



Using Avaya Workspaces for Elite

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Chapter 1: Introduction

Purpose

This document describes how to use Avaya Workspaces for Elite routing for voice channel.

Contact Center agents and supervisors can use this document to learn how to use the features of this product.

Changes in this release

Avaya Workspaces for Elite Release 3.6.1 includes the following changes:

Support for the Traditional Chinese language

The current release of Avaya Workspaces supports the Traditional Chinese language.

You can select the Traditional Chinese language from the Settings page.

Avaya Proactive Outreach Manager enhancements

Avaya Workspaces for Elite provides the functionality to handle Outbound contacts. With this functionality, agents sign in to Avaya Proactive Outreach Manager (POM) and Avaya Workspaces for Elite, and work with the Outbound contacts that they receive.

In this release, the Widget API Framework is extended to enhance POM interactions in Avaya Workspaces for Elite.

Chapter 2: Overview

Avaya Workspaces for Elite overview

Avaya Workspaces for Elite is a browser-based application with which you can handle customer interactions. Avaya Workspaces for Elite supports voice interactions only. The intuitive user interface provides features for toggling between multiple interactions.

Avaya Workspaces for Elite enables seamless collaboration with customers, partners, and other users within and outside the organization. It also provides relevant information to agents securely and reliably.

Avaya Workspaces for Elite displays every interaction as an interaction card. Using interaction cards, you can:

- Receive the interaction. You can accept interactions with a single click.
- Hold or resume the interaction. You can put an active voice interaction on hold when another interaction with a higher priority must be attended to.
- Consult another agent. You can seek advice about an interaction.
- Transfer the interaction to another agent. You can send the interaction to another agent interaction area.
- Add another agent to the interaction. You can create a conference with another agent who can help resolve the customer interaction.

To enhance accessibility, Avaya Workspaces for Elite provides:

- Access to most content and controls through the keyboard.
- Alternative text and labels to assist users with screen readers.

Avaya Workspaces for Elite supports the screen magnifier tool, such as Magnifier, to zoom in and out of its screens.

Features

Avaya Workspaces for Elite provides:

- A graphical representation of the customer interactions. This feature is an optional add-on, and requires custom integration.
- External webpages to complete your tasks. For example, external websites with information such as current currency exchange rates.

Limitations

- The pool of agent stations for Avaya Workspaces for Elite must be for use only by Avaya Workspaces for Elite users.

- Avaya Workspaces for Elite does not support digital channels.
- Avaya Workspaces for Elite supports auto answer, but with limitations. For more information, see *Deploying Avaya Workspaces for Elite*.

Prerequisites for using Avaya Workspaces for Elite

1. Ensure that your administrator has configured Avaya Workspaces for Elite routing skills.
2. Get the user name and password from your supervisor.

Chapter 3: Navigation

Agent Workspace page

The Agent Workspace page has an intuitive layout that provides you a visual representation of voice interactions. Use this page to:

- Accept interactions
- Hold or resume interactions
- Transfer interactions
- Consult another agent
- Add another agent to the interaction

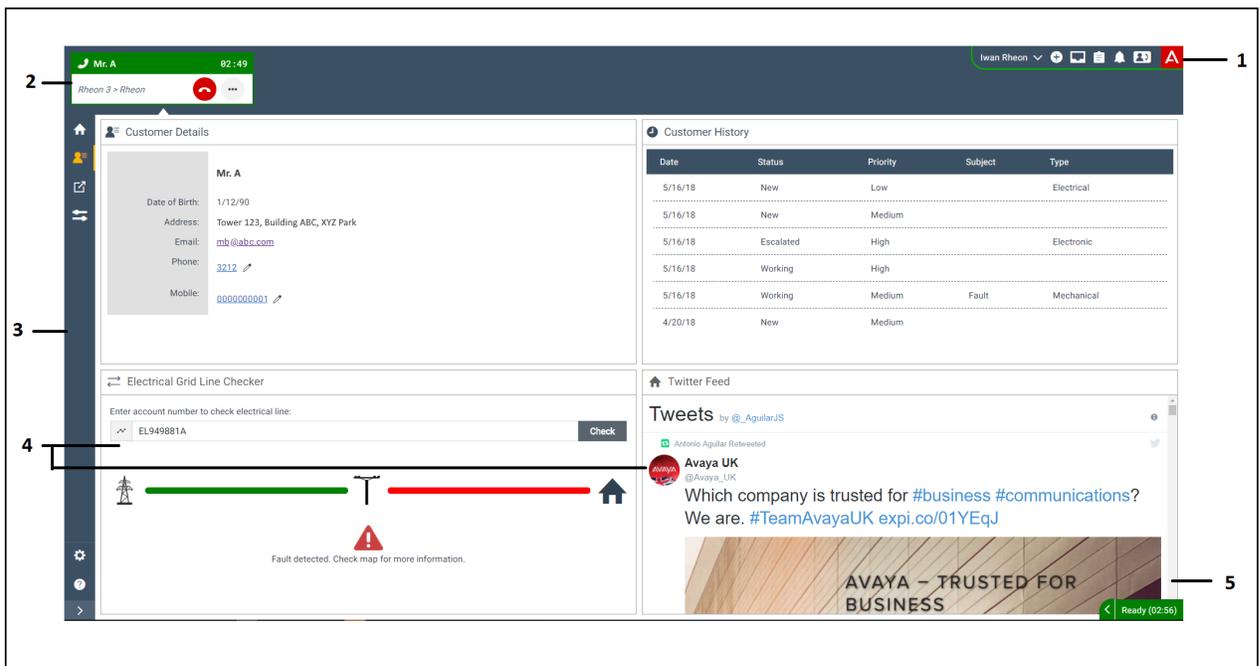


Figure 1: Agent Workspace page

Number	Name	Description
1	Agent toolbar	Provides options for: <ul style="list-style-type: none"> • Making voice calls. • Viewing interaction logs. • Changing agent states. • Accessing the address book.
2	Interaction area	Displays all incoming contacts as interaction cards for the agent. The interaction cards are queued for the agent at any time.
3	Navigation menu	Provides options for an agent to interact with the customer.
4	Interaction widgets	Displays information related to the interaction.
5	Agent state summary	Displays your Agent ID, the Station ID, and the current state with state timer.

Layout

Compressed layout:

The Agent Workspace page also provides the option of a compressed layout. When the administrator enables compressed layout, Avaya Workspaces minimizes the interaction area on the interface and enables more space for additional widgets. Avaya Workspaces applies this setting to all agents.

Agent Workspace field descriptions

Agent toolbar

Name	Description
Enter phone number	To enter a phone number to make a voice call. The options are: <ul style="list-style-type: none"> • Type digits in the Phone number field and click the Call icon (☎). • Click the Open Dialpad icon (☎) and dial the digits on the keypad. • click the Redial icon (↺) to dial the last dialed number.

Table continues...

Name	Description
Agent name	<p>To access the following options, click Start work. The visual cue below the toolbar changes to green. You can then begin working on interactions.</p> <ul style="list-style-type: none"> <p>After Contact Work: To request for after contact work time to process the results of an interaction.</p> <p>When you change the state to After Contact Work, the visual cue below the toolbar changes to blue.</p> <p>Go Not Ready: To indicate that you are not ready to take a call. The options for the not ready state depend on the reason codes configured through Avaya Control Manager.</p> <p>No interactions are routed to you when you are in the not ready state.</p> <p>When you change the state to Not Ready, the visual cue below the toolbar changes to yellow.</p> <p>Go Ready: To indicate that you are available to receive interactions.</p> <p>The Go Ready option is available only after you click Not Ready or After Contact Work. Go Ready is unavailable on the first login.</p> <p>When you change the state from Not Ready to Ready, the yellow line below the toolbar changes to green.</p> <p>Finish Work: To indicate that you have completed work for the day.</p> <p>When you click Finish Work, the visual cue below the toolbar changes to grey.</p> <p>Exit: To log out and exit Avaya Workspaces. The exit screen appears. If single sign-on (SSO) is enabled and you want to immediately log on to Avaya Workspaces again, click Click here if you wish to return to return to the Activate Agent screen.</p> <p>The Exit option is available only after you click Finish Work.</p>

Agent toolbar

Icon	Name	Description
	Open Dialpad	To dial a call with a keypad.
	Call	To call the number you provide.
	Call mailbox	<p>Call the mailbox.</p> <p>This icon is visible only when a mailbox is available.</p>
	Call supervisor	To call the supervisor.

Table continues...

Icon	Name	Description
	Interaction logs	To view interaction logs and notifications. Interaction logs display the last 10 interactions. Avaya Workspaces clears these logs when you log out. Avaya Workspaces displays the last 15 notifications for 24 hours.
	Address book	To view the address book.

Interaction area

Icon	Name	Description
	Inbound voice interaction	To indicate an inbound voice interaction.
	Outbound voice interaction	To indicate an outbound voice interaction.
	Accept call	To accept an inbound voice call.
	Hold/Resume interaction	To pause or resume the current interaction. <ul style="list-style-type: none"> When an active interaction goes on hold, the interaction card becomes blue. When an interaction on hold becomes active, the interaction card becomes green.
	DTMF dial	To provide DTMF key inputs for IVR or voicemail. The DTMF dial keypad is available only for voice interactions.
	More	To provide more options for the interaction.
	Transfer	To transfer an active interaction to another agent. When you click the Transfer icon () , Avaya Workspaces displays a field to type the extension to which you want to transfer the interaction.
	Consult	To add another agent to the interaction. When you click the Consult icon () , Avaya Workspaces displays a field to type the extension of the agent whom you want to add to the interaction.
	Conference	To add the consulted agent to the interaction and begin a conference between the consulted agent, the customer, and you.
	Broadcast message	To enable the supervisor to broadcast a message to agents. This message is displayed as a toast notification. This icon is available only for supervisors.
	Close	To close the interaction.

Navigation menu

You can expand the navigation menu to see the description of the icons when required.

Icon	Name	Description
	Welcome Page	To view the following widgets: <ul style="list-style-type: none"> • The Team widget that provides the list of team members and a search field. • The Welcome widget that displays the company webpage.
	Customer Details	To view the following widgets: <ul style="list-style-type: none"> • The Customer Details widget that displays the customer contact details. • The Interaction Details widget that displays the customer interaction channel, originating address and destination address, and time when the interaction began.
	Screenpop	To view the Screenpop widget. The Screenpop widget that displays external web content that you can use to complete the customer interaction. The administrator must configure the Screenpop widget on Avaya Control Manager.
	My Agents	To view the list of agents in the supervisor team and information about the agent state and interactions. This icon is available only for supervisors.
	Settings	To view the Settings widget.
	Help	To view help content about the Avaya Workspaces application.

Effect of different agent states on the Avaya Workspaces UI

Agent state selected	Changed visual cue	Agent status in Status bar
Start Work	Green	Ready Not Ready
After Contact Work	Blue	After Contact Work Not Ready

Table continues...

Agent state selected	Changed visual cue	Agent status in Status bar
Go Not Ready	Yellow	Reason Code Not Ready Pending Not Ready
Go Ready	Green	Ready Pending Ready
Finish Work	Grey	Logged Out
Not Ready Pending	Yellow	Not Ready Pending

During After Contact Work, Avaya Workspaces retains the interaction card after the interaction has ended until you dismiss it.

Avaya Workspaces also retains the interaction card after:

- Transferring an interaction.
- Completing a consulted transfer. Avaya Workspaces retains the interaction card of both the agents.
- You end the routed and direct interactions.

While an interaction card is in After Contact Work, you cannot make any change to the card. Avaya Workspaces retains the interaction card on the client side only.

 **Note:**

Agent station and Avaya Workspaces go out of sync when you handle direct calls during After Contact Work and After Contact Work expires.

Keyboard shortcuts

Shortcut key	Description
Ctrl+Shift+/ /	Show or hide the list of shortcut keys.
Ctrl+Alt+, ,	Open Settings Page.
Ctrl+Alt+. .	Open Help Page.
Ctrl+Alt+k k	Start Work and Go Ready.
Ctrl+Shift+k k	Start Work and Go Not Ready.
Ctrl+Alt+l l	Finish work.
Ctrl+Alt+o o	Go Ready.
Ctrl+Alt+p p	Go Not Ready.
Ctrl+Alt+s s	After Contact Work.

Table continues...

Shortcut key	Description
Ctrl+Alt+x	Exit or sign out.
Ctrl followed by a	Accept an interaction.
Ctrl followed by x	Close an interaction.
Ctrl+Shift+h	Hold or unhold interaction.
Ctrl followed by h	Toggle consult hold.
Ctrl followed by t	Blind transfer interaction.
Ctrl+Shift+m	Display the menu for more options from the interaction card.
Ctrl followed by d	Display the menu for dial pad from the interaction card.
Ctrl followed by c	Display the menu for consult from the interaction card.
Ctrl followed by g	Complete the consultation as a conference.
Ctrl followed by e	Extend ACW.
Ctrl followed by z	Complete ACW.
Widget area shortcuts	
Alt+Up arrow key	Select the previous widget.
Alt+Down arrow key	Select the next widget.
Sidebar area shortcuts	
Ctrl followed by w	Select the previous item on the left sidebar.
Ctrl followed by s	Select the next item on the left sidebar.
Workcard selection	
Ctrl followed by .	Select the next interaction card that can be focused.
Ctrl followed by ,	Select the previous interaction card that can be focused.

Chapter 4: Operations

This chapter provides information about various agent and supervisor operations.

Agents can do the following:

- Logging in to Avaya Workspaces.
- Logging out of Avaya Workspaces.
- Changing state.
- Auto answering a call
- Making a call.
- Accepting an inbound interaction.
- Using a voice interaction card.
- Transferring an interaction.
- Adding another agent to an interaction.
- Calling the supervisor.
- Use the address book.

Supervisors can do the following:

- Viewing agents in a team.
- Changing agent state.
- Broadcasting messages to agents.

Logging in to Avaya Workspaces

About this task

Use this procedure to log in to Avaya Workspaces to handle voice interactions.

 **Note:**

If single sign-on (SSO) is enabled, the Activate Agent screen appears immediately when you access Avaya Workspaces.

Before you begin

1. Get the Avaya Workspaces URL from your supervisor.
2. Ensure that the administrator selects the **Prompt agent for extension number at login** check box in Avaya Control Manager while creating the user.

Procedure

1. Access Avaya Workspaces by using the URL that you received from your supervisor.

The URL is in the format: `https://CLUSTER-FQDN/services/UnifiedAgentController/workspaces/#/login`.

2. In the **Username** field, type your user name.
3. In the **Password** field, type your password.
4. Click **Sign in**.

Avaya Workspaces displays the Activate Agent screen.

5. In the **Profile** field, select the profile.
6. In the **Extension** field, type the extension.
7. Click **Activate**.

Avaya Workspaces displays a blank interaction area with the option to Start Work, and the Team and Welcome widgets.

8. Click **Start Work**.

Note:

If enabled by your administrator, on the interaction area you can click **Go Ready** to start work in the Ready state, or click **Go Not Ready** to start work in the Not Ready state.

This puts you in the Ready or Not Ready state for customer interactions. Avaya Workspaces queues interactions in the **Interaction** area.

Changing states

About this task

Avaya Workspaces displays the current agent states based on the availability of agents.

The options are dynamic and the availability of a set of options depends on your current agent state. For example, if you fail to answer an alerting interaction, Avaya Workspaces sends the interaction back to the queue for another agent to work on. The application also generates a toast notification to alert the agent who missed an alerting interaction. The application then changes the status to Not Ready. To return to the Ready state, you must select **Go Ready** from the Agent toolbar.

Procedure

1. In the Agent toolbar, click your name.
2. Click one of the following:
 - **Start Work**
 - **After Contact Work**
 - **Go Ready**
 - **Go Not Ready**
 - **Finish Work**

Auto answer

This feature enables interactions to be automatically answered.

Administrators can configure the auto answer feature on the agent or the station for interactions to be auto answered. The feature enabled for the agent overrides the station setting.

For more information about how an agent logs in when **Auto answer** is enabled, see *Deploying Avaya Workspaces for Elite*.

Making a call

Procedure

Do one of the following to make a call:

- a. In the **Enter phone number** field, type a phone number or contact name. Click the Dial icon (📞).
- b. Click the Redial icon (🔄) to dial the last dialed number.
- c. Click the **Customer Details** widget and click the Dial icon (📞).
- d. Address Book icon (📖) and click the Dial icon (📞).

Accepting an inbound interaction

About this task

After you log in and start work, Avaya Workspaces displays all incoming interactions as interaction cards.

Avaya Workspaces displays widgets and sidebar options on an alerting interaction.

Procedure

Click the Accept call icon (📞) to accept the interaction.

Using a voice interaction card

About this task

Use this procedure to use a voice interaction card.

If the administrator has enabled the appropriate configuration in Avaya Control Manager, after you accept the interaction, the Screenpop feature does one of the following:

- Opens a new browser window with the configured external website.
- Brings the screenpop widget in focus.
- Displays the screenpop widget and then opens any external screenpops that are configured.

Procedure

1. When a voice interaction card is alerting, click the Accept icon (📞) to accept the interaction.

Avaya Workspaces displays the Customer Details and Interaction Details widgets when the call is alerting.

- To view the customer information, click the Customer Details widget (👤).
- To access an external website configured for Screenpop, click the Screenpop widget (🔗).
- To put the interaction on hold, click the Hold icon (🔴). To unhold the interaction, click the icon again.
- To view information about the interaction, click the ... icon, and then the **Interaction Details** menu.

2. Click the 🏠 icon to close the interaction.

Transferring an interaction

About this task

Use this procedure to transfer an interaction to another agent to provide improved customer service.

* Note:

The Salesforce menu appears only if you are connected to Salesforce. The Enterprise Directory menu is disabled if address book integration with LDAP is not configured.

Procedure

1. On the interaction card, click the Transfer icon (↔).
2. To transfer a voice interaction to another agent, do one of the following:
 - In the **Enter Extension** field, type the extension to which you want to transfer the voice interaction and click the Dial icon (☎).
 - In the **Team**, **Enterprise Directory**, or **Salesforce** menu, search for and click the name of the agent to whom you want to transfer the voice interaction.

 **Note:**

The search menu returns a maximum of 10 results. If your search return more than 10 matches, refine your search for a better match. The search list only returns contacts that have at least 1 phone number.

Result

Avaya Workspaces transfers the interaction to the default number of the agent provided, and clears the interaction from the interaction area.

Adding another agent to an interaction

About this task

Use this procedure to add another agent to the interaction.

When you consult the agent, Avaya Workspaces places the interaction with the customer on hold. After you speak to the other agent, you can resume the conversation.

 **Note:**

The Salesforce menu appears only if you are connected to Salesforce. The Enterprise Directory menu is disabled if address book integration with LDAP is not configured.

Procedure

1. In a voice interaction card, click the Consult icon (👤).
2. Do one of the following:
 - In the **Enter Extension** field, type the extension to which you want to transfer the voice interaction and click the Dial icon (☎).
 - In the **Team**, **Enterprise Directory**, or **Salesforce** menu, search for and click the name of the agent to whom you want to transfer the voice interaction.

 **Note:**

The search menu returns a maximum of 10 results. If your search return more than 10 matches, refine your search for a better match. The search list only returns contacts that have at least 1 phone number.

Avaya Workspaces makes an outbound voice call to the extension that you provided.

Avaya Workspaces displays a new interaction card joined to the existing interaction card with options to resume, hold, or transfer the call, or start a conference call.

3. Click one of the following:

- Hold icon (||): To resume the interaction that was on hold.
- Conference (☎): To add the agent to the interaction.
- Transfer (↔): To transfer the call to the agent whom you consulted.

Calling your supervisor

About this task

Use this procedure to call your supervisor to consult about a customer or create a conference call with the customer. Avaya Workspaces uses the supervisor number configured in Avaya Control Manager. To create a conference call, see, “Adding another agent to an interaction”

You can also use the Request Supervisor feature that requests the supervisor through the supervisor Agent ID and not the phone extension. You can use this feature only when the supervisor is in the **Ready** state.

Before you begin

1. Place the customer on hold by clicking the **Hold** icon.

Avaya Workspaces displays an error if you fail to do this.

Procedure

On the Agent toolbar, click the Supervisor icon (⤴).

Avaya Workspaces makes an outbound voice call to the supervisor, and the supervisor is alerted.

Using the address book

About this task

This procedure describes the tasks you can perform using the Avaya Workspaces address book, such as searching for a contact, viewing an enterprise contact’s profile, or using click to call.

The address book tab separates your Team contacts from your Enterprise Directory (LDAP) contacts. If you connect to Salesforce, the Salesforce tab appears on the address book.

* Note:

The address book closes automatically when an incoming interaction arrives.

Before you begin

- Ensure that your administrator has configured the address book integration with LDAP, if required.
- Connect to Salesforce using Avaya Workspaces settings, if required.

Procedure

1. On the Agent toolbar, click the Address Book icon ().
The Address Book opens.
2. To search for a contact on either the **Address Book** or **Salesforce** tab, in the **Search contacts** field, type the search text. You can search for a contact by name, number, department, or email address.

The results appear in the results list. The address book can return a maximum of 25 results. If your search returns more than 25 results, Avaya Workspaces prompts you to refine your search.
3. To view the profile of a contact, click on the contact's name from the results list.
4. If you click on a phone number associated with the profile, you can choose to dial the number immediately, add the number to the **Enter phone number** field, or copy the number to the clipboard.
5. Click **Back** to return to the **Address Book** tab.
6. To click to call for an address book contact, click the Dial icon () that appears beside a contact in the address book list. If you hover over the Dial icon (), Avaya Workspaces displays the number to call.

Note:

The Dial icon () appears only if you have voice capabilities, and the contact has an associated phone number.

7. To collapse or expand the Team or Enterprise Directory headers, click the arrow icon.

Logging out of Avaya Workspaces

About this task

When you finish work, use the following procedure to log off from Avaya Workspaces.

Procedure

1. In the Agent toolbar, click your name.
2. From the drop-down list, click **Finish Work**.
3. In the Agent toolbar, click your name.
4. From the drop-down list, click **Exit**.

You are logged out from Avaya Workspaces, and the exit screen appears. If single sign-on (SSO) is enabled and you want to immediately log on to Avaya Workspaces again, click **Click here if you wish to return** to return to the Activate Agent screen.

Supervisor operations

Only supervisors can do the following:

- View agents in a team.
- Change agent state.
- Broadcast messages to agents.

Viewing agents in a team

About this task

Use this procedure to view the list of agents in Avaya Workspaces with a single click. Note that only supervisors can do this task.

When you are searching or filtering through large number of agents, Avaya Workspaces can take up to five seconds to load the table. During this time, agents can expect a decrease in performance of the dashboard.

Procedure

1. In the navigation pane, click the My Agents icon (☰).

Avaya Workspaces displays the list of agents in the team with the extensions, groups, available channels, and current status.

The color of the avatar reflects the agent state.

2. In the **Search** field, type a search query by using one of the following:

- **Name**
- **ID**
- **State**

3. Click the required values in the following fields:

- **channel**
- **state**
- **groups**

For example, to search for all voice agents in a ready state, in the **channel** field, select **Voice** and in the **state** field, click **Ready**.

4. Click the arrow sign (>) to expand the agent row to see the interactions that the agent is currently working on.

You can expand maximum five agents.

Avaya Workspaces displays the list of interactions with the following details:

- Service name
- Direction
- Target
- Media type
- Time with agent
- State

Changing agent state

About this task

Use this procedure to change the state of an agent in the team. Note that only a supervisor can do this task.

For example, an agent can leave or take a break while logged in to Avaya Workspaces. You can change that agent state to **Not Ready** or **Logged out** to prevent calls from being routed to the agent.

If the agent is in a state that cannot be changed, Avaya Workspaces displays a message to indicate that.

If you change the state of an agent who is active on an interaction, the agent is moved to a Pending state. When the agent closes the interaction, the agent moves to the state that you have set.

Before you begin

Ensure that the administrator grants the correct permissions in Avaya Control Manager so that you can change the agent state.

Procedure

1. In the navigation pane, click the My Agents icon (☰).
2. Locate the agent whose state you want to change.
3. Click the **Status** field next to the agent name.
4. Select the state to which the agent must be changed.

Avaya Workspaces displays the changed state and sends the agent a notification about the changed state.

Broadcasting a message to agents

About this task

Use this procedure to broadcast a message to agents in Avaya Workspaces. The application displays this message as a toast notification.

Note that only supervisors can do this task.

Procedure

1. In the navigation pane, click the My Agents icon (☰).
Avaya Workspaces displays the list of agents in the team with the current agent status.
2. Click the Broadcast icon (📢).
Avaya Workspaces displays the Broadcast panel.
3. Type a message, and click **Send**.
Avaya Workspaces displays this message as a toast to all targeted agents.
4. **(Optional)** To broadcast messages to specific agents, use the filters.
For example, you can select **Status** as **Ready** to view all Ready agents. If you then sent a broadcast message, Avaya Workspaces sends the message only to Ready Agents.
When you send a broadcast message, Avaya Workspaces sends the message to you too. You receive your own broadcast messages.

Outbound contacts in Avaya Workspaces for Elite

Avaya Workspaces for Elite provides the functionality to handle Outbound contacts. With this functionality, agents sign in to Avaya Proactive Outreach Manager (POM) and Avaya Workspaces for Elite, and work with the Outbound contacts that they receive.

With the user interface, agents can toggle between multiple interactions. Avaya Workspaces for Elite enables seamless collaboration with customers, partners, and other users within and outside the organization. It also provides relevant information to agents securely and reliably.

For detailed information about how to handle Outbound contacts through Avaya Workspaces for Elite, see *Using Avaya Workspaces for Avaya Proactive Outreach Manager*.

Chapter 5: Customization

This chapter provides information about customizing the layout and functioning of Avaya Workspaces. Agents or supervisors can perform these tasks.

Changing the work mode

About this task

Use this procedure to change the work mode. By default, Avaya Workspaces enables the Auto in mode.

Avaya Workspaces enables the Auto in mode by default.

Procedure

1. In the navigation pane, click the Settings icon (⚙).

Avaya Workspaces displays the Settings widget.

2. Click the **General** tab.

3. Select one of the following:

- **Auto In** to enable the Auto in mode.

In the Auto In mode, Avaya Workspaces changes the state to **Go Ready** after you end the call.

- **Manual In** to enable the manual in mode.

In the Manual In mode, you must change the state to **Go Ready** each time you end the call.

4. Click **Save**.

Connecting to the Salesforce CRM from Avaya Workspaces

About this task

Use this procedure so that Avaya Workspaces can connect to the Salesforce CRM, and Avaya Workspaces users can use the address book to view Salesforce contacts.

Procedure

1. In the navigation pane, click the Settings icon (⚙).

Avaya Workspaces displays the Settings widget.

2. Click the **CRM** tab.

3. Click **Login to CRM**.

4. Enter your Salesforce user credentials.

On successful authentication, Avaya Workspaces displays a green notification in the right corner.

5. Check the address book for the list of users from Salesforce.

You have successfully configured Avaya Workspaces to connect to Salesforce.

Configuring the agent state timer

About this task

Use this procedure to configure agent state timer. The agent state timer resets each time the agent changes state.

Procedure

1. In the navigation pane, click the Settings icon (⚙).

Avaya Workspaces displays the Settings widget.

2. Click the **General** tab.

3. In the **Appearance** section, select or clear the **Show Agent state timer** check box.

4. Click **Save**.

Configuring the option to remove non-numeric characters

About this task

In the **Enter phone number** field on Agent Workspace, if you paste a number with any gaps or non-numeric characters, you must manually remove the non-numeric characters before dialing the number. Therefore, you must configure this option so that Avaya Workspaces automatically removes non-numeric characters from the phone number.

Procedure

1. In the navigation pane, click the Settings icon (⚙️).
Avaya Workspaces displays the Settings widget.
2. Click the **General** tab.
3. In the **Appearance** section, select the **Automatically remove non-numeric characters when pasting into the "Enter Phone Number" field** check box.
4. Click **Save**.

Configuring desktop notification settings

About this task

Use this procedure to configure desktop notification settings. The user can choose which type of notifications they receive when Avaya Workspaces is not in focus or is minimized.

Procedure

1. In the navigation pane, click the Settings icon (⚙️).
Avaya Workspaces displays the Settings widget.
2. Click the **Notifications** tab.
3. To enable desktop notifications, select the **Desktop Notifications** check box.
4. If you want a desktop notification to appear when an interaction is alerting on Avaya Workspaces, select the **Alerting Interaction** check box.
5. If you want a desktop notification to appear when you receive messages during an interaction, select the **Incoming Messages** check box.
6. Click **Save**.

Selecting the preferred language

About this task

Avaya Workspaces supports multiple languages for its user interface. Agents can select their preferred language to work in their workspaces.

Procedure

1. In the navigation pane, click the  icon.
The system displays the Settings widget.
2. Click the **Language** tab.
3. In the **Please choose your preferred language** field, select your preferred language from the following list:

Icon	Language
 Deutsch	German
 English (US)	English (US)
 Español (LA)	Latin American Spanish
 Français	French
 Italiano	Italian
 Português (BR)	Brazilian Portuguese
 Русский	Russian
 中文 (简化)	Simplified Chinese
 中文 (繁體)	Traditional Chinese
 日本語	Japanese

Avaya Workspaces displays all elements on the user interface in the language that you selected.

Chapter 6: Troubleshooting

Internet Explorer 11 does not display the fonts correctly

Solution

1. Open Internet Explorer 11 on your system.
2. On the menu bar, click **Tools > Internet Options**.
3. In the Internet Options dialog box, click the **Security** tab.
4. In the **Select a zone to view or change security settings** section, click **Restricted sites**.
5. In the **Security level for this zone** section, click **Custom level**.

The system displays the Security Settings — Restricted Sites Zone dialog box.

6. In the **Settings** section, click **Downloads > Font download**.
7. Click **Prompt**.
8. Click **OK**.
9. Click **Apply**.

Avaya Workspaces does not display content

Cause

If the external web content is sourced from non-secure sources, Avaya Workspaces does not display the content. To view content that is sourced from HTTP sources when accessing the client over HTTPS, you must enable your browser to accept non-secure content.

Solution

Do one of the following depending on your browser:

- In Internet Explorer, accept the security alert that Avaya Workspaces displays after loading.
- In Chrome, click the icon to the right of the address bar.

Chapter 7: Resources

Documentation

See the following related documents at <http://support.avaya.com>.

Title	Use this document to:	Audience
Implementing		
<i>Deploying Avaya Workspaces for Oceana®</i>	Install Avaya Workspaces.	Administrators
Administering		
<i>Administering Avaya Workspaces for Oceana®</i>	Administer Avaya Workspaces.	Administrators Contact Center Agents Supervisors

Finding documents on the Avaya Support website

Procedure

1. Go to <https://support.avaya.com>.
2. At the top of the screen, type your username and password and click **Login**.
3. Click **Support by Product > Documents**.
4. In **Enter your Product Here**, type the product name and then select the product from the list.
5. In **Choose Release**, select an appropriate release number.
6. In the **Content Type** filter, click a document type, or click **Select All** to see a list of all available documents.

For example, for user guides, click **User Guides** in the **Content Type** filter. The list displays the documents only from the selected category.

7. Click **Enter**.

Avaya Documentation Portal navigation

Customer documentation for some programs is now available on the Avaya Documentation Portal at <https://documentation.avaya.com>.

Important:

For documents that are not available on the Avaya Documentation Portal, click **Support** on the top menu to open <https://support.avaya.com>.

Using the Avaya Documentation Portal, you can:

- Search for content in one of the following ways:
 - Type a keyword in the **Search** field.
 - Type a keyword in **Search**, and click **Filters** to search for content by product, release, and document type.
 - Select a product or solution and then select the appropriate document from the list.
- Find a document from the **Publications** menu.
- Publish a PDF of the current section in a document, the section and its subsections, or the entire document.
- Add content to your collection by using **My Docs** (☆).

Navigate to the **My Content > My Docs** menu, and do any of the following:

- Create, rename, and delete a collection.
 - Add content from various documents to a collection.
 - Save a PDF of selected content in a collection and download it to your computer.
 - Share content in a collection with others through email.
 - Receive content that others have shared with you.
- Add yourself as a watcher by using the **Watch** icon (👁).

Navigate to the **My Content > Watch list** menu, and do the following:

- Set how frequently you want to be notified, starting from every day to every 60 days.
- Unwatch selected content, all content in a document, or all content on the Watch list page.

As a watcher, you are notified when content is updated or deleted from a document, or the document is removed from the portal.

- Share a section on social media platforms, such as Facebook, LinkedIn, Twitter, and Google +.
- Send feedback on a section and rate the content.

*** Note:**

Some functionality is only available when you log in to the portal. The available functionality depends on the role with which you are logged in.

Training

The following courses are available for the Avaya Oceana® Solution program.

Course code	Course title	Delivery Type
Fundamental - Technical Delta Courses		
21160W	Avaya Oceana® Fundamentals	Web-based Training
21140W	Avaya Oceana® and Avaya Analytics™ R 3.6 Technical Delta	Web-based Training
Implementation Courses		
74150V	Integrating Avaya Oceana®	Virtual Instructor-Led Training
74550V	Supporting Avaya Oceana®	Virtual Instructor-Led Training
74350V	Integrating and Supporting Avaya Analytics™ for Avaya Oceana®	Virtual Instructor-Led Training
Administration Courses		
24320W	Administering Avaya Oceana® Basics	Web-based Training
24300V	Administering Avaya Oceana® Channels	Virtual Instructor-Led Training
24310W	Administering Avaya Analytics™ for Avaya Oceana®	Web-based Training
End User Courses		
24020W	Using Avaya Oceana® Workspaces for Agents	Web-based Training
24040W	Using Avaya Oceana® Workspaces for Supervisors	Web-based Training
Developer Courses		
24100W	Developing Customer Applications for Avaya Oceana®	Web-based Training
24150W	24150W - Customizing the Avaya Workspaces® Framework	Web-based Training
Design Courses		
34200W	Avaya Oceana® Solutions Design Fundamentals	Web-based Training
34800W	Designing the Avaya Oceana® Solution	Web-based Training
Sales Courses		
41410W	Selling Avaya Oceana®	Web-based Training

Table continues...

Course code	Course title	Delivery Type
41490W	What's New for Sales: Avaya Oceana®	Web-based Training
41480W	The Basics of Cost Justification and Selling Oceana Using the Oceana ROI Tool	Web-based Training
41400W	Selling Avaya Analytics™ Strategy and Positioning Overview	Web-based Training
41020W	Avaya Oceana and Analytics Solutions Product Information Documents (Sales)	Web-based Training
4785W	Avaya Oceana Remote Agent Solution	Web-based Training
4789W	Avaya Oceana: The Customer Experience	Web-based Training
4794W	Avaya Oceana: The Agent Experience	Web-based Training
4795W	Avaya Oceana: The Management Experience	Web-based Training
4877W	Avaya Oceana Solution for Financial Services: Car Loan Use Case	Web-based Training

Support

Go to the Avaya Support website at <https://support.avaya.com> for the most up-to-date documentation, product notices, and knowledge articles. You can also search for release notes, downloads, and resolutions to issues. Use the online service request system to create a service request. Chat with live agents to get answers to questions, or request an agent to connect you to a support team if an issue requires additional expertise.

Using the Avaya InSite Knowledge Base

The Avaya InSite Knowledge Base is a web-based search engine that provides:

- Up-to-date troubleshooting procedures and technical tips
- Information about service packs
- Access to customer and technical documentation
- Information about training and certification programs
- Links to other pertinent information

If you are an authorized Avaya Partner or a current Avaya customer with a support contract, you can access the Knowledge Base without extra cost. You must have a login account and a valid Sold-To number.

Use the Avaya InSite Knowledge Base for any potential solutions to problems.

1. Go to <http://www.avaya.com/support>.
2. Log on to the Avaya website with a valid Avaya user ID and password.
The system displays the Avaya Support page.
3. Click **Support by Product > Product Specific Support**.
4. In **Enter Product Name**, enter the product, and press `Enter`.
5. Select the product from the list, and select a release.
6. Click the **Technical Solutions** tab to see articles.
7. Select relevant articles.

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