AVAYA

Avaya 9608,9608G, 9611G, 9621G and 9641G IP Deskphone H.323 Call Center Quick Reference

Release 6.4
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Status alerting and Call Center work icons

Status alerting

Table 1: Call appearance button LED colors

LED or line color	Description
Steady green LED	Call appearance or feature is active. Applicable to the 9608 and 9611G deskphones only.
Steady yellow highlight on line	Call appearance is active. Applicable to the 9611G deskphones only.
Slow blinking green LED	Call appearance is ringing. Applicable to the 9608 and 9611G deskphones only.
Steady green highlight on line	Call appearance is ringing. Applicable to the 9621G and 9641G deskphones only.
Steady red LED	Call appearance is selected and will be used when you go off-hook. It remains steady red while you use the call appearance. Applicable to the 9608 and 9611G deskphones only.
Flashing line LED	Call put on hold using the **Hold** soft key.
Fluttering or unsteadily flashing line LED	Call put on hold as part of conference or transfer procedure state.

LED or line color	Description
Off	Call appearance is available.

Table 2: Feature button LEDs

LED/Square Icon	Description
Steady green	Feature is active.
Off	Feature is not active.

Call Center work icons

Icon	Description
[×	Missed calls. A call was not answered or was forwarded to voice mail. The total number of missed calls displays next to this icon.
━	This call appearance line is idle and not in use.
🔔	An incoming call is alerting on this call appearance line.
(	A call is active on this line.
�rö	A call is on Hold on this line.
[⇄	The deskphone is forwarding your calls.
((	A Conference is active on this line.
⎓	A Conference is on hold on this line.
(=	A Bridged Call is in progress on this line.
▶	On the Phone screen display, use the right arrowhead icon to gain access to the Features screen. On the Features screen display, use the right arrowhead icon to gain access to your calls on the Phone screen.
↕	Scroll up or down when the display has more information than can display in the application area.

Icon	Description
(9608) (9611G) ● (9621G, 9641G))	Indicates a Forced Logout Override is in effect. Depending on how the administrator configire your call center system, a system-generated forced logout might occur. For example, based on the time of day. This icon indicates an override is active.
⏺ (9608) ⏵ (9611G, 9621G, 9641G)	Notifies you that the system has recorded your Agent Greeting and the greeting is available.
⏺ (9608) ⏵ (9611G, 9621G, 9641G)	Notifies you that the phone is playing your Agent Greeting.
↔)) (9608, 9611G) CCC (9621G, 9641G)	Indicates the Queued Calls feature is active and you have calls in the queue.
Σ (9608) VU (9611G) 123 (9621G, 9641G)	Indicates that the VU Stats feature is active.
◆ (9608, 9611G) ◀ ▶ (9621G, 9641G)	Use the feature arrows to move left or move right between feature settings, for example, to select a Greeting type when establishing an Agent Greeting.

✱ Note:

> For example, some screens such as the Contacts main screen, do not display these icons to make room for other controls and indicators that apply to that specific screen.

About Agent status information

About agent work modes and states

When you are logged in as an agent, icons on the top two display lines and the Feature buttons show your current work mode and state. Agent work modes are Auto-In and Manual-In. An agent will usually have only one work mode which is either Auto-In or Manual-In as administered for the agent. Agent states are:

Pending — You are in the Available state, but have pressed an Aux or ACW button. The Pending state reminds you that when the call is completed, you will be placed in the Aux or ACW state as applicable.

Aux — You are placed in the Auxiliary state after agent login. You must change to Auto-In or Manual-In work mode to become available to receive incoming call center calls. You can change back to Aux to indicate you are not available to receive call center calls, for example, when you want to take a break. You must enter a Reason Code when changing to Aux. This feature might be optional or compulsory depending on how your system is administered.

ACW — The deskphone may automatically put you into an After Call Work (ACW) state after you complete each call. If you were in Manual-In mode before the call, you must re-enter a Manual-In mode to accept another call. Switch to ACW to perform after call work, such as completing a call-related form.

Available — You have to move to Available state through Auto-In and Manual-in feature button when you want to handle calls.

Logged Out — This state is automatically assigned when the deskphone is administered as a call center phone but no agent sign-in has occurred. If you sign out as an agent but do not log off the deskphone, this status is also assigned.

✱ Note:

> Pressing the **Mute** button twice turns on the mute LED that indicates the deskphone is in an off hook idle state.

About status line information and icons

Icon and text	Indicated Status
✚ for monochrome displays, or ⊕ for color displays, and the word **Available**	Signed in, in Available mode, and with no Aux Work pending.
⊕ for monochrome displays, or ⊕ for color displays and the word **Pending**	Signed in, in Available mode, and with Aux Work or After Call Work pending.
⊖ for monochrome displays, or ⊖ for color displays, and the words **Aux Work**	Signed in and in Aux Work mode.
⊘ for monochrome displays, or for color displays, and the words **After Call**	Signed in and in After Call Work mode.
◉ for monochrome displays, or ◉ for color displays, and the words **Logged Out**	Signed out as an agent.

Icon and text	Indicated Status
Σ for monochrome displays, or VU for the 9611G color display, or 123 for the 9621G and 9641G color displays.	The VU Stats feature is active.
+)) for monochrome displays or •)) for the 9611G color display or (((for the 9621G and 9641G color displays.	Incoming calls are queued up and waiting.
⊠ for monochrome displays, or for the 9611G color display, or ● for the 9621G and 9641G color displays.	Forced logout override is in effect.

Changing agent work mode or status

> Press or tap the line or feature button assigned to the work mode or work state to which you want to change. Alternately, access the Features menu screen and select the desired work mode/state. The associated LED flashes to indicate you are transitioning into the work mode or state you chose, and then remains lit steadily when the selected work mode or status is active.

Answering a call

Answering a call as an agent

1. If you are in either Manual-In or Auto-In mode, you must always wait for an alerting signal such as a ring or tone.
2. After the deskphone plays the alerting signal, tap or press the **Answer** softkey.

If Auto-Answer is enabled, the phone generates a zip tone to alert you, and then activates the call. In either case, the table below identifies how to answer the call depending on the type of greetings you recorded:

Recorded greeting	Response to the greeting
No greeting is recorded.	Start speaking to the caller.
A non-Manual greeting is recorded that matches the Type, Match Criterion, and String to Match for the incoming call.	Listen to the greeting, and then start speaking to the caller.
No non-Manual greeting is recorded that matches the Type, Match Criterion, and String to Match for the incoming call, but one Manual greeting has been recorded.	Tap or press the **Greeting** softkey, listen to the greeting, and then start speaking to the caller.
No non-Manual greeting is recorded that matches the Type, Match Criterion, and String to Match for the incoming call, but more than one Manual greeting has been recorded.	Tap or press the **Greeting** softkey, select the appropriate greeting to return to the Phone screen, listen to the greeting, and then start speaking to the caller.

3. Press or tap **Release** to end a call, unless you are instructed otherwise by your supervisor.

   ⭐ **Note:**
   Depending on how your administrator has configured your phone, you can also use the Speaker button to end a call.

Adding and changing Agent greetings

Adding an agent greeting using a button-based deskphone

1. Press **Home**.
2. Select **Greetings**.
3. Press **New** or press the line button for any numbered blank greeting line.

4. Use the dialpad to enter a label that distinguishes this greeting from other greetings you may already have or will be adding. The Greeting Label can be up to 15 characters.
5. Press **Record**.
6. Speak your greeting for up to ten seconds into the headset or speaker, whichever device is active, and then press **Stop**.
7. Choose one of the following options:
   • To listen to the greeting, press **Play**.
   • To replace the greeting, press **Restart** and repeat the previous step.
   • To save the greeting, press **Done** and proceed to the next step.
   • To delete the greeting without saving the greeting, press **Cancel**.
8. If the default greeting type shown is Auto Answer with a *Match Criterion* of *All Calls* is correct, proceed to the step 12. To change the greeting type, press the line button for the line on which Type appears to display the **Greetings Type Selection** screen and proceed to the step 9.
9. Use the **Right Arrow** to cycle consecutively through the available types or the **Left Arrow** to cycle back through the types. Notice that the Match Criteria value below the type may change to correspond with the type currently displayed.
10. To change the match criteria for the greeting type, press the line button on which Match Criteria appears, then use the **Right Arrow** to cycle consecutively through the available criteria or the **Left Arrow** to cycle back through the types.
11. Press the line button on which **String to match** appears and then, press **More**. Use the dialpad to enter a number sequence that should be matched. For example, if you serve two customers with the telephone numbers 732-842-1111 and 732-842-2222, you can enter just the last four digits of those numbers as the string to match for their respective greetings. After entering the string, press **More** again to return to the **Type Selection** screen.
12. Press **Done**, and then press **Save** on the **Greetings Summary** screen.

Adding an agent greeting using a touch-based deskphone

1. Press **Home**.
2. Tap **Greetings**.
3. Tap **New** or any numbered blank greeting line.

The phone displays the on-screen keyboard displays so that you can enter the new greeting label.

4. Use the on-screen keyboard to enter a label that distinguishes this greeting from other greetings you may already have or will be adding. The Greeting Label should be a maximum of 13 characters. For details on entering text using the keyboard, see .
5. Tap **Next**.
6. Tap **Record**.
7. Speak your greeting (up to ten seconds) into the headset, and then press **Stop**.
8. Choose one of the following options:
   • To listen to the greeting, tap **Play**.
   • To replace the greeting, tap **Restart** and repeat the previous step.
   • To save the recording, tap **Done** (right mark key) displayed in green color and proceed to the next step.
   • To delete the recording you just made, tap **Cancel**.

If the default greeting type shown is correct, tap **Save** to save the Greeting, its label, and the Greeting type.

Changing existing greetings

You can change an existing greeting in any or all of the following ways:

   • You can edit the label of a greeting.
   • You can re-record a greeting without changing any other part.
   • You can edit the greeting Type, Match Criteria, or String to Match or both.
   • You can delete the entire greeting and any associated data.

You can then make a change as indicated in those procedures, and select **Save** to store the changes.