



# **Using Avaya J169/J179 IP Phone SIP in a Call Center**

Release 2.0  
Issue 1  
April 2018

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Using a cell, mobile, or GSM phone, or a two-way radio in close proximity to an Avaya IP telephone might cause interference.

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The operation of this equipment is subject to the following two conditions:

1. It is possible that this equipment or device may not cause harmful interference, and
2. This equipment or device must accept any interference, including interference that may cause undesired operation.

La operación de este equipo está sujeta a las siguientes dos condiciones:

1. Es posible que este equipo o dispositivo no cause interferencia perjudicial y
2. Este equipo o dispositivo debe aceptar cualquier interferencia, incluyendo la que pueda causar su operación no deseada.

### Power over Ethernet (PoE) Statement

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

### U.S. Federal Communications Commission (FCC) Statements

#### Compliance Statement

The changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.

To comply with the FCC RF exposure compliance requirements, this device and its antenna must not be co-located or operating in conjunction with any other antenna or transmitter.

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 interferences that may cause undesired operation.

This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC Rules. These limits are designated to provide reasonable protection against harmful interferences in a residential installation. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interferences to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- 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.

#### Radiation Exposure Statement

This equipment complies with FCC radiation exposure limits set forth for an uncontrolled environment. This equipment should be installed and operated with minimum distance of 8 in or 20 cm between the radiator and your body. This transmitter must not be co-located or operating in conjunction with any other antenna or transmitter.

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- Use only the Avaya approved Limited Power Source power supplies specified for this product.
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# Chapter 1: Introduction

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## Purpose

This document describes how to use Avaya J100 Series IP Phones in a call center environment. It also describes about various CC Elite features and their usability in a call center environment.

Please note that only Avaya J169/J179 IP Phone support CC Elite feature.

# Chapter 2: Phone Icons and display

## Call center related icons

The icons of J169/J179 IP phone in a call center setup look similar. The J179 IP phone displays a combination of colored and grayscale icons, but the J169 IP phone displays only grayscale icons.

The following table lists the icons of J179 IP phone.

Icon	Icon name	Where it appears	Description
	After Call Work	Agent Status line	The phone 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 phone displays this icon when you activate ACW when you are active on a call.
	Aux Work	Agent Status line	The phone 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 phone 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 phone displays this icon when you are not active on a call, in ACW, or in Aux Work.
	Pending Available	Top Line display	The phone 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 phone displays this icon when Forced Logout is active for your Agent ID.

*Table continues...*

Icon	Icon name	Where it appears	Description
	Forced Logout Override	Top Line display	The phone displays this icon if you activate Forced Logout Override.
	Pending Logout	Top Line display	The phone 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 phone 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 phone 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 phone 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.
	Queue Stats	Agent Information line	The phone 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 phone 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 phone displays this icon when the number of calls in the queue has reached the maximum configured by your system administrator.
	Collected Digits Information	Agent Status line	If the incoming call has collected digits information, the phone displays this icon before the digits.  Collected digits are digits that the caller entered before reaching you.

## Agent status line display

The Agent Status line of the phone screen displays the current agent work mode, for example idle, active, held or attending incoming calls.

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

- 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	Agent Status icon	Description
Auto or Man		You are ready to receive DAC or ACD calls.
Auto or Man		You have an incoming ACD call.
Auto or Man		You have an incoming DAC call.
Auto or Man		You are on an ACD call.
Auto or Man		You are on a DAC call.
Auto or Man		You have an ACD call on hold.
Auto or Man		You have a DAC on hold.

## Incoming calls display

An incoming call displays the information about the call type as configured for your system.

### VDN information

According to the vector programming configuration for your system, an incoming call may traverse multiple VDNs(Vector Directory Number) or stay within the original VDN that received them.

 **Note:**

A Vector Directory Number (VDN) is a contact number in CM that is 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 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 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.

## ASAI UUI

When you receive a call with User-to-User Information (UUI), the UUI Info feature button is lit on the phone 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.

## Incoming call ring alert type

- All internal ACD or DAC calls rings with an internal alert type.
- All external ACD or DAC calls rings with an external alert type.
- All internal ACD or DAC priority calls rings with a priority alert type.
- All phones while receiving a supervisor assist call rings with priority alert.

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# 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 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`.

# Chapter 3: Getting started

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## 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 password.

### Procedure

1. Press **Main menu**, and scroll to **Features**.
2. Press one of the following:
  - **Select**
  - **OK**
3. Scroll to **Agent Login**, and press **Select**.
4. Type your following details:
  - **Agent ID**
  - **Password**
5. Press one of the following:
  - **Enter**
  - **OK**
6. In the Features screen, to view your skills, press

### Result

The phone displays the following information:

- Whether Message Wait Indicator is configured for your Agent ID, or for the extension.
- Your assigned agent skills.
- Agent skills that is disabled due to the completion of predetermined system limit

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## 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.

### Procedure

1. Press **Main menu**, and scroll to **Features**.
2. Press one of the following:
  - **Select**
  - **OK**
3. If configured by your system administrator, enter the **Reason Code** for logout.
4. Press one of the following:
  - **Enter**
  - **OK**

---

## Agent work modes and states

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

The agent states are:

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 press 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 the Aux work mode with an interruptible reason code (RC) to become available. When the configured threshold exceeds, the phone receives a visual as well as audio indication of a full ring cycle.

*Table continues...*

State	Description
After Call Work	<p>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.</p> <p>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.</p>
On Call	<p>This state is automatically assigned when you are active on a call. If you are active on an ACD call, the “<b>On-ACD Call</b>” icon is displayed; otherwise, the “<b>On non-ACD Call</b>” icon is displayed.</p>
Forced Logout	<p>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.</p>
Logout Override	<p>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.</p>

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

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.

# Chapter 4: Call Center Agents operations

---

## 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 on a call, the phone indicates the pending status of the After Call Work when the call is released.

### Procedure

1. Press **Main menu**, and scroll to **Features**.
2. Press one of the following:
  - **Enter**
  - **OK**
3. From the **Features** list, scroll to **After Call Work**.
4. Press one of the following:
  - **Enter**
  - **OK**

### Result

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

---

## Activating Auxiliary Work

### About this task

Use this procedure to notify the system that you are unavailable to attend any call.

### Before you begin

Ensure that you specify a reason by entering a **Reason Code**.

### Procedure

1. Press **Main menu**, and scroll to **Features**.

2. Press one of the following:
  - **Select**
  - **OK**
3. Scroll to **Aux Work**.
4. Press one of the following:
  - **Select**
  - **OK**
5. **(Optional)** If your system administrator has assigned you with a forced reason code, enter the **Reason Code**.
6. Press one of the following:
  - **Select**
  - **OK**

### **Result**

One of the following icon displays on the screen:

- The Aux Work icon displays on the Agent Status followed by the Reason Code.
- The Aux Work Pending icon displays on the Top followed by the Reason Code.

---

## **Activating Interruptible Auxiliary Work**

### **About this task**

Use this procedure to notify agents in Aux Work mode when the configured threshold exceeds.

### **Before you begin**

Ensure that you specify a reason by entering a **Interruptible Reason Code**.

### **Procedure**

1. Press **Main menu**, and scroll to **Features**.
2. Press one of the following:
  - **Select**
  - **OK**
3. Scroll to **Interruptible Aux Work**.
4. Press one of the following:
  - **Select**
  - **OK**

5. **(Optional)** If your system administrator has assigned you with a forced reason code, enter the **Interruptible Reason Code**.
6. Press one of the following:
  - **Select**
  - **OK**

---

## 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 an ongoing call.

#### **Note:**

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

### Procedure

1. Press **Main menu**, and scroll to **Features**.
2. Press one of the following:
  - **Enter**
  - **OK**
3. From the **Features** list, scroll to **Auto In**.
4. Press one of the following:
  - **Enter**
  - **OK**

### Result

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

---

## Activating Manual In

### About this task

In an active on a call, use this procedure to make your status available to service the ACD queue. 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.

 **Note:**

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

**Before you begin**

Ensure that depending on your provisioning, you must enter a Stroke Count or Call Work Code before being allowed to enter the manual-in mode.

**Procedure**

1. Press **Main menu**, and scroll to **Features**.
2. Press one of the following:
  - **Select**
  - **OK**
3. Scroll down to **Manual In**.
4. Press one of the following:
  - **Select**
  - **OK**
5. **(Optional)** To go back to the ACD available queue, press **Manual In** mode again.

**Result**

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

# Chapter 5: Call Center phone 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:
  - Press **Answer** to answer the call.
  - Press **Ignore** to silence the alerting without answering the call.
2. Press **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 UUI information associated with it, the UUI Info button is lit. When you press the UUI Info button, the phone 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 phone uses the Vector Directory Number (VDN) name feature and displays certain information about the caller on the phone display 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 is lit.

### **Note:**

If you press the **Release** 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 a call by using MDA

### Before you begin

Ensure that the system administrator activates the option for your extension.

## Procedure

1. Answer or initiate a call from the first phone.
2. Press **Bridge** on the first phone to switch to the second phone.

The bridged call appears on the second MDA phone. However, limited service icon might appear briefly if your MDA phone joining the call has a different signalling mode address family. This will disappear automatically after the MDA phone joining the call switches and starts using the existing calls signalling mode address family.

---

## Stroke counts

Your administrator can define up to nine different customer-related events using keys 0 through 9 by using Stroke Counts feature.

### **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.

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 phone 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.

### Related links

[Sending Stroke Counts](#) on page 20

---

## Sending Stroke Counts

### About this task

Use this procedure to send the Stroke Count information to the CC Elite server.

## Procedure

1. Press **Main menu**, and scroll to **Features**.
2. Press one of the following:
  - **Select**
  - **OK**
3. Scroll down to **Stroke Count**.
4. Press one of the following:
  - **Select**
  - **OK**

## Related links

[Stroke counts](#) on page 20

---

# Call Work Codes

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

## Related links

[Sending Call Work Codes](#) on page 21

---

# Sending Call Work Codes

## Procedure

1. Press **Main menu**, and scroll to **Features**.
2. Press one of the following:
  - **Select**
  - **OK**
3. Scroll down to **Call Work Code**.
4. Press one of the following:
  - **Select**

- **OK**
5. Type the code.
  6. Press one of the following:
    - **Enter**
    - **#**
    - **OK**

**Related links**

[Call Work Codes](#) on page 21

---

## Queue Stats

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)**.

**Related links**

[Viewing Queue Stats](#) on page 22

---

## Viewing Queue Stats

**Procedure**

1. Press **Main menu**, and scroll to **Features**.
2. Press one of the following:
  - **Select**
  - **OK**
3. Scroll down to **Queue Stats**.
4. Press one of the following:
  - **Select**
  - **OK**

**Related links**

[Queue Stats](#) on page 22

---

## Enabling wireless headset bidirectional signaling

### Before you begin

Check if the headset supports EHS signaling.

### Procedure

1. Press **Main menu**.
2. Scroll to **Settings**, and press **Select**.
3. Scroll to **Audio**, and press **Select**.
4. Scroll down to **Headset Signaling**, and press **Select**.
5. Press **Select** to select **Options & Settings > Call Settings > Headset Signaling**.
6. Select **Settings > Audio > Headset Signaling**
7. Press **Change** to select one of the following options:
  - **Disabled**: Disables signaling from the phone to the headset.
  - **Switchhook and Alert**: Activates the wireless link to the headset if you press **Headset**. When the phone receives an incoming call, you hear the alert tone in the headset.
  - **Switchhook only**: Activates the wireless 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.

---

## Presence

With the Presence feature, you can monitor the status of your contacts in real time. The administrator must activate this feature to display presence information on your phone screen. You can change your status manually so that other users can see your availability for communication.

### Related links

[Presence icons](#) on page 23

[Viewing the Presence status of your contacts](#) on page 24

[Changing your Presence status](#) on page 25

---

## Presence icons

Presence icons for Avaya J169 IP Phone and Avaya J179 IP Phone look similar, but the icons are colored for Avaya J179 IP Phone and grayscaled for Avaya J169 IP Phone.

Icon	Status	Description
	Available	User is available and can communicate.
	On a call	User is on a call.
	Busy	User is busy.
	Away	User is away from the phone.
	Do not Disturb	User does not want to communicate.
	Out of Office/Offline	Out of Office: User is out of office. Offline: User wants to appear invisible.
	Unknown	The presence status of the user is unknown or the phone is not registered.

**Related links**

[Presence](#) on page 23

## Viewing the Presence status of your contacts

**Before you begin**

- Ensure that the feature is activated by the administrator.
- Set **Track Presence** option to **Yes** when you add or edit a contact in the Contacts list.

**Procedure**

1. Press **Contacts**.
2. **(Optional)** To navigate through **Main menu**, do the following:
  - a. Scroll to **Applications**, and press **Select**.
  - b. Scroll to **Contacts**, and press **Select**.
3. Scroll to the required contact.

The phone displays the corresponding presence icon of the contact.

**Related links**

[Presence](#) on page 23

---

## Changing your Presence status

### Before you begin

Ensure that the feature is activated by the administrator.

### Procedure

1. Press **Main menu**.
2. Scroll to **Applications**, and press **Select**.
3. Scroll to **My Presence**, and press **Select**.
4. **(Optional)** Scroll to **Automatic**.
5. Scroll and press **Select** to choose one of the following:
  - **Available**
  - **Busy**
  - **Away**
  - **Do not Disturb**
  - **Out of Office**
  - **Offline**
6. Press one of the following:
  - **Save**
  - **OK**

### Related links

[Presence](#) on page 23

---

## Enabling SAC when DND is active

### About this task

Use this procedure to enable the **Send All Calls (SAC)** feature to redirect calls when your presence status is set to **Do Not Disturb**.

### Before you begin

Ensure that the Send All Calls feature is activated by your administrator.

### Procedure

1. Press **Main menu**.
2. Scroll to **Applications**, and press **Select**.

3. Scroll down to **Presence Integration**.
4. Press one of the following:
  - **Select**
  - **OK**
5. Scroll down to **DND invokes SAC**.
6. Press **Change**, and set the value to **Yes**.
7. Press one of the following:
  - **Save**
  - **OK**

---

## Sending Stroke Counts

### About this task

Use this procedure to send the Stroke Count information to the CC Elite server.

### Procedure

1. Press **Main menu**, and scroll to **Features**.
2. Press one of the following:
  - **Select**
  - **OK**
3. Scroll down to **Stroke Count**.
4. Press one of the following:
  - **Select**
  - **OK**

### Related links

[Stroke counts](#) on page 20

---

## Sending Call Work Codes

### Procedure

1. Press **Main menu**, and scroll to **Features**.
2. Press one of the following:
  - **Select**

- **OK**
3. Scroll down to **Call Work Code**.
  4. Press one of the following:
    - **Select**
    - **OK**
  5. Type the code.
  6. Press one of the following:
    - **Enter**
    - **#**
    - **OK**

#### Related links

[Call Work Codes](#) on page 21

---

## Vu Stats

The VuStats feature allows the phone 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 pressing the feature button next to 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.

#### Related links

[Viewing Vu Stats](#) on page 27

---

## Viewing Vu Stats

### Procedure

1. Press **Main menu**, and scroll to **Features**.
2. Press one of the following:
  - **Select**

- **OK**
- 3. Scroll down to **Vu Stats**.
- 4. Press one of the following:
  - **Select**
  - **OK**

#### Related links

[Vu Stats](#) on page 27

---

## Supervisor assist

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.

---

## 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 phone 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. Press 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, press **Next** to see the entire UUI.
3. Press **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 listenonly 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 phone displays the Service Observe feature status in the Agent Information Line.

The phone deactivates the Service Observe feature if you make or answer a call when the feature is active.

---

## 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.

### Procedure

1. Press **Main menu**, and scroll to **Features**.
2. Press one of the following:
  - **Select**

- **OK**
3. Scroll down to **Service Observe**.
  4. Press one of the following:
    - **Select**
    - **OK**
  5. Select one the following options:
    - **Basic**
    - **No-talk**
    - **Next-Call**
    - **By-Location**
  6. Press **Enter**.
  7. To deactivate call observation, perform one of the following actions:
    - While on the call observation line, press the **Release** softkey.
    - On the Features screen, select **Service Observe** softkey.
    - 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, press the **Coach** softkey to observe and **End Coach** softkey to stop observing.

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