Quick Reference Guide

NEC

UC for Business
Contact Center Agent Phone User

Revision History

Document No.	Release Date	Change Description
007NEC-00QRGR	04/13/11	Initial release.

Table of Contents

Introduction

This guide provides step-by-step instructions on how to use the Contact Center for an agent phone user.

Log Into and Out of Queues from a Digital Phone

Log Into Queues

1. Retrieve your **Login ID** (required to log into a queue).
2. Press the phone's **Login** key.
3. Enter the **Login ID**.
4. Press the phone's pound/hash (**#**) key.

   Note: If a PIN is required, then press the **Login** key, enter your **Login ID**, enter the **PIN**, and then Press the phone's pound/hash (**#**) key.

Log Out of Queues

1. Press the **Login** key.
2. Press the phone's pound/hash (**#**) key.

Breaks

Request a Break

Note: You must be logged in to take a break.

1. Press the **Login** key.
2. Dial **05** for a five-minute break (the format is a two-digit break time).
3. Press either the:
   - **#** key.
   - **Break** key (shortcut key) on the phone.

End a Break

1. Press the **Login** key.
2. Dial **00** (i.e., zero minutes).
3. Press either the:
   - **#** key.
   - **Break** key (shortcut key) on the phone.

Worktime

Predefined Worktime

When pressing the **Worktime** button on the phone, a set amount of worktime starts that automatically ends when reaching that amount of time. There is no need to press the **Worktime** button again to turn it off.

Note: The amount of worktime is set up in the Login Class configuration.

The predefined worktime cancels immediately if the **Worktime** button is pressed again before the allotted worktime has expired.

Phone Light Colors

- **Green** = Logged in
- **Flashing green** = On a break
- **Red** = Logged out
- **Flashing red** = Automatic logout

Enter a Wrapup from the Phone

Enter a Wrapup for a Call

Wrapup data can only be entered after hanging up on a call. If wrapup is required, some phones display "Wrapup Call Required."

1. Get a list of wrapup codes from your Supervisor.
2. Press the phone's **Wrapup** key.
3. Enter the appropriate wrapup code.

   Note: You may be asked to enter as many as three different wrapup codes.

4. Press the phone's pound/hash (**#**) key.

Enter a Callback from the Phone

This section describes how to receive, establish, and resolve a callback.

Receive a Callback Notification

When receiving a callback notification through the phone, the Dterm displays **CB<nnnnnnnnnn>** (i.e., the phone number) as you answer the callback request. Any message left by the caller displays when you answer.

Establish a Callback

Dial	Description
1	Establishes a callback.
2	Corrects the phone number.
3	Listen to the callback message again.
4	Cancels the callback.
5	Defers the callback for 10 minutes (to defer for a different amount of time, see **"Defer Call"** in the table in "Resolve a Callback").

Resolve a Callback

➢ Dial **6** to resolve a callback (or press the appropriate Dterm TMF callback resolution key), and then dial any of the numbers listed in the following table.

Dial	Description	Description
1	Success	Successful contact with the caller.
2	Busy	The number was busy (the system tries again later).
3	No Answer	The call was unanswered (the system tries again later).
4	Cancel	The callback is removed from the system, but the call history still records.
5	Defer Call	Use one of the following methods to specify the time to re-attempt the callback: • The number of minutes from now (one-to-three digits). • A new time (four digits). • The day of the month (one-to-two digits) plus the time (total of five-to-six digits).

Resolve with a Wrapup when Wrapup is Required

1. Press the phone's **Wrapup** key.
2. Enter the wrapup code.
3. Press the phone's pound/hash (**#**) key.

Supervisor Functions

The functions in this section are only available to Supervisors with the appropriate security settings.

Change Queue Modes from the Phone

In a mode group, you can change the mode of a single queue or all queues.

Caution: The mode actions assigned to a mode number can be different in different queues within a mode group. Only change modes for a group if you are aware of the settings for each queue in the group.

Set a Mode

1. Press the **Mode Override** (or **Mode**) key on the Dterm. The display reads "Mode Override."

2. Dial the queue number (i.e., the extension number of the queue) or the mode group number (normally two digits).

3. Dial the mode number.

4. Press the phone's pound/hash (**#**) key.

   The Mode Override LED turns on, and the display reads "Queue Name: Mode Name or Mode Group number: Mode Name. For instance Sales: Day or 11:Night."

Set a Scheduled Mode

1. Press the **Mode Override** (or **Mode**) key on the Dterm. The display reads "Mode Override."

2. Dial the queue number (i.e., the extension number of the queue) or the mode group number (normally two digits).

3. Dial **0**.

4. Press the phone's pound/hash (**#**) key.

5. .

   The Mode Override LED turns off, and the display reads "Queue Name: Mode Name or Mode Group number: Mode Name. For instance Sales: Day or 11:Night."

Logging Agents Into and Out of Queues from the Phone

Log an Agent In

1. Press the **Remote Log In** key. The LED blinks, and the display reads "Enter EEEEAAAACC:".

2. Enter the required information (extension, User ID, PIN [if required], and class).

   > ***Example:*** Extension = 4445
   > User ID = 9030
   > PIN = 7805

3. Dial **44459030780510**, and then Press the phone's pound/hash (**#**) key.

   The agent's:

   - Phone rings.
   - Log In key's LED turns off.
   - Name and class number display.

   The Supervisor's phone does not display anything if a remote login is successful. If the remote login is not successful the Supervisor's phone displays "Invalid Exno."

Log an Agent Out

1. Press the **Remote Log In** key. The LED blinks, and the display reads "Enter EEEEAAAACC:".

2. Enter the extension number of the phone to log out.

   > ***Example:*** To log out the agent at extension 4445, enter **4445**.

3. Press the phone's pound/hash (**#**) key.

   The agent's:

   - Phone rings.
   - Log In key's LED turns on.
   - The display reads: "Logged Out."

   The Supervisor's phone does not display anything if a remote login is successful. If the remote login is not successful the Supervisor's phone displays "Invalid Exno."

Log All Agents Out

1. Press the **Supervisor** key. The LED turns red, and the display reads "Supervisor Code."
2. Dial **100**.

   The display reads "All logged out."

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