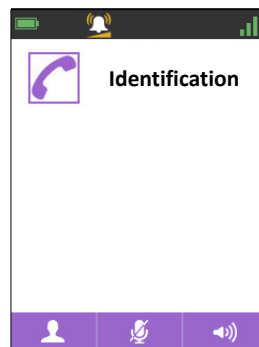


3. Select the **Call** option and press the **OK** key

*Note:*

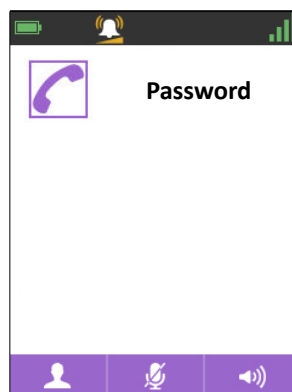
*If you select the **Back** option, the DECT handset returns to its previous state.*

The **Identification** window is displayed



4. Enter your identification number (agent directory number)

The **Password** window is displayed



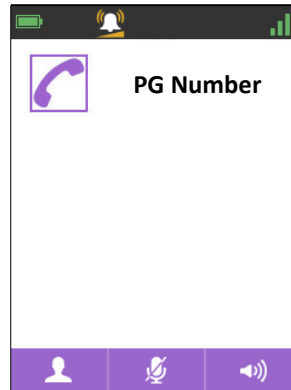
5. Enter your password

*Note:*

*This password request is optional, as specified in system management.*

- If you log on as **ordinary agent**, you are automatically logged on into your assigned processing group, and the logon procedure is complete (see **Result** below)

- If you log on as **self-assignable agent**, the **PG Number** window is displayed:



Enter your assigned processing group number

The logon procedure is complete after you have entered the processing group number (see **Result** below)

**Result:** Once activated, the screen displays your agent identifier and a message which differs according to agent state. The possible agent states are the same as for a **Logon without identification** (see: [Logging on without identification \(fixed agent\)](#) on page 8).

## 4.1 Overview

When the DECT handset is idle, the screen displays your agent identifier and state, for example:





When you press successively the down navigation key, the screen changes and provides access to CC features (see: [Contact Center feature keys](#) on page 7).

## 4.2 Agent language

**Role:** This feature allows you to select the interface language when you are a pre-assigned agent, or logged on into a processing group from this DECT handset. It can differ from the language interface used by this DECT handset when running in business mode.

**Procedure:**

1. Press the menu key (  )
2. Select the **Language** menu using the navigation keys
3. Enter your agent password and press the **OK** key
4. Select the language of your choice, and press the **OK** key
5. Press the switch on/off key (  )

**Result:** The selected language interface is immediately applied to the DECT handset.

## 4.3 DECT handset in multimedia state (Email, Chat, Campaign, or Callback)

**Role:** This feature displays your current multimedia state on DECT handset screen.

When in a multimedia state, telephone features are restricted as described below.

- When you are in **Email** or **Chat** state:
  - Incoming CC calls are unauthorized (distributed, direct or transferred) (\*)
  - Outgoing CC calls are authorized but become private
  - Incoming and outgoing private calls are authorized
  - Waiting on busy set and automatic callback are unauthorized when your are in communication

- Call pickup is unauthorized
- Retrieve parked call is unauthorized

(\*): Except in the particular case of interruptible email where incoming CC calls are authorized. Once the incoming CC call is finished, you return to the **Email** state.

- When you are in **Campaign** or **Callback** state:
  - Incoming CC calls are unauthorized (distributed, direct or transferred)
  - Outgoing CC calls are authorized

You do not return to the current multimedia state once the call finished.

- Incoming private calls are unauthorized
- Outgoing local private calls are authorized
- Waiting on busy set is unauthorized when your are in communication
- Automatic callback is authorized when your are in communication
- Call pickup is authorized
- Retrieve parked call is authorized

## 4.4 Temporary unavailability

**Role:** This feature makes you temporarily unavailable from the processing group.

**Prerequisite:** This feature is available when your DECT handset is either in **idle**, **wrap-up** or **pause** (between calls) state.

**Procedure:** Example when the DECT handset is in **idle** state:

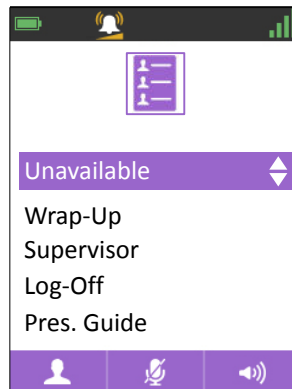


The procedure is identical when the DECT handset is in **wrap-up** or **pause** state.

1. Press either:

- The down navigation key (quick access)
- The menu key (⋮), and select the **Contacts** menu using the navigation keys

The CC features are displayed on screen



2. Select the **Unavailable** option and press the **OK** key

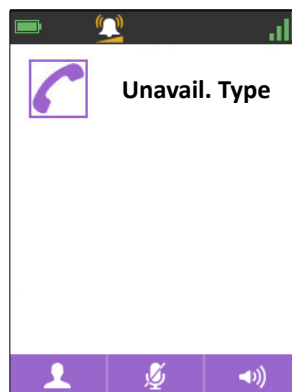
The **Unavailable** window is displayed

3. Select the **Call** option and press the **OK** key

*Note:*

*If you select the **Back** option, the DECT handset returns to its previous state.*

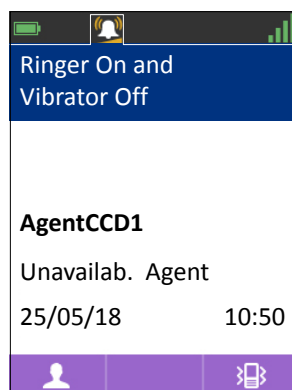
The following screen window is displayed



4. Enter the digit (1 to 9) corresponding to the type of unavailability that you want to apply to your DECT handset

The **Unavail. regist** message is displayed on screen

**Result:** Once activated, the following screen is displayed:



To exit from the temporary unavailability and come back to the previous state, select the **Contacts** menu using the navigation keys (see **step 1** of the procedure above), and select the **Unavailable** option again.

## 4.5 Manual wrap-up

**Role:** This feature allows you to carry out non-telephone work without being interrupted by calls.

**Prerequisite:** This feature is available when your DECT handset is either in **idle** or **pause** (between calls) state.

**Procedure:** Example when the DECT handset is in **idle** state:

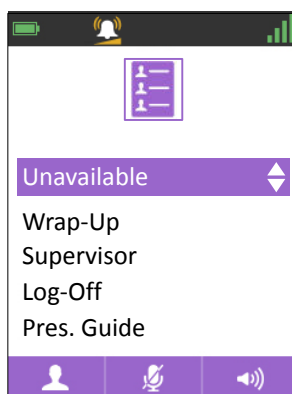


The procedure is identical when the DECT handset is in **pause** state.

1. Press either:

- The down navigation key (quick access)
- The menu key (⋮), and select the **Contacts** menu using the navigation keys

The CC features are displayed on screen



2. Select the **Wrap-Up** option using the navigation keys and press the **OK** key

The **Wrap-Up** window is displayed

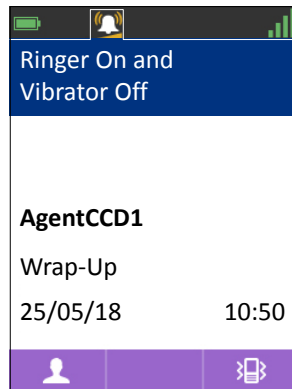
3. Select the **Call** option and press the **OK** key

*Note:*

*If you select the **Back** option, the DECT handset returns to its previous state.*

The following screen window is displayed





4. To exit from the **wrap-up** state and come back to the previous state, wait for the expiration of the **wrap-up** timer, or select the **Contacts** menu using the navigation keys (see **step 1** of the procedure above), and select the **Wrap-Up** option again.

## 4.6 Supervisor call

**Role:** This feature allows you to call a supervisor.


**Prerequisite:** This feature is accessible if your DECT handset is either in **idle**, **wrap-up** or **pause** (between calls) state.

**Procedure:** Example when the DECT handset is in **idle** state:

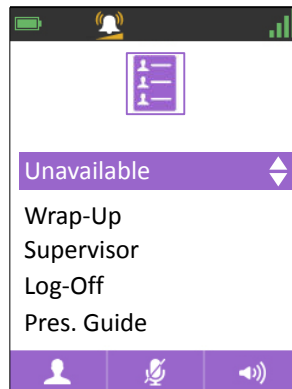


The procedure is identical when the DECT handset is in **wrap-up** or **pause** state.

1. Press either:

- The down navigation key (quick access)
- The menu key (  ), and select the **Contacts** menu using the navigation keys

The CC features are displayed on screen



2. Select the **Supervisor** option using the navigation keys and press the **OK** key

The **Supervisor** window is displayed

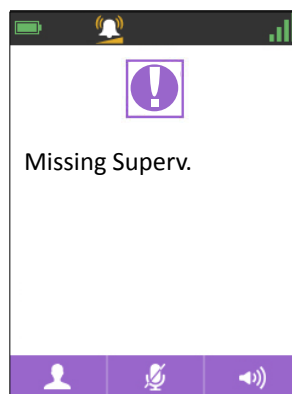
3. Select the **Call** option and press the **OK** key

*Note:*

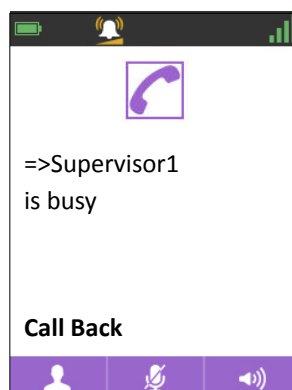
*If you select the **Back** option, the DECT handset returns to its previous state.*

**Result:** Once activated, the information displayed on screen depends on the state of the supervisor:

- If no supervisor is present, the call is rejected and the following message is temporarily displayed on screen:

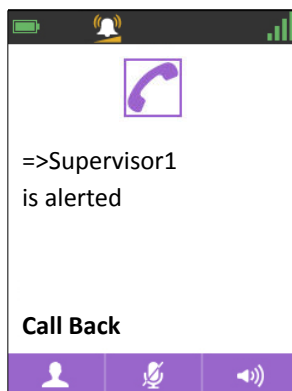


- If the supervisor is busy, the following screen is displayed:



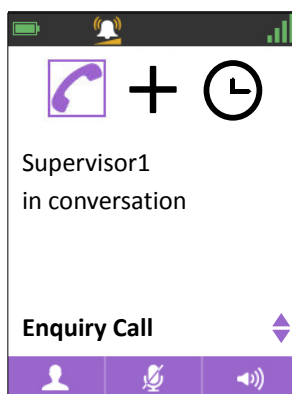
You can prompt the supervisor to call you back by pressing the **OK** key.

- If the supervisor is in idle state, the supervisor DECT handset is rung and the following screen is displayed:



You can prompt the supervisor to call you back by pressing the **OK** key.

- When the supervisor answers, the following screen is displayed:



The following options are available:

Option	Meaning
<b>Enquiry Call</b>	To make a new call (consultation call)
<b>Superv</b>	To call directly a supervisor
<b>Call Duration</b>	To display the call duration (format: MM:SS)

## 4.7 Agent welcome guide

**Role:** This feature allows you to activate or deactivate the welcome guide (also called presentation guide) played to external callers when you pick up the DECT handset to answer calls.

**Prerequisite:** This feature is accessible when you are a pre-assigned agent (**Pre-Assign. Agent** is displayed on screen), or an agent assigned and available in an open processing group (**Available Agent** is displayed on screen).


**Procedure:** Example when you are an agent assigned and available in an open processing group:



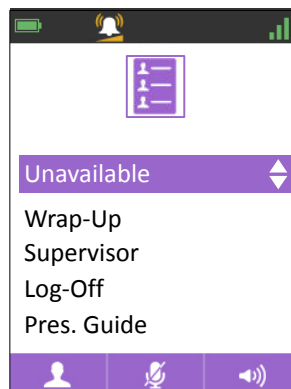
The procedure is identical when you are a pre-assigned agent.

To activate or deactivate the welcome guide to be played to callers:

1. Press either:

- The down navigation key (quick access)
- The menu key (  ), and select the **Contacts** menu using the navigation keys

The CC features are displayed on screen



2. Select the **Pres. Guide** option using the navigation keys and press the **OK** key

The **Pres. Guide** window is displayed

3. Select the **Call** option and press the **OK** key

*Note:*

*If you select the **Back** option, the DECT handset returns to its previous state.*

**Result:** The screen displays either:

- The **Welc. Guide val.** message if the welcome guide is activated on your DECT handset
- The **Welc. Guide unv.** message if the welcome guide is deactivated on your DECT handset

## 4.8 Headset use

You can plug an audio headset to your DECT handset (headset jack - 3.5 mm). Once plugged, the headset is immediately ready for use (no configuration required).

## 5.1 Overview

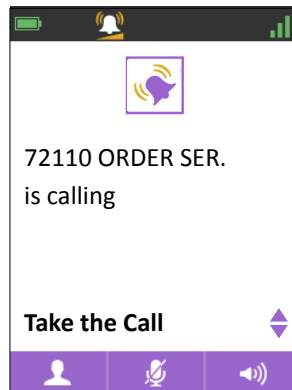
When your DECT handset rings, the information displayed on screen depends on:

- The type of incoming call (CC call, direct CC call, or private call)
- The type of display on the agent sets defined in processing group settings (system management), which can include:
  - Caller characteristics
  - Pilot characteristics
  - Entity characteristics
  - Call tag

The information displayed on screen can also be a mix of the items listed above (for example: caller and pilot characteristics, or caller and entity characteristics).

## 5.2 CC call and direct CC call

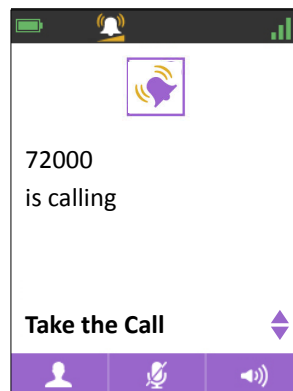
Depending on the selected configuration (for example: caller and pilot characteristics must be displayed on screen), when your DECT handset rings on incoming CC call, caller and pilot characteristics are displayed on screen (16 characters maximum):



To take the call, select the **Take the Call** option using the navigation keys and press the **OK** key.

## 5.3 Private Call

When your DECT handset rings, the screen displays:



Caller number is displayed on screen.

To take the call, select the **Take the Call** option using the navigation keys and press the **OK** key.

## 5.4 Call forwarded to the Contact Center

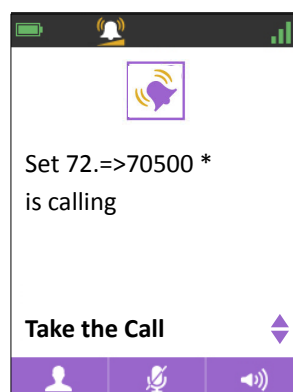
Depending on the selected configuration, when a call is forwarded to the Contact Center and routed to your DECT handset, your DECT handset rings and the screen displays, either:

- Caller name (name of the forwarded set) => Called number (directory number of the pilot - entry point of the Contact Center)
- Caller number (directory number of the forwarded set) => Called name (name of the pilot - entry point of the Contact Center)
- Caller name (name and directory number of the forwarded set)

The star (\*) displayed at the end of the line indicates that the incoming call is a CC call.

The symbol "=>" indicates that the incoming call is a forwarded call.

Example when the DECT handset rings on a forwarded call:



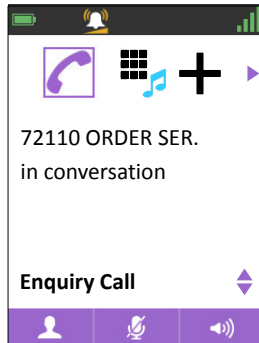
To take the call, select the **Take the Call** option using the navigation keys and press the **OK** key.

*Note:*

*This display format also applies when a CC call is transferred to a pilot by another agent and routed to your DECT handset by this pilot. In this case, the caller information displayed on screen is the pilot which initially handled the CC call, and not the agent who has initiated the CC call transfer.*

## 6.1 Overview

When in communication, the screen displays, for example:



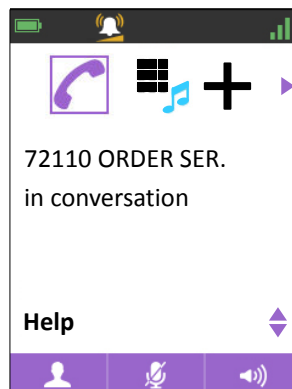
When you press successively the down navigation key, the screen changes and provides access to telephone features:

Label	Meaning
<b>Enquiry Call</b>	To make a call (consultation call)
<b>Help</b>	To request supervisor help
<b>Superv</b>	To call directly a supervisor
<b>Call Duration</b>	To display the call duration (format: MM:SS)
<b>Send MF</b>	To dial DTMF digits

## 6.2 Request for supervisor help

**Role:** This feature allows you to request help from a supervisor when you are in a CC communication or external private communication (if authorized). The supervisor can listen and/or participate to the conversation.

**Procedure:** Example when the DECT handset is in CC communication:



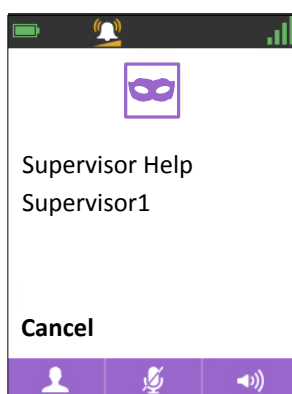
Select the **Help** option using the navigation keys and press the **OK** key to request help from a supervisor belonging to your processing group.

**Result:** Once activated, the information displayed on screen depends on the state of the supervisor:

Supervisor state	Message displayed on screen
The supervisor is absent	<b>Missing Superv.</b> The DECT handset returns to the conversation state after expiry of a system timer.
The supervisor is not free (help request refused)	<b>Busy Supervisor</b> The DECT handset returns to the conversation state after expiry of a system timer.
The supervisor is free	<b>Supervisor Help</b> followed by the supervisor name or directory number (if configured in management) (*).  If the supervisor does not do anything, the help request remains active permanently (the message <b>Supervisor Help</b> is always displayed on screen). To cancel the help request, press the <b>OK</b> key.  If the supervisor accepts the help request, but rejects it after, or does not do anything (listen or intrude in a call), the help request is stopped after expiry of a system timer, and the screen returns to the initial message <b>in conversation</b> .

(\*): During the help request:

- You are still in conversation with the caller. To cancel the help request, press the **OK** key.



- The supervisor can perform any of the following operations:

Supervisor action	Message displayed on screen
Listen the conversation	<b>Sup. listening</b>
Normal intrusion into the conversation	<b>Normal intrusion</b>
Restricted intrusion into the conversation without indicating his/her presence to the external caller	<b>Restr. intrusion</b>



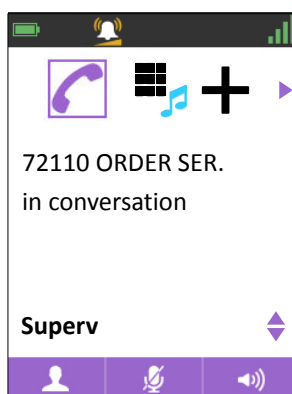
*Note:*

- During normal supervision, a beep is sent to warn the caller
- Depending on authorization, these messages indicate the presence of the supervisor when your DECT handset is being monitored

### 6.3 Supervisor direct call

**Role:** This feature allows you to call a supervisor while you are in conversation (CC communication, local communication, or personal external communication).

**Procedure:** Example when the DECT handset is in CC communication:



Select the **Superv** option using the navigation keys and press the **OK** key.

**Results:** Once activated, the information displayed on screen depends on the state of the supervisor:

Supervisor action	Message displayed on screen
No supervisor is present	<b>Missing Superv.</b>
The supervisor is busy	<b>is busy (*)</b> The DECT handset returns to the conversation state after expiry of a system timer.
The supervisor is in idle state	<b>is alerted (*)</b>
The supervisor answers	<b>in conversation (*)</b> When the communication with the supervisor is released, the DECT handset returns to the conversation state.

(\*): If configured in management, the supervisor name or directory number is also displayed on screen.

## DECT handset in end of communication

### 7.1 Transaction or business code

**Role:** This feature is used at the end of a conversation, to enter information that can be used for statistics.

At the end of a conversation, you may be prompted to enter a transaction or business code. In this case, the following screen is displayed:

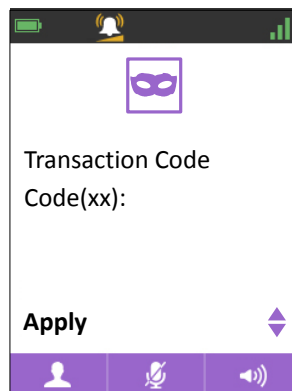


Figure 7.1: Screen example for transaction code entry

or

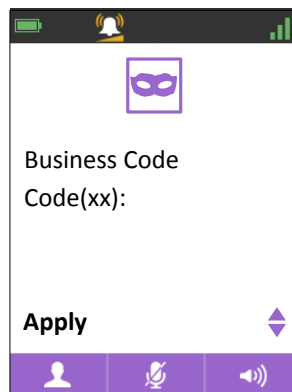


Figure 7.2: Screen example for business code entry

The number of digits that must be entered is indicated in brackets.

The following options are available for the code configuration:

Option	Meaning
Erase	To correct the last entered code digit
Delete	To delete the code
Apply	To validate the code
Cancel	To cancel code entry

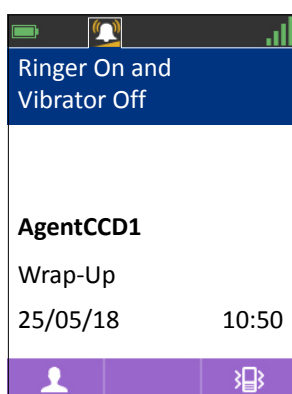
**Procedure:**

1. Enter the number of the code (transaction or business code)
2. Select the **Apply** option and press the **OK** key to validate code entry

**Result:** If the code has been entered before a system timer expires, the screen displays the **Code registered** message, and the DECT handset is either in **wrap-up**, **pause** or **idle** state.

## 7.2 Automatic wrap-up

**Role:** At the end of a communication or following the **transaction code** phase, the DECT handset can switch to the automatic **wrap-up** state (if configured in management). This phase is used to carry out non-telephone operation. During this period, your DECT handset is not available to receive calls.



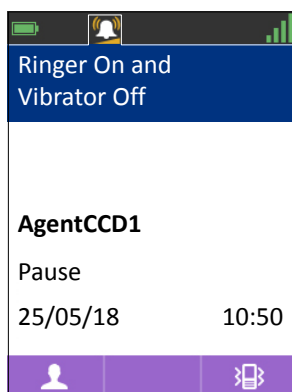
**Procedure:** To exit from the **wrap-up** phase, wait for the expiry of the wrap-up timer, or perform the following operations:

1. Press the down navigation key
2. Select the **Wrap-Up** option using the navigation keys and press the **OK** key
3. Select the **Call** option and press the **OK** key

**Result:** The DECT handset switches to the **pause** (between calls) state.

## 7.3 Pause between calls

**Role:** This phase starts as soon as the **wrap-up** phase is complete. The **pause** (between calls) phase allows you to handle personal (local and external) calls.



**Procedure:** To exit from the **pause** phase, press the switch on/off key (🔌), or wait for the expiry of the pause timer.

*Note:*

You can activate the **wrap-up** phase in pause:

1. Press the down navigation key
2. Select the **Wrap-Up** option using the navigation keys and press the **OK** key
3. Select the **Call** option and press the **OK** key

*The DECT handset switches to the **wrap-up** phase. At the end of wrap-up, the DECT handset returns to the **pause** phase.*

**Result:** The DECT handset switches to the **idle** state.

**Role:** This feature allows you to log out from the processing group and the Contact Center distribution (CCD or RSI).

**Prerequisite:** A pre-assigned or assigned agent can log out from the processing group when the DECT handset is in any of the following state: **idle**, **wrap-up** or **pause** state.



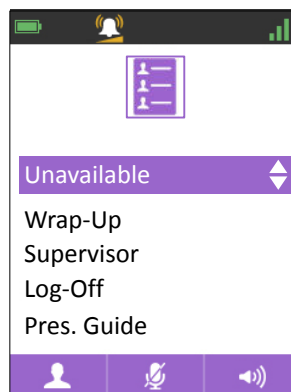
Figure 8.1: Example of DECT handset in **idle** state

**Procedure:**

1. Press either:

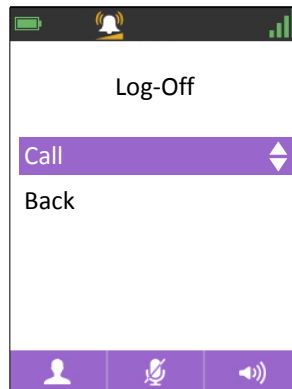
- The down navigation key (quick access)
- The menu key (⌵), and select the **Contacts** menu using the navigation keys

The CC features are displayed on screen



2. Select the **Log-Off** option and press the **OK** key

The **Log-Off** window is displayed



3. Select the **Call** option and press the **OK** key

*Note:*

*If you select the **Back** option, the DECT handset returns to its previous state.*

The **Password** window is displayed

4. Enter your password

*Note:*

*This password request is optional, as specified in system management.*

**Result:** Once logged off, the screen displays the **Log-Off regist.** message on screen, and the DECT handset returns to the business position.

**Caution:**

**Depending on system management, you may not be allowed to log out if you are the last assigned agent in the processing group.**