NORTEL

Nortel Communication Server 1000

IP Phone 1140E

Call Center User Guide



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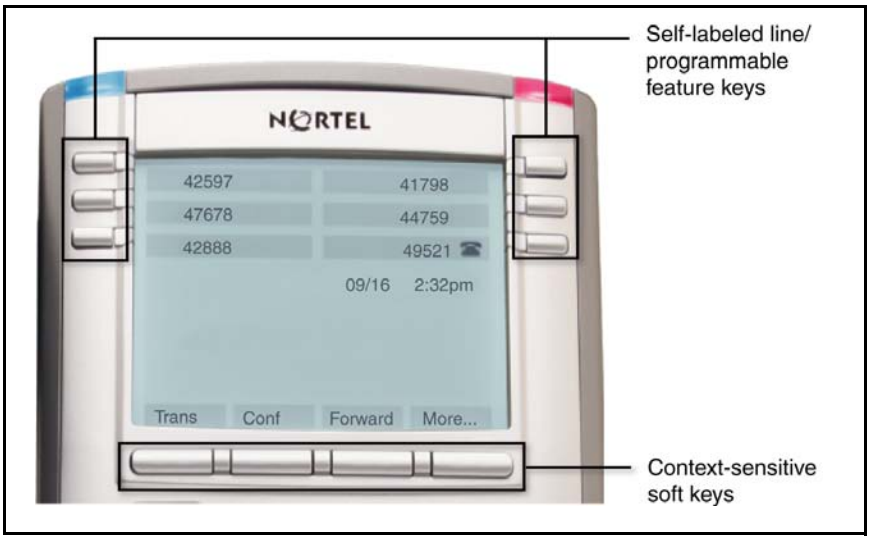
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About the Nortel IP Phone 1140E

The Nortel IP Phone 1140E brings voice and data to the desktop by connecting directly to a Local Area Network (LAN) through an Ethernet connection.

In this guide, sefl-labeled line/programmable feature key labels appear beside the keys, and context-sensitive soft key labels appear directly above the keys. Figure 1 shows self-labeled line/programmable feature keys and context-sensitive soft keys.

Figure 1: Self-labeled line/programmable feature keys and context-sensitive soft keys



Basic features

Your IP Phone 1140E supports the following features:

- six self-labeled line/programmable feature keys with labels and indicators
- four context-sensitive soft keys

For information about the context-sensitive soft keys, see *Features and Services Fundamentals - Book 2 of 6* (NN43001-106_B2).

Note: Some IP Phone 1140E phones are not configured to support soft key functionality. Consult your system administrator.

- graphical, high-resolution LCD display, backlit, with adjustable contrast
- high-quality speaker phone
- volume control keys for adjusting ringer, speaker, handset, and headset volume
- six specialized feature keys:
  - Quit
  - Directory
  - Message/Inbox
  - Shift/Outbox
  - Services
  - Copy
- six call-processing fixed keys:
  - Mute
  - Handsfree
  - Goodbye
  - Expand
  - Headset
  - Hold
- gigabit Ethernet ports
- built-in gigabit Ethernet switch for shared PC access
- headset jack with an On/Off key
- USB port to support a keyboard or mouse. Powered downstream 1.1-compliant USB hubs are supported, including USB 2.0 hubs, if they offer USB 1.1 backwards compliancy.
- automatic network configuration
- Graphical XAS

- hearing aid compatibility
- wireless headset support using Bluetooth® 1.2 wireless technology compliant Audio Gateway (Headset Profile, Bluetooth Power Class 2)
- Accessory Expansion Module port to connect the Expansion Module for IP Phone 1100 Series (Expansion Module)

For information about using the Expansion Module, see the *Expansion Module for IP Phone 1100 Series User Guide* (NN43130-101).

Figure 2 shows the IP Phone 1140E.

Figure 2: IP Phone 1140E



Telephone controls

This section describes the controls on your IP Phone 1140E. In some geographic regions, the IP Phone 1140E is offered with key caps that have English text labels. In this document, text in parentheses indicates the labels that appear on the key caps, for example, (Services).



Context-sensitive soft keys are located below the display area. The LCD label above each key changes based on the active feature.





When a triangle appears before a soft key label, the feature is active.

Press the **More** key to access the next layer of soft keys (self-labeled).



The keys on either side of the LCD display area are **self-labeled line/programmable feature keys**, with labels on the LCD. These keys also function as **line (DN)** keys.



A steady LCD light beside a line (DN) key indicates that the line is active. A flashing LCD indicates the line is on hold or the feature is being programmed.

Throughout this document, the ACD line key is indicated by the line number 2260. The ACD line number that appears on your phone can be a different number.



A steady LCD light beside a feature key indicates that the feature is active. A flashing LCD light indicates that the feature is being programmed.


(Volume +)

(Volume -)

Use the **Volume control** buttons to adjust the volume of the ringer, handset, headset, speaker, and the Handsfree feature. Press the top button to increase the volume, and press the bottom button to decrease volume.


(Mute)

Your **Mute** key functionality is enabled or disabled by your system administrator. Contact your system administrator to determine if your **Mute** key is enabled.

If your **Mute** key is enabled, press the **Mute** key to listen to the receiving party without transmitting your voice. Press the **Mute** key again to return to two-way conversation.

If your **Mute** key is not enabled, pressing the **Mute** key places the call on hold. Press the **Mute** key again to restore the active call or press the line key to restore the active call. You cannot retrieve this call from hold by pressing the Hold key.

Note: The Mute LED indicator, located on the **Mute** key, flashes to indicate that the microphone is muted.


(Handsfree)

Press the **Handsfree** key to activate handsfree.

Note: The Handsfree LED indicator, located on the **Handsfree** key, lights to indicate when handsfree is active.



Use the **Navigation** keys to scroll through menus and lists appearing on the LCD display screen. The outer part of this key cluster rocks for up, down, left, and right movements.

Use **Up** and **Down** to scroll up and down in lists, and the **Left** and **Right** keys to position the cursor. In some dialog boxes that appear on your phone, you can also use the **Left** and **Right** keys to select editable fields; press the **Right** key to select the field below the current selection, or the **Left** key to select the one above.



Use the **Enter** key, at the center of the Navigation key cluster, to confirm menu selections.

In most menus, you can use the **Enter** key instead of the **Select** soft key.


(Hold)

Press the **Hold** key to put an active call on hold. Press the **Hold** key again or tap the flashing line (DN) soft key to return to the caller on hold.


(Expand)

Use the **Expand** key to access external server applications.


(Headset)

Press the **Headset** key to answer a call using the headset or to switch a call from the handset or handsfree to the headset.

The Headset LED indicator, located on the **Headset** key, lights to indicate that the headset is in use.



(Headset)



(Headset)

Press the **Headset** key twice to open the Bluetooth Setup menu.

If Bluetooth wireless technology is not enabled on your phone, this menu is not available.

For information about installing a Bluetooth wireless technology headset, see the *IP Phone 1140E User Guide*.



(Goodbye)

Use the **Goodbye** key to terminate an active call.



When a message is waiting, or there is an incoming call, the red **Message Waiting\Incoming Call** Indicator LED at the top center of the IP Phone flashes. The flash cadence for each alert is different.

Note: You may also hear an audio Message Waiting Indicator (stutter or beeping dial tone) when you go off-hook.



When your IP Phone 1140E firmware is being updated, the blue **Feature Status Lamp** indicator flashes.

Note: To find out if additional features are supported, contact your system administrator.



(Copy)

Press the **Copy** key to copy entries to your Personal Directory from other lists, such as the Callers List, Redial List, and Corporate Directory.


(Quit)

Press the **Quit/Stop** key to exit an active menu or dialog. Pressing the **Quit/Stop** key does not affect the status of active calls.


(Shift/Outbox)

Press the **Shift/Outbox** key to toggle between two feature key pages and to access an additional six lines/features.

Note: This function is not available on all phones; consult your system administrator.


(Msg/Inbox)

Press the **Message/Inbox** key to access your voice mailbox.

Note: This function is not available on all phones; consult your system administrator.


(Directory)

Press the **Directory** key to access directory services.


(Services)

Press the **Services** key to open the Services menu, and use the navigation keys to access the following items:

- Telephone Options:
  - Volume adjustment
  - Contrast adjustment
  - Language
  - Date/Time
  - Display diagnostics
  - Local Dialpad Tone
  - Set Info
  - Diagnostics
  - Call Log Options
  - Ring type
  - Call Timer
  - On hook default path
  - Change Feature Key Label
  - Name Display Format
  - LiveDialpad
  - Caller ID display order
  - Normal mode indication



(Services)

(continued)

- Password Admin:
  - — Station Control Password

  The **Password Admin** menu is not available on all IP Phone 1140E sets. Consult your system administrator.
- Display Network Diagnostics Utilities

  Only your system administrator or service provider can use Display Network Diagnostics Utilities to perform Internet diagnostics.
- Virtual Office Login and Virtual Office Logout (if Virtual Office is configured)
- Test Local Mode and Resume Local Mode (if Media Gateway 1000B is configured)

Press the **Services** key to exit from any menu or menu item.



(Services)



(Services)

Press the **Services** key twice to access the Local Tools menu, and use the navigation keys to access the following items:

- 1. Preferences
- 2. Local Diagnostics
- 3. Network Configuration
- 4. Lock Menu

  If you attempt to access the Local Tools menu and a dialog box appears prompting you for a password, contact your system administrator. Your system administrator can establish a password for the Local Tools menu.

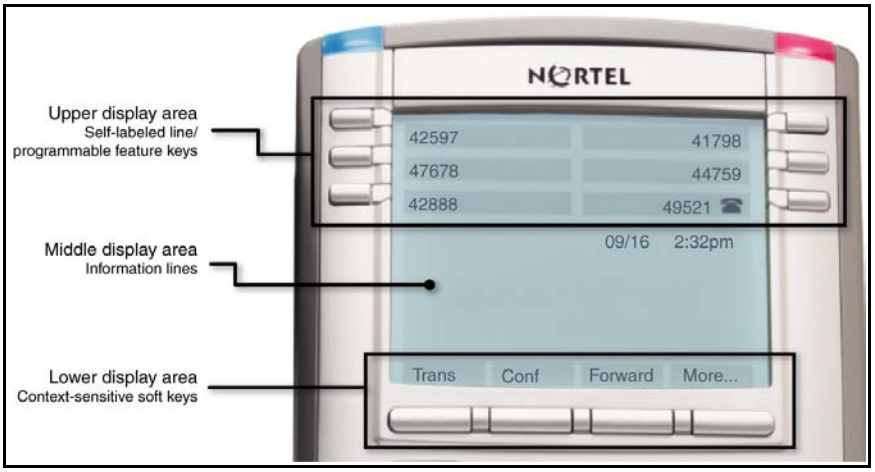
Telephone display

The IP Phone 1140E has three display areas:

- The upper display area provides labels for the six self-labeled line/ programmable feature key labels.
- The middle display area contains single-line information for items such as caller number, caller name, Call Timer, feature prompt strings, user-entered digits, date and time information, and IP Phone information.
- The lower display area provides labels for the four context-sensitive soft keys.

Figure 3 shows an idle LCD screen.

Figure 3: IP Phone 1140E LCD display screen



Agent and supervisor features

This section describes login features that are common to the Call Center agent and supervisor. Depending on your system configuration, choose from the following methods of logging in and out:

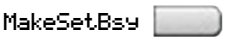
- “Logging in without Agent ID (for basic ACD)” on page 18
- “Logging in with Agent ID (for Basic ACD or Contact Center Manager)” on page 18
- “Logging in using Multiple Queue Assignments (for Basic ACD)” on page 20
- “Logging out” on page 23



CAUTION
When logged on, you are placed into the queue for incoming calls. If you are unavailable or away from your phone, activate Make Set Busy or Not Ready to prevent callers from being directed to your phone.

Logging in without Agent ID (for basic ACD)

If your ACD configuration does not rely on Agent ID, which is often the case if you do not share your phone with another person, use the following procedure to log in to an Automatic Call Distribution (ACD) queue.



1. Press the **Make Set Busy** key.

Logging in with Agent ID (for Basic ACD or Contact Center Manager)

If your ACD configuration uses Agent ID, which is often the case if you share your phone with another person, use the following procedure to log in to an Automatic Call Distribution (ACD) queue. If an Agent ID is

assigned to you, the display screen prompts you to enter a four-digit code.

Note: The following procedure applies if you are working in a Basic ACD environment or a Nortel Contact Center Manager environment. For more information about Nortel Contact Center Manager, visit www.nortel.com.

To log in as an agent:



1. Lift the handset.



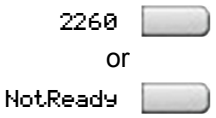
2. Press the **In-Calls** key.



3. If “Enter Agent ID” appears on the screen, use the dialpad to enter your ID.



4. Press the # key. The phone goes into a Not Ready state.



5. To join the ACD queue, choose one of the following:
   - Press the **In-Calls** key.
   - Press the **NotReady** key.

6. If you use a headset and Handset On-Hook Means Log out (HOML) is configured to **No** by your administrator, then do the following:


(Headset)


(Services)

   a. Press the **Headset** key and replace the handset in the cradle to receive calls on your headset.

   b. Press the **Services** key. Change the **On-hook default path** to **Headset Enabled**.

   Note: If HOML is configured to **Yes**, replace the handset to log out of the queue.

Logging in using Multiple Queue Assignments (for Basic ACD)

If your configuration uses Multiple Queue Assignment (MQA), use the following procedure. MQA login involves entering a four-digit Agent ID and up to five ACD Directory Numbers (DN), with the option of adding a Supervisor ID and up to five Priority values.

Choose one of the following login procedures:

- “Logging in with an Agent ID and MQA login options” on page 20
- “Using Default Login” on page 22

Logging in with an Agent ID and MQA login options

To enter ACD queues, use an Agent ID login with one of the MQA login options described on page 21.

Note: A supervisor logging in to accept ACD calls is prevented by the system from entering a Supervisor ID (including logins where agents must enter a Supervisor ID).

The login options require the following entries in sequential order:

1. a four-digit Agent ID
2. a Supervisor ID (if your queue requires one)
3. up to five ACD DNs and Priority values (if Priority values are being used) terminated by # #

To log in:



1. Press the **In-Calls** key.

2. Choose one of the following four login options:

No Supervisor ID, No Priority



— For No Supervisor ID, No Priority, dial your Agent ID # ACD DN 1 # ACD DN 2 # ACD DN 3 # ACD DN 4 # ACD DN 5 # #.

Supervisor ID, No Priority



— For Supervisor ID, No Priority, dial your Agent ID # Supervisor ID # ACD DN 1 # ACD DN 2 # ACD DN 3 # ACD DN 4 # ACD DN 5 # #.

No Supervisor ID, With Priority



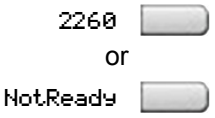
— For No Supervisor ID, With Priority, dial your Agent ID # ACD DN 1 # Priority 1 # ACD DN 2 # Priority 2 # ACD DN 3 # Priority 3 # ACD DN 4 # Priority 4 # ACD DN 5 Priority 5 # #.

Supervisor ID, With Priority



— For Supervisor ID, With Priority, dial your Agent ID # Supervisor ID # ACD DN 1 # Priority 1 # ACD DN 2 # Priority # 2 ACD DN 3 # Priority 3 # ACD DN 4 # Priority 4 # ACD DN 5 # Priority 5 # #.

Note: To choose the default Priority value or Supervisor ID, enter #.



3. Choose one of the following:
   - — Press the **In-Calls** key.
   - — Press the **NotReady** key to enter the ACD queue.

Using Default Login

If you normally use the same IP Phone, use the **Default Login** to log in just one time at the beginning of a shift. The **Default Login** uses your previous shift's login to place you in the same ACD queues with the same supervisor.

To use Default Login:



1. Lift the handset.



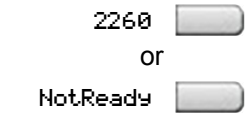
2. Press the **In-Calls** key.



3. When "Enter Agent ID" appears on the screen, use the dialpad to enter your ID.



4. Choose one of the following:
   - — If your queue requires a Supervisor ID, press the # key three times.
   - — If your queue does not require a Supervisor ID, press the # key two times.

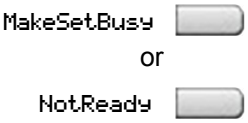


5. To join the ACD queue, choose one of the following:
   - — Press the **In-Calls** key.
   - — Press the **NotReady** key.

Logging out

You can log out of the system completely or temporarily (Not Ready state).

To log out:



Choose one of the following:

- — To log out completely, press the **MakeSetBusy** key.
- — To log out temporarily, press the **NotReady** key.

Note: If you press the **MakeSetBusy** key while on an ACD call, you log out automatically when the call finishes.

Agent features

The following sections describe features that are available to agents:

- “Answering ACD calls” on page 24
- “Using Call Forcing” on page 25
- “Using Return to Queue on No Answer” on page 26
- “Using Activity code” on page 26
- “Using Emergency” on page 27
- “Using Not Ready” on page 28
- “Placing or answering non-ACD calls” on page 28
- “Contacting your supervisor” on page 29

Answering ACD calls

Use the **In-Calls** key to answer the next queued ACD call on the primary DN. The **In-Calls** key is located in the lower right area of the self-labeled line/programmable feature keys.

To answer the call:



When the LCD next to the **In-Calls** key flashes, press the **In-Calls** key.

Note: The LCD remains lit as long as you are on the call.

To terminate the call:


(Goodbye)

or

2260

or

2498

or

Not Ready

Choose one of the following:

— Press the **Goodbye** key.

— Press the **In-Calls** key.

— Press the individual DN line key (this removes you from the queue).

— Press the **Not Ready** key (this removes you from the queue but keeps you logged in as an agent position) or wait for the caller to terminate the call.

Using Call Forcing

Use the **Call Forcing** feature to automatically connect an incoming ACD call. A time interval is configured by your system administrator between each incoming call.

> ***Note:*** You cannot use both **Call Forcing** and **Return To Queue on No Answer** at the same time.

A short tone indicates a new incoming call. The In-Calls indicator lights continuously, and the ACD call automatically goes to your agent position. Pressing the **In-Calls** key while call forcing (Auto Answer) is active disconnects an active ACD call.

	**CAUTION** If you are away from your phone and Call Forcing is enabled, remember to log out or activate Not Ready. Otherwise, callers continue to be connected to your phone. Because you are not at your desk, callers hear only the background noise in your work space, until they hang up.

To enable Call Forcing for headset users:

1. Log in.



2. Replace the handset.


(Services)

3. Press the **Services** key. Configure the **On-hook default path** to **Headset Enabled**.

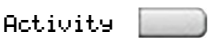
Using Return to Queue on No Answer

If a call is not answered, the call is sent back to the ACD queue, and the your IP Phone is automatically placed in Not Ready state. To return to the ACD queue, log in, or press the **NotReady** key.

Using Activity code

Use Activity code to record the types of activities you are performing.

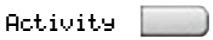
To record activities:



1. When the Activity LCD indicator is flashing, press the **Activity** key.



2. Use the dialpad to enter the Activity code.



3. Press the **Activity** key.

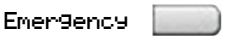
   If you are performing multiple tasks, repeat steps 1 and 2.

   Note: If configured, you can enter Activity Codes while in the Not Ready state and run Not Ready Reason Codes by Agent report in Contact Center Manager Administration to track Not Ready time.

Using Emergency

Use the **Emergency** feature to contact your supervisor immediately in an emergency situation.

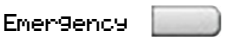
To use Emergency:



1. During an active call, press the **Emergency** key.

   Note: The Emergency LCD remains lit as long as the feature is active.

   When the supervisor answers, a three-way call commences with you, your supervisor, and the caller.



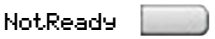
2. Press the **Emergency** key again to transfer the caller to the supervisor and terminate your access to the caller and supervisor.

Using Not Ready

Use the **Not Ready** feature to take your IP Phone out of the call queue while completing post-call work.

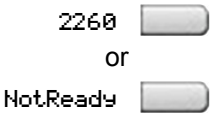
Note: If you don't activate **Make Set Busy** or **Not Ready**, callers will continue to be directed to your phone.

To use Not Ready:



1. Press the **NotReady** key to temporarily log out of the system.

   Note: The NotReady LCD remains lit as long as the feature is active.



2. To return to the queue, choose one of the following:

   — Press the **In-Calls** key

   — Press the **NotReady** key.

Placing or answering non-ACD calls

Use this feature to place and receive calls on your individual line.

To place a call:



1. Press your individual DN key.



2. Use the dialpad to dial the phone number.

   Note: The LCD remains lit as long as you are on the call.

To answer a call:



When the LCD next to your individual DN key flashes, press the DN key.

Note: The LCD remains lit as long as you are on the call.

Contacting your supervisor

Use the **Supervisor** feature to talk to your supervisor in the following ways:

- "To answer a call from your supervisor:" on page 29
- "To answer a call from your supervisor while on another call:" on page 29
- "To place a call to your supervisor:" on page 30
- "To conference in your supervisor during a call in progress:" on page 30
- "To transfer a call to your supervisor during a call in progress:" on page 31

To answer a call from your supervisor:



When the LCD next to the **Supervisor** key flashes, press the **Supervisor** key.

Note: The LCD remains lit as long as you are on the call.

To answer a call from your supervisor while on another call:



The LCD next to the **Supervisor** key flashes and a buzzer sounds.


(Hold)

1. Press the **Hold** key to put the current call on hold.

Supervisor

2. Press the **Supervisor** key.

   Press the line (DN) key beside the flashing LED indicator to return to the caller on hold.

To place a call to your supervisor:

Supervisor

Press the **Supervisor** key.

Note: Calls are automatically put on hold when you use the **Supervisor** key.

To return to the ACD call:

2260

Press the **In-Calls** key.

To conference in your supervisor during a call in progress:

Supervisor

1. Press the **Supervisor** key to talk privately with your supervisor.

Supervisor

2. Press the **Supervisor** key again for a conference call with you, your supervisor, and the other caller.

To transfer a call to your supervisor during a call in progress:



1. Press the **Supervisor** key.



2. When your supervisor answers, press the **Supervisor** key again.


(Goodbye)

3. Press the **Goodbye** key to terminate your access to the call.

Using Record On Demand key

If this feature is enabled, you can use the Record on Demand (ROD) feature key to record your telephone conversation.

Press the ROD key to start or stop the call recording. This key is associated with the active user ID and is displayed only if a call is active. The ROD key blinks while it is connecting to the call recording application, and is lit when the call is recording.

The ROD key is displayed in the following scenarios:

- Normal operation - Press the ROD key during an active call to record the call.
- Call Recording (CR) application in ROD Mode - Press the ROD key during an active call to record the call
- Bulk Recording - For an active call or unregistered DN/Position ID, call recording is initiated even though the ROD key is not pressed..

1. Press the **ROD** key during an active call.

2. To stop the call recording, press the **ROD** key again.

Using SAVE key

Use the **SAVE** feature key to save the recording of an active call. This key is associated with the active user ID and is operational only if a call is active.

The **SAVE** key is displayed in the following scenarios:

- Normal operations - If the **SAVE** key is pressed during an active call, the call is saved.
- CR application in Bulk Record + Save everything mode - Recorded conversation is saved at the end of the call. If the **SAVE** key is pressed, then the call is not saved.
- CR application in Bulk Record + Delete everything mode - Recorded conversation is deleted at the end of the call. If the **SAVE** key is pressed, then the call is saved.

The **SAVE** key lamp status depends on the status of the call recording. If the call is to be saved, then the lamp is lit..

1. Press the **ROD** key during an active call.
2. To stop the call recording, press the **ROD** key again.
3. Press the **SAVE** key to save the conversation.

Supervisor features

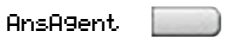
The following sections describe features available to the supervisor:

- “Using Answer Agent” on page 33
- “Using the Agent key” on page 34
- “Using Answer Emergency” on page 34
- “Using Call Agent” on page 35
- “Using Interflow” on page 36
- “Using Night Service” on page 36
- “Observing a call” on page 38
- “Displaying the queue” on page 39
- “Displaying agent status” on page 40

Using Answer Agent

Use the **Answer Agent** feature to receive calls from agents in a non-emergency situation.

To use Answer Agent:



1. When the LCD next to the Answer Agent key flashes, press the **Answer Agent** key.

   Note 1: The Agent ID of the person contacting you displays on your IP Phone.

   Note 2: The LCD remains lit as long as you are on the call, and your status is displayed as NotReady. If configured, your status is displayed as Not Ready in Contact Center Manager Administration Real Time Display.


(Goodbye)

2. Press the **Goodbye** key to end the call.

Using the Agent key

Use the **Agent** feature to connect, observe, or monitor the status of each agent position. Each **Agent** key links to a particular agent position and can be used along with the **Call Agent** or **Observe Agent** keys.

Table 1 lists the four states of the LCD indicator.

Table 1: Agent's status

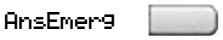
LCD display	Description
Off	Agent is not logged in.
On	Agent is logged in but is either NotReady or on a call.
Slow Flashing	Agent is waiting for an ACD call.
Fast Flashing	Agent is on a non-ACD call.

Using Answer Emergency

Use the **Answer Emergency** feature to receive calls from agents in an emergency situation.

Note: If Contact Center Manager Administration is in use, and if multiple Agents have pressed Emergency, the connected PC displays a list of Agents who have pressed Emergency.

To use Answer Emergency:



1. When the LCD next to the **Answer Emergency** key flashes, press the **Answer Emergency** key.

   Note 1: The Agent ID of the person contacting you displays on your IP Phone.

   Note 2: The LCD remains lit as long as you are on the call and your status is displayed as Not Ready.

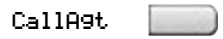

(Goodbye)

2. Press the **Goodbye** key to end the call.

Using Call Agent

Use the **Call Agent** feature to contact an Agent.

To use Call Agent:



1. Press the **Call Agent** key.



or


2. Choose one of the following:
   - Press a selected **Agent** key.
   - Dial the agent's Position ID.

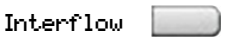

(Goodbye)

3. Press the **Goodbye** key to end the call.

Using Interflow

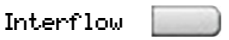
Use the **Interflow** feature to redirect calls when the backlog or wait time exceeds a pre-defined threshold.

To use Interflow:



1. Press the **Interflow** key.

   Note: The Interflow LCD flashes while the feature is active.

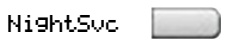


2. Press the **Interflow** key again to deactivate the feature and resume normal call flow.

Using Night Service

Use the **Night Service** feature to define how calls are handled outside of business hours.

To activate Night Service:



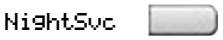
1. Press the **Night Service** key.



2. Press the **6** key (6 = N for Night) to go into Night Service.

   The Night Service LCD lights continuously. All calls in the queue and new calls receive night service.

To transition to Night Service:



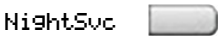
1. Press the **Night Service** key.



2. Press the **8** key (8 = T for Transition) to activate Transition mode.

   The Night Service LCD flashes. All calls in the queue remain in the queue and new calls receive Night Service.

To deactivate Night Service:



1. Press the **Night Service** key.



2. Press the **3** key (3 = D for Day) to resume Day mode.

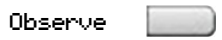
   The Night Service LCD flashes. New calls enter the queue.

Observing a call

Use the **Observe** feature to monitor an agent in a call.

Note: Use this feature to listen to a conversation between an Agent and a Customer, or to create a three-party conference with the Supervisor, Agent and Customer.

To observe a call:.



1. Press the **Observe** key.

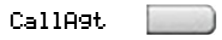


or

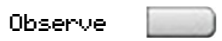


2. Choose one of the following:
   - Press a selected **Agent** key.
   - Dial the agent's Position ID.





3. Choose one of the following:
   - Press the **Ring Agent** key creating a three party call, so that you can break in to the call, and speak to both the caller and the agent.
   - Press the **Call Agent** key to talk to the agent you are monitoring.
   - Proceed to step 4.



4. Press the **Observe** key to terminate the observation.

Displaying the queue

Use the **Display Queue** feature to access the status of calls in an ACD queue. The information displayed includes the following:

- number of calls waiting in the queue
- number of agent positions occupied for the queue
- the length of time that the oldest call has waited in the queue
- the number of calls that have been overflowed into the queue

To display information on your ACD queue:

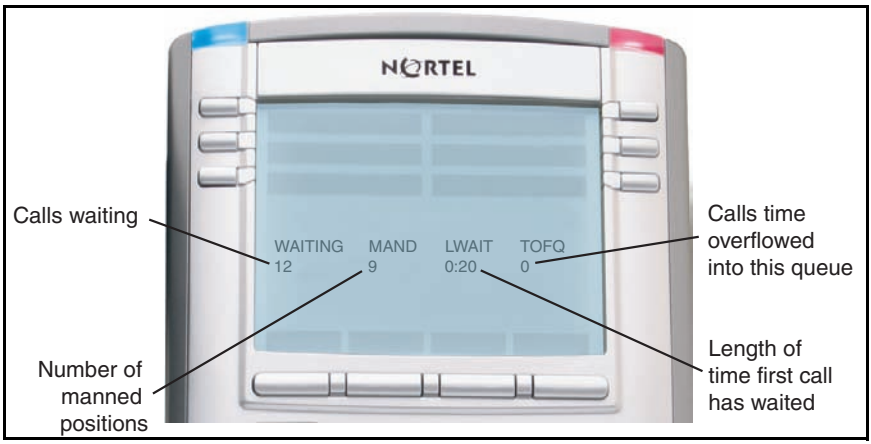
DisplayQue 

Press the **Display Queue** key.

Information on your current ACD queue appears on the display.

Figure 4 shows the ACD queue status.

Figure 4: Current status of ACD queue



The LCD indicator beside the **Display Queue** key gives you a visual indication of the number of calls in the ACD queue. Table 2 lists the four states for this LCD indicator.

Table 2: States of LCD indicator

Indicator	Queue status	Description
Off	Light	There are few or no calls waiting.
On	Normal	An acceptable number of calls are waiting.
Slow flashing	Busy	Calls are backing up in the queue. Calls overflowing to this queue will not be accepted.
Fast flashing	Overloaded	There are too many calls in this queue. New calls are being overflowed to another queue.

Displaying agent status

Use the **Display Agent** feature to view a summary of current status for all agents who have an agent Position ID key assigned on the Supervisor's IP Phone.

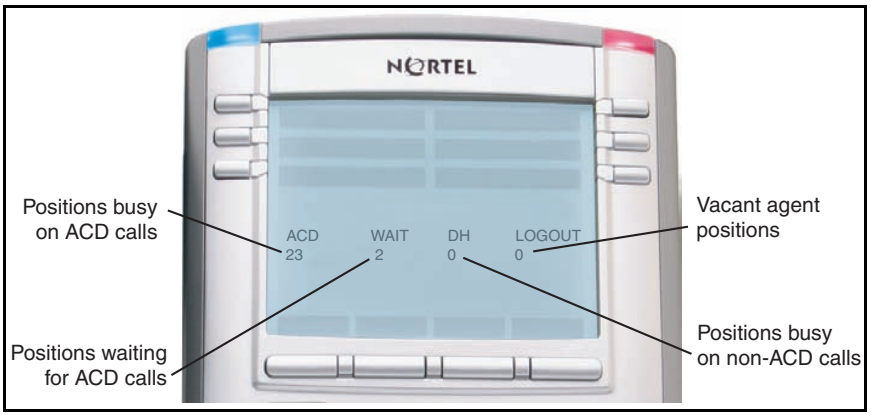
To display agent status:

DisplayAgt 

Press the **Display Agent** key. The summary information displays for twelve seconds or until another feature key is pressed, as shown in Figure 5.

Agent positions in the Not Ready state are counted as busy on either ACD calls or non-ACD calls, as specified by your system administrator.

Figure 5: Current status of agents



Terms you should know

Attendant

A telephone operator in your organization.

AutoDial

A telephone number programmed on the **AutoDial** key for one-touch dialing.

Calling Party Name Display

Information appearing on the LCD display screen, such as the caller's name and telephone number. The system must have CPND enabled.

Category 5 (Cat5)

Cable and associated connecting hardware capable of transmitting at speeds up to 100 MHz, used by 10BaseT, 100BaseT4, 100BaseTX.

Category 5e (Cat5e)

Most Cat5 cable manufactured after 1996 also supports 1000BaseT (GigE) installations, and is designated Cat 5e. Cat5e cable normally has four pairs of copper wire.

Category 6 (Cat6)

Cable and associated connecting hardware capable of transmitting at speeds up to 200 MHz. Designed specifically to support 1000BaseT (Gig Ethernet (GigE)), it is also compatible with 10BaseT, 100BaseT4, and 100BaseTX installations. The cable normally has four pairs of copper wire.

Communication Server 1000

Your office communication system.

Contact Center Manager

Nortel Contact Center Manager offers a scalable solution for dynamic contact center environments, providing skill-based routing, call treatment flexibility, real time displays, multimedia routing, comprehensive management and reporting tools, and a rich scripting language. For more information, visit **www.nortel.com**.

Context-sensitive soft keys

A group of keys programmed by your system administrator. These four keys, located directly below the display area, have four programmable layers. These keys are also used to configure parameters in the **Telephone Options** menu.

Date/time display

The current date and time when the telephone is in an idle state.

Directory Number (DN)

A number consisting of one to seven digits for a telephone, and also known as an *extension number*.

Feature display

An area that shows status information about the feature in use. It also displays the name and status of the active session.

Feature Status Lamp indicator

An LCD or an LED that indicates a data message, contact, or feature status by a flash, wink, steady on, or off.

Fixed key

The hard-labeled keys on your telephone.

Flexible Feature Codes (FFCs)

Specialized codes entered using the dialpad that enable features (for example, Ring Again).

Goodbye key

A fixed key used to end an active call.

Indicator

An LCD or an LED that indicates the status of a feature by the flash, wink, steady on, or off.

Information display

Any display of call activity, lists, prompts, and status of calls. If the text message exceeds the display area, a scroll arrow icon indicates that you must use the scroll keys to view the remaining text.

Interrupted dial tone

A broken or pulsed dial tone that sounds when you access some features on your telephone.

Message/Inbox

A fixed key on your IP Phone 1140E that connects to your voice messaging system when the key is pressed.

Navigation keys

Keys used to scroll through menus and lists appearing on the LCD display screen.

Off-hook

Any line selected to make a call or receive an incoming call. The term *off-hook* is applied whether (a) the end user lifts up the handset, (b) the end user presses a line key, (c) the call is automatically answered at the telephone, or (d) a line is automatically selected for an outgoing call.

Paging tone

A special tone (two beeps followed by dial tone) that sounds when you use the Radio Paging feature.

Return to Queue on No Answer

If a call is not answered by the agent, the call is sent back to the ACD queue and the agent's telephone is automatically placed in the Not Ready state.

Ringback/ring tone

A sound indicating that a call you have made is ringing at its destination.

Services key

A fixed key used to access options such as Telephone Options, Password Admin, Virtual Office Login, Virtual Office Logout, Test Local Mode, and Resume Normal Mode.

Shared Directory Number

A DN (extension) that is shared by two or more persons.

Special Prefix code (SPRE)

Special codes entered using the dialpad, followed by a two-digit access code, that enable features (for example, Call Forward All Calls requires entry of SPRE code + 74).

Special dial tone

The three consecutive tones followed by dial tone that you hear when accessing telephone features.

Station Control Password (SCPW)

Enables security features on your phone to prevent others from making calls from your telephone and to prevent access to protected features (for example, Remote Call Forward).

Status Messages

A message displayed to inform the user of important information. A right arrow appears if more than one Status Message is present. Examples of Status Messages include: Message

Waiting, All Lines Forwarded to: 6453, Do Not Disturb On, Ring Again active, and Ringer is OFF.

System or Switch

Your office communication system.

Switchhook

A button on which the handset presses down, disconnecting your call when you replace the handset. The handset (when lifted) releases the switchhook, and you either answer an incoming call or you receive a dial tone to make a call.

User interface

Screen displays that interact with the end user as a result of an action or event.

Visual Alerter/Message Waiting indicator

An LCD or an LED that flashes to indicate that a message is waiting or when the ringer is on.

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IP Phone 1140E

Call Center User Guide

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