Alcatel-Lucent OmniTouch Contact Center - Standard Edition

Agent on deskphone with large display and 10 softkeys
Phone Guide R10.x

Alcatel·Lucent
Enterprise

Legal notice

Disclaimer

The CE mark indicates that this product conforms to the following Council Directives:

- 2014/53/EU for radio equipment
- 2014/35/EU and 2014/30/EU for non radio equipment (including wired Telecom Terminal Equipment)
- 2014/34/EU for ATEX equipment
- 2011/65/EU (RoHS)
- 2012/19/EU (WEEE)

CE

Agent on deskphone with large display and 10 softkeys

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Chapter

1 *About this document*

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

- Alcatel-Lucent 8 series sets (Alcatel-Lucent IP Touch 4038/4068 Phone)
- Alcatel-Lucent 9 series sets (Alcatel-Lucent 4039 Digital Phone)
- 8039 Premium DeskPhones
- 8038/8058s/8068/8068s/8078s Premium DeskPhones
- 8082 My IC Phone
- 8088 Smart DeskPhone (NOE mode only)

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 use 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 a 8038 Premium DeskPhone 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.

Chapter

2 *Contact Center feature keys*

On phone sets, Contact Center (CC) features are available via either dynamic keys (softkeys) or programmable keys.

Key layout is identical on all phone sets.

Softkeys
or programmable keys
(**perso** tab)

Figure 2.1: Key layout for 8038 Premium DeskPhone sets

2.1 CC features available via softkeys

Softkeys are associated with dynamic (context-sensitive) labels which change according to the current state of the set. Select a dynamic label using the navigation arrows (keys) and press the associated softkey to make your final selection.

Each dynamic label is associated to a particular CC feature:

Label	Meaning
Unavailable	To be in withdrawn position in the processing group (you are still available to receive internal or external personal calls)
WrapUp	To perform off-line tasks (you are not available for new calls)
Supervisor	To call directly a supervisor
Queue info	To check queue status
LogOff	To log out from a processing group and the Contact Center distribution
LogOn	To log on into a processing group and the Contact Center distribution

Label	Meaning
Private Info	To display business information about your private set (if private agent number configured)
Welcome guide	To manage your welcome guide message
ACR manage.	To activate/deactivate your ISM skills in the context of the Advanced Call Routing (ACR) application
Email	To indicate you are in email state on your desktop application
Chat	To indicate you are in chat state on your desktop application
Campaign	To indicate you are in campaign state on your desktop application
Callback	To indicate you are in callback state on your desktop application

2.2 CC features available via programmable keys

Programmable keys are pre-programmed to provide quick access to CC features. These programmable keys are associated to your agent's directory number, and accessible, either via:

- The **Perso** tab on the set screen
- Additional key modules (10-key, 14-key or 40-key module) connected to the set

The CC features that can be programmed on these keys are:

Programmable Keys	Meaning
Headset	To turn the headset feature on/off
Forward	To enable/disable general forwarding of any pilot
Pilot x fwd	To enable/disable general forwarding of a preselected pilot
Close/Open	To manually close/open the processing group to which you are assigned

Chapter

3 *Set logon*

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.

Prerequisite: This feature is accessible when your set is idle, declared as **ACD authorized phone set** (**LogOn** softkey present on screen), and associated to an agent directory number.
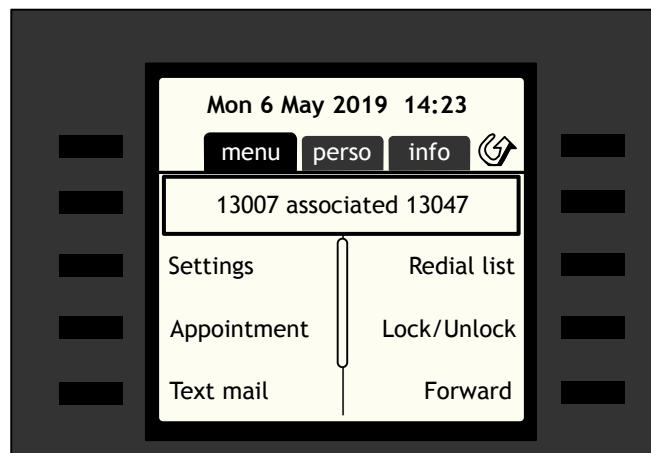
Note:
*The **LogOn** softkey position depends on system management. By default, the **LogOn** softkey is in position 8 in the menu tab.*

Procedure:

1. Press the **LogOn** softkey

The following screen is displayed:

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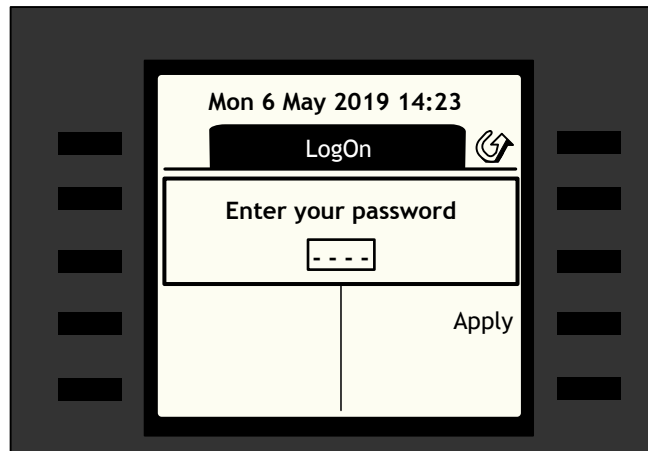
Note:

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

2. Enter your password and press the **Apply** softkey

- 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:

- Either your assigned processing group number
- Or press the **List** softkey, then select the number of the processing group that you want to join

Note:

You may be prompted to activate your headset at this moment. If it is the case, refer to: Activating the headset feature on logon on page 13.

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

Agent state	Message displayed on screen
Pre-assigned agent	**Pre-assigned Agent**
Agent assigned and available in an open processing group	**Available Agent**
Agent assigned and unavailable for an open processing group	**Agent Unavailable (*)**
Agent assigned and available in a manually closed processing group	**PG Manu. Closed**
Agent assigned and unavailable in a manually closed processing group	**PG Manu. Closed (*)**
Agent assigned and unavailable in an automatically closed processing group	**PG Auto. Closed (*)**

(*): A selected check box is displayed next to the **Unavailable** softkey.

Example: The following screen displays an agent assigned and available in an open processing group:
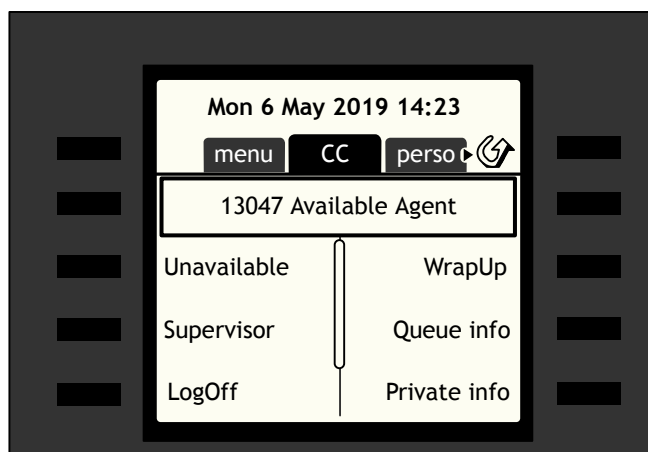
3.3 Logging on with identification (mobile agent)

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

Prerequisite: This feature is accessible when your set is idle, declared as **ACD authorized phone set** (**LogOn** softkey present on screen), and not associated to an agent.

Chapter 3 Set logon
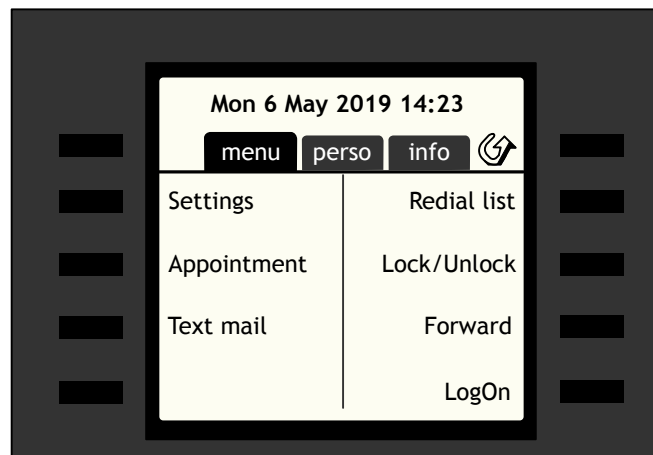

Procedure:

1. Press the **LogOn** softkey

The following screen is displayed:
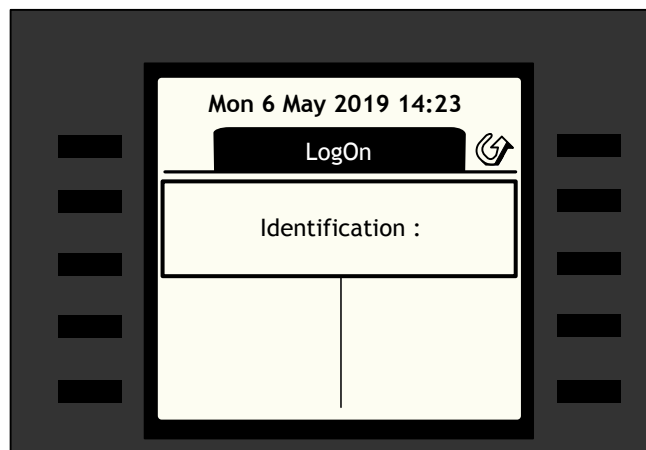
2. Enter your identification number (agent directory number)

The following screen is displayed:
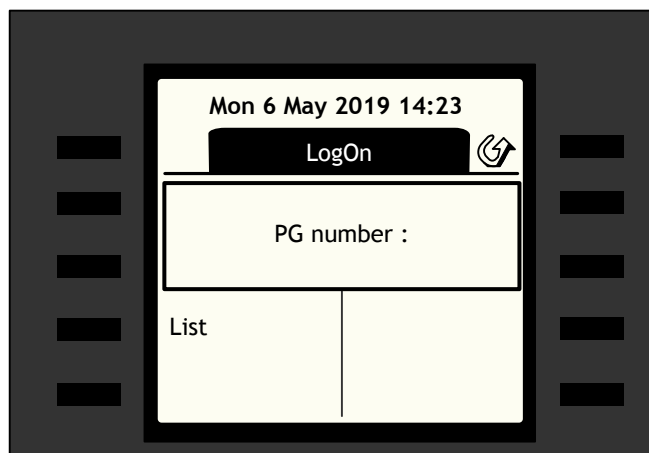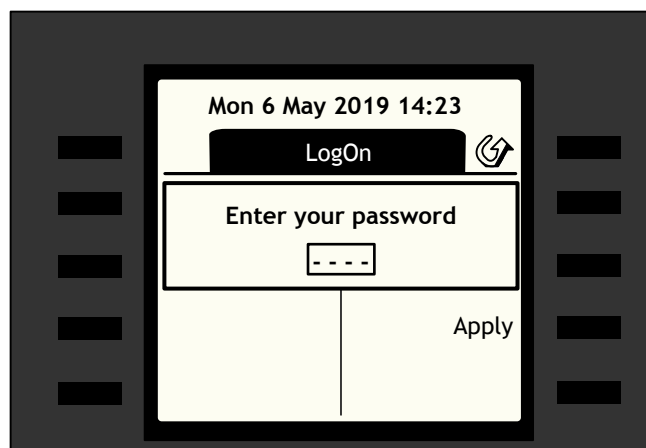
Note:

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

3. Enter your password and press the **Apply** softkey

- 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:

```
           Mon 6 May 2019 14:23
                 LogOn

               PG number :

    List
```

Enter:

- Either your assigned processing group number
- Or press the **List** softkey, then select the number of the processing group that you want to join

Note:

You may be prompted to activate your headset at this moment. If it is the case, refer to: Activating the headset feature on logon on page 13.

Result: Once activated, the screen displays your agent directory number and a message which differs according to agent state. The possible agent states are the same as for the **LogOn without identification** (see Logging on without identification (fixed agent) on page 9)
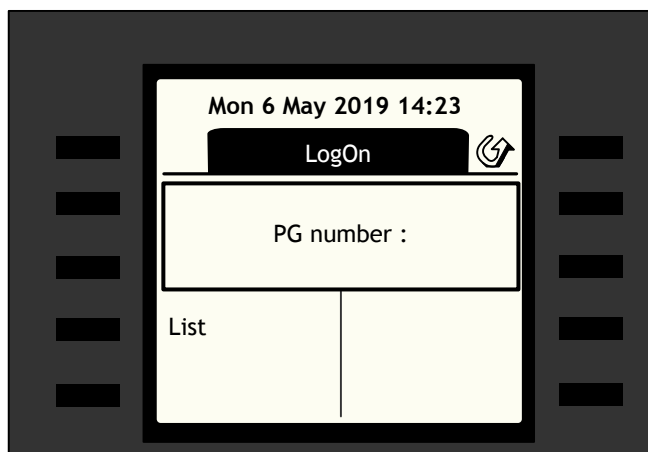
3.4 Activating the headset feature on logon

Role: This feature allows you to activate your headset on logon.

Prerequisite: This feature is accessible if your agent settings provide the **Headset** programmable key. If you are assigned to a processing group for which the **Headset mandatory** parameter is validated, your headset is activated by default.

Once logged on to the set, the display shows:

Mon 6 May 2019 14:23

LogOn

Activ headset function.

Cancel   Apply
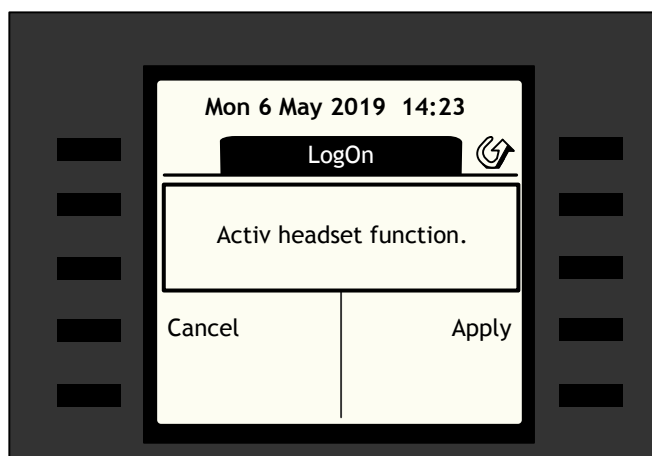
Procedure: press the **Apply** softkey to activate the headset feature.

Result: Once activated, the set is idle (see: Idle set on page 15), and a selected check box is displayed next to the **Headset** programmable key (**perso** tab or additional key module).

Chapter

4   *Idle set*

4.1 Overview

When the set is idle, the **CC** tab displays on screen, for example:

When you press successively the down navigation key, the screen changes and provides access to softkeys dedicated to CC features (see: CC features available via softkeys on page 7).

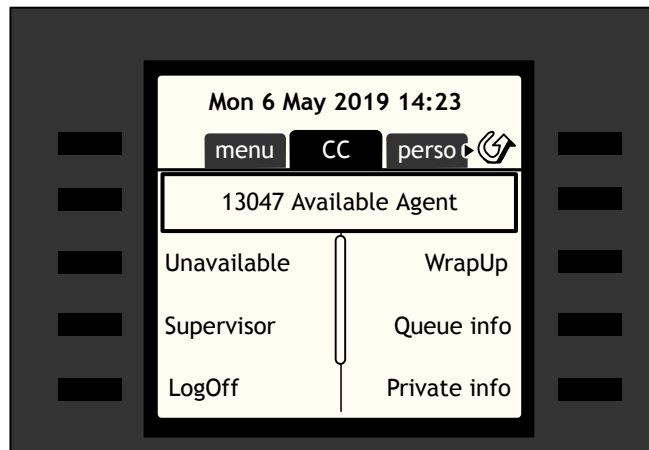If you select the **perso** tab (or use an additional key module), you may have access to programmable keys dedicated to CC features (if configured in management) (see: CC features available via programmable keys on page 8).

4.2 Agent language

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

Procedure:

1. Select the **menu** tab using the navigation keys (left or right)
2. Use the softkeys to go to: **Settings** > **Phone** > **language**
3. Enter your password and press the **Apply** softkey
4. Select the language of your choice, and press the **OK** button

Result: The selected language interface is immediately applied to the set.

4.3 Set information

4.3.1 Agent information

Role: This feature allows you to display information associated to your agent characteristics.

Procedure: Select the **info** tab using the navigation keys (left or right).

Result: The information displayed on screen are:

- Agent characteristics such as: name, directory number, processing group to which you are assigned, and private number (if configured)
- The status of telephone features associated to your agent characteristics, such as: new messages, unanswered calls, call forwarding (if activated)

4.3.2 Private information

Role: This feature allows you to display your private information (if a private agent number is configured in management).

Procedure: Select the **CC** tab using the navigation keys (left or right), and press the **Private info** softkey.

Result: The information displayed on screen depends on your private number:

- If your private number is your agent number, the information displayed are identical to those of the **info** tab (see: Agent information on page 15)
- If your private number is a number other than your agent number (business set for example), the information displayed only concerns your private number (private set characteristics and status of the telephone features associated to the private set characteristics)

4.4 Set in multimedia state (Email, Chat, Campaign, or Callback)

Role: This feature displays your current multimedia state on phone 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

4.5 Queue supervision on LED

The LED of your set provides information on the presence of queued calls or the saturation of one of the queues serviced by your processing group.

The available LED states are:

LED state	Meaning
Orange flashing	At least, one queue is saturated
Orange steady on	At least, one call is queued
Green flashing	At least, one message (voice or text) and/or one callback request queued on your set
Off	No message and/or one callback request queued on your set, no call queued and no queue is saturated

4.6 Temporary unavailability

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

Prerequisite: This feature is available when your set is either in **idle**, **wrap-up** or **pause** (between calls) state.
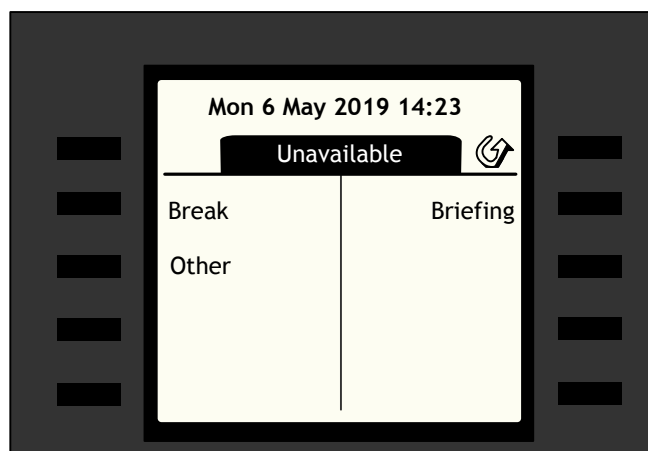
Procedure: Example when the set is in **idle** state:
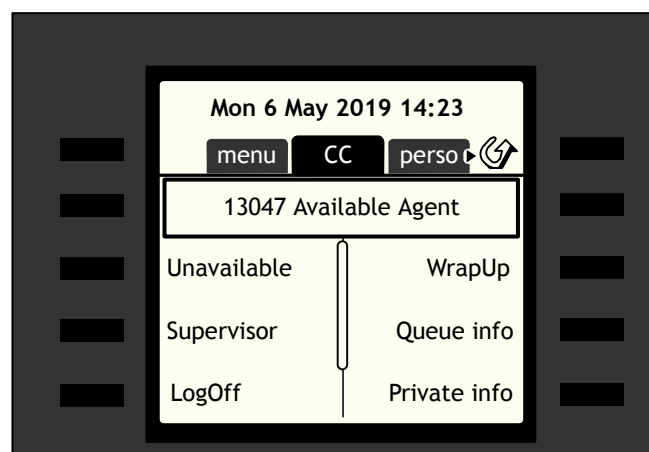
The procedure is identical when the set is in **wrap-up** or **pause** state.

  1. Press the **Unavailable** softkey

   The following screen is displayed:

Note:
Each of these softkeys represents a type of temporary unavailability taken into account for statistics. There can be up to nine different unavailability types.

2. If there are several unavailability types displayed on screen, press the softkey corresponding to the type of unavailability that you want to apply to your set

Result: Once activated, the following screen is displayed:
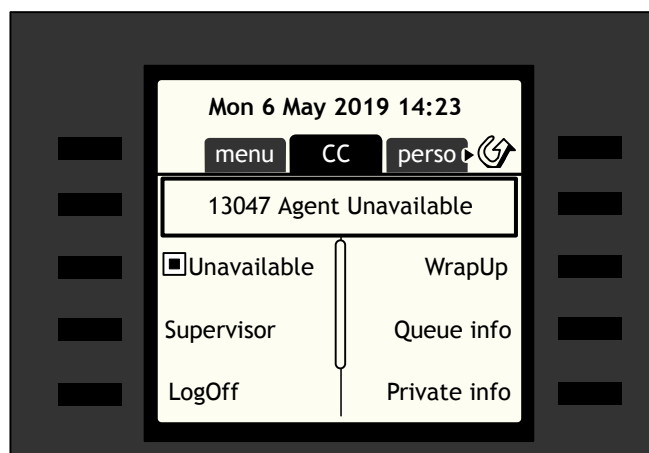
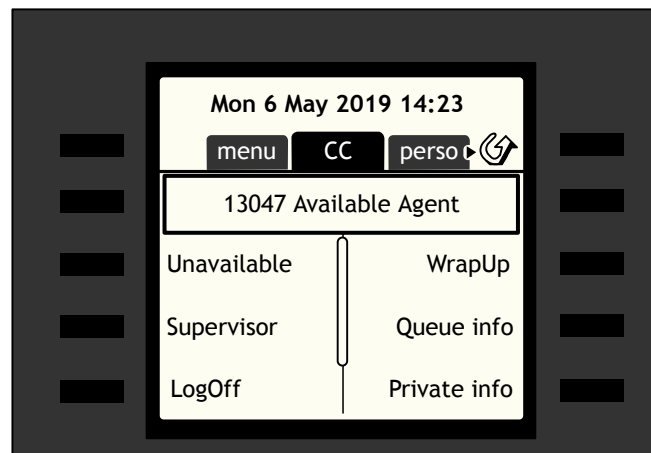A selected check box is displayed next to the **Unavailable** softkey.

To exit from the temporary unavailability and come back to the previous state, press the **Unavailable** softkey again.

4.7 Manual wrap-up

Role: This feature allows you carry out non telephone operations without being interrupted by calls.

Prerequisite: This feature is available if your set is in **idle** or **pause** (between calls) state.
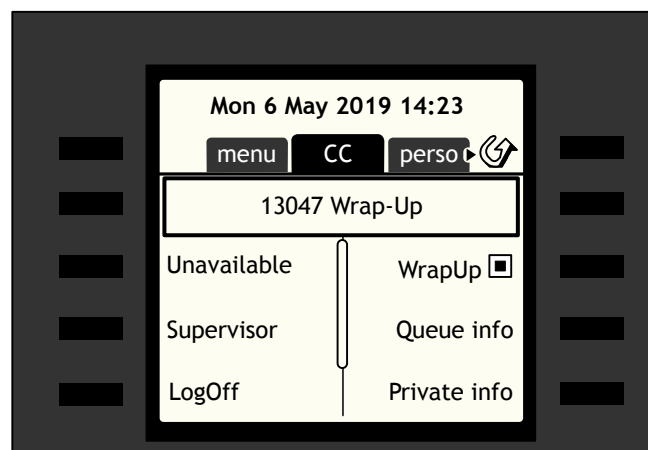
Procedure: Example when the set is in **idle** state:

The procedure is identical when the set is in **pause** state.

1. Press the **WrapUp** softkey

The following screen is displayed:

A selected check box is displayed next to the **WrapUp** softkey.

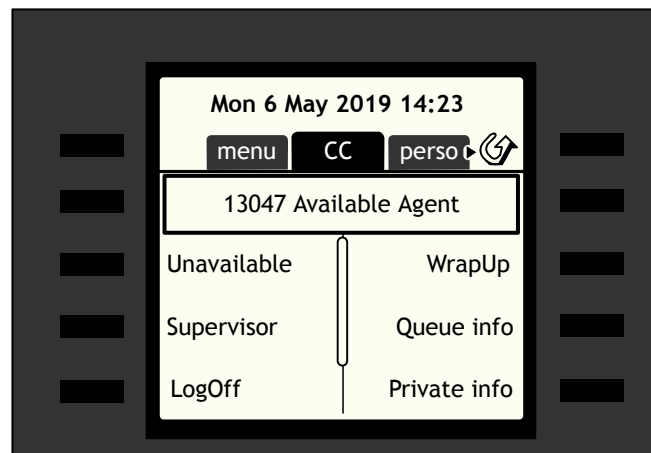**2.** To exit from the **wrap-up** state and come back to the previous state, press the **WrapUp** softkey or wait for the expiration of the **wrap-up** timer

4.8 Supervisor call

Role: This feature allows you to call the supervisor.

Prerequisite: This feature is available if your set is in **idle**, **wrap-up** or **pause** (between calls) state.

Procedure: Example when the set is in **idle** state:
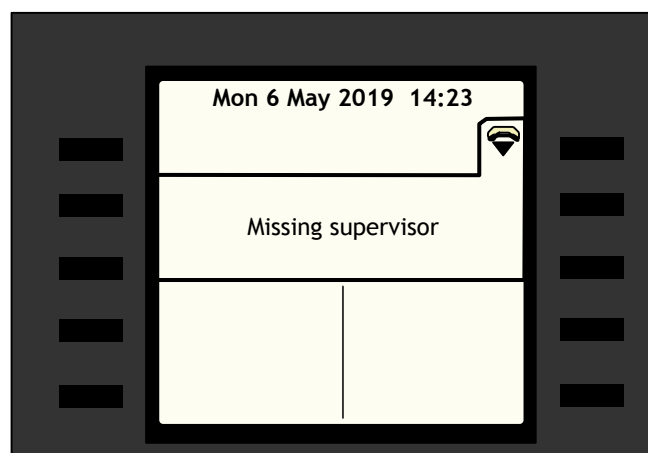
The procedure is identical when the set is in **wrap-up** or **pause** state.
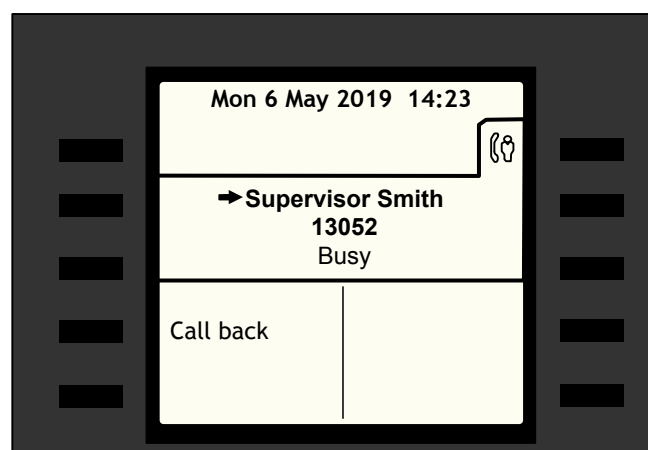
Press the **Supervisor** softkey.

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 screen is temporarily displayed:
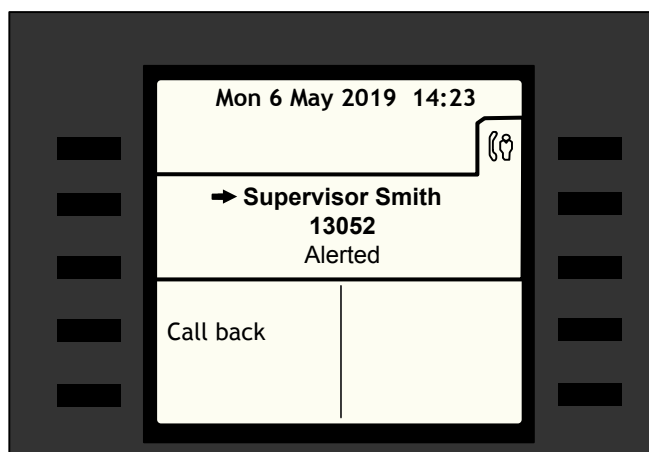

- If the supervisor is busy, the following screen is displayed:

You can ask the supervisor to call you back by pressing the **Call back** softkey.

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

You can ask the supervisor to call you back by pressing the **Call back** softkey.

- When the supervisor answers, the following screen is displayed:
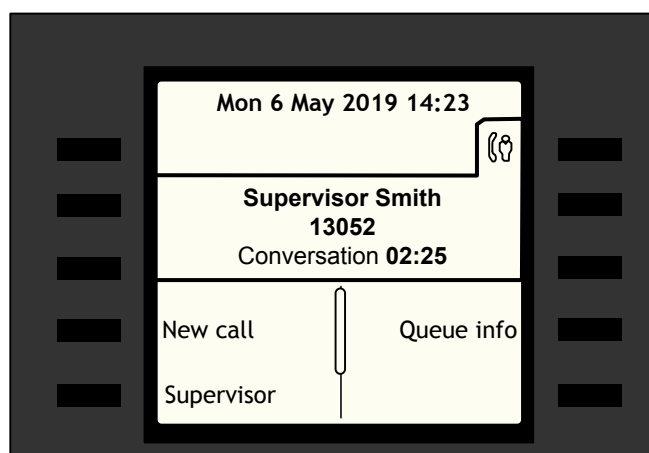
The following softkeys are available:

Softkey	Meaning
New call	To make a new call (consultation call)
Supervisor	To call directly other supervisor
Queue info	To display the waiting calls in the processing group

4.9 Information on queued calls

Role: This feature allows you to display information on calls waiting in queues serviced by the processing group in which you are assigned.

Prerequisite: This feature is available if your set is in **idle**, **wrap-up** or **pause** (between calls) state.

Procedure: Example when the set is in **idle** state:
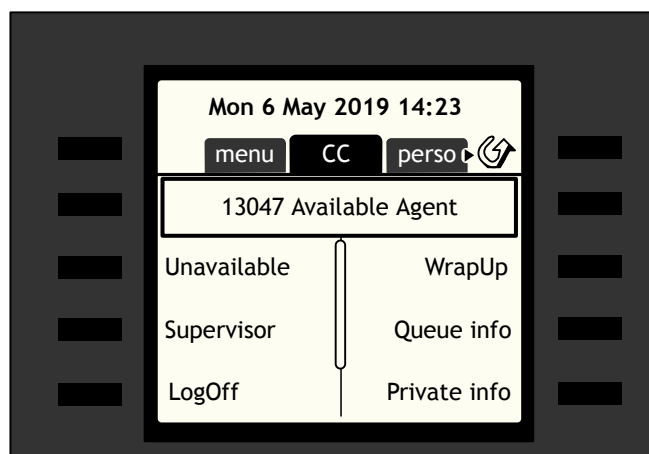
The procedure is identical when the set is in **wrap-up** or **pause** state.

Press the **Queue info** softkey.

Result: Once activated, the following screen is displayed:

The queue information displayed on screen is:

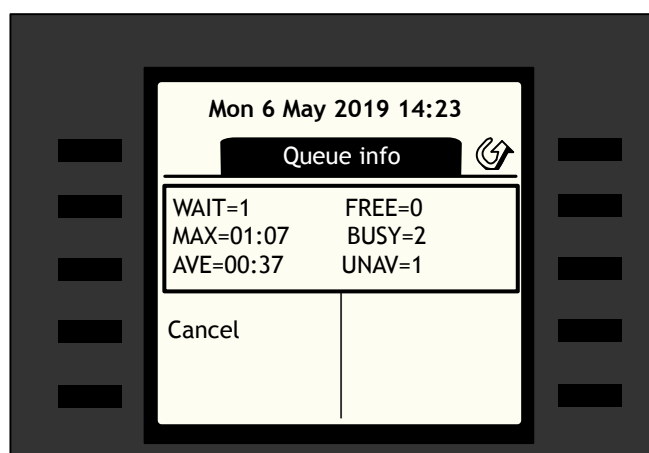| Label	Meaning
WAI	Number of calls waiting in all the queues serviced by the processing group
MAX	Longest waiting time in one of the queues serviced by the processing group
AVE	Average waiting time during a given time period in the queue containing the call that has been queued the longest
FREE	Number of free agents in the processing group
BUSY	Number of busy agents in the processing group
UNAV	Number of agents unavailable for the processing group

To exit from the **Queue Info** screen, press the **Cancel** softkey or wait for the end of the timer.

The set returns to the previous state (**idle**, **wrap-up** or **pause**).

4.10 Agent welcome guide

Role: This feature allows you to program an agent welcome guide on your set. This welcome guide (also called presentation guide) is played to external callers when you pick up the set to answer calls. The **End of guide** softkey allows you to stop playing your agent welcome guide.

Prerequisite: This feature is accessible if your agent state is: **Available Agent** or **Pre-assigned Agent**.

Procedure: Example when your agent state is **Available Agent**:
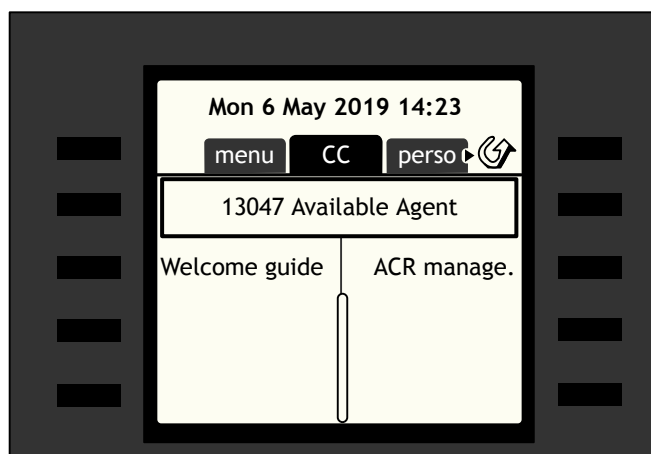
The procedure is identical when your agent state is **Pre-assigned Agent**.

Press the **Welcome guide** softkey.

Result: Once activated, the following screen is displayed:

You can configure your agent welcome guide via the following softkeys:

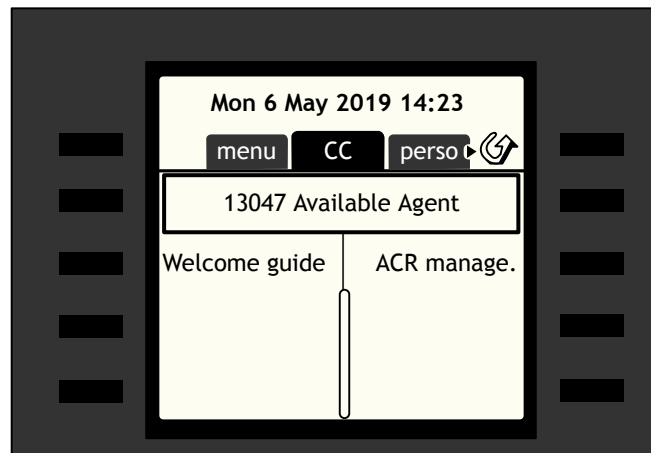| Softkey	Meaning
Record	To record a welcome guide
Download	To download the welcome guides you have previously recorded
Apply	To select the welcome guide to be played to callers
Listen	To listen to the welcome guide played to callers

4.11 Activating/deactivating ISM skills

This feature is activated if it is managed by the system.

Role: This feature allows you to activate or deactivate your ISM skills in the framework of the ACR application.

Prerequisite: This feature is available if your set is in **idle** state.

Procedure: Press the down navigation key.

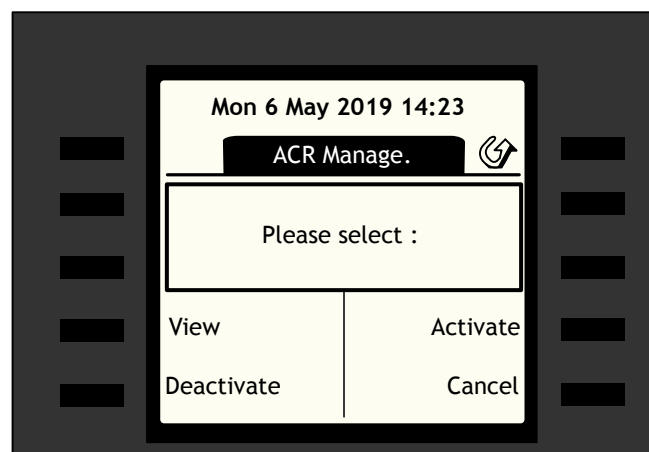The following screen is displayed:

4.11.1 Activating/deactivating ISM skill by skill

Procedure:

**1.** Press the **ACR manage.** softkey

The following screen is displayed:

You can configure your ISM skills via the following softkeys:

Softkey	Meaning
View	To view all your skills
Activate	To activate all your skills
Deactivate	To deactivate all your skills
Cancel	To return to the previous state

2. To access the complete list of skills, press the **View** softkey
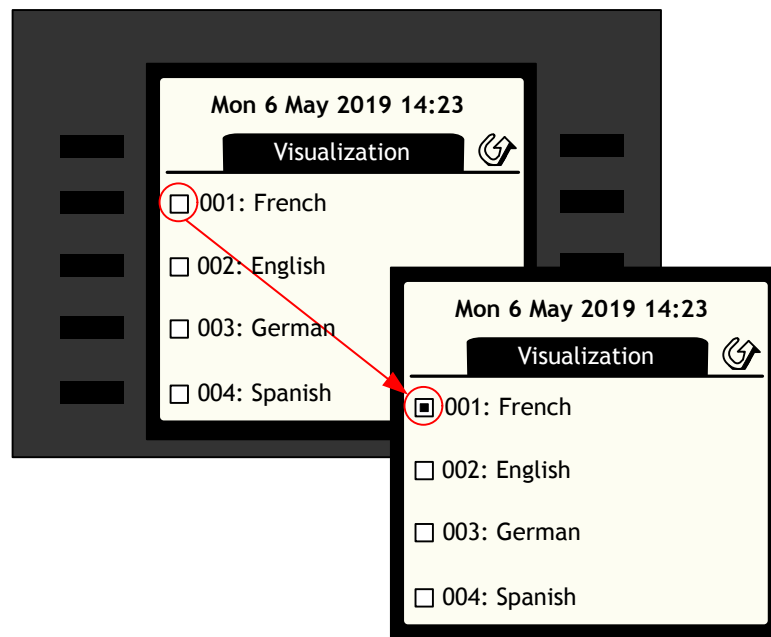
For example, the following screen is displayed:
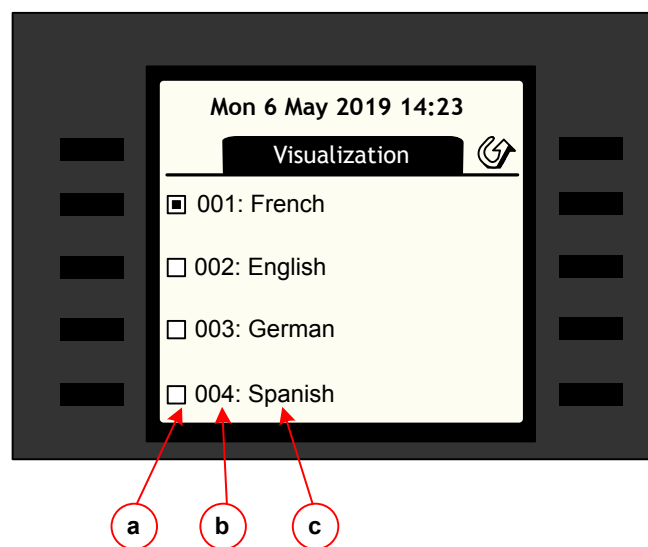
This screen displays your agent skills. Each skill consists of:

1. The activation state of the skill. A checked box indicates that the skill is activated
2. The skill number
3. The skill name

3. To **activate** or **deactivate** a skill, press the softkey in front of the target skill

The check box indicates skill activation:

4. Repeat step **3.** to activate or deactivate other agent skills

5. Press the **C** key to return to the ACR management menu

4.11.2 Activating/deactivating all your ISM skills

Note:
Unlike selective activation/deactivation of skills, global activation/deactivation of skills is performed with the ***Activate/Deactivate*** *softkeys.*

Procedure:

1. From your set in **idle** state, press the **ACR manage.** softkey

The following screen is displayed:
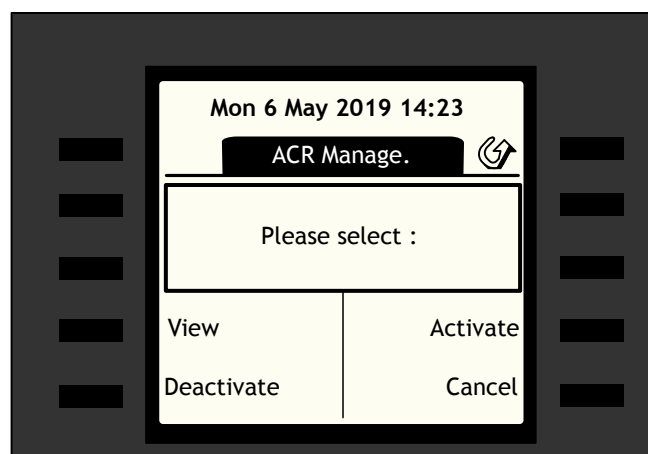
2. To activate or deactivate all of your agent skills, press the **Activate** or **Deactivate** softkeys

Depending on the softkey pressed, one of the following screens is displayed:

3. Press the **Apply** softkey

Depending on the softkey previously pressed (step **2.**), one of the following screens is displayed:

4.12 Headset use

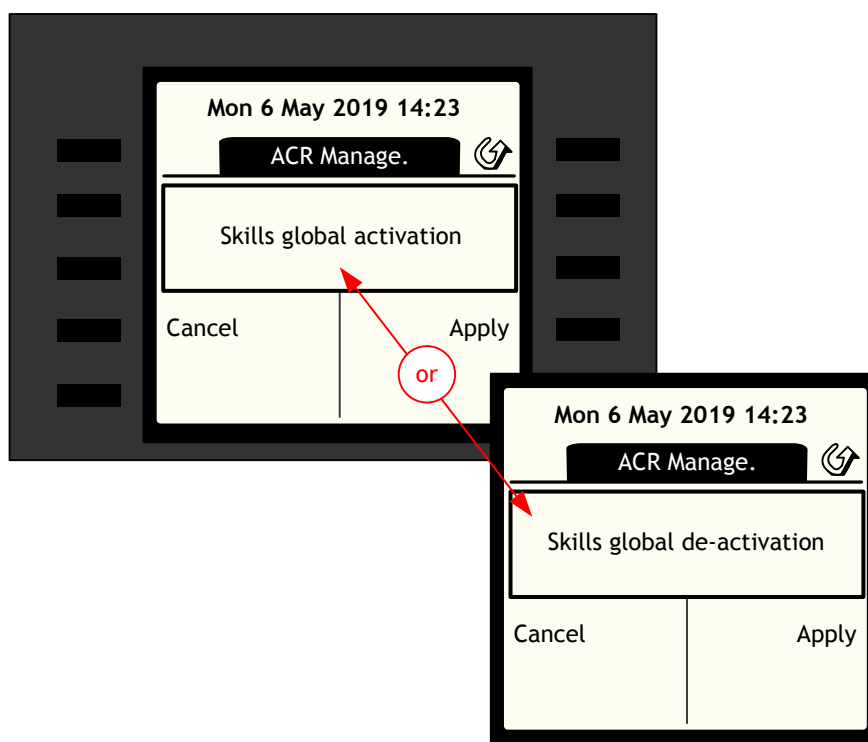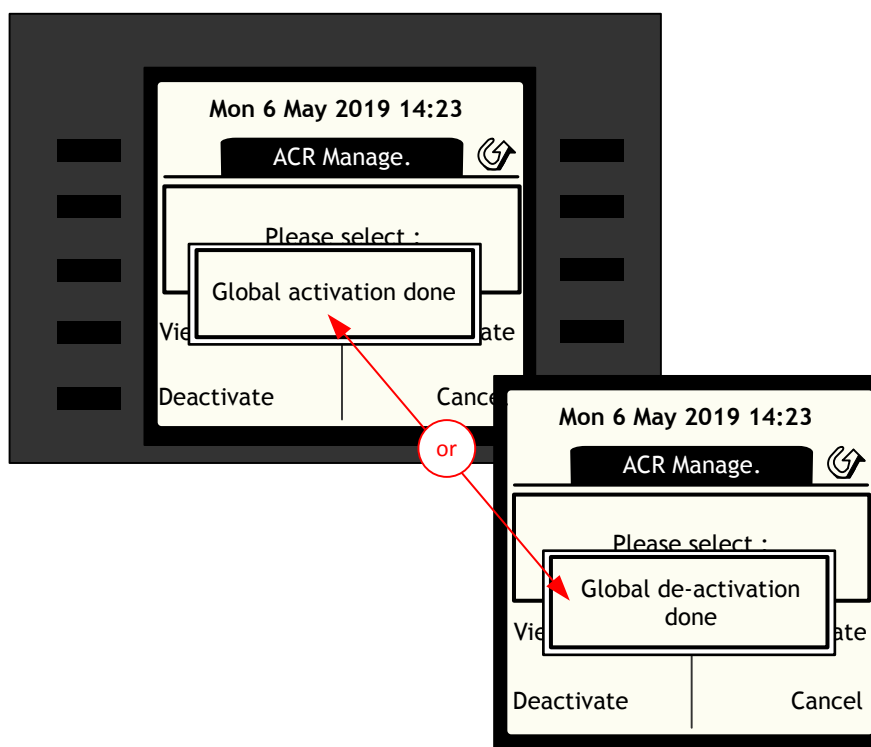**Role**: The headset feature allows you to replace the handset receiver with an audio headset.

Prerequisite: This feature is available if your agent settings include the **Headset** programmable key. This programmable key is located either on the **perso** tab, or a key on an additional module (if connected to the set).

Procedure: Press the **Headset** programmable key.

Result: The check box next to the **Headset** programmable key is selected.
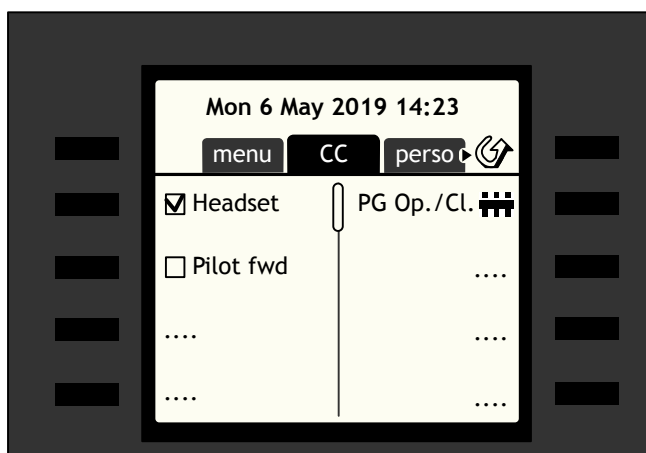
The **Mute** key is used to activate or deactivate automatic answer.

4.13 Pilot general forwarding

4.13.1 Activating the pilot general forwarding

Role: This feature allows you to place a specific pilot or the pilot of your choice in general forwarding. All incoming calls on this pilot are handled by the general forwarding system (a voice guide, a phone number or a call distribution rule).

1. General forwarding using the programmable key without a specific pilot number:

Prerequisite: This feature is available if your agent settings include the key programmed for the pilot general forwarding (default name: **Pilot Fwd**). This programmable key is located either on the **Perso** tab, or a key on an additional module (if connected to the set).
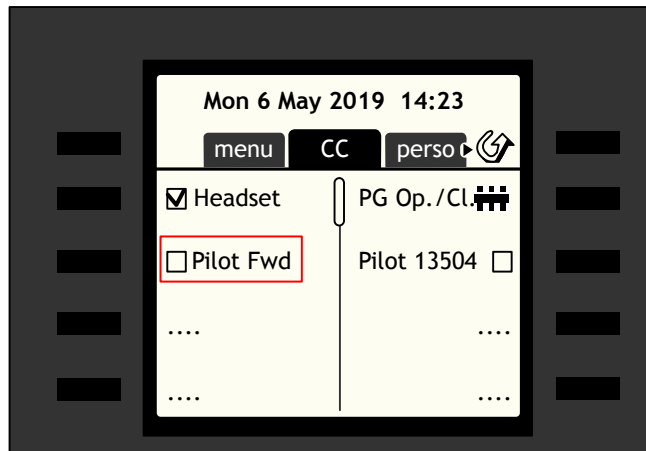
Procedure: To place a pilot in general forwarding:

1. Press the **Pilot Fwd** programmable key

The following screen is displayed:

2. Enter the pilot number or press the **List** softkey to select the target pilot

If the pilot number is correct, the following screen is displayed:
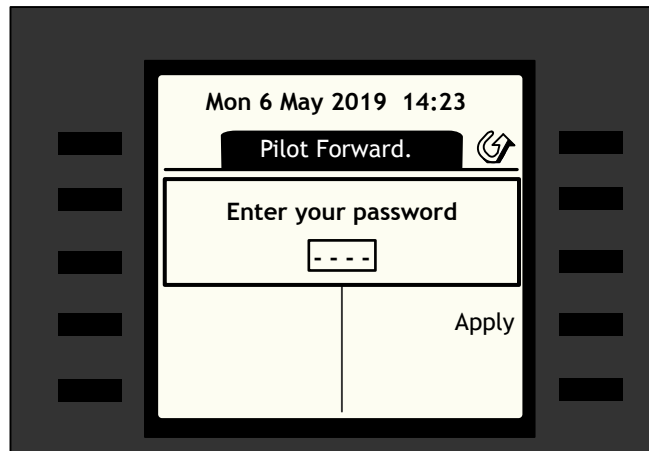
3. Enter your password and press the **Apply** softkey

If the password is correct, the following screen is displayed:

4. Press **Apply** softkey to confirm pilot general forwarding

Result: A confirmation message is temporarily displayed on screen, and the set comes back to its previous state.

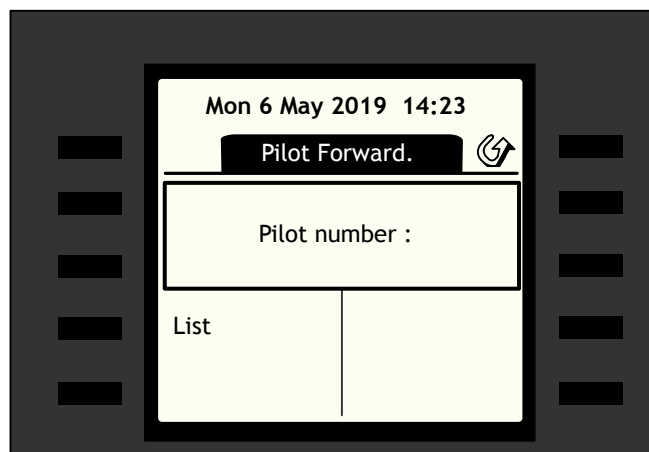**2.** General forwarding of a specific pilot using its associated programmable key:

Prerequisite: This feature is available if your agent settings include the key programmed to set a specific pilot in general forwarding. This programmable key is located either on the **Perso** tab, or a key on an additional module (if connected to the set).

Procedure: To activate general forwarding of a specific pilot:

1. Press the programmable key associated to the specific pilot (`Pilot 13504` in the example above)
2. Enter your password
3. Press the **Apply** softkey to confirm this specific pilot general forwarding

   Result: A confirmation message is temporarily displayed on screen, and the set comes back to its previous state.

4.13.2 Cancelling the pilot general forwarding

1. General forwarding cancellation using the **Pilot Fwd** programmable key (no specific pilot number):

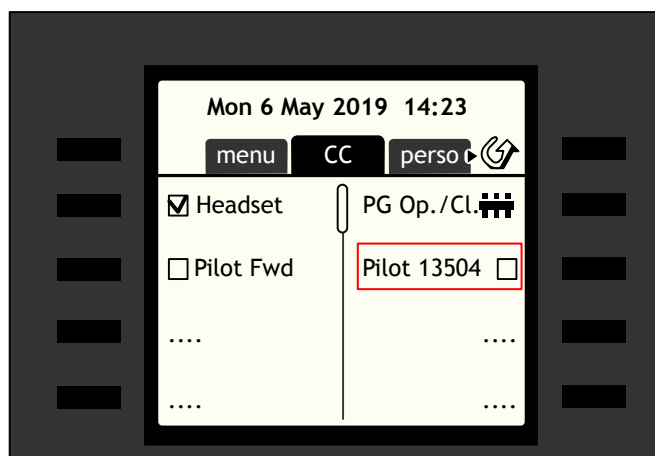   **Procedure**: To cancel general forwarding for a pilot:

1. Press the **Pilot Fwd** programmable key

   The following screen is displayed:
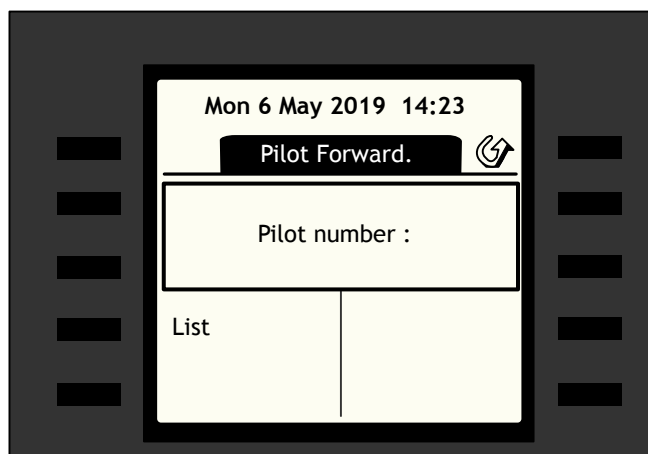
2. Enter the pilot number or press the **List** softkey to select the pilot to put in general forwarding
3. Enter your password and press the **Apply** softkey

   If the password is correct, the following screen is displayed:
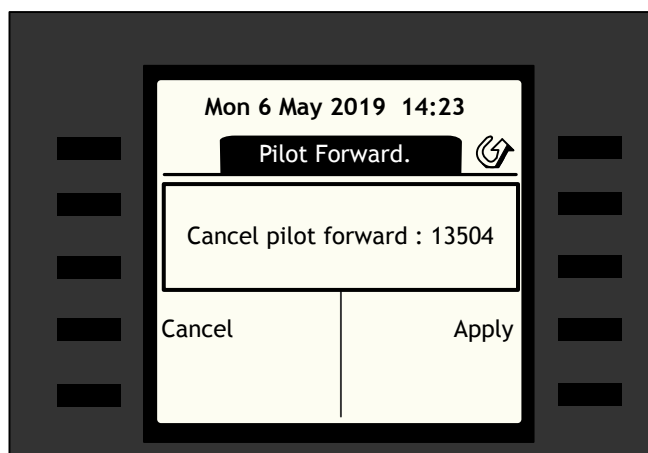
4. Press the **Apply** softkey to cancel the pilot general forwarding

Result: A confirmation message is temporarily displayed on screen, and the set comes back to its previous state.

2. General forwarding cancellation of a specific pilot using its associated programmable key:

Procedure: To cancel general forwarding of a specific pilot:

1. Press the general forwarding programmable key associated to the specific pilot
2. Enter your password
3. Press the **Apply** softkey to cancel this specific pilot general forwarding

Result: A confirmation message is temporarily displayed on screen, and the set comes back to its previous state.

4.14 Manual closing/opening of a group

4.14.1 Closing manually a group

Role: This feature allows you to close the processing group to which you are assigned and logged on. When closed, the processing group cannot process incoming CC calls.

Prerequisite: This feature is available when your agent settings include the **PG Op./Cl.** programmable key. This programmable key is located either on the **Perso** tab, or on a key on an additional module (if connected to the set).

Procedure:

1. Press the **PG Op./Cl.** programmable key

The following screen is displayed:

```
Mon 6 May 2019  14:23
     PG closure           ↻

   Enter your password
        - - - -


                    Apply
```

2. Enter your password

If the password is correct, the following screen is displayed:

```
Mon 6 May 2019  14:23
     PG closure           ↻

    PG closure : PG 1


Cancel              Apply
```
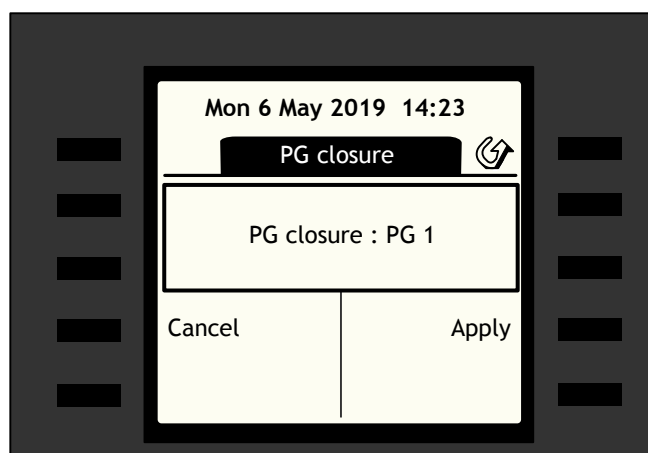
3. Press the **Apply** softkey to close the processing group
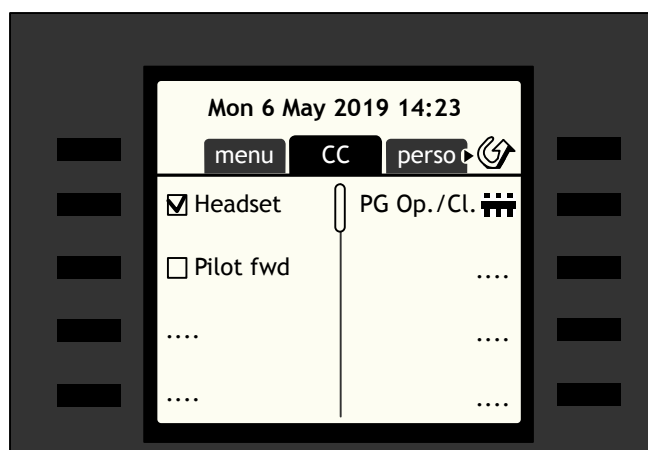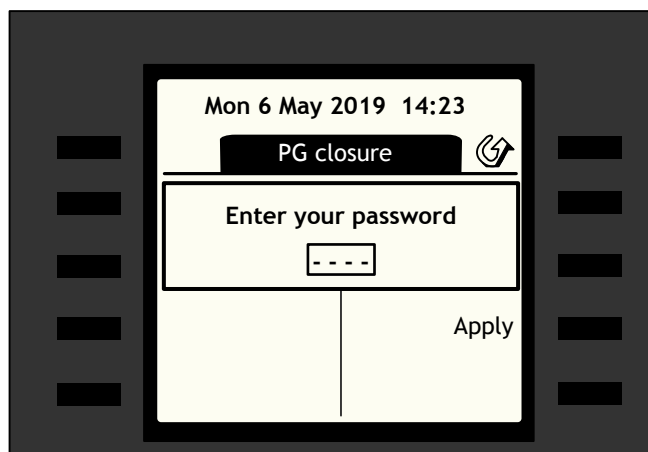
Result: A confirmation message is temporarily displayed on screen, and the set comes back to its previous state. Processing group closure is indicated on screen by the **PG Manu. Closed** message, and the ⚙ icon next to the **PG Op./Cl.** programmable key.

4.14.2 Opening a processing group manually

Role: This feature allows you to open the processing group to which you are assigned. Once opened, a processing group can process incoming CC calls.

Prerequisite: This feature is available when your agent settings include the **PG Op./Cl.** programmable key, and the associated icon is set to ⚙. This programmable key is located either on the **Perso** tab, or on a key on an additional module (if connected to the set).

Procedure:

1. Press the **PG Op./Cl.** programmable key

The following screen is displayed:
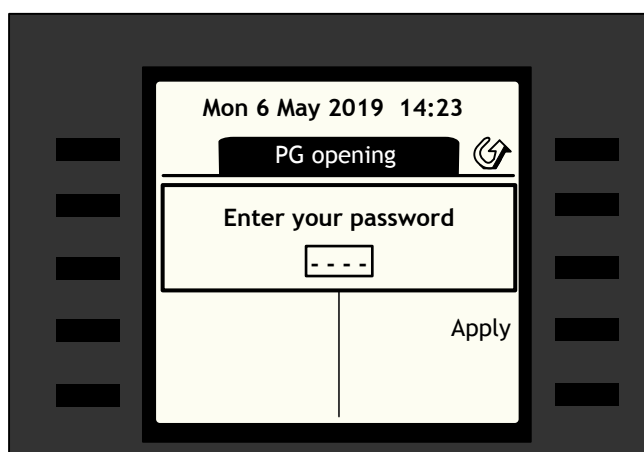
2. Enter your password

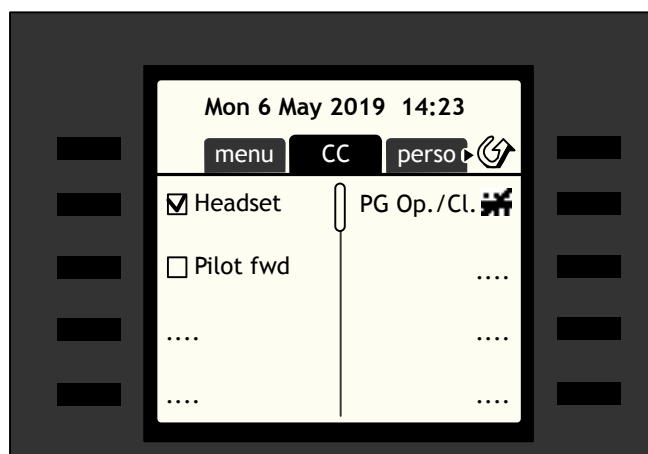If the password is correct, the following screen is displayed:
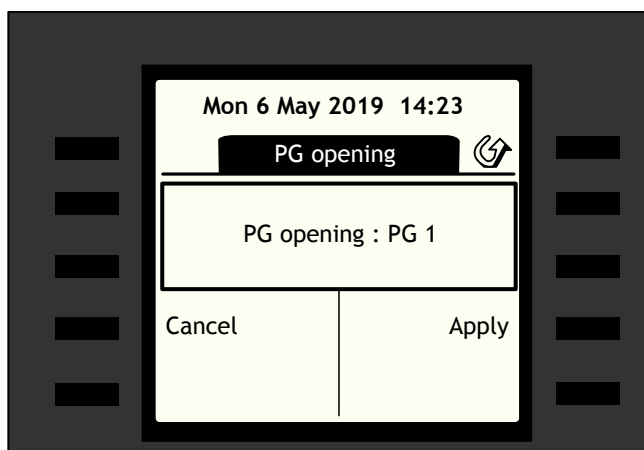
3. Press the **Apply** softkey to open the processing group

Result: The state of the icon next to the **PG Op./Cl.** programmable key also takes into account the automatic closing/opening of the corresponding group, handled by the Contact Center:

Icon state	Meaning
⊞ (steady)	Processing group opened manually
⊠ (steady)	Processing group closed manually
⊞ (flashing)	Processing group opened automatically
⊠ (flashing)	Processing group closed automatically

5 *Ringing set*

5.1 Overview

When your set 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
  - Waiting time in the CC call distribution

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

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

Take the call by pressing the **Take call** softkey.

5.3 Direct CC call

When your set rings, the screen displays:

Mon 6 May 2019 14:23

0298003. Pilot1
DIRECT CALL
Calling

Silent   Take call

DIRECT CALL means that it is a CC direct call.

Take the call by pressing the **Take call** softkey.

5.4 Private call

When your set rings, the screen displays:

Mon 6 May 2019 14:23

Brooks Alan
13023
Calling

Silent   Take call
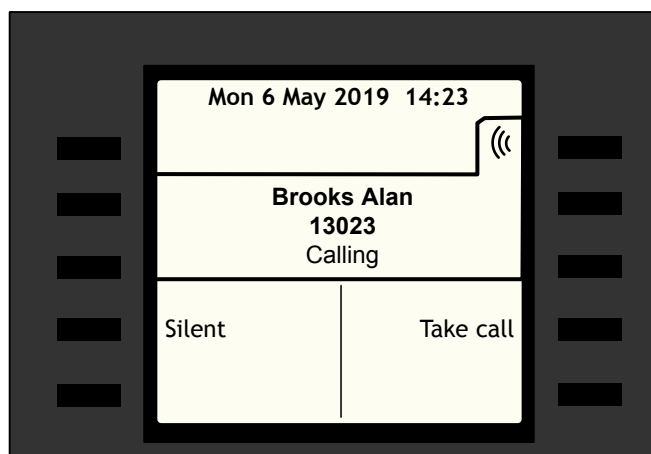
Depending on the selected configuration, the screen displays:

•   The caller number followed by the called name
•   Or the caller name followed by the called number

Take the call by pressing the **Take call** softkey.

5.5 Call Forwarded to the Contact Center

Depending on the selected configuration, when a call is forwarded to the Contact Center and routed to your set, your set 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.

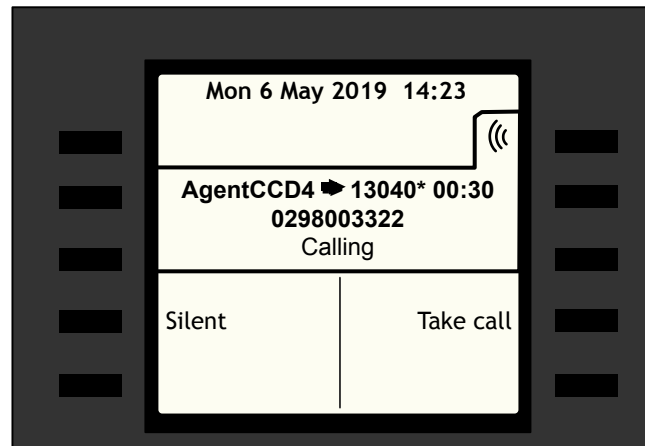The second line displays the caller characteristics.

Example when the set rings on a forwarded call:

```
            Mon 6 May 2019  14:23
                                      (((

        AgentCCD4 ➡ 13040* 00:30
               0298003322
                 Calling

        Silent              Take call
```

To take the call, press the **Take call** softkey.

Note:
This display format also applies when a CC call is transferred to a pilot by another agent and routed to your set 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.

Chapter

6 *Set in communication*

6.1 Overview

When in communication, the screen displays, for example:
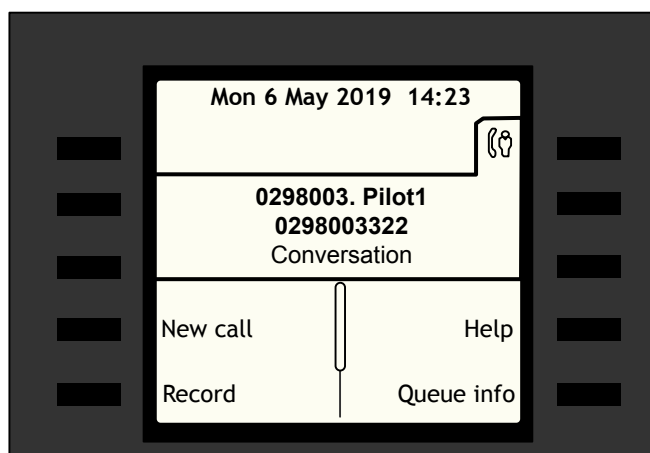
When you press successively the down navigation key, the screen changes and provides access to softkeys dedicated to telephone features:

| Label	Meaning
New call	To make a call (consultation call)
Help	To request supervisor help
Queue info	To view information on the queued CC calls
Record	To record the communication
Supervisor	To call directly a supervisor
Send DTMF	To dial DTMF digits
Park the call	To put the call on hold. This call can be picked by any other set

Note:
The softkey position on screen depends on system management.

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 set is in CC communication:
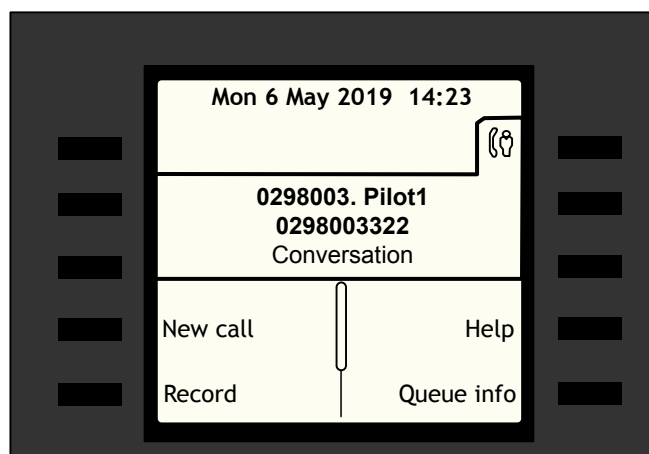
Press the **Help** softkey to request help from a supervisor belonging to your processing group.

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	**Missing supervisor** The set returns to the conversation state after expiry of a system timer.
The supervisor is not free (help request refused)	**Busy supervisor** The set returns to the conversation state after expiry of a system timer.
The supervisor is free	**Supervisor help** followed by the supervisor name or directory number (if configured in system management) **(*)**. If the supervisor does not do anything, the help request remains active permanently (the message **Supervisor help** is always displayed on screen). To cancel the help request, press the **Cancel** 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 **Conversation**.

(*): During the help request:

• You are still in conversation with the caller. To cancel the help request, press the **Cancel** softkey.

Mon 6 May 2019 14:23

Help

Supervisor help : Superv1

Cancel
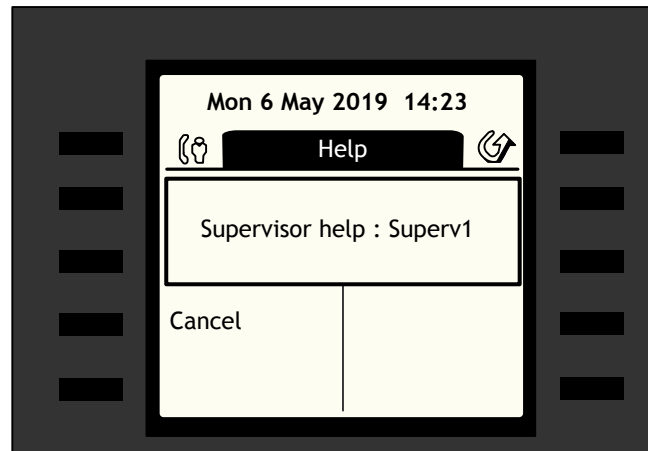
- The supervisor can perform any of the following operations:

| Supervisor action	Message displayed on screen
Listen the conversation	**Supervisor listening**
Normal intrusion into the conversation	**Normal intrusion**
Restricted intrusion into the conversation without indicating his/her presence to the external caller	**Restrict. intrusion**

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 set is being monitored.*

6.3 Conversation recording

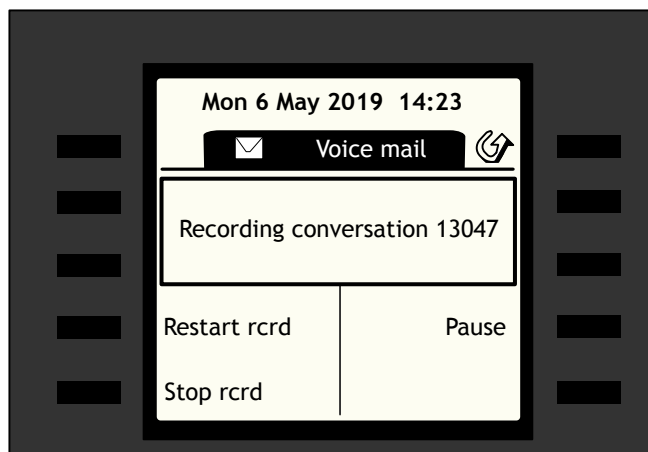**Role**: This feature allows you to record an external or internal conversation.

Prerequisite: This feature is available if you have a voice mailbox configured in the system. This voice mailbox allows you to listen to the recorded conversations.

Procedure: Example when the set is in CC communication:

Mon 6 May 2019 14:23

0298003. Pilot1
0298003322
Conversation

New call   Help

Record   Queue info
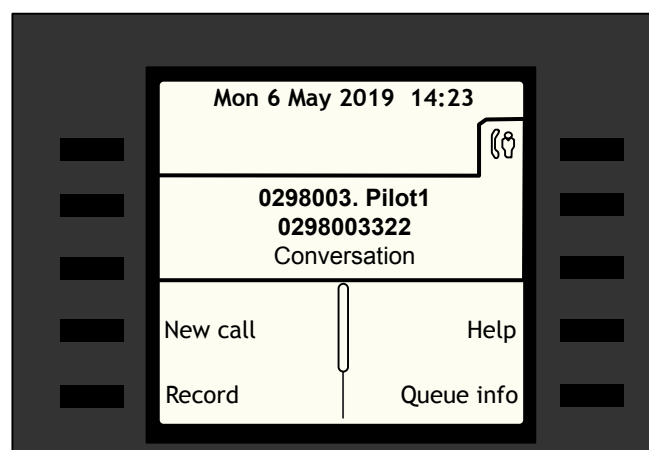
Press the **Record** softkey.

Result: Once activated, the following screen is displayed:

The following softkeys are available:

| Label	Meaning
Restart rcrd	To reset to zero and restart the recording
Pause	To suspend the recording. To restart the recording, press the **Resume rcrd** softkey.
Stop rcrd	To stop the recording

6.4 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).

Prerequisite: To display the **Supervisor** softkey, press the down navigation key.

Procedure: Example when the set is in CC communication:
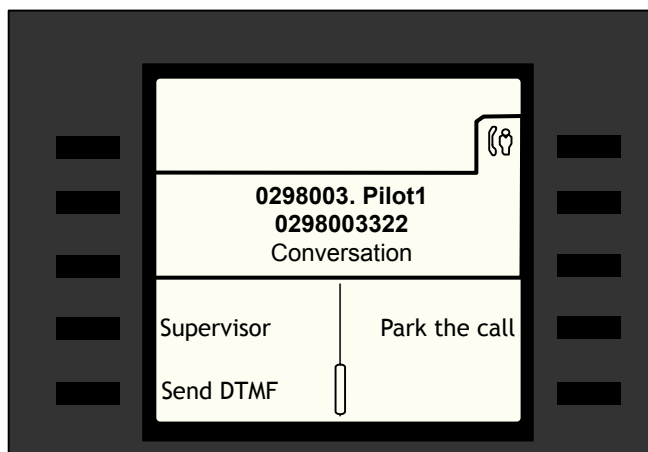
Press the **Supervisor** softkey.

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

Supervisor action	Message displayed on screen
No supervisor is present	**Missing supervisor**
The supervisor is busy	**Busy (*)** The set returns to the conversation state after expiry of a system timer.
The supervisor is in idle state	**Alerted (*)**
The supervisor answers	**Conversation (*)** When the communication with the supervisor is released, the set returns to the conversation state.

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

Chapter

7 *Set 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:
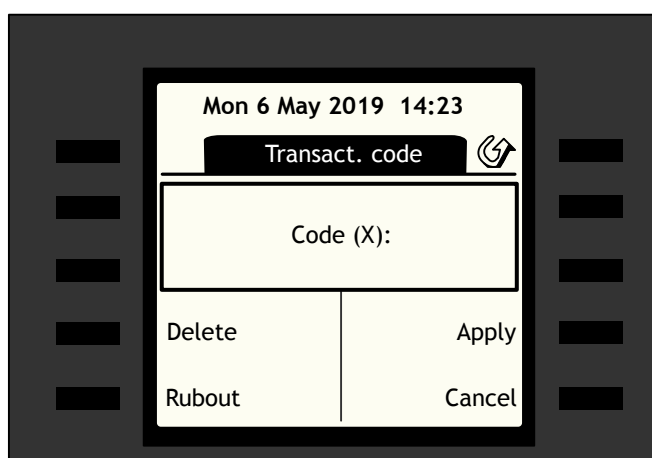

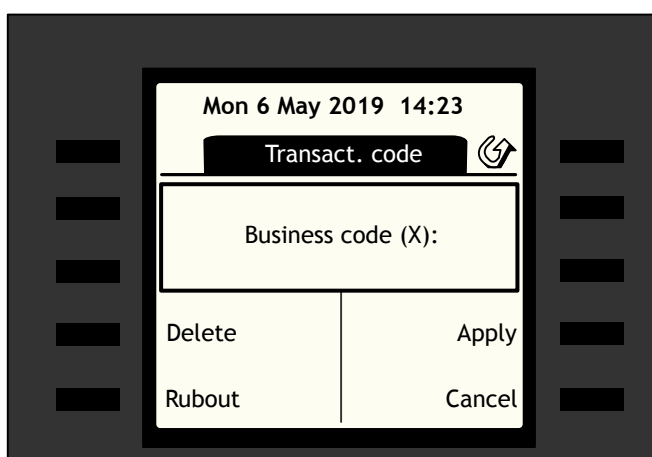Figure 7.1: Screen example for transaction code entry

or

Figure 7.2: Screen example for business code entry

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

The following softkeys are available for the code configuration:

Softkey	Meaning
Rubout	To correct the last entered code digit
Delete	To delete the code

| Softkey	Meaning
Apply	To validate the code
Cancel	To cancel code entry

Procedure:

1. Enter the number of the code (transaction or business code)
2. Press the **Apply** softkey 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 set 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 set 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 set is not available to receive calls.
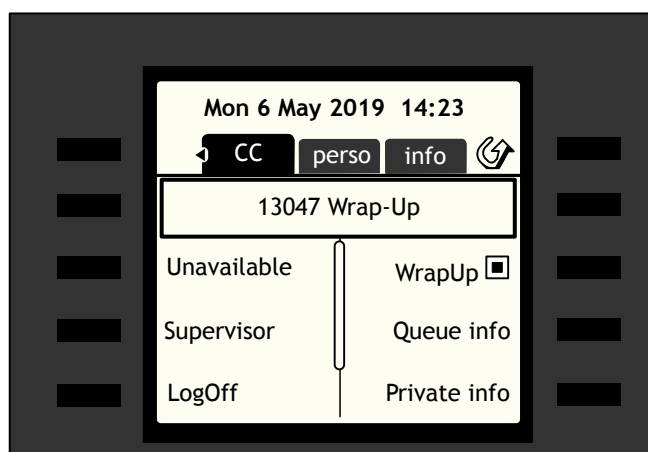
Procedure: To exit from the **wrap-up** phase, press the **WrapUp** softkey or wait for the expiry of the wrap-up timer.

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

Note:
*If you press the **Queue Info** softkey during the **wrap-up** phase, you can come back to the **wrap-up** phase later, either pressing the **Cancel** softkey or waiting for the end of the timer.*

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.
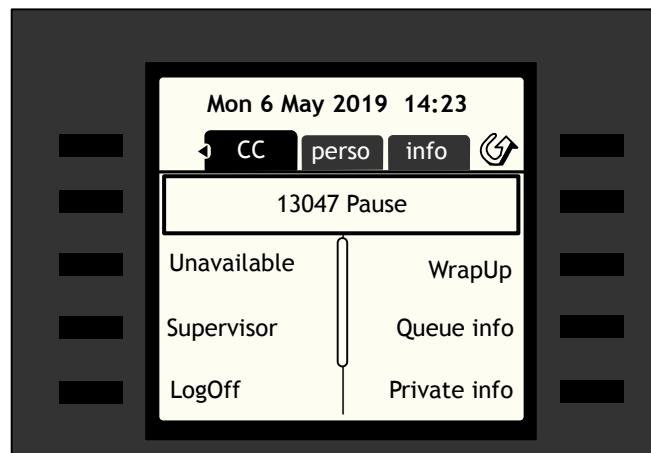
Procedure: No action is required to exit the **pause** phase. Wait for the expiry of the pause timer.

Note:
*To activate the **wrap-up** phase in pause, press the **WrapUp** softkey.*

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

Result: The set 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: If you are a pre-assigned or assigned agent, you can log out from the processing group when your set is in any of the following state: **idle**, **wrap-up** or **pause** state.
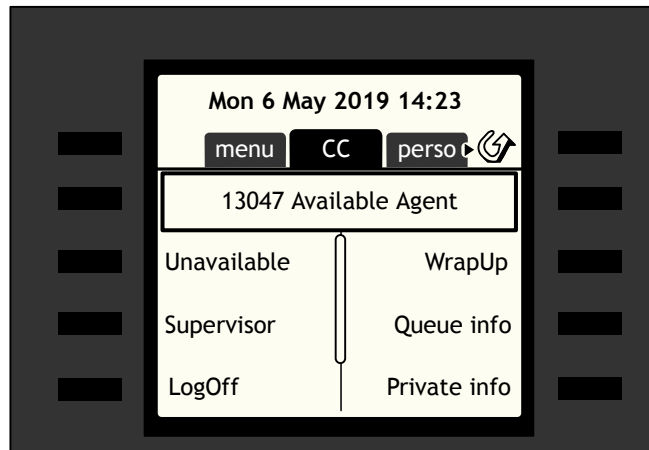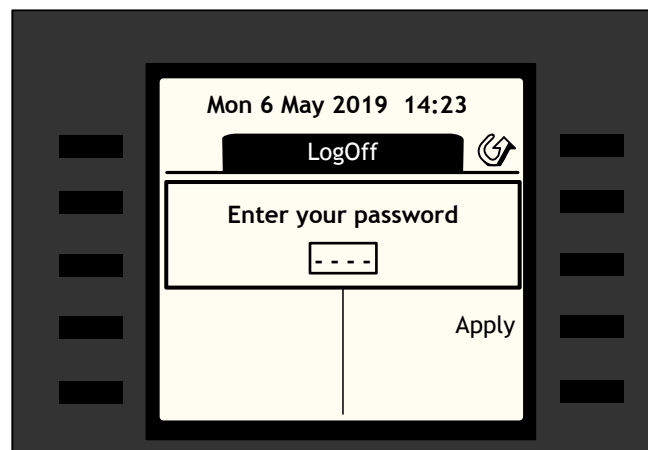

Figure 8.1: Example of set in **idle** state

Procedure:

1. Press the **LogOff** softkey

The following screen is displayed:

2. Enter your password and press the **Apply** softkey

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

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