Avaya one-X® Deskphone SIP Call Center Agent 9621G and 9641G User Guide

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- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

This device complies with Part 15 of the FCC Rules. Operation is subject to the following two conditions: (1) This device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.

FCC Caution: Any changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate this equipment.

FCC/Industry Canada Radiation Exposure Statement

This device complies with the FCC's and Industry Canada's RF radiation exposure limits set forth for the general population (uncontrolled environment) and must not be co-located or operated in conjunction with any other antenna or transmitter.

Warning

The handset receiver contains magnetic devices that can attract small metallic objects. Care should be taken to avoid personal injury.

Power over Ethernet (PoE) warning

This equipment must be connected to PoE networks without routing to the outside plant.

『根據交通部低功率管理辦法規定：

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Chapter 1: Introduction to the Avaya Call Center agent deskphones

The 9608, 9611G, 9621G, and 9641G are multiline deskphones that you can use in a standard office environment or with Avaya Call Center 3.0 or later releases. The 9621G and 9641G deskphones are touch-based phones with a color display. The 9611G and 9608 are button-based phones. The 9611G has a color display, while the 9608 has a monochrome display.

You can connect a dual headset adapter to the 9641, 9608, and 9611G models so that two persons can listen in on calls. You can attach up to three button modules to these models to extend call appearances or features or both.

Additionally, the 9641G has an optional faceplate designed specifically for using this model in a call center. With these deskphones you can obtain convenient features and capabilities at your fingertips, including a Phone Screen to view and manage your calls, and icons indicating agent status, call states, feature status, queued calls, and missed calls. Using the designated feature buttons, you can change your agent work mode or state with one touch.

Not all functions and features described in this user guide may be available on your deskphone or applicable to the way your call center operates. If you find that a function or feature is not available, contact your supervisor or system administrator.

Important:

This guide describes only the features and operation of the 9621G and 9641G Deskphones in a call center environment. Specific user guides address standard office deskphone operation and features such as placing calls, reviewing call history, conference calling, and modifying deskphone options and settings for your personal preferences. Depending on which deskphone model you are using, see *Avaya one-X™ Deskphone SIP for 9608 and 9611G IP Telephone User Guide* or the *Avaya one-X™ Deskphone SIP 9621G and 9641G User Guide for 9600 Series IP Telephones*, available on the Avaya Support Site: http://avaya.support.com.

Differences between the H.323 and SIP deskphones

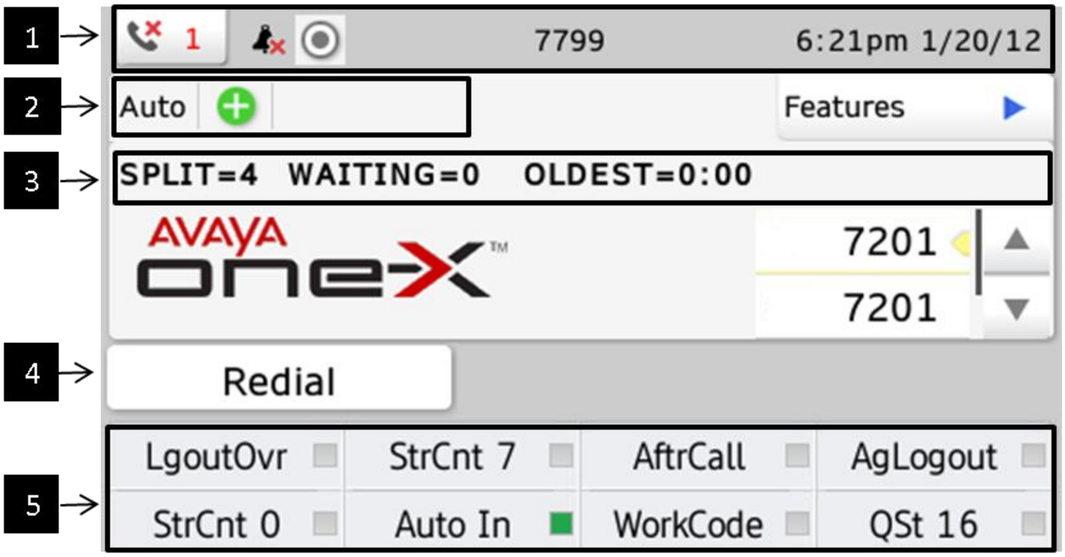
There are differences between the H.323 deskphones and the SIP deskphones, which include:

- The Agent Greetings feature is supported by H.323 deskphones, but is currently not available for the 96x1 SIP deskphones. The feature is supported only with phones that use the Avaya one-X® Deskphone H.323 application.
- Call Center features, such as login and logout, function differently with SIP using the advanced capabilities of the SIP architecture.
- If collected digits are available for a call, they appear on the Agent Status line automatically on the SIP deskphones. No action is required on your part.

About Call Center Agent Phone screen

Your Phone screen displays information about your phone and agent settings as well as information about calls.

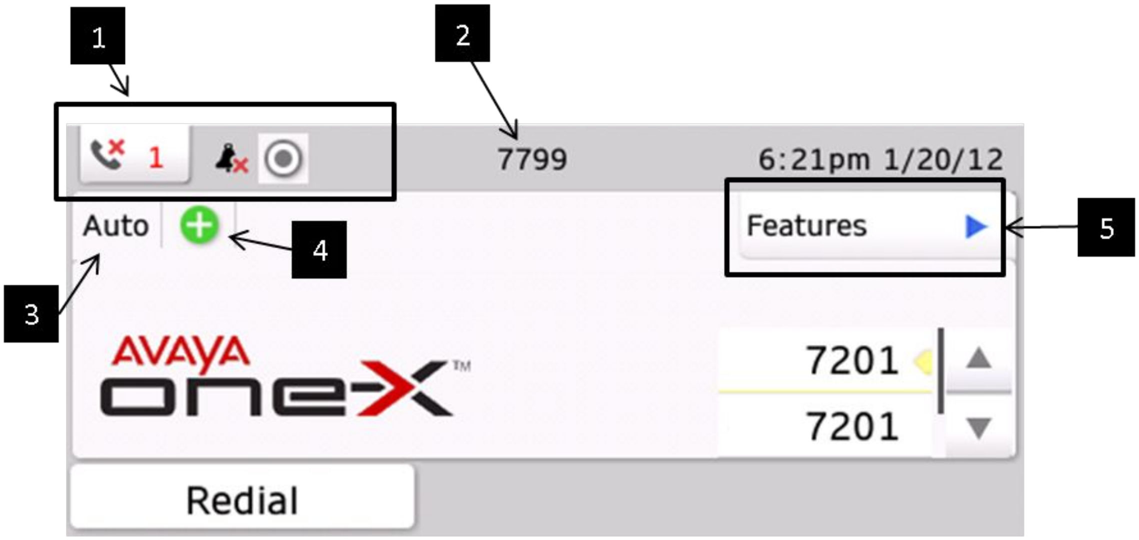
What is displayed on your Phone screen is dependent on the phone model and what has been configured for your system by your system administrator.



SPLIT=4 WAITING=0 OLDEST=0:00

No.	Name	Description
1	Top Line Display	Displays date and time and set information.
2	Agent Status Line	Displays agent information, such as work mode and state, and when provided, collected digits. If collected digits are available with the call, they are displayed without any action on your part. If User-to-User Information (UUI) is associated with the call, it is displayed here when you press the **UUI Info** button.
3	Agent Information Line	Displays Vu Stats information when you press the **Vu Stats** button.

No.	Name	Description
		When you press the **Queue Stats** button, the Queue Stats information overrides the Vu Stats information. If Interruptible Aux is activated, the Interruptible Aux message is displayed.
4	Softkeys	Tap a softkey to perform that task. The softkeys that are displayed depend on which features are active and whether you are on a call.
5	Quick Touch panel	Tap to access the configured Call Center features. What is displayed here is dependent on a number of factors, including which features are configured, your Agent Status, and how the Quick Touch Panel is configured (not displaying, one line displaying, or two lines displaying).



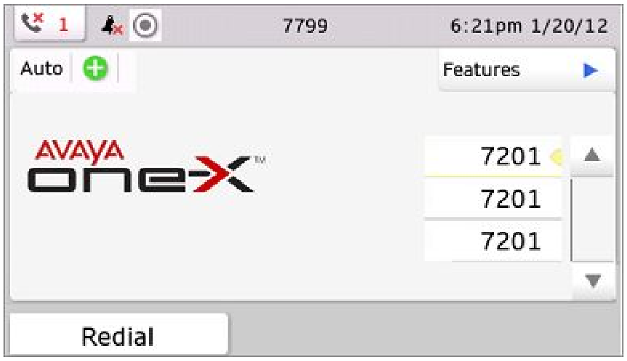
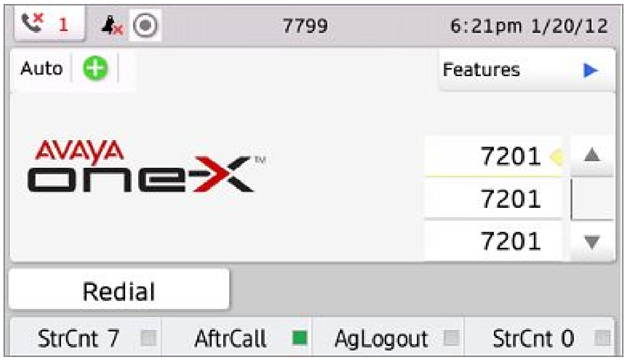
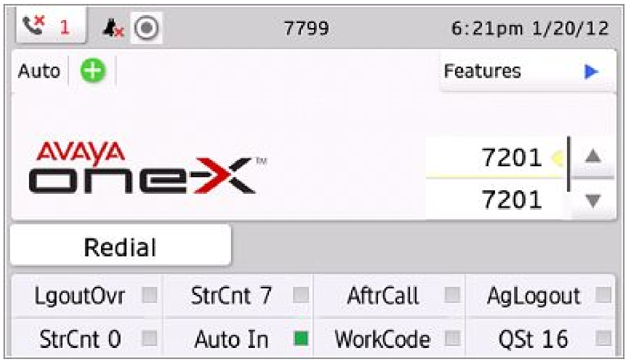
No.	Name	Description
1	Icon area	Displays icons such as Forced Logout, Forced Logout Override, pending state changes, missed calls and phone settings.
2	Agent ID	Displays your Agent ID when you have logged in. The phone extension number is displayed when you are not logged in.
3	Agent Work Mode	Displays your agent work mode: Auto or Manual. No icon is displayed when you are not logged in.
4	Agent State	Displays your agent state as a icon: Available, Auxiliary Work (with or without Reason Code), After Call Work, or On call (ACD or non-ACD). See About call center-related icons on page 12.
5	Features Screen	Tap the button to access the configured Call Center Features.

The Top line display, Agent Status line, and Agent Information line are also visible when viewing the Features screen.

Use Call Center Agent features by tapping **Features**, or by tapping the feature from the Quick Touch panel, if configured.

Quick Touch Panel options

You can configure the Quick Touch panel to display one line, two lines, or not to display.

Not displayed	 1 7799 6:21pm 1/20/12 Auto Features AVAYA one-X 7201 7201 7201 Redial
One line display	 1 7799 6:21pm 1/20/12 Auto Features AVAYA one-X 7201 7201 7201 Redial StrCnt 7 AftrCall AgLogout StrCnt 0
Two line display	 1 7799 6:21pm 1/20/12 Auto Features AVAYA one-X 7201 7201 Redial LgoutOvr StrCnt 7 AftrCall AgLogout StrCnt 0 Auto In WorkCode QSt 16

Setting the Quick Touch panel

About this task

When you use the Quick Touch panel, the Phone screen provides access to your features or call appearance buttons at a glance. You can set the Quick Touch Panel to display one or two lines, or not display any lines. Displaying the Quick Touch panel can limit your call appearances display to three lines at a time.

Procedure

1. Press **Home**.
2. Touch **Settings**.
3. Touch **Options & Settings**.
4. Touch **Screen and Sound Options**.
5. On the **Screen and Sounds** menu, touch **Show Quick Touch Panel** , then touch the **Right** softkey to change the setting from 1 Line to 2 Lines, from 2 Lines to 0, or from 0 to 1 Line.
6. Touch **Save** to save the setting or **Cancel** to return to the menu without saving.

About Agent work modes and states

When you are logged in as an agent, the Agent Status line shows your current work mode and state.

When logged in, the agent work modes are **Auto In** and **Manual In**.

The agent states are:

- **Available** — This state is automatically assigned when you are available to receive ACD calls. With Auto In, you are returned to Available after each call is released.

  With Manual In, you must tap Manual In to return to the available state.
- **Aux Work** — You are placed in the Auxiliary Work state after agent login without a specified work mode. You must change to Auto In or Manual In work mode to become available to receive incoming call center calls and to select your mode of operation. You can change back to Auxiliary Work to indicate you are not available to receive call center calls; for example, when you want to take a break. Depending on how your system is administered, you might be prompted to enter a Reason Code when changing to Aux Work.

- **After Call Work** — Switch to ACW to perform after-call work, such as completing a call-related form. The call distribution system automatically changes your agent state to ACW if you are in Manual-In mode.

  You may also enter this state automatically when you are in Auto-In mode, if your system administrator has configured automatic ACW for a preset time period after call completion.
- On Call — This state is automatically assigned when you are active on a call. If you are active on an ACD call, the "**On-ACD Call**" icon is displayed; otherwise, the "**On non-ACD Call**" icon is displayed.
- **Forced Logout** — This state is assigned at a specified time determined by your system administrator. The Forced Logout icon is displayed on the top line only if the administrator has assigned a logout time for you. If you are not on a call, you are logged out of the ACD regardless of which agent state you are in.
- **Logout Override** — You can invoke this state if you want to continue working after your scheduled logout time. The Logout Override icon is displayed on the top line only if you have invoked to override the administered Forced Logout before the scheduled time.

Pending states are assigned whenever you request a state change while active on a call. For example, you request to change to an Aux Work state while active on a call. When the call is released, the pending state change become effective immediately.

About call center-related icons

What you see on the Deskphone display depends on the features that are provisioned for your Deskphone.

Icon	Icon name	Where it appears	Description
🕒	After Call Work	Agent Status line	The Deskphone displays this icon when you activate ACW. Use this state when you are performing any after call-related work, such as filling in paperwork after an ACD call.
🕒▶	Pending ACW	Top Line display	The Deskphone displays this icon when you activate ACW when you are active on a call.
⊖	Aux Work	Agent Status line	The Deskphone displays this icon when you activate Aux Work. Enter this state when you are performing non-ACD activities such as taking a break, or placing an outgoing call. You may need to enter a Reason Code for entering the Aux

Icon	Icon name	Where it appears	Description
			Work state if this requirement is configured by your system administrator.
➡	Pending Aux	Top Line display	The Deskphone displays this icon when you activate Aux Work while you are active on a call.
⊕	Available	Agent Status line	You are available for any incoming call. The Deskphone displays this icon when you are not active on a call, in ACW, or in Aux Work.
⊕	Pending Available	Top Line display	The Deskphone displays this icon when you are changing your state to Available from Aux Work or ACW and you are active on a call.
◉	Forced Logout	Top Line display	The Deskphone displays this icon when Forced Logout is active for your Agent ID.
⊘	Forced Logout Override	Top Line display	The Deskphone displays this icon if you activate Forced Logout Override.
◉	Pending Logout	Top Line display	The Deskphone displays this icon if you press the Log Out button while you are active on a call or when the Forced Logout time arrives and you are active on an ACD call.
🔔	Alerting icon	Agent Status line	The Deskphone displays this icon when you receive an incoming call. When you receive an ACD or DAC call, the icon displays the respective text, ACD or DAC, horizontally beside the bell.
☎	On call	Agent Status line	The Deskphone displays this icon when you are active on a call. When you receive an ACD or DAC call, the icon displays the respective text, ACD or DAC, horizontally. If you are active on an ACD call, the On ACD call icon is displayed, otherwise, the On non-ACD call icon is displayed.
☎	Held call	Agent Status line	The Deskphone displays this icon when you have placed a call on hold. When you place an ACD or DAC call on hold, the icon displays the respective text, ACD or DAC, vertically.
✖ 00:00 [0	Queue Stats	Agent Information line	The Deskphone displays this icon when you activate Queue Stats.

Icon	Icon name	Where it appears	Description
			The clock icon appears before the oldest call time and the calls icon appears before the number of calls in the queue.
⏰!	Time in Queue Threshold warning	Queue Stats feature button	The Deskphone displays this icon to indicate when the time threshold for the oldest call in the queue has been reached.
☎!	Call threshold warning	Queue Stats feature button	The Deskphone displays this icon when the number of calls in the queue has reached the maximum configured by your system administrator.
💾	UUI icon	Agent Status line	If an incoming call has UUI information, the UUI feature button lamp is solid. When you tap the feature, or press the button associated with this feature, the Deskphone displays this icon before the UUI information.
i	Collected Digits Information	Agent Status line	If the incoming call has collected digits information, the Deskphone displays this icon before the digits. Collected digits are digits that the caller entered before reaching you.

About Lamp States for Call Center features

Call center features that are associated with an administered feature button display different lamp states, indicating the status of the feature.

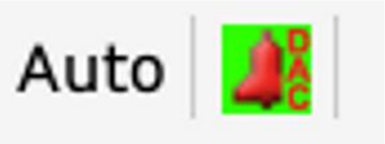
Lamp State	Feature Status
Dark □	Off
Steady 🟩	On
Wink ▤	Pending state change

Lamp State	Feature Status
Flash ▨	• Prompt to enter Reason Code or • Indicates a threshold has been reached
Flutter ▤	Displayed during a number of feature states, including: • On call, or in Aux, or ACW with DAC call waiting. • Pending Logout • Stroke count was entered while you are in an invalid state • Call Work Code entered while you are in an invalid state

Agent Status line display combinations for agents

What you see on the Agent Status line of the screen depends on what you are doing at the time (your agent work mode) and whether you are idle or have an active, held, or incoming call.

In the following example, the Agent Status line indicates you are in Auto In mode and there is an incoming DAC call.



Use this chart as a guide to possible agent status line display combinations.

- ACD=Automatic Call Distribution
- ACW=After Call Work
- Auto=Auto In
- Aux=Auxiliary Work state
- DAC=Direct Agent Call
- Man=Manual In
- RC=Reason Code #

Agent Work Mode shows	Agent Status shows	Icon area shows	What this means:
Auto or Man	⊕		You are ready to receive DAC or ACD calls.

Agent Work Mode shows	Agent Status shows	Icon area shows	What this means:
Auto or Man	Incoming 🔔		You have an incoming non-ACD or non-DAC call.
Auto or Man	Incoming-ACD 🔔 ACD		You have an incoming ACD call.
Auto or Man	Incoming-DAC 🔔 DAC		You have an incoming DAC call.
Auto or Man	On-ACD ☎ ACD		You are on an ACD call.
Auto or Man	On-ACD ☎ ACD	DAC	A DAC call is waiting in the queue while you are on an ACD call.
Auto or Man	On-DAC ☎ DAC		You are on a DAC call.
Auto or Man	On-DAC ☎ DAC	DAC	A DAC call is waiting in the queue while you are on a DAC call.
Auto or Man	Hold ☎		You have a non-ACD, non-DAC call on hold.
Auto or Man	Hold ☎	DAC	A DAC call is waiting in the queue while you have a non-ACD, non-DAC on hold.
Auto or Man	On-ACD-Hold ACD ☎		You have an ACD call on hold.
Auto or Man	On-ACD-Hold ACD ☎	DAC	A DAC call is waiting in the queue while you have an ACD call on hold.
Auto or Man	On-DAC-Hold DAC ☎		You have a DAC on hold.

Agent Work Mode shows	Agent Status shows	Icon area shows	What this means:
Auto or Man	On-DAC-Hold DAC	DAC	A DAC call is waiting in the queue while you have a DAC on hold.
Auto or Man	Aux or Aux RC ⊖ (RC if applicable)		You are performing auxiliary work and not available to receive DAC or ACD calls. **Note:** If you have just logged in as an agent, the work mode is blank.
Auto or Man	Aux or Aux RC ⊖ (RC if applicable)	DAC	A DAC call is waiting in the queue while you are performing auxiliary work and not available to receive DAC or ACD calls. **Note:** If you have just logged in as an agent, the work mode is blank.
Auto or Man	ACW 🕒		You are performing after call work and not available to receive DAC or ACD calls.
Auto or Man	ACW 🕒	DAC	A DAC call is waiting in the queue while you are performing after call work and not available to receive DAC or ACD calls.
Auto or Man	On-ACD ACD or On-DAC DAC	Aux Pend or Aux RC Pend ⊖➔	You are active on a call, are switching into Aux state, and have no incoming or pending calls.
Auto or Man	On-ACD ACD or On-DAC DAC	Aux Pend or Aux RC Pend ⊖➔ DAC	You are active on a call, a DAC call is waiting in the queue while you are switching into Aux state. **Note:** If you put a call on hold, then the Agent Status line displays the On-hold icon.
Auto or Man	On-ACD ACD or	ACW Pend 🕒➔	You are active on a call, you are switching into ACW state, and have no incoming or pending calls.

Agent Work Mode shows	Agent Status shows	Icon area shows	What this means:
	On-DAC DAC		
Auto or Man	On-ACD ACD or On-DAC DAC	ACW Pend DAC	You are active on a call and a DAC call is waiting in the queue while you are switching into ACW state. **Note:** If you put a call on hold, then the Agent Status line displays the On-hold icon.

About incoming calls

What information is displayed for an incoming call is dependent on the call type and what has been configured for your system.

VDN information

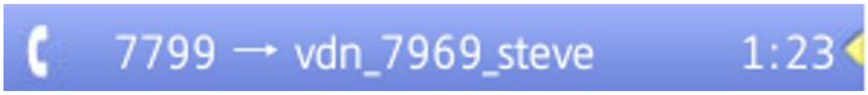
Depending on how vector programming is configured for your system, incoming calls may traverse multiple VDNs (Vector Directory Number) or they may stay within the original VDN that received them.

Note:

A Vector Directory Number (VDN) is a contact number in CM that is, in general, used as a point of entry of a call into a Call Center. In many cases, it is the mapping of an 1–800 telephone number that a caller dials to access the services provided by a Call Center.

If the calls traverse multiple VDNs, one of these VDNs is configured as the active VDN for the call. The active VDN controls what information is displayed on the Deskphone that receives the call.

Your Deskphone displays the following information: “caller_ID info→ VDN_name”, where “caller_ID info” is the calling party identification, if available, and “VDN_Name” is the administered name of the active VDN before delivery to you. The active VDN for an unanswered redirected call, along with a Call Redirected (CR) indicator, is displayed for an incoming call, as is the case for calls that are received from Routing On No Answer (RONA) redirection..



7799 → vdn_7969_steve 1:23

ASAI UUI

When you receive a call with User-to-User Information (UUI), the UUI Info feature button is lit on the Deskphone screen. When you press the UUI Info key, the UUI icon is displayed, followed by the UUI information. The UUI icon is used to distinguish UUI information from other call information, such as collected digits.

Collected digits

If collected digits are associated with the incoming call, the digits are displayed on the Agent Status line, without requiring any action on your part. The Info icon is displayed, followed by the collected digits information.

When this information is cleared from the Agent Status line is dependent on your system configuration.

About Message Waiting Indicator

An illuminated red LED in the upper-right corner of your Deskphone and the Message Button on the Deskphone faceplate indicate you have unopened voice mail messages. If Visual Alerting is enabled, the corner LED also flashes when you receive an incoming call. Depending on your system configuration, the message waiting indicators indicate messages either for the Deskphone extension, or for the Agent LoginID after agent login. When configured for Agent LoginID, the message waiting indications are for the agent when the agent is logged in. Immediately after agent login, the screen displays “MWI is indicated for the Agent ID” or “MWI is indicated for the extension”.

Your Deskphone can also be configured to indicate when other extensions have unopened voice mail messages, using the lamp indication of specific Message Waiting Indicator (MWI) feature buttons defined for each extension to be monitored. If your administrator has enabled this feature, the button lamp is green, or the Touchscreen icon displays an open envelope when there are unopened messages for the configured extensions on your Deskphone.

When all messages are cleared, the envelope will appear closed.

Chapter 2: Call Center Agent operations

About Call Center Agent features

Most Call Center features are provisional and configured by your system administrator. You may not see all the features described in the next two chapters.

The feature name that is displayed on your Deskphone is dependent on your Deskphone display settings and where on the display the feature is appearing.

You can access Call Center Agent features from different areas on your Deskphone:

- Quick Touch panel
- Phone screen: Features button

For the purposes of this user guide, the instructions are based on accessing the features from the Deskphone screen. To access the features from the Quick Touch panel, simply tap the feature.

About Reason Codes

Some Call Center features, such as Agent Logout and Auxiliary Work state, may require you to enter a Reason Code.

Reason Codes are configured as “Forced” or “Requested”, or “None”. Forced means a Reason Code must be entered and Requested means you can bypass entering a Reason Code.

If your system administrator did not configure Reason Codes, you may not be prompted to enter a Reason Code.

Speak to your system administrator or supervisor for more information about the Reason Codes your system uses.

Logging in as an agent

Before you begin

To log in as an agent, your extension must be registered to the Avaya Aura network and you must have your agent ID and, if required by your system administrator, your password.

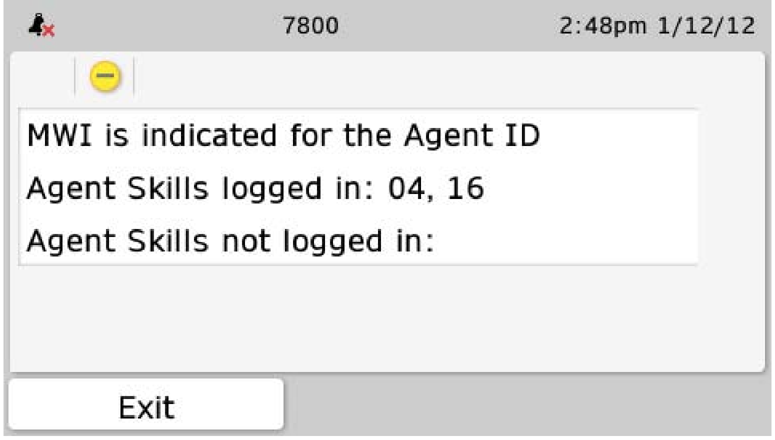
Procedure

1. Tap **Features** to access the Features list.
2. From the Features list, tap **Agent Login** using the up or down navigation arrows.
3. Enter your Agent ID.
4. Tap **Enter**.
5. If an agent password has been configured, enter your password. If not, proceed to the following step.
6. Tap **Enter**.

Result

The Deskphone displays the following information:

- whether Message Wait Indicator is configured for your Agent ID, or for the extension
- which agent skills you are assigned and logged into
- which agent skills you are assigned, but not logged into, perhaps because that assigned skill has reached a predetermined system limit



MWI is indicated for the Agent ID

Agent Skills logged in: 04, 16

Agent Skills not logged in:

Note:

You can view Skills information at any time by tapping the Skills softkey from the Features screen.

Upon log in, your agent state is Aux Work and you do not have a work mode assigned. You must select a work mode to become available.

Upon successful login, the Agent Login feature toggles to the Agent Logout feature.

Note:

If you enter an incorrect password, you hear an error beep and the following error message shows on the display: “Incorrect Login information— Try Again”.

Logging out as an agent

Before you begin

Your system administrator can configure Reason Codes as “Forced” which means a Reason Code must be entered upon Agent Log Out. Speak to your system administrator or supervisor for more information about the Reason Codes your system uses.

Procedure

1. Tap **Features** to access the Features list.
2. From the Features list, tap **Agent Logout** using the up or down navigation arrows.
3. If configured by your system administrator, enter the Reason Code for logout.
4. Tap **Enter**.

Result

Upon successful logout, the Agent Logout feature toggles to the Agent Login feature.

Activating After Call Work

About this task

You can activate After Call Work at any time while you are logged in as an agent. If After Call Work is activated while on a call, the phone indicates it is pending After Call Work until after your active call is released.

Procedure

1. Tap **Features** to access the Features list.
2. From the Features list, tap **After Call Work** using the up or down navigation arrows.

3. Tap **Select**. **Select** or press the **OK** button.

Result

The After Call Work icon (🕒) appears on the Agent Status Line.

Activating Auxiliary Work

About this task

You can activate the Aux Work state to notify the system that you are unavailable for any call at this moment.

If configured by your system administrator, you may need to specify a reason by entering a Reason Code.

Note:

Your Deskphone supports the Interruptible Aux work feature. If configured for your system, this feature can display messages such as “You are needed” and the system can change your status to Auto or Manual In.

See About Reason Codes on page 21 for more information.

Procedure

1. Tap **Features** to access the Features list.
2. From the Features list, tap **Aux Work** using the up or down navigation arrows.
3. If optional or forced Reason Codes have been configured by your system administrator, enter the Reason Code .
4. Tap **Select**.

Result

The Aux Work icon (⊖) appears on the Agent Status line followed by the Reason Code (if entered), or the Aux Work Pending icon (➡) appears on the Top Line display followed by the Reason Code (if entered).

Note:

You see the Aux Work Pending icon if you activate Aux Work while active on a call. Once the call has been released, you enter the Aux Work state.

Activating Auto In

About this task

The Auto In work mode enables you to go back to the Automatic Call Distribution (ACD) available queue as soon as you end the ongoing call.

Note:

In most configurations, either the Auto In feature or the Manual In feature is available, but not both.

Procedure

1. Tap **Features** to access the Features list.
2. From the Features list, tap **Auto In** using the up or down navigation arrows.

Result

The Auto and Available (⊕) icons appear on the Agent Status line and you are available to take calls.

Activating Manual In

About this task

The Manual-in work mode requires that you press the Manual-in button following each call in order to make yourself available to service the ACD queue.

Note:

In most configurations, either the Auto In feature or the Manual In feature is available, not both.

When you are in Manual In mode, the system automatically changes your status to After Call Work (ACW) as soon as you end the ongoing call. To go back to the ACD available queue, you must again activate Manual In mode.

Note:

Depending on your provisioning, you may be required to enter a Stroke Count or Call Work Code before being allowed to enter the manual-in mode. Contact your supervisor for additional information.

Procedure

1. Tap **Features** to access the Features list.
2. From the Features list, tap **Manual In** using the up or down navigation arrows.

Result

The Manual and Available icons appear on the Agent Status line.

Activating Logout Override

About this task

If configured by your system administrator, the system automatically logs you out at a predefined time. If you need to continue working after your scheduled time, use the Logout Override feature to disable the automatic logging out.

Note:

You must enable the Logout Override feature before your specified logout time.

If you are active on a call and you have reached the predefined logout time set by your administrator, you hear a beeping sound to indicate logout is pending. You can request logout override while on the call; the beeping ceases, and you will stay logged in after the call is released.

Procedure

1. Tap **Features** to access the Features list.
2. From the Features list, tap **Logout Override** using the up or down navigation arrows.

Result

The Logout Override icon (⊘) appears on the Top Line Display if activated before the predefined logout time is reached.

Chapter 3: Call Center Deskphone operations

Answering and ending a call

About this task

When you are logged in, available, and receive an incoming ACD call, the phone displays a string of up to 16 digits on the Agent Information line, if collected digits are associated with the call.

Procedure

1. When you receive an incoming call, you can:
    - Tap **Answer** to answer the call.
    - Tap **Ignore** to silence the alerting without answering the call.
2. Tap **Release** to end the ongoing call.

Result

If the incoming call has collected digits information, it is automatically displayed on the Agent Information line. The Information icon (ℹ) appears before the digits.

If the incoming call has UUI information associated with it, the UUI Info button is lit. When you press the UUI Info button, the Deskphone displays the UUI information on the Agent Information line, with the UUI icon (💾) appearing before the call information. The UUI information replaces the collected digits information for a short period of time before returning to display the collected digits information.

When you receive an incoming call, the Deskphone uses the Vector Directory Number (VDN) name feature and displays certain information about the caller on the Deskphone display screen.

Entering Stroke Counts

The Stroke Count feature allows your administrator to define up to nine different customer-related events using keys 0 through 9.

Note:

Stroke Count 0 is used for tracking any audio quality issues. It can be entered while in any agent state or work mode as long as you are logged in as an agent.

About this task

Use these pre-defined keys to report the number of times that a particular event occurs. On a single call, you can send any of the configured stroke counts and repeat them as many times as the incident occurs.

To enter a stroke count, you must be logged in and

- active on an ACD or DAC call

  or

- in ACW state after disconnecting from a call

  or

- in Timed ACW state after disconnecting from a call

If you are not in any of these states, the Deskphone displays “INVALID STATE” on the Top Line and the Stroke Count information is not sent. As well, the LED associated with this feature or the touch phone equivalent will flutter.

Your Feature screen displays Stroke Count (#), where # is the number from 0 to 9 that your system administrator has defined for specific customer events.

Contact your supervisor or your system administrator for more information about the defined events.

Procedure

1. Tap **Features** to access the Features list.
2. From the Features list, tap **Stroke Count** using the up or down navigation arrows.

Result

The Stroke Count information is sent to the CC Elite server.

Entering Call Work Codes

About this task

The Call Work Code feature allows you to enter a Call Work Code, if configured by your system administrator. The Call Work Code can be up to 16 digits in length.

To enter Call Work Codes, you must be logged in and:

- active on an ACD or DAC call, or
- in ACW state after disconnecting from a call, or
- in Timed ACW state after disconnecting from a call

Procedure

1. Tap **Features** to access the Features list.
2. From the Features list, tap **Call Work Code** using the up or down navigation arrows.
3. Enter the code.
4. Tap **Enter** or press the # key.

Result

The Call Work code is sent to the CC Elite server.

Viewing Queue Stats

About this task

The Queue Stats feature displays the following information on the Deskphone screen for 10 seconds:

- the configured name of the skill group associated with the Queue Stats feature button
- time of the oldest call in queue
- number of calls in queue

The Queue Stats feature button label is displayed as **Queue Stats** followed by the skill number in brackets; for example, **Queue Stats (4)**.

Procedure

1. Tap **Features** to access the Features list.

2. From the Features list, tap **Queue Stats** using the up or down navigation arrows.

Result

The Queue Stats are displayed on the Agent Information line.

If VuStats is active when you press the Queue Stats feature, the Deskphone deactivates the VuStats session when Queue Stats are received and the Agent information line is overwritten with the Queue Stats information.

> **Note:**
>
> In addition to the above information displayed by tapping a Queue Stats feature button, the Deskphone also displays icons associated with the feature button, based on queue statistics received from CC Elite, which are associated with the skill assigned to the Queue Stats feature button.
>
> If there is at least one call in the skill queue, the feature lamp state turns solid. If the configured threshold for the number of calls in queue has been reached, the appropriate icon is displayed (☎❗). If the configured threshold for the oldest call in queue is reached, the appropriate icon is displayed (⏱❗). When either of the threshold conditions are reached, the feature lamp state displays the flutter state.

Viewing Vu Stats

About this task

The VuStats feature allows the Deskphone to display specific reporting details, such as information related to VDNs, Skills, Trunks, or Agents.

The format of the information that the Deskphone displays depends on how your system administrator has administered the format number associated with the feature button. Format numbers supported are 1 to 50. This information is displayed on the Agent Information Line.

If the information exceeds one line, select the Agent Information Line by tapping it, and use the **All** soft key to view the full VuStats information. It is important to note that if the current format number is linked to another format number through format number configuration, then a Next soft key would be displayed when the Agent Information Line is selected while VuStats is being displayed. Use **Next** to view the VuStats information associated with the next format number. Use **ExitVu** on the Agent Information Line to deactivate the VuStats session

Procedure

1. Tap **Features** to access the Features list.
2. From the Features list, tap **Vu Stats** using the up or down navigation arrows.
3. Tap the VuStats information displayed on the Agent Information line.

4. Enter the resource (Skill, VDN, Agent ID, or Trunk Group) number as prompted by the Deskphone and press **Enter**.
5. Tap **Next** to view the next Vu Stats format, if applicable.
6. Tap **All** to view the Vu Stats on the entire display screen, if the information exceeds one line.
7. Tap **Back** to return to the single line view.
8. Tap **Exit** to deactivate the current Vu Stats session.

Activating Supervisor Assist

About this task

Use the Supervisor Assist feature if you need assistance from your supervisor during a call, or if you are not on a call and need to contact your supervisor. When your supervisor answers the call, you can opt to conference your supervisor with the caller, transfer the ongoing call to your supervisor, or drop your supervisor and go back to the current call.

The Supervisor Assist feature button label displays as **Assist (#)** , where # is the skill number. However, the skill number may be blank. If the skill number is blank, CC Elite determines the appropriate skill number to be associated with the Supervisor Assist call.

Procedure

1. Tap **Features** to access the Features list.
2. From the Features list, tap **Assist** using the up or down navigation arrows.

Result

If you are active on a call, your call is placed on hold while your supervisor is contacted.

After your supervisor answers the call, your display still displays the **Conf** and **Trans** softkeys.

Viewing ASAI UUI

About this task

If the incoming call has UUI information associated with it, the UUI Info feature button is lit. When you press the UUI Info button, the Deskphone displays the UUI information on the Agent Information line, with the UUI icon (💾) appearing before the call information. The UUI information replaces the collected digits information for a short period of time before returning to display the collected digits information.

Procedure

1. Tap the UU Info feature button to view the information associated with the call.
2. If the UUI associated with the call is too long to fit in the screen, tap **Next** to see the entire UUI.
3. Tap **Exit** to clear UUI information from the screen.

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