Using Avaya 9621G/9641G/9641GS IP Deskphones SIP for Call Center Agents

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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 phones

The 9608, 9608G, 9611G, 9621G, 9641G, 9641GS Deskphone and Avaya J100 Series IP Phones are used in a standard office environment or with Avaya Call Center 3.0 or later releases. The 9621G, 9641G, and 9641GS deskphones are touch-based phones with a color display. The 9611G, 9608, 9608G, and Avaya J100 Series IP Phones are button-based phones. The 9611G, and J179 has a color display, J189 has two color display, and 9608, J169 has a monochrome display.

To extend call appearances or features or both you can attach up to three button modules in Avaya 9608 IP Deskphone and Avaya 9611G IP Deskphone. Avaya J169/J179 IP Phone supports three JBM24 Button Module or Avaya J100 Expansion Module (JEM24) and Avaya J189 IP Phone supports up to two Avaya J100 Expansion Module (JEM24).

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 administrator.

Important:

This guide describes only the features and operation of the 9621G, 9641G, and 9641GS 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 *Using Avaya J169/J179 IP Phone H.323, Using Avaya189 IP Phone H.323*, *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

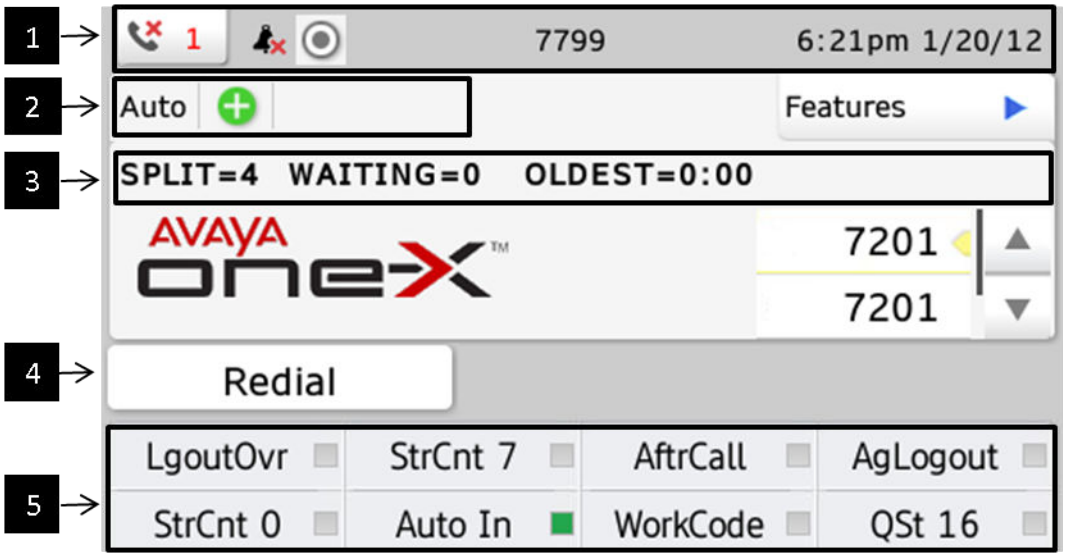
There are differences between the H.323 deskphones and the SIP deskphones, which include:

- 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.

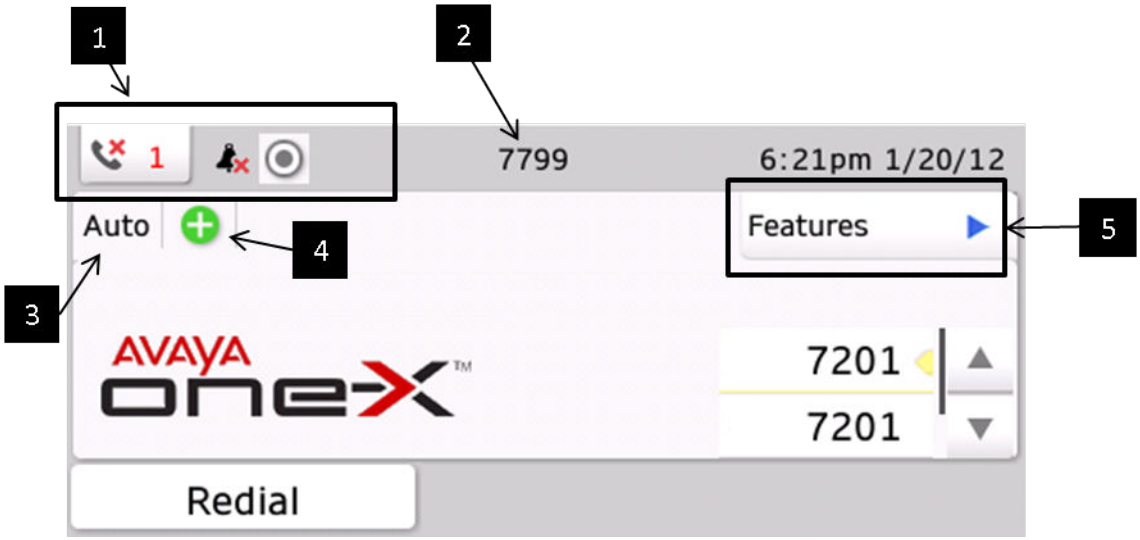
What is displayed on your Phone screen is dependent on the phone model and what has been configured for your system by your system administrator.



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.

Table continues…

No.	Name	Description
3	Agent Information Line	Displays Vu Stats information when you press the **Vu Stats** button. 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).



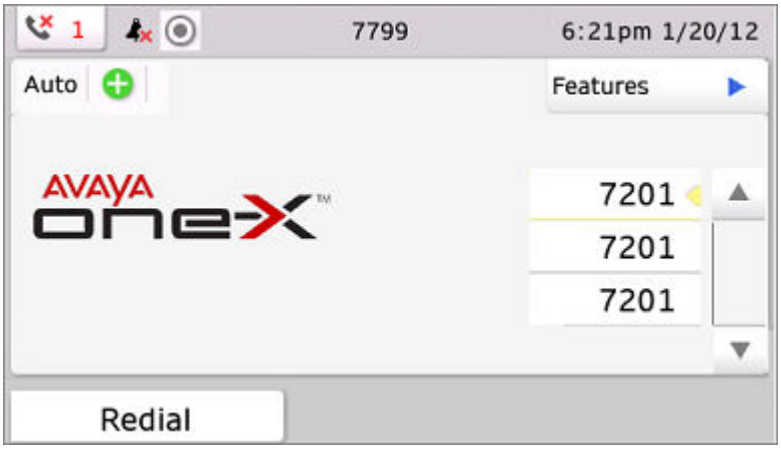
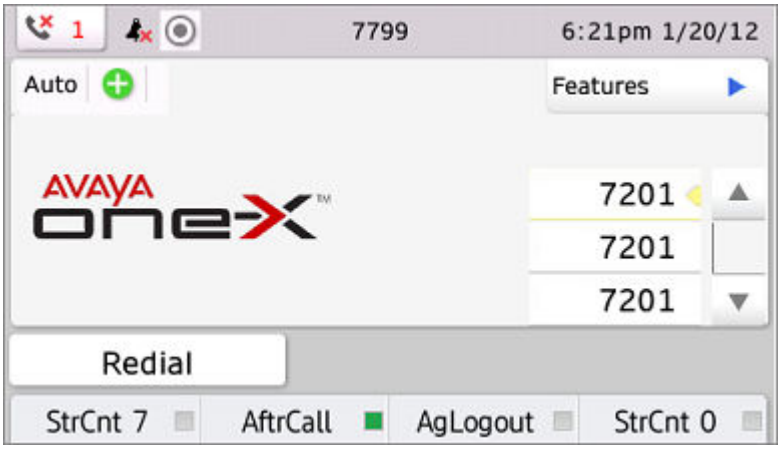
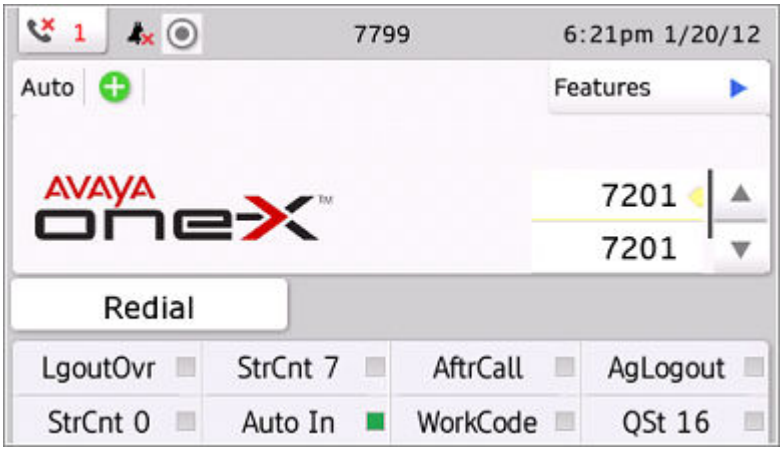
No.	Name	Description
1	Icon area	Displays icons such as Forced Logout, Forced Logout Override, pending state changes, and phone settings.
2	Agent ID	Displays your Agent ID when you have logged in. The phone extension number is displayed when you are not logged in.
3	Agent Work Mode	Displays your agent 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 11.
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	
One line display	
Two line display	

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. Tap **Settings**.
3. Tap **Options & Settings**.
4. Tap **Screen and Sound Options**.
5. On the **Screen and Sounds** menu, tap **Show Quick Touch Panel** to change the setting from 1 Line to 2 Lines, from 2 Lines to No, or from 0 to 1 Line.
6. Tap **Save** to save the setting or **Cancel** to return to the menu without saving.

Agent work modes and states

The Agent Status line shows your current work mode and state.

The following table shows the possible agent states:

State	Description
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.
Interruptible Aux Work	Interruptible Aux Work mode notifies the agents in Aux work mode with an interruptible reason code (RC) to become available. When the configured threshold is exceeded, the phone receives a visual as well as audio indication of a full ring cycle.

Table continues…

State	Description
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. The phone displays the On-ACD Call icon when you are active on an ACD call, else it displays the On non-ACD Call icon.
Forced Logout	This state is assigned at a specified time determined by your system administrator. The Top line displays the Forced Logout icon only if the administrator has assigned a logout time for you. If you are not on a call, you are logged out from ACD regardless of which agent state you are in.
Logout Override	You can set 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 set the status to override the administered Forced Logout before the scheduled time.

When an ACD call is received, the work mode changes from **Aux Work** to **Auto In** or **Manual In**.

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 becomes 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.

Table continues…

Icon	Icon name	Where it appears	Description
	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 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.

Table continues…

Icon	Icon name	Where it appears	Description
	Queue Stats	Agent Information line	The Deskphone displays this icon when you activate Queue Stats. 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.
	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: Observing, listening, or coaching.
Wink 	Pending state change: Listening, listen-talk and coaching.

Table continues…

Lamp State	Feature Status
Flash 	• Prompt to enter Reason Code or • Indicates a threshold has been reached. • Occurs between calls.
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 • Error has occurred.

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.

Table continues…

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 		You have an incoming ACD call.
Auto or Man	Incoming-DAC 		You have an incoming DAC call.
Auto or Man	On-ACD 		You are on an ACD call.
Auto or Man	On-ACD 		A DAC call is waiting in the queue while you are on an ACD call.
Auto or Man	On-DAC 		You are on a DAC call.
Auto or Man	On-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 		A DAC call is waiting in the queue while you have a non-ACD, non-DAC on hold.
Auto or Man	On-ACD-Hold 		You have an ACD call on hold.
Auto or Man	On-ACD-Hold 		A DAC call is waiting in the queue while you have an ACD call on hold.
Auto or Man	On-DAC-Hold 		You have a DAC on hold.

Table continues…

Agent Work Mode shows	Agent Status shows	Icon area shows	What this means:
Auto or Man	On-DAC-Hold 		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)		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 		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  or On-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  or On-DAC 	Aux Pend or Aux RC Pend  	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.

Table continues…

Agent Work Mode shows	Agent Status shows	Icon area shows	What this means:
Auto or Man	On-ACD  or On-DAC 	ACW Pend 	You are active on a call, you are switching into ACW state, and have no incoming or pending calls.
Auto or Man	On-ACD  or On-DAC 	ACW Pend  	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.

Incoming calls display

An incoming call displays the information about the call type.

VDN information

A Vector Directory Number (VDN) is a contact number in Communication Manager that is used as a point of entry of a call into a Call Center. In many cases, it is the mapping of 1–800 telephone number that a caller dials to access the services provided by a Call Center. Depending on the vector programming configuration for your system, an incoming call may traverse multiple VDNs or stay within the original VDN that received it.

If the call traverses multiple VDNs, one of these VDNs is configured as the active VDN for the call. The active VDN controls the display of information on the phone that receives the call.

Your phone 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 incoming call displays the active VDN and Call Redirected indicator (CR) for an unanswered redirected call and Routing On No Answer (RONA) call.

Adjunct/Switch Application Interface User-to-User Information

When you receive a call with Adjunct/Switch Application Interface User-to-User Information (ASAI UUI), the UUI feature button lights on the phone screen. When you press the UUI key, the UUI icon is displayed, followed by the UUI details. The UUI icon is used to distinguish UUI from other call information, such as collected digits.

Collected digits

The Agent Status line displays the Info icon followed by the collected digits that are associated with the incoming call.

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

Incoming call ring alert type

- All internal ACD or DAC calls ring with an internal alert type.
- All external ACD or DAC calls ring with an external alert type.
- All internal ACD or DAC priority calls ring with a priority alert type.
- All supervisor assist calls ring with the priority alert type.

Message Waiting Indicator

An illuminated red LED in the upper-right corner of your phone and the **Message** button on the phone 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 phone extension, or for the Agent Login ID after agent login. When configured for Agent Login ID, the message waiting indications are for the agent when the agent is logged in. Immediately after agent login, the phone screen displays `MWI is indicated for the Agent ID` or `MWI is indicated for the extension`.

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.

Note:

The half-width mode is not supported for Avaya Aura® Contact Center Elite features.

You can gain access to the Call Center Agent features from:

- Quick Touch panel
- Features list

For the purposes of this user guide, the instructions are based on Features list. 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.

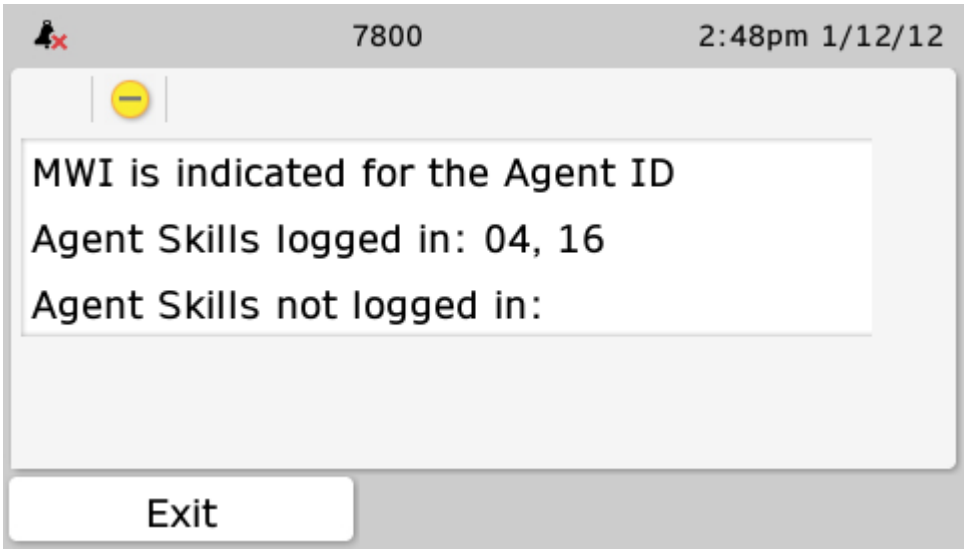
Procedure

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



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 Password
```

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**.

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 19 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 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.

Agent Greetings

When you work in a call center environment, you can use the Agent Greetings feature. When it is enabled by your system administrator, you can record greetings with your own voice and play them back for incoming calls. You can create up to 6 greeting messages and save them on your phone.

If your system administrator has enabled this option, the phone saves your greetings when you log out of your station and retrieves them when you log in again. If this option is disabled, the phone deletes greetings upon agent logout.

When you record your greeting, you can specify its name (up to 14 symbols) type, subtype (incoming call match criteria), and textual data for the subtype (up to 14 symbols).

When you are logged in as an agent, you can edit and delete your greetings and record new ones.

You can record and use the following types of greetings:

Greeting type	Description	Match Criteria
Manual	Use the **Greetings** soft key to manually start playback of this type of greetings for an incoming call.	None

Table continues…

Greeting type	Description	Match Criteria
Auto Answer (default)	The phone automatically plays this greeting for incoming calls or for any incoming calls that doesn't fully match other options.	The phone plays this message for all incoming calls on default or in ready mode for incoming calls when the Agent Status is Available
VDN	Vector Directory Number. Call vectors are commands that route incoming calls to the call center and determine how these calls are processed. The VDN permits each call to be treated uniquely according to a number of factors, including the number the caller dials, the number the caller calls from, the number of calls in the queue, and the time of day or day of the week or both.	Available matches are: • Anywhere: The data matches any set of characters in the incoming call-associated display message.This is the option set by default. • On the left: The data matches the characters on the left end of the incoming call-associated display message. • On the right: The data matches the characters on the right end of the incoming call-associated display message. • Exact match: The data matches exactly the entire incoming call-associated display message.

Table continues…

Greeting type	Description	Match Criteria
ANI	Automatic Number Identification. This type of message makes routing decisions based on the caller identity and the number of the originating line.	Available matches are: • Anywhere: The data matches any set of characters in the incoming call-associated display message. This is the option set by default. • On the left: The data matches the characters on the left end of the incoming call-associated display message. • On the right: The data matches the characters on the right end of the incoming call-associated display message. • Exact match: The data matches exactly the entire incoming call-associated display message.
Prompted Digits	Used in call centers with automatic recordings that prompt the caller to enter digits to reach a specific area of assistance in the call center. For example, a caller might be prompted to press 1 to reach Sales or 2 for Billing inquiries.	Available matches are: • Anywhere: The data matches any set of characters in the incoming call-associated display message. This is the option set by default. • On the left: The data matches the characters on the left end of the incoming call-associated display message. • On the right: The data matches the characters on the right end of the incoming call-associated display message. • Exact match: The data matches exactly the entire incoming call-associated display message.

You can only record two or more greetings for the manual type. You can record and save only one greeting of other types at a time.

Related links

Creating Agent Greetings on page 27
Recording a greeting message on page 28
Playing a manual greeting during an incoming call on page 29
Retrieving Agent greetings on page 29
Deleting an Agent Greeting on page 30

Creating Agent Greetings

About this task

Use this procedure to record a new Agent greeting and save it on your phone or edit an existing one.

Before you begin

Ensure that the administrator enabled the feature.

Make sure your headset is plugged in. Recording of Agent greetings is available only from the headset microphone.

Procedure

1. Press **Main menu**.
2. Navigate to **Agent Greetings** and press **Select**.
3. Do one of the following:
   - Toggle to an epty greeting line and press **Create** to create a new greeting.
   - Toggle to an existing greeting and press **Select** to edit an existing greeting.

   The phone opens Agent greeting configuration view.
4. Toggle to the **Label** line and enter the Agent Greeting name.
5. Press one of the following:
   - **Save** to save the name
   - **Cancel** to clear the **Label** field

   If you enter a label which already exists, the phone displays the following topline text :

   `Failed: greeting duplicated`
6. Toggle to **Greeting Type** and select the desired greeting type.
7. Toggle to **Recording** and press **Record**.

   You can record a message up to 10 seconds.
8. Press one of the following:
   - **Save** to save the name

- **Cancel** to clear the **Label** field

9. Toggle to **Match Criteria** and press the **Toggle** softkey to select the desired criterion.

   This option is not available if you have selected manual greeting type.

10. Press one of the following:
    - **Save** to save the name
    - **Cancel** to clear the **Match Criteria** field
11. Toggle to **Match String** and enter a desired match string.
12. Press one of the following:
    - **Save** to save the name
    - **Cancel** to clear the **Match String** field

    This option is not available if you have selected manual greeting type.

Related links

Agent Greetings on page 24

Recording a greeting message

About this task

Use this precedure to record a greeting message in the Recording dialogue box.

Before you begin

Ensure that the administrator enabled the feature.

Make sure your headset is plugged in. Recording of Agent greetings is available only from the headset microphone.

Procedure

1. Navigate to **Main menu** > **Agent Greetings**.
2. Toggle to an existing or empty greeting on the list and press **Select**.
3. Toggle to **Recording** and press **Record**.

   The phone opens the Recording dialogue box.
4. When you are ready to speak, press **Start** and read your greeting message.
5. When you finish, press **Stop**.

   The recording stops after 10 seconds automatically.
6. Press one of the following:
   - **Save** to save the name.
   - **Cancel** to clear the **Recording** field.

7. **(Optional)** Press **Play** to playback your recorded message.

Related links

Agent Greetings on page 24

Playing a manual greeting during an incoming call

About this task

Use this procedure to playback manual greetings when you receive an incoming call.

Before you begin

Make sure you have at least one valid manual greeting recorded on your phone.

Procedure

1. When there is an incoming call, press **Greeting** softkey.

   The phone opens the list of all manual greetings.

2. Toggle to the greeting you want to playback and press **Select**.

Related links

Agent Greetings on page 24

Retrieving Agent greetings

About this task

If have stored your greetings on a backup server, you can use this precedure upon logging into another Agent device.

Before you begin

Make sure your system administrator has enabled the back up server option for greeting messages storage.

Procedure

1. Log in with your Agent credentials.

   The phone displays the Agent Skills view.

2. Press the **Greetings** softkey.
3. From the Agent Greetings list menu, press **Update**

   The phone displays the following topline text when each greeting is loaded:

   ```
   Updating...
   ```

Related links

Agent Greetings on page 24

Deleting an Agent Greeting

About this task

Use this procedure to permanently delete an Agent greeting message from your phone.

Before you begin

Make sure you have at least one Agent greeting message stored on your phone.

Procedure

1. Press **Main menu**.
2. Navigate to **Agent Greetings** and press **Select**.
3. Toggle to the greeting message you want to delete and press **Delete**.

   The phone deletes the greeting without confirmation.

Related links

Agent Greetings on page 24

Chapter 3: Call Center Deskphone operations

Answering a call

About this task

When you receive an 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 appears before the digits.

If the incoming call has user-to-user information associated with it, the UUI feature button lights. When you press the UUI feature button, the phone displays UUI on the Agent Information line, with the UUI icon appearing before the call information. The UUI 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 phone uses the Vector Directory Number (VDN) name feature and displays certain information about the caller on the phone screen.

To use a headset to answer the calls, connect the headset to the phone, and press the **Headset** button. The handset is deactivated and the **Headset** button lights.

Note:

If you press the **End Call** softkey to end the call, the light on the **Headset** button might turn off. You can still use the headset to answer the next call.

Handling calls and conferences using Multiple Device Access

About this task

With the Avaya Aura® and Multiple Device Access feature, you can have up to ten devices configured with the same extension number. You can use this extension number to transfer active calls between your devices.

Before you begin

Ensure that the system administrator has activated the Multiple Device Access feature (MDA) for your extension.

Procedure

1. Initiate a call from your phone.
2. To transfer the call to another phone, tap **Bridge** on your phone.

   If the MDA phone that is joining the call uses a different signaling mode address family, you might notice the Limited Service icon appear on your device for a brief moment. After the MDA phone that is joining the call switches to using the signaling mode address family of the active call, the icon disappears.

Enabling wireless headset bidirectional signaling

Before you begin

Check if the headset supports electronic hook switch (EHS) signaling.

Procedure

1. Press **Main Menu**.
2. Tap **Settings** > **Options & Settings** > **Call Settings** > **Headset Signaling**.
3. Tap to select any of the following options:
   - **Disabled**: Disables signaling from the phone to the headset.
   - **Switch hook and alert**: Activates the link to the headset if you press **Headset**. When the phone receives an incoming call you hear the alert tone in the headset.
   - **Switch hook only**: Activates the link to the headset if you press **Headset**. When the phone receives an incoming call you do not hear the alert tone in the headset.
4. Press **Save**.

Enabling SAC when DND is active

About this task

Perform the following procedure to activate the Send All Calls (SAC) feature to redirect calls to the redirection number when you have manually set the presence status to Do Not Disturb (DND). This feature is available only if your administrator configured it for you.

Procedure

1. Press **Main Menu**.
2. Tap **Settings** > **Options & Settings** > **Advanced Options** > **Presence Integration**.
3. Tap **DND affects SAC** to change the value to **Yes**.
4. Tap **Save**.

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 be in one of the following states:

- Active state on an ACD or DAC call
- ACW state after disconnecting from a call
- 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 be in one of the following states:

- Active on an ACD or DAC call
- ACW state after disconnecting from a call
- 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.

Call observation

You can use the Service Observe feature to observe an incoming call, outgoing call to a deskphone, an agent, or a VDN. You can also change to the talk mode during a call observation to assist the agent or to manage the call quality.

You can activate the Service Observe feature only when you are not logged in as an agent or when you are logged in as an agent, but you are in the AUX state and the call is not on hold. The deskphone displays the not available icon ( ) and beeps an error message

`Feature not available`

if you activate the Service Observe feature without logging in as an agent.

If the observed deskphone has multiple calls, you can observe only the active call.

You can activate the Service Observe feature in one of the following modes:

- Basic: Activates the feature in the listen-only mode. You can change between talk and listen-only modes, if configured via Avaya Aura® System Manager.
- No-talk: Activates the feature in the listen-only mode, and you cannot change to the talk mode.
- Next-Call: Activates the feature in the listen-only mode when the next call starts. You can change between talk and listen-only modes, if configured via Avaya Aura® System Manager.
- By-Location: Activates the feature in the listen-only mode for a VDN. You must provide a VDN and a location ID. You can observe the call only when the agent at the required location connects. You can change between talk and listen-only modes, if configured via Avaya Aura® System Manager.

The deskphone displays the Service Observe feature status in the Agent Information Line. The deskphone deactivates the Service Observe feature if you make or answer a call when the feature is active.

Use the Computer Telephony Integration (CTI) client to remotely activate or deactivate the Service Observe feature. For information on using the CTI client, see Avaya Aura® Application Enablement Services documentation.

Activating or deactivating call observation

About this task

Use the following procedure to observe a call of another deskphone, agent, or VDN. The deskphone displays the observing modes depending on the configuration made by your administrator.

Before you begin

Ensure that you are not logged in as an agent. If you have already logged in, ensure that you are in the AUX mode.

- To activate call observation:
  1. Go to the Features screen.
  2. Tap **Service Observe**.
  3. Tap one of the following options: **Basic**, **No-talk**, **Next-Call**, or **By-Location**.
  4. Enter the deskphone or the location details that you want to observe.
  5. Tap **Enter**.
- To deactivate call observation, perform one of the following actions:
  - While on the call observation line, tap **Release**.
  - On the Features screen, select **Service Observe**.
  - Answer an incoming call.
  - Select an idle call appearance line.
  - Change to an on-hold call.
  - Go on-hook.
  - Logout.

Assisting an agent on an observed call

About this task

Use the following procedure to assist an agent whose call you are observing. The caller cannot hear you when you are speaking to assist the agent.

Before you begin

Ensure that your administrator has configured the coaching feature and you are already observing a call.

Procedure

While on the call observer line, tap **Coach** to observe and **End Coach** to stop observing.

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