



## **Enterprise Edge Call Center Set Up and Operation Guide**

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## Introduction

Enterprise Edge Call Center is an automatic call distribution (ACD) system that answers incoming calls and routes these calls to agents. In an ACD system, an agent is someone assigned to answer incoming calls.

This guide is designed to assist a System Administrator in setting up and operating the Enterprise Edge Call Center system. Use this guide as an ongoing reference.

This chapter tells you what to expect as you read this guide and how information in this guide is presented.

## How this guide is organized

The *Enterprise Edge Call Center Set Up and Operation Guide* is organized into the following chapters:

Chapter	Description
1. How to use this guide	Describes the contents and conventions of this guide.
2. Using Enterprise Edge Call Center	Describes using telephones with Enterprise Edge Call Center, accessing Enterprise Edge Call Center administration, and your role as System Administrator.
3. Using Enterprise Edge Call Center Feature Codes	describes the Enterprise Edge Call Center Feature Codes used by the System Administrator and by the agents.
4. ACD Agent Administration	explains how to add and delete ACD agents. This chapter also explains how to change agent information and force agent log off.
5. ACD Queue Administration	provides information on setting up ACD queue parameters, enabling ACD queues and disabling ACD queues. This chapter also explains how to assign, delete and view agents in an ACD queue.
6. ACD Queue Mailbox Administration	explains how to initialize, record greetings, open, and listen to messages in the ACD Queue Mailbox. This chapter explains how to change and reset the ACD Queue Mailbox password. This chapter also describes Off-premise Message Notification.
7. Recording ACD Greetings	describes different types of greetings and explains how to record ACD greetings.
8. Routing Table Administration	provides information on setting up the steps in the Routing Tables.
9. Enterprise Edge Call Center Lines Administration	provides information on how to add lines and assign an ACD queue. This chapter also explains how to view and change line configuration, and set the Answer Lines status.

Chapter	Description
10. Setting up ACD general parameters	provides information on assigning the language of Enterprise Edge Call Center and setting up the general parameters for Enterprise Edge Call Center.
11. Monitoring Enterprise Edge Call Center call activity	provides information on how to monitor Enterprise Edge Call Center call activity using the Enterprise Edge Call Center Status Feature Code.
12. Using Enterprise Edge Call Center with Enterprise Edge Voice Messaging	provides information about the Enterprise Edge Messaging routing features Custom Call Routing and the Automated Attendant.
13. Enterprise Edge Call Center Operation Tips	provides tips to improve the operation of the Enterprise Edge Call Center system.
14. Troubleshooting Enterprise Edge Call Center	provides diagnostic and recovery procedures for problems that might occur while setting up and operating Enterprise Edge Call Center. This chapter explains how to reset the System Administrator password and how to reset the operator password.
Appendix A: Enterprise Edge Call Center Programming Record	provides a programming record to keep track of Enterprise Edge Call Center set up information.
Glossary	Defines terms used in this guide.
Index	Provides an alphabetical list of information contained in this guide.

## Symbols and conventions

The following conventions and symbols are used to describe features and their operation.

Convention	Example	Used for
Words in this special font correspond to top line of telephone display	ACD Admin	Display prompts. Used on single-line and two-line display telephones.
An underlined word in this special font corresponds to the bottom line on telephone display	<u>AGENT</u>	Indicates the Display button option you need to press to proceed. Appears on two-line display telephones only.

## Other documents

For more information about Enterprise Edge Call Center, refer to the *Enterprise Edge Call Center Agent User Card*.

## Introduction

This chapter describes:

- Using your telephone with Enterprise Edge Call Center
- Using Enterprise Edge Call Center
- Accessing Enterprise Edge Call Center administration
- Your role as Enterprise Edge Call Center System Administrator

## Using your telephone with Enterprise Edge Call Center

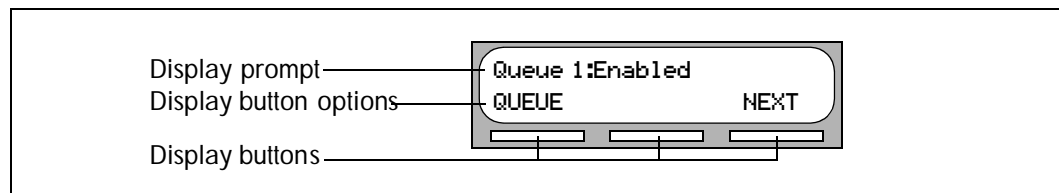
ACD agents can use Enterprise Edge two-line display telephones and Enterprise Edge single-line display telephones. Non-display telephones, such as telephones attached to an Enterprise Edge ATA 2, cannot be used for ACD agent tasks. We recommend that you read the telephone user card for your telephone before proceeding.

### About the two-line display telephone

The display on a Enterprise Edge two-line display telephone provides information about commands and options available when you are using Enterprise Edge Call Center.

The two-line display can show up to three display button options at a time. The telephone displays in this guide show the Enterprise Edge Call Center default settings. The following two-line display shows an example of the first Queue Status display.

#### Enterprise Edge two-line display



## Using Enterprise Edge Call Center

The Enterprise Edge Call Center system is designed to handle incoming calls as efficiently and economically as possible. Incoming calls are distributed to available agents or to ACD greetings in your call center. To ensure that each call is handled successfully, Enterprise Edge Call Center answers, plays greetings and routes each incoming call to the first available agent in the order of the call's arrival. The Enterprise Edge Call Center system is used to hold the caller on the line.

The Enterprise Edge Call Center system is designed to work best for small call centers.

## Accessing Enterprise Edge Call Center administration

Enterprise Edge Call Center administration is done using Enterprise Edge Voice Applications Manager. Enterprise Edge Voice Applications Manager is an application that allows you to administer Enterprise Edge Voice Messaging and Enterprise Edge Call Center.

To access Enterprise Edge Voice Applications Manager:

1. Click the **Start** menu, point to **Programs**, click **Enterprise Edge Voice Applications Manager** and then click **Enterprise Edge Voice Applications Manager**.

The Enterprise Edge Voice Applications Manager main menu appears.

To access Enterprise Edge Voice Applications Manager from Enterprise Edge Unified Manager:

1. On the **Enterprise Edge Unified Manager** window and then click the **Enterprise Edge Voice Applications Manager** icon.

The Enterprise Edge Voice Applications Manager main menu appears.

All of the procedures described in this guide assume that you are at the Enterprise Edge Voice Applications Manager main menu.

## Your role as Enterprise Edge Call Center System Administrator

As Enterprise Edge Call Center System Administrator, you set up how your call center receives calls. Your role can include:

- learning about the Enterprise Edge Call Center system
- using Enterprise Edge Call Center Feature Codes
- setting up ACD agents
- setting up ACD queues
- initializing the ACD Queue Mailbox
- recording ACD greetings
- setting up the ACD routing table
- assigning the lines to be answered by Enterprise Edge Call Center
- setting up general ACD parameters
- monitoring the real time performance of Enterprise Edge Call Center call activity
- troubleshooting Enterprise Edge Call Center
- completing the Enterprise Edge Call Center Programming Record (refer to [Appendix A: Enterprise Edge Call Center Programming Record](#) on page 119)

## Introduction

Feature Codes allow you to access Enterprise Edge Call Center functions. This chapter describes the Feature Codes used by the System Administrator and the ACD agents.

This chapter describes:

- Enterprise Edge Feature Codes
- Feature Codes used by the System Administrator
- Feature Codes used by ACD agents

## Enterprise Edge Feature Codes

Feature Codes are assigned during installation. This guide shows the default Feature Codes. Enterprise Edge Call Center can also use Custom Feature Codes. If the default Feature Codes are used by another application, your system automatically assigns Custom Feature Codes.

If your system has assigned Custom Feature Codes, you need to find out what these Feature Codes are. Remember to write the Custom Feature Codes in the appropriate columns in the the table [ACD Agent Feature Codes](#) on page 17.

To determine the Enterprise Edge Feature Codes:

1. Press Feature 9 \* 1 .

Login/out: F9xx  
NEXT

2. The display shows the name and number of the Log In/Log Out Feature Code. The xx represents a number between 00 and 99. Press NEXT.

Busy Mode: F9xx  
NEXT

3. The display now shows the name and number of the Make Busy Feature Code. The xx represents a number between 00 and 99. Press NEXT.

4. Continue pressing NEXT to show all of the Enterprise Edge Feature Codes.

Record call: F9xx  
QUIT

5. This display appears when you reach the last Enterprise Edge Feature Code, the Record Call Feature Code. Press QUIT or Rls to end the session.

## Programming a memory button with a Feature Code

Each Enterprise Edge Call Center Feature Code can be programmed to a memory button. We recommend that you use memory buttons with indicators to program the Feature Codes.

A memory button indicator is the triangle next to a memory button. These indicators are useful for several Enterprise Edge Call Center purposes: monitoring call activity, showing the Login/Logout status of agents, and showing the Make Busy status of agents. For information about how the status appears, refer to the *Enterprise Edge Call Center Agent Card*.

To program a memory button:

1. Do not lift your handset. Press Feature \* 3.

Program Features

2. A display appears briefly to indicate that you are going to program features.

Press a button  
QUIT

3. Press a programmable button, preferably a button with an indicator for the Queue Status Feature Code.

**Note:** The agents should program the Login/Logout Feature Code and the Make Busy Feature Code to memory buttons with indicators.

Feature code:  
QUIT

4. Press Feature.

F.  
QUIT CLEAR

5. Enter the Feature Code number you want to program. For example, enter 9 0 9 to program the Queue Status Feature Code.

Programmed

The display shows that the button has been programmed.

Repeat steps 1 to 5 for each Enterprise Edge Call Center Feature Code you want to program.

Use the paper labels that come with your Enterprise Edge telephone to identify the programmed button. To use the Feature Code, press the labeled button.

## Feature Codes used by the System Administrator

The System Administrator uses Feature Codes to:

- open an ACD Queue Mailbox
- set the Operator or Service mode status
- determine a Control Directory Number (DN)
- view the queue status

These Feature Codes appear in the table [Enterprise Edge Call Center System Administrator Feature Codes](#). If you have Custom Feature Codes, record these in the appropriate column in this table.

**Enterprise Edge Call Center System Administrator Feature Codes**

Operation	Default Feature Code	Custom Feature Codes
Open Mailbox	Feature <input type="text" value="9"/> <input type="text" value="8"/> <input type="text" value="1"/>	Feature <input type="text" value="9"/> <input type="text" value=""/> <input type="text" value=""/>
Operator/Service Control	Feature <input type="text" value="9"/> <input type="text" value="8"/> <input type="text" value="2"/>	Feature <input type="text" value="9"/> <input type="text" value=""/> <input type="text" value=""/>
Message/Touch Extension	Feature <input type="text" value="9"/> <input type="text" value="8"/> <input type="text" value="5"/>	Feature <input type="text" value="9"/> <input type="text" value=""/> <input type="text" value=""/>
Queue Status	Feature <input type="text" value="9"/> <input type="text" value="0"/> <input type="text" value="9"/>	Feature <input type="text" value="9"/> <input type="text" value=""/> <input type="text" value=""/>

**Note:** The Login/Logout Feature Code and the Make Busy Feature Code are available to the System Administrator, but they are used primarily by agents. For information on the Feature Codes used by agents, refer to [ACD Agent Feature Codes](#) on page 17.

### System Administrator Feature Code descriptions

Before you attempt to use these feature codes, read the telephone user card for your telephone.

#### Open Mailbox Feature Code (Feature 981)

Use the Open Mailbox Feature Code to:

- record ACD Queue Mailbox greetings
- listen to messages in the ACD Queue Mailbox

Press     to use the Open Mailbox Feature Code.

**Note:** For more information on using the Open Mailbox Feature Code, refer to [Recording the ACD Queue Mailbox greetings](#) on page 38, and [Listening to messages in the ACD Queue Mailbox](#) on page 47.

**Operator/Service Control Feature Code (Feature 982)**

Use the Operator/Service Control Feature Code to establish or change the operator's extension and to indicate whether the operator is available. This Feature Code is also used to select the day/night service mode of each ACD queue. You use this Feature Code to change the password used to access this Operator/Service Control Feature Code.

Press     to use the Operator/Service Control Feature Code. You are prompted to enter the Operator/Service Control password. The default password for this Operator/Service Control Feature Code is OPERATOR which is entered by pressing        .

**Note:** For more information on using the Operator/Service Control Feature Code, refer to [Changing the ACD Service Mode](#) on page 94 and [Resetting Passwords](#) on page 115.

**Enterprise Edge Call Center Extension Feature Code (Feature 985)**

Use the Enterprise Edge Call Center Extension Feature Code to determine the Control DN that has been assigned to each ACD queue. The Control DN is the same as the ACD Queue Mailbox number. This Feature Code is also used to determine the extension that has been assigned to show Message Waiting Indication for the ACD Queue Mailbox. The Enterprise Edge Call Center Extension Feature Code is also used to reset the passwords of the System Administrator and the operator.

Press     to determine the Control DN and the Message Waiting Indication extension. No password is required.

**Note:** For more information on the Control DN, refer to [Determining the Control DN \(ACD Queue Mailbox number\)](#) on page 36. For information on how to reset the Operator and System Administrator passwords, refer to [Resetting Passwords](#) on page 115.

**Queue Status Feature Code (Feature 909)**

Use the Queue Status Feature Code to display real-time status information about the ACD queues. You use this Feature Code to view how busy your call center is so that you can adjust ACD queue staffing according to the requirements. The Queue Status Feature Code shows you the following:

- the ACD queue number and whether the ACD queue is enabled or disabled
- number of agents logged into the ACD queue
- number of calls waiting
- the longest wait time of a call

Press     to use the Queue Status Feature Code. No password is required.



To provide easy, one-button access to the Queue Status feature, program a memory button that has an indicator with the Queue Status Feature Code. Refer to [Programming a memory button with a Feature Code](#) on page 14. After you program a memory button and assign times to the general ACD parameters Primary Alert and Secondary Alert, the indicator shows the following:

- if the indicator is off, all of the calls are answered and none of the calls has exceeded the Primary Alert time
- if the indicator is flashing slowly, at least one call waiting in the ACD queue has exceeded the Primary Alert time
- if the indicator is flashing quickly, at least one call waiting in the ACD queue has exceeded the Secondary Alert time

**Note:** For information on assigning times to the general ACD parameters Primary Alert and Secondary Alert, refer to [General ACD parameters](#) on page 101. For information on how to use the Queue Status Feature Code, refer to [Example of monitoring call activity](#) on page 106.

## Feature Codes used by ACD agents

The agents use Feature Codes to:

- open the ACD Queue Mailbox
- log in and log out of the Enterprise Edge Call Center system
- make telephone busy and cancel telephone busy
- view queue status

These Feature Codes appear in the table [ACD Agent Feature Codes](#). If you have Custom Feature Codes, record these in the appropriate column in this table.

**ACD Agent Feature Codes**

Operation	Default Feature Code	Custom Feature Code
Open Mailbox	Feature 9 8 1	Feature 9 ____
Login/Logout	Feature 9 0 4	Feature 9 ____
Make Busy	Feature 9 0 8	Feature 9 ____
Queue Status	Feature 9 0 9	Feature 9 ____

## Agent Feature Code descriptions

For more information on Agent Feature Codes, refer to the *Enterprise Edge Call Center Agent Card*.

### Open Mailbox Feature Code (Feature 981)

The agent uses the Open Mailbox Feature Code to listen to messages in an ACD Queue Mailbox. This mailbox is protected by a password that you choose. The agent will be prompted to enter the ACD Queue Mailbox password.

Press     to open the ACD Queue Mailbox. The agent is prompted to enter the ACD Queue Mailbox password.

**Note:** For more information on how the agent uses the Open Mailbox Feature Code, refer to [Listening to messages in the ACD Queue Mailbox](#) on page 47.

#### Login/Logout Feature Code (Feature 904)

The agent uses the Login/Logout Feature Code to log in when they are available to take calls and log out when they are not available to take calls.

Press     to login/out. The agent is prompted to enter their Agent password.

**Note:** For more information on the Login/Logout Feature Code, refer to the *Enterprise Edge Call Center Agent Card*. If an agent forgets to log out, the System Administrator can force the agent to logout. For information, refer to [Forcing agent log out](#) on page 23.

#### Make Busy Feature Code (Feature 908)

The agent uses the Make Busy Feature Code to activate or cancel the Make Busy feature on their telephone. If the work resulting from a call requires extra time to complete, an agent can use the Make Busy Feature Code to prevent Enterprise Edge Call Center from routing another call to them. If an agent makes a phone call, they first use the Make Busy Feature Code to activate the Make Busy feature. When the agent is ready to receive calls, they use this Feature Code to cancel the Make Busy feature and receive calls again.

If an agent does not answer a call within a certain number of rings, the call is returned to the ACD queue and the agent telephone is automatically placed into Auto Busy Mode. The agent must manually cancel the Auto Busy Mode feature by using the Make Busy Feature Code to continue to receive calls.

Press     to use the Make Busy Feature Code.

**Note:** For more information on the Make Busy Feature Code, refer to the *Enterprise Edge Call Center Agent Card*. You can program a Post call wrap up time period if the agents in your call center need time after calls to do paperwork or wrap up tasks. You can change the default Post call wrap up time period to zero if there is no need for this period in your call center. For more information, refer to [Busy Timeout](#) on page 27.

#### Queue Status Feature Code (Feature 909)

If you have agents who only answer calls during peak call periods, they can check the queue status to see if they are needed.

**Note:** If agents in your call center use the Queue Status Feature Code, refer to [Monitoring Enterprise Edge Call Center call activity](#) on page 105.

## Introduction

Since one person cannot handle all the calls in your call center, calls are divided among several people. These people are referred to as agents throughout this document. This chapter provides information on setting up ACD agents.

This chapter describes:

- Agent information
- Adding an agent
- Adding more than one agent
- Changing agent information
- Resetting the agent password
- Deleting an agent
- Forcing agent log out

**Note:** For information on assigning agents to the queues, refer to [Assigning an agent to an ACD queue](#) on page 32.

## Agent information

A maximum of 10 agents can be logged in to Enterprise Edge Call Center at any one time. If an agent is logged in at one telephone, they cannot log in to another telephone until they log out of the first telephone. For information about the features that agents use, refer to the *Enterprise Edge Call Center Agent Card*.

You can have a maximum of 20 agents in your call center. The following parameters are required to add an agent:

### Agent ID

Each agent is assigned a unique Agent ID number. Enterprise Edge Call Center assigns the lowest available Agent ID number, which is a value between one and 20. Statistics are collected and reported for each Agent ID number. For more information on statistics, refer to [Monitoring Enterprise Edge Call Center call activity](#) on page 105.

### Agent name

The agent name is a maximum of 13 characters. If you do not enter a name, the default agent name is the word agent and the agent number (for example, AGENT12).

### Priority

The agent Priority represents the qualification level of the agent. The agent Priority can be used to determine which of your agents receives an incoming call. If the Method of call distribution for the queue is Preferred, then the agent with the highest Priority value will receive the call. For more information, refer to [Method of Call Distribution](#) on page 27. The agent Priority value ranges from one to five. One is the highest agent Priority value which you would assign to the most qualified agents. The default agent Priority value is three.

## Adding an agent

Before you add an agent, make a photocopy of the table [Agent Administration](#) on page 121. As you add agents, fill in the appropriate columns in the table for future reference.

To add an agent:

1. Click the **ACD** menu and then click **Agents**.  
The ACD Agents dialog box appears.
2. Click the **Add** button.  
The Add Agent dialog box appears.
3. The **Agent ID** field contains the lowest available Agent ID number. If you want to change the Agent ID number, click the **Agent ID** field and type the new Agent ID. The Agent ID is a number between one and 20.
4. Click the **Name** field and type the name of the agent.  
The default for this field is AGENTnn, where nn is the Agent ID.
5. From the **Priority** drop list select the priority number for this agent.  
The default for this field is three.
6. Click the **OK** button.  
Repeat steps 2 to 6 for each agent you want to add.
7. Click the **Close** button to return to the Enterprise Edge Voice Applications Manager main menu.

## Adding more than one agent

With Enterprise Edge Voice Applications Manager you can save time by adding more than one agent at a time. The agents you add with this method have the same Priority level and the default agent name (AGENTnn, where nn is the Agent ID).

Before you add an agent, make a photocopy of the table [Agent Administration](#) on page 121. As you add agents, fill in the appropriate columns in the table for future reference.

To add more than one agent:

1. Click the **ACD** menu and then click **Agents**.  
The ACD Agents dialog box appears.
2. Click the **Add Many** button.  
The **Add Many Agents** dialog box appears.
3. In the **From** field type the lowest Agent ID number.
4. In the **To** field type the highest Agent ID number.

The Agent ID numbers you enter in the From and To fields must be between one and 20.

5. From the **Priority** drop list select the priority number for these agents.  
The default for this field is three.
6. Click the **OK** button.  
Agents are added for the Agent ID numbers you entered in the From and To fields. A message appears that tells you how many agents you added.

**Note:** Any existing agents with an Agent ID number between the numbers you entered in the From and To fields are not changed. These agents are not included in the number of agents added.

7. Click the **Close** button to return to the Enterprise Edge Voice Applications Manager main menu.

## Changing agent information

You can change the following agent information:

- the agent's name
- the agent's Priority value

To change agent information:

1. Click the **ACD** menu and then click **Agents**.  
The ACD Agents dialog box appears.
2. Click the agent you want to change.
3. Click the **Change** button.  
The Change Agent dialog box appears.
4. In the **Name** field type the new name of the agent.
5. From the **Priority** drop list select the new priority number for this agent.
6. Click the **OK** button.  
Repeat steps 2 to 6 for each agent you want to change

**Note:** If the agent you are changing is logged in, a dialog box appears asking if you want to log the agent out and make the changes. If you log the agent out, be sure to inform the agent to log in again.

7. Click the **Close** button to return to the Enterprise Edge Voice Applications Manager main menu.

## Resetting the agent password

If an agent forgets their password, you can reset the password back to the default value (0000). After you reset the password, the agent must change their password the next time they log on.

To reset the agent's password:

1. Click the **ACD** menu and then click **Agents**.  
The ACD Agents dialog box appears.
2. Click the agent you want to change.
3. Click the **Change** button.  
The Change Agent dialog box appears.
4. Click the **Reset Password** check box.

5. Click the **OK** button.  
The agent password is set to 0000.
6. Click the **Close** button to return to the Enterprise Edge Voice Applications Manager main menu.

## Deleting an agent

To delete an agent:

1. Click the **ACD** menu and then click **Agents**.  
The **ACD Agents** dialog box appears.
2. Click the agent you want to delete.
3. Click the **Delete** button.  
The Confirm Delete dialog box appears.

**Note:** If the agent you are deleting is logged in, a dialog box appears asking if you want to log the agent off and then delete the agent. To delete the agent, click the **Yes** button.

4. Click the **Yes** button.
5. Click the **OK** button.  
Repeat steps 2 to 5 for each agent you want to delete.
6. Click the **Close** button to return to the Enterprise Edge Voice Applications Manager main menu.

## Forcing agent log out

Normally agents log out when they are no longer available to receive calls. If an agent leaves and does not log out, you can force the agent to log out. When logged out, an agent will not receive any new calls from Enterprise Edge Call Center.

To force the agent to log out:

1. Click the **ACD** menu and then click **Agents**.  
The ACD Agents dialog box appears.
2. Click the agent you want to log out.
3. Click the **Check Status** button.  
A dialog box appears with the log in status of the agent.

4. If the agent is logged in, click the **Yes** button.  
If the agent is already logged out, proceed to step 5.

**Note:** If the agent you log out is on a call, the call is not interrupted.

5. Click the **OK** button.  
Repeat steps 2 to 5 for each agent you want to log out.
6. Click the **Close** button to return to the Enterprise Edge Voice Applications Manager main menu.



## Introduction

You set up each ACD queue to answer and distribute calls to agents as they become available.

This chapter describes:

- The ACD queues
- The ACD queue parameters
- Setting up ACD queue parameters
- Enabling the ACD queues
- Disabling the ACD queues
- Assigning an agent to an ACD queue
- Disabling the ACD queues
- Deleting agents from an ACD Queue
- Viewing agents in an ACD queue

## ACD queues

There are a maximum of two ACD queues. Each ACD queue collects calls for a particular call center department such as “sales” or “technical support”.

You cannot change the ACD queue parameters or add, change, or delete lines assigned to an ACD queue while an ACD queue is in use. For more information, refer to [ACD queue parameters](#) on page 26 and [Adding lines and assigning an ACD queue](#) on page 97.

### How incoming calls are sent to an ACD queue

Incoming calls are sent to an ACD queue in one of the following ways:

- The installer assigns a line to be answered directly by an ACD queue.
- A receptionist, agent or user receives a call and transfers the call to an ACD queue. They transfer the call to an ACD queue by pressing    or **TRANSFER** and entering the Control DN of the ACD queue.
- The call is answered by the Automated Attendant (AA) or a Custom Call Routing (CCR) tree and the caller makes a selection that routes them to the Control DN of the ACD queue. For more information, refer to [Automated Attendant](#) on page 107 and [Custom Call Routing](#) on page 107.
- If calls are forwarded to the Control DN of the queue by Call Forward All Calls, Call Forward No Answer or Call Forward On Busy.

For information about these Enterprise Edge features, refer to your *Enterprise Edge System Administrator Guide*.

## ACD queue parameters

Setting up your ACD queue requires you to assign or record values for several parameters. These parameters include the following:

### Queue number

The Queue number is assigned by the system as one or two.

### Queue name

The Queue name is a maximum of 16 characters. If you do not enter a Queue name, the Queue name defaults to QUEUEn where n is the Queue number. The Queue name for each ACD queue is the same as the ACD Queue Mailbox name.

### Control Directory Number (CDN)

The Control Directory Number is the extension associated with the ACD queue. Incoming calls are transferred to the CDN of each ACD queue. The CDN is the same as the ACD Queue Mailbox number.

When assigning a CDN, you must be aware of the following:

- A CDN must be a B1 extension.  
A B1 extension is the extension that you dial to call a telephone or peripheral.  
**Note:** For information about determining an available B1 extension, refer to your *Enterprise Edge Programming Record* and your *Enterprise Edge Installer Guide*.
- The extension assigned as the CDN must be used exclusively for the CDN. If a telephone, or any other device, uses the same extension, the ACD queue will not answer calls.

### Message Waiting Indication (MWI) extension

The Message Waiting Indication extension is an optional telephone number that indicates when an ACD Queue Mailbox has messages waiting. The MWI extension that you assign shows ~~Message for you~~ on the telephone display when there are new messages in the ACD Queue Mailbox. The MWI extension defaults to None. If the MWI extensions for each ACD Queue Mailbox are forgotten, you can determine which MWI extension is assigned to each ACD Queue Mailbox. For information on how to determine the MWI extensions, refer to [Determining the Control DN \(ACD Queue Mailbox number\)](#) on page 36.

### Password

If the ACD Queue Mailbox password is forgotten, you must reset this password. Resetting a mailbox password changes it to the default password 0 0 0 0. After the ACD Queue Mailbox password has been reset, you must change the default password and enter a new password. The ACD Queue Mailbox password should be reset only if it is forgotten. For information, refer to [Resetting the ACD Queue Mailbox password](#) on page 46.

**Method of Call Distribution**

The method of call distribution determines which of several available agents to route the call to. There are two methods of call distribution: Longest idle and Preferred. The “Longest idle” method of call distribution routes the call to the agent who has been available the longest. The “Preferred” method of call distribution routes the call to the agent with the highest priority (best qualified agent). When there are several agents with the highest priority, the longest available agent will be selected. The default method of call distribution is “Longest idle”.

**Overflow After**

The Overflow After time limit is the maximum time a call waits in an ACD queue before it overflows to another enabled ACD queue. If there is no other enabled ACD queue, the call is transferred to the ACD Queue Mailbox where the caller can leave a message. This time limit helps to prevent call congestion in your call center. The default Overflow After time is 00:00 which means “do not overflow.”

**Busy Timeout**

The Busy Timeout parameter is the time period you set up for agents to wrap up or complete paperwork after they finish a call. After an agent has completed a call, they are taken out of the queue for this pre-programmed Busy Timeout period. The agent can extend or cancel the Busy Timeout period by using the Make Busy Feature Code. For more information, refer to [Make Busy Feature Code \(Feature 908\)](#) on page 18. The Busy Timeout defaults to 30 seconds. You can change the Busy Timeout to zero if there is no need for this time period in your call center.

**Delay Answer**

The Delay Answer feature prevents Enterprise Edge Call Center from answering calls and playing greetings when there are no agents available. When an ACD queue has the Delay Answer feature activated, waiting callers hear ringback.

To activate the Delay Answer feature, enter a time for Delay Answer. The Delay Answer time can be a minimum of one second and a maximum of 10 minutes. The default Delay Answer time is 00:00 which means it is not activated.

When a call comes in on a line belonging to an ACD queue that does not have any free agents, the call will not be answered until either the Delay Answer time has elapsed or an agent becomes available for this call, whichever comes first.

For more information on the Delay Answer feature, refer to [Tips about ACD queue administration](#) on page 110.

## Setting up ACD queue parameters

Before you proceed, make a photocopy of the table [ACD Queue Parameter Administration](#) on page 120. Fill in the appropriate columns for future reference.

**Note:** You need to disable a queue and wait until there are no calls in the ACD queue before you can change the ACD queue parameters. You cannot change the ACD queue parameters of an ACD queue while the ACD queue is in use.

To set up ACD queue parameters:

1. Click the **ACD** menu and then click **Queues**.  
The ACD Queues dialog box appears.
2. Click the queue you want to set up.
3. Click the **Configure** button.  
The queue's dialog box appears.
4. Click the **General Queue Properties** tab.
5. In the **Control DN** field enter the extension for the queue. The Control DN must be a B1 extension that is not used by another device or telephone. This number is also the mailbox number of the ACD Queue Mailbox.
6. A dialog box appears informing you that a new ACD Queue Mailbox was created. Click the **OK** button
7. In the **Name** field type the name for this queue. This name is also used for the ACD Queue Mailbox. The default name is QUEUEn, where n is the Queue Number.
8. In the **MWI DN** field type the extension of the telephone that displays the Message Waiting Indicator for the ACD Queue Mailbox.
9. In the **Method** field and select the Method of distribution (Longest or Priority). The default Method is Longest.
10. Use the arrow buttons in the **Busy Timeout** field to change the busy timeout period. The default Busy Timeout is 00:30.
11. Use the arrow buttons in the **Delay Answer** field to change the delay answer time.
12. Select the **Overflow After** check box to enable the Overflow feature, or clear the **Overflow After** check box and go to step 14 to disable the Overflow feature.

13. Use the arrow buttons in the **Overflow After** field to select the overflow limit.
14. Click the **OK** button to save your changes and return to the **ACD Queues** dialog box.  
Repeat steps 2 to 14 for each ACD Queue you want to set up.
15. Click the **Close** button to return to the Enterprise Edge Voice Applications Manager main menu.

## Enabling the ACD queues

After you have set up an ACD queue, the ACD queue is disabled until you enable it.

Before an ACD queue can be enabled, ensure that:

- a valid Control DN is set up (For information, refer to [Setting up ACD queue parameters](#) on page 28.)
- an ACD greeting is recorded (For information, refer to [Recording ACD greetings](#) on page 79.)
- the Day and Night Routing Tables are set up (For information, refer to [Examples of setting up the Day and Night Routing Tables](#) on page 88.)

To enable an ACD queue:

1. Click the **ACD** menu and then click **Queues**.  
The ACD Queues dialog box appears.
2. Click the queue to you want to enable.
3. Click the **Enable** button.  
The queue status changes to Enabled.  
Repeat steps 2 and 3 for each ACD Queue you want to enable.
4. Click the **Close** button to return to the Enterprise Edge Voice Applications Manager main menu.

## Disabling the ACD queues

When you disable an ACD queue, no new calls are accepted. Any calls that are already in this ACD queue still get distributed until the calls are ended.

To disable an ACD queue:

1. Click the **ACD** menu and then click **Queues**.  
The ACD Queues dialog box appears.
2. Click the queue you want to disable.
3. Click the **Disable** button.  
The queue status changes to Disabled.  
Repeat steps 2 and 3 for each ACD Queue you want to disable.
4. Click the **Close** button to return to the Enterprise Edge Voice Applications Manager main menu.

## Changing ACD queue parameters

You must disable the ACD queue before you can change the ACD queue parameters.

To change the ACD queue parameters:

1. Click the **ACD** menu and then click **Queues**.  
The ACD Queues dialog box appears.
2. Click the queue you want to change.
3. Click the **Configure** button.  
The queue's dialog box appears.
4. Click the **General Queue Properties** tab.
5. In the **Control DN** field type the new extension for the queue. The Control DN must be a B1 extension that is not used by another device or telephone. This number is also the mailbox number of the ACD Queue Mailbox.
6. A confirmation dialog box appears. Click the **Yes** button to confirm changing the Control DN.
7. A second confirmation dialog box appears. Click the **OK** button to change the mailbox number of the ACD Queue Mailbox.
8. In the **Name** field type the new name for this queue. This name is also used for the ACD Queue Mailbox.

9. In the **MWI DN** field type the new extension of the telephone that displays the Message Waiting Indicator for the ACD Queue Mailbox.
10. In the **Method** field select the Method of distribution option (Longest or Priority).
11. Use the arrow buttons in the **Busy Timeout** field to change the busy timeout period.
12. Use the arrow buttons in the **Delay Answer** field to change the delay answer time.
13. Select the **Overflow After** check box to enable the Overflow feature  
or  
clear the **Overflow After** check box and go to step 15 to disable the Overflow feature.
14. Use the arrow buttons in the **Overflow After** field to change the overflow limit in minutes and seconds.
15. Click the **Apply** button to make the changes.  
Repeat steps 2 to 15 for each ACD Queue you want to change.
16. Click the **OK** button to return to the ACD Queues dialog box.
17. Click the **Close** button to return to the Enterprise Edge Voice Applications Manager main menu.

## Deleting the ACD queue parameters

The ACD queue must be disabled before you can delete it.

**Important:** When you delete the ACD queue parameters, all programming for the queue is deleted. This includes the general parameters, the assigned agents and the Routing Table information.

To delete the ACD queue parameters:

1. Click the **ACD** menu and then click **Queues**.  
The ACD Queues dialog box appears.
2. Click the queue you want to change.
3. Click the **Unconfigure** button.  
A confirmation dialog box appears.
4. Click the **Yes** button.
5. Click the **Close** button to return to the Enterprise Edge Voice Applications Manager main menu.

## Assigning an agent to an ACD queue

You can assign an agent to one or more ACD queues. Each agent is responsible for answering calls for the ACD queues they are assigned to.

To assign an agent to an ACD queue:

1. Click the **ACD** menu and then click **Queues**.  
The ACD Queues dialog box appears.
2. Click the queue to which you want to assign agents.
3. Click the **Configure** button.  
The queue's dialog box appears.
4. Click the **Agents** tab.  
The assigned agents are displayed.
5. From the **Available** list box, click the names of the agents you want to assign to the queue.  
  
**Note:** To assign more than one agent, press the Control key or Shift key while selecting additional agents. To assign all of the agents to this queue, click the **Assign All** button.
6. Click the **Assign** button.  
The names of the agents you selected move to the Assigned list box.
7. Click the **OK** button to save your changes and return to the **ACD Queues** dialog box.  
Repeat steps 2 to 7 for each ACD Queue to which you want to assign agents.
8. Click the **Close** button to return to the Enterprise Edge Voice Applications Manager main menu.

## Deleting agents from an ACD Queue

When you delete an agent from an ACD Queue, the agent is removed from the queue but is not deleted. The agent is still available, but no longer receives calls from the queue.

To delete an agent from an ACD queue:

1. Click the **ACD** menu and then click **Queues**.  
The ACD Queues dialog box appears.
2. Click the queue from which you want to delete agents.



3. Click the **Configure** button.  
The queue's dialog box appears.
4. Click the **Agents** tab.  
The Queue Properties dialog box changes to show the assigned agents.
5. From the **Assigned** list box, click the names of the agents you want to delete from the queue.  
  
**Note:** To delete more than one agent from this queue, press the Control key or Shift key while selecting additional agents. To delete all of the agents from this queue, click the **Clear All** button.
6. Click the **Unassign** button.  
The names of the agents you selected move to the Available list box.
7. Click the **Apply** button to make the changes.  
Repeat steps 2 to 7 for each ACD Queue from which you want to delete agents.
8. Click the **OK** button to return to the ACD Queues dialog box.
9. Click the **Close** button to return to the Enterprise Edge Voice Applications Manager main menu.

## Viewing agents in an ACD queue

To view the agents that are assigned to an ACD queue:

1. Click the **ACD** menu and then click **Queues**.  
The ACD Queues dialog box appears.
2. Click the queue you want to view.
3. Click the **Configure** button.  
The Queue Properties dialog box appears.
4. Click the **Agents** tab.  
The assigned agents are displayed.  
  
The agents currently assigned to the queue appear in the Assigned list.
5. Click the **OK** button to return to the ACD Queues dialog box.
6. Click the **Close** button to return to the Enterprise Edge Voice Applications Manager main menu.



## Introduction

The ACD Queue Mailbox stores messages left by callers.

This chapter describes:

- The ACD Queue Mailbox
- Determining the Control DN (ACD Queue Mailbox number)
- Initializing the ACD Queue Mailbox
- Recording the ACD Queue Mailbox greetings
- Opening an ACD Queue Mailbox
- The ACD Queue Mailbox Password
- Listening to messages in the ACD Queue Mailbox
- Replying to messages
- Off-premise Message Notification

## ACD Queue Mailbox

The ACD Queue Mailbox is created automatically when you set up an ACD queue. There is one ACD Queue Mailbox for each ACD queue. The ACD Queue Mailbox number is the same as the Control Directory Number (CDN) of the ACD queue.

The ACD Queue Mailbox has the following default Class of Service settings:

- Primary Prompt Language
- maximum message time of 15 minutes
- maximum message length of three minutes
- maximum message retention of 30 days
- maximum greeting length of one minute

A caller can leave a message in the ACD Queue Mailbox if they press zero while listening to an ACD greeting that has been set up as having Transfer (XFER) enabled. For more information, refer to the table [Greeting Parameters](#) on page 83.

A caller can also leave a message in the ACD Queue Mailbox if their call cannot overflow to another queue. The call does not overflow if:

- there are no agents logged in to the other queue
- the other queue is not enabled

To prepare the ACD Queue Mailbox to receive messages, ensure that you:

- know the Control DN (ACD Queue Mailbox number) of each ACD Queue Mailbox. If you do not know the Control DN, refer to [Determining the Control DN \(ACD Queue Mailbox number\)](#) on page 36.
- initialize the ACD Queue Mailboxes
- record the ACD Queue Mailbox greetings

Before you proceed, make a photocopy of the table [ACD Queue Mailbox Administration](#) on page 122. Fill in the appropriate columns for future reference.

## Determining the Control DN (ACD Queue Mailbox number)

You must determine the Control DN (ACD Queue Mailbox number) before you can perform ACD Queue Mailbox administration tasks. If you know the Control DN, you can proceed to [Initializing the ACD Queue Mailbox](#) on page 37.

To determine the Control DN (ACD Queue Mailbox number) and Message Waiting Indication telephone for each ACD queue:

1. Press    .

Set:xxxx

NEXT

2. Press NEXT.

CDN 1:xxxx

NEXT

3. The xxxx represents the Control DN (ACD Queue Mailbox number) for Queue 1.

Press NEXT to continue.

**Note:** If the message ~~None~~ appears, the ACD queue has not been configured.

Ext 1:xxxx

NEXT

4. The xxxx represents the extension for the Message Waiting Indication (MWI) telephone. When there are messages in the Queue 1 mailbox, a message will appear on the telephone with this extension.

Press NEXT.

**Note:** You assign the extension for MWI when you set up the ACD queue parameters. For information, refer to [Setting up ACD queue parameters](#) on page 28.

If the message ~~Unavail~~ appears, then the extension for MWI has not been entered.

5. Continue pressing NEXT to view the Control DN and MWI for each queue.

## Initializing the ACD Queue Mailbox

You must initialize the ACD Queue Mailbox before you can receive or listen to messages.

Before you begin, choose the password you want to use to open the ACD Queue Mailbox. The password must be four to eight digits in length and cannot start with zero. You should give the ACD Queue Mailbox passwords to the agents who will be responsible for retrieving messages.

Initializing an ACD Queue Mailbox involves:

- choosing a password from four to eight digits long that does not start with zero
- changing the ACD Queue Mailbox default password to the new password
- recording the ACD Queue Mailbox name in the Company Directory

To initialize and open the ACD Queue Mailbox for the first time:

1. Press Feature 9 8 1.

Log:  
QUIT RETRY OK

2. Enter the ACD Queue Mailbox number and the default password 0 0 0 0 as a continuous number. Press OK or #.

**Note:** To determine the ACD Queue Mailbox number, refer to [Determining the Control DN \(ACD Queue Mailbox number\)](#) on page 36. If the **Pswd:** prompt appears, press OTHR to access the **Log:** display.

Must change pswd

3. This display appears briefly to indicate that you must change the password.

Pswd:  
RETRY OK

4. Choose a password from four to eight digits long that does not start with zero. Enter the new ACD Queue Mailbox password and press OK or #.

Again:  
RETRY OK

5. Enter the new ACD Queue Mailbox password again and press OK or #.

Password OK

6. This display appears briefly to indicate that the password was changed.

Must record name

7. This display appears briefly to indicate that you must record the ACD Queue Mailbox name in the Company Directory.

Accept name?  
RETRY PLAY OK

8. Press OK or # to accept the recording. Press PLAY or 1 to listen to the recording. Press RETRY or 2 to erase and re-record the ACD Queue Mailbox name.

<Queue name>

9. The recorded ACD Queue Mailbox name plays and you see a brief display showing the name of the ACD Queue Mailbox.

**Note:** The ACD Queue Mailbox name for each ACD queue is the same as the Queue name. The Queue name is entered when you set up Queue parameters. For information, refer to [Setting up ACD queue parameters](#) on page 28.

After the ACD Queue Mailboxes are initialized, record the ACD Queue Mailbox greetings.

## Recording the ACD Queue Mailbox greetings

You can record Primary, Alternate or Personalized greetings for each ACD Queue Mailbox. You record a Primary ACD Queue Mailbox greeting for everyday use after you initialize an ACD Queue Mailbox. The Alternate ACD Queue Mailbox greeting is an optional greeting you can record for special circumstances. If your call center subscribes to Caller ID, you can record Personalized ACD Queue Mailbox greetings.

If you record a Primary and Alternate ACD Queue Mailbox greeting, you have to choose which greeting plays to callers who reach the ACD Queue Mailbox.

You can also record greetings in an Alternate Language. If you have greetings in an Alternate Language, a caller can press 9 while the greeting is playing to listen to the voice prompts in the Alternate Language. Remember to inform callers in the Primary ACD Queue Mailbox greeting that they can choose the Alternate Language by pressing 9.

If the Operator Status is set to Yes, and a caller presses 0 while the ACD Queue Mailbox greeting is playing, they are transferred to the company Receptionist or Operator. For information about Operator Status, refer to the *Enterprise Edge Message Set Up and Operation Guide*. Inform callers in the ACD Queue Mailbox greetings that they can press 0 to speak to the company Receptionist or Operator.

If the Operator Status is set to No, a caller who presses 0 while the ACD Queue Mailbox greeting plays is informed the Operator is not available, and is then transferred to the ACD Queue Mailbox.

## Recording a Primary greeting for the ACD Queue Mailbox

You must record a Primary greeting for each ACD Queue Mailbox. The Primary greeting should include the same ACD Queue Mailbox name that you used for the Company Directory. For example:

*“Hello. You have reached the Sales Department Queue Mailbox at Munro and Johnson. At the sound of the tone, please leave your name, phone number and a brief message. One of our agents will return your call as soon as possible. Thank you.”*

Before you record the Primary ACD Queue Mailbox greeting, it is a good idea to write out what you want to include in it.

To record the Primary ACD Queue Mailbox greeting:

1. Press Feature 9 8 1.

Log:  
QUIT RETRY OK

2. Enter the ACD Queue Mailbox number and password as a continuous number. Press OK or #.

**Note:** To determine the ACD Queue Mailbox number, refer to [Determining the Control DN \(ACD Queue Mailbox number\)](#) on page 36. If the **Pswd:** prompt appears, press QTHR to access the **Log:** display.

<Queue name>

The ACD Queue Mailbox name appears briefly.

0 new 0 saved  
PLAY REC ADMIN

3. Press ADMIN or 8.

Mailbox admin  
GREET PSWD QUIT

4. Press GREET or 2.

Greeting options  
REC CHOOSE CFWD

5. Press REC or 1.

Greeting:  
PRIME ALT PERS

6. Press PRIME or 1 to record the Primary ACD Queue Mailbox greeting.

**Note:** If you are changing the greeting, the current recorded ACD Queue Mailbox greeting begins to play.

Not recorded

7. If this is the first time that you are recording a greeting, this display appears briefly to indicate that no greeting has been recorded.

Record new?  
YES NO QUIT

8. Press **YES** or **[1]** and record the Primary ACD Queue Mailbox greeting at the tone.

Record greeting:  
RETRY OK

9. Press **OK** or **#** to end the recording.

Accept greeting?  
RETRY PLAY OK

10. Press **OK** or **#** to accept the greeting. Press **PLAY** or **[1]** to listen to the greeting. Press **RETRY** or **[2]** to erase and re-record the greeting.

Mailbox admin  
GREET PSWD QUIT

11. Press **[Rls]** to end the session. Repeat steps 1 to 10 to record the other Primary ACD Queue Mailbox greetings.

### Recording an Alternate greeting for the ACD Queue Mailbox

You can record an Alternate greeting for each ACD Queue Mailbox.

The Alternate ACD Queue Mailbox greeting should include the same ACD Queue Mailbox name that you used for the Company Directory.

For example:

*“Season’s Greetings! You have reached the Sales Department Queue Mailbox at Munro and Johnson. At the sound of the tone, please leave your name, phone number and a brief message. One of our agents will return your call when we re-open on December 27. Thank you.”*

Before you record an Alternate ACD Queue Mailbox greeting, it is a good idea to write out what you want to include in it.

To record an Alternate ACD Queue Mailbox greeting:

1. Press **Feature** **[9]** **[8]** **[1]**.

Log:  
QUIT RETRY OK

2. Enter the ACD Queue Mailbox number and password as a continuous number. Press **OK** or **#**.

**Note:** To determine the ACD Queue Mailbox number, refer to [Determining the Control DN \(ACD Queue Mailbox number\)](#) on page 36. If the **Pswd:** prompt appears, press **QTHR** to access the **Log:** display.

<Queue name>

The ACD Queue Mailbox name appears briefly.

0 new 0 saved  
PLAY REC ADMIN

3. Press **ADMIN** or **[8]**.



Mailbox admin  
GREET PSWD QUIT

4. Press GREET or 2.

Greeting options  
REC CHOOSE CFWD

5. Press REC or 1.

Greeting:  
PRIME ALT PERS

6. Press ALT or 2 to record the Alternate ACD Queue Mailbox greeting.

**Note:** If you are changing the greeting, the current recorded Alternate ACD Queue Mailbox greeting begins to play.

Not recorded

7. If this is the first time that you are recording an Alternate greeting, this display appears briefly to indicate that no greeting has been recorded.

Record new?  
YES NO QUIT

8. Press YES or 1 and record the Alternate ACD Queue Mailbox greeting at the tone.

Record greeting:  
RETRY OK

9. Press OK or # to end the recording.

Accept greeting?  
RETRY PLAY OK

10. Press OK or # to accept the greeting. Press PLAY or 1 to listen to the greeting. Press RETRY or 2 to erase and re-record the greeting.

Mailbox admin  
GREET PSWD QUIT

11. Press Rls to end the session. Repeat steps 1 to 10 to record the other Alternate ACD Queue Mailbox greeting.

### Choosing the Primary or Alternate ACD Queue Mailbox greeting

After you record the Primary and Alternate ACD Queue Mailbox greetings, choose which greeting you are going to use. You can change the selection at any time and as often as needed. If a greeting is not chosen, Enterprise Edge Call Center automatically plays the Primary ACD Queue Mailbox greeting.

**Note:** If you choose the Alternate ACD Queue Mailbox greeting, remember to change back to the Primary ACD Queue Mailbox greeting at the appropriate time.

To choose a Primary or Alternate ACD Queue Mailbox greeting:

1. Press Feature 9 8 1.

Log:  
QUIT RETRY OK

2. Enter the ACD Queue Mailbox number and password as a continuous number. Press OK or #.

**Note:** To determine the ACD Queue Mailbox number, refer to [Determining the Control DN \(ACD Queue Mailbox number\)](#) on page 36. If the **Pswd:** prompt appears, press OTHR to access the **Log:** display.

<Queue name>

The ACD Queue Mailbox name appears briefly.

0 new 0 saved  
PLAY REC ADMIN

3. Press ADMIN or 8.

Mailbox admin  
GREET PSWD QUIT

4. Press GREET or 2.

Greeting options  
REC CHOOSE CFWD

5. Press CHOOSE or 2 to choose a greeting.

Use greeting:  
PRIME ALT QUIT

6. Press PRIME or 1 to choose the Primary ACD Queue Mailbox greeting. Press ALT or 2 to choose the Alternate ACD Queue Mailbox greeting.

Mailbox admin  
GREET PSWD QUIT

7. Press Rls to end the session. Repeat steps 4 to 6 to choose the Primary or Alternate ACD Queue Mailbox greeting for the other ACD Queue Mailbox.

## Recording a Personalized greeting for the ACD Queue Mailbox

If your call center subscribes to Caller ID, you have the option to record a maximum of three Personalized greetings for each ACD Queue Mailbox. For Personalized ACD Queue Mailbox greetings, you program Enterprise Edge Call Center to recognize a specific incoming telephone number. The Personalized ACD Queue Mailbox greeting plays only for a person calling from the telephone number that you designate.

A Personalized ACD Queue Mailbox greeting must include the same ACD Queue Mailbox name that you used for the Company Directory. For example:

*“Hi John. You have reached the Sales Department Queue Mailbox at Munro and Johnson. At the sound of the tone, please leave your order. One of our agents will return your call if you need to speak to someone directly. Thank you.”*

Before you record a Personalized ACD Queue Mailbox greeting, it is a good idea to write out what you want to include in it.

To record a Personalized ACD Queue Mailbox greeting:

1. Press **Feature** **9** **8** **1**.

Log:  
QUIT RETRY **OK**

2. Enter the ACD Queue Mailbox number and password as a continuous number. Press **OK** or **#**.

**Note:** To determine the ACD Queue Mailbox number, refer to [Determining the Control DN \(ACD Queue Mailbox number\)](#) on page 36. If the **Pswd:** prompt appears, press **QTHR** to access the **Log:** display.

<Queue name>

The ACD Queue Mailbox name appears briefly.

0 new 0 saved  
PLAY REC **ADMIN**

3. Press **ADMIN** or **8**.

Mailbox admin  
**GREET** PSWD QUIT

4. Press **GREET** or **2**.

Greeting options  
**REC** CHOOSE CFWD

5. Press **REC** or **1**.

Greeting:  
PRIME ALT **PERS**

6. Press **PERS** or **3** to record a Personalized ACD Queue Mailbox greeting.

Greeting:  
RETRY **OK**

7. Enter a Personalized greeting number of 1, 2 or 3 and press **OK**.

Ph:  
**CHNG** OK

8. Press **CHNG** or **1**.

Ph:  
RETRY **OK**

9. Enter the telephone number (maximum 10 digits) to which you are assigning the Personalized ACD Queue Mailbox greeting. Press **OK** or **#** to accept the telephone number.

Record greeting:  
RETRY **OK**

10. At the tone, record the greeting. Press **OK** or **#** to end the recording.

Accept greeting?  
RETRY PLAY **OK**

11. Press **OK** or **#** to accept the greeting. Press **PLAY** or **1** to listen to the greeting. Press **RETRY** or **2** to erase and re-record the greeting. Repeat steps 4 to 11 to record other Personalized ACD Queue Mailbox greetings.

Mailbox admin  
**GREET** PSWD QUIT

12. Press **Rls** to end the session.

## Opening an ACD Queue Mailbox

An ACD Queue Mailbox can be opened from:

- your own extension
- another extension
- an outside telephone (as shown in [Opening an ACD Queue Mailbox remotely](#) on page 44)

### Opening an ACD Queue Mailbox after it has been initialized

After an ACD Queue Mailbox is initialized, follow these steps to open it from your own extension or from another extension:

1. Press Feature 9 8 1.

Log:  
QUIT RETRY OK

2. Enter the ACD Queue Mailbox number and password as a continuous number. Press OK or #.

**Note:** To determine the ACD Queue Mailbox number, refer to [Determining the Control DN \(ACD Queue Mailbox number\)](#) on page 36. If the **Pswd:** prompt appears, press OTHER to access the **Log:** display.

### Opening an ACD Queue Mailbox remotely

To reach an ACD Queue Mailbox from an outside telephone:

- Call or get transferred to an ACD queue. Press zero during or after an ACD greeting which has Transfer enabled. For more information, refer to [How incoming calls are sent to an ACD queue](#) on page 25 and the table [Greeting Parameters](#) on page 83.
- If an ACD Queue Mailbox is set up as a leave message point in Custom Call Routing (CCR), press the one-digit CCR menu option and you are automatically transferred to the ACD Queue Mailbox.
- Call an Operator, receptionist or user and ask them to transfer you to the ACD Queue Mailbox number by using Feature 9 8 6.

Once you have reached an ACD Queue Mailbox from an outside telephone, press \* \* during the ACD Queue Mailbox greeting to open the ACD Queue Mailbox. At the voice prompt, enter the ACD Queue Mailbox number and password and press #. Follow the voice prompts.

To access the ACD Queue Mailbox directly from an outside telephone:

- Call a telephone line that is answered by the Automated Attendant (AA) and press **[\*] [\*]** during the AA Menu Prompt. Enter the ACD Queue Mailbox number and password, then press **[#]**. Follow the voice prompts.
- Call your own extension number and press **[\*] [\*]** during your personal greeting. Enter the ACD Queue Mailbox number and password, then press **[#]**. Follow the voice prompts.

## ACD Queue Mailbox Password

It is recommended that you change the password every 30 days. By changing the password regularly, you decrease the chance that someone discovers the password accesses the system.

Keep a written copy of the ACD Queue Mailbox password in the table [ACD Queue Mailbox Administration](#) on page 122. Give it only to the agents who retrieve messages at your call center. For security reasons, it is a good idea to choose an uncommon password (not a predictable password like 1234 or 1111). If someone knows the ACD Queue Mailbox password, they can access the ACD Queue Mailbox and listen to or delete messages. They may also be able to access Enterprise Edge and use it fraudulently or disrupt service.

### Changing the ACD Queue Mailbox password

You can change the ACD Queue Mailbox password at any time. Remember to choose a password from four to eight digits long that does not start with zero.

To change the ACD Queue Mailbox password:

1. Press **Feature** **[9] [8] [1]**.

Log:  
QUIT    RETRY    **OK**

2. Enter the ACD Queue Mailbox number and password as a continuous number. Press **OK** or **[#]**.

**Note:** To determine the ACD Queue Mailbox number, refer to [Determining the Control DN \(ACD Queue Mailbox number\)](#) on page 36. If the **Pswd:** prompt appears, press **QTHR** to access the **Log:** display.

<Queue name>

The ACD Queue Mailbox name appears briefly.

0 new 0 saved  
PLAY    REC    **ADMIN**

3. Press **ADMIN** or **[8]**.

Mailbox admin  
GREET PSWD QUIT

4. Press **PSWD** or **4**.

Pswd:  
RETRY **OK**

5. Choose a new password from four to eight digits long that does not start with zero. Enter the new ACD Queue Mailbox password and press **OK** or **#**.

Again:  
RETRY **OK**

6. Enter the new ACD Queue Mailbox password again and press **OK** or **#**.

Password OK

7. This display appears briefly to indicate that the password was changed.

Mailbox admin  
GREET PSWD QUIT

8. Press **Rls** to end the session.

### Resetting the ACD Queue Mailbox password

If you forget the ACD Queue Mailbox, you must reset the password. Resetting a mailbox password changes it to the default password **0000**. After the ACD Queue Mailbox password is reset, you must change the default password and enter a new password. Ensure that you tell the agents responsible for listening to ACD Queue Mailbox messages the new password.

**Note:** The ACD Queue Mailbox password must be reset only if it is forgotten. You cannot listen to messages in the ACD Queue Mailbox until the default password is changed.

To reset the ACD Queue Mailbox password:

1. Click the **Mailbox** menu and then click **Change/Delete**.  
The Mailbox Administration dialog box appears.
2. Click the ACD Queue Mailbox that requires the password reset.
3. Click the **Change** button.  
The Mailbox Administration dialog box appears.
4. Click the **Reset Password to default** check box.
5. Click the **OK** button.
6. Click the **Close** button.

## Listening to messages in the ACD Queue Mailbox

Messages left in each ACD Queue Mailbox should be listened to daily. Only one agent can retrieve messages from each ACD Queue Mailbox at a time.

If different agents are listening to and handling messages in the ACD Queue Mailbox throughout the day, each agent should:

- Listen to the message.
- Write down what the message says.
- Erase the message.
- Return the caller's telephone call.

If the caller is not available, the agent can try again later or pass the message on to another agent.

The first agent to listen to the message must erase the message after writing down what it says. The reasons for this are:

- the next agent does not waste time listening to the same message
- the next agent does not know if the callback was successful or not
- you do not want more than one agent contacting the same caller

If only one agent is responsible for retrieving messages at your call center, this agent does not need to transcribe and delete each message before callback. This agent handles messages and knows the status of the old messages.

To listen to ACD Queue Mailbox messages:

1. Press Feature 9 8 1 .

**Log:**  
QUIT    RETRY    OK

2. Enter the ACD Queue Mailbox number and password as a continuous number. Press OK or # .

**Note:** To determine the ACD Queue Mailbox number, refer to the table [Listening to ACD Queue Mailbox messages](#) on page 48.  
If the **Pswd:** prompt appears, press OTHR to access the **Log:** display.

<Queue name>

The ACD Queue Mailbox name appears briefly.

2 new    0 saved  
PLAY    REC    ADMIN

3. Press PLAY to listen to the messages in the ACD Queue Mailbox. For options, refer to [Listening to messages in the ACD Queue Mailbox](#) on page 47.

End of message  
 REPLY ERASE NEXT

4. Press **REPLY** to reply to an outside caller by dialing them back if your company subscribes to Caller ID service. Press **ERASE** to erase the message. Press **NEXT** to hear the next message.
5. Press **[Rls]** to end the session.

A number of options are available to you during and after listening to a message. The table [Listening to ACD Queue Mailbox messages](#) on page 48 shows the options for both single-line display telephones and two-line display telephones. This table also shows when they are available.

**Note:** You may want to photocopy the table [Listening to ACD Queue Mailbox messages](#) on page 48 for the agents who will be responsible for listening to messages in the ACD Queue Mailbox.

Listening to ACD Queue Mailbox messages

Option	Dial pad Button	Display Button	Available WHILE listening to a message	Available AFTER listening to a message	Description
Save Message	<b>[7]</b> <b>[7]</b>	<b>SAVE</b>	X		Saves the message being played. (If you do not erase a message, it is automatically saved).
Volume Control	<b>[*]</b>	<b>[*]</b>	X		Adjusts the volume of the message that is playing. The volume increases each time you press <b>[*]</b> . After four consecutive presses, the volume returns to the lowest level. This option is not shown on the display.

#### Notes

1. Because the ACD Queue Mailbox has limited message storage space, erase any messages you no longer need. After a certain time period, the saved messages is be erased automatically.
2. You can reply to an outside caller by dialing them back if your company subscribes to Caller ID service. Refer to [Replying to an external message sender](#) on page 50.



## Replying to messages

You can reply to internal message senders and to external message senders. To reply to a message from an external message sender, your company must subscribe to a Caller ID service.

### Replying to an internal message sender

You can reply to a message from an internal message sender by:

- Using the **CALL** option. If you select **CALL**, you are immediately transferred to the internal message sender's directory number. You must have an initialized mailbox and an operating extension to use the **CALL** option.
- Using the **MSG** option. If you select the **MSG** option, begin recording your reply at the tone.

To reply to an internal message sender:

1. Press Feature 9 8 1.

Log:  
QUIT RETRY OK

2. Enter the ACD Queue Mailbox number and password as a continuous number. Press **OK** or #.

**Note:** To determine the ACD Queue Mailbox number, refer to [Determining the Control DN \(ACD Queue Mailbox number\)](#) on page 36. If the **Pswd:** prompt appears, press **OTHR** to access the **Log:** display.

<Queue name>

The ACD Queue Mailbox name appears briefly.

1 new 0 saved  
PLAY REC ADMIN

3. Press **PLAY** or 2.

End of message  
REPLY ERASE NEXT

4. After you have listened to the message, press **REPLY** or 9.

Reply to msg  
MSG CALL QUIT

5. Press **CALL** or 2 to call the message sender or press **MSG** or 1 to record and send a reply.

6. Press Rls to end the session.

## Replying to an external message sender

You can reply to a message from an external message sender if your company subscribes to a Caller ID service. Before using the Reply option you must play the message.

**Note:** Replying to an external message sender is available only if you have an outdial route assigned to the ACD Queue Mailbox. For more information, refer to [Assigning an outdial route](#) on page 52.

To reply to an external message sender:

1. Press Feature 9 8 1.

Log:  
QUIT RETRY OK

2. Enter the ACD Queue Mailbox number and password as a continuous number. Press OK or #.

**Note:** To determine the ACD Queue Mailbox number, refer to [Determining the Control DN \(ACD Queue Mailbox number\)](#) on page 36. If the **Pswd:** prompt appears, press OTHR to access the **Log:** display.

<Queue name>

The ACD Queue Mailbox name appears briefly.

1 new 0 saved  
PLAY REC ADMIN

3. Press PLAY or 2.

End of message  
REPLY ERASE NEXT

4. Press REPLY.

5551212 403  
DIAL TRIM QUIT

5. Press DIAL.  
When this display appears, you have the option of adding or removing digits from the number to be outdialed. This display does not appear if a dialing translation table is established and enabled, or if the Caller ID number does not require translation. In these cases you see **Please hold** while the number is dialed directly.

**Note:** Press TRIM to remove digits from the beginning of the telephone number. This automatically removes the area code from an incoming long distance call. To return the call, add more digits to the beginning of the telephone number by typing the required digits. For example, if you want to put 1-403 in front of the number, type 1-403 and the number becomes 1-403-555-1212.

After you call the message sender, your session ends.

## Off-premise Message Notification

Off-premise Message Notification is a feature that notifies you, or a designated agent when there are new or urgent messages in the ACD Queue Mailbox. You can program Enterprise Edge Call Center to call you at any tone dial telephone number, pager or extension and let you know there is a message in the ACD Queue Mailbox.

Since Off-premise Message Notification uses a Reserved or voice channel to notify you when there is a message, set up Off-premise Message Notification for non-business hours. Then Off-Premise Message Notification does not consume a Reserved or voice channel during busy periods.

### About Off-premise Message Notification

You can receive notification of a message at a maximum of five different destination numbers. Enterprise Edge Call Center calls the first destination when a new or urgent message is received in the ACD Queue Mailbox. If there is no answer, Enterprise Edge Call Center waits five minutes and calls the first destination again. If there is no answer, Enterprise Edge Call Center calls the first destination a third time. If there is no answer after three calls, Enterprise Edge Call Center calls the second destination. Enterprise Edge Call Center continues calling at five minute intervals until the call is answered or all of the programmed destinations are called three times.

You assign start and stop times that apply to all telephone number and extension number destinations. The time range establishes how long Off-premise Message Notification is in effect. Off-premise Message Notification begins when the start time is reached. It is a good idea to set the start time for the time you will be at the destination telephone number, so you will be there to receive calls.

Pager destination numbers are contacted whenever a designated type of message is received by an ACD Queue Mailbox that has Off-premise Message Notification set up. You can add special characters when you set up Off-premise Message Notification to a pager destination number. Depending on the company supplying your paging service, the programming sequence varies. For more information about setting the destination telephone number parameters for your pager, contact your pager company.

Setting up Off-premise Message Notification involves:

- assigning an outdial route for the ACD Queue Mailbox
- establishing a destination telephone number
- selecting whether you are assigning a telephone, pager or extension number
- determining a notification time range
- selecting what type of messages you want to be notified about (all new messages, or just messages marked urgent)

After you set the Off-premise Message Notification parameters, Off-premise Message Notification is enabled automatically.

## Assigning an outdial route

The Outdial route determines which line, line pool or Route code the system uses for Off-premise Message Notification.

The default for Outdial route is None. You must assign an Outdial route before you can use an external telephone or a pager as an Off-premise Message Notification destination.

For more information on line pools and Route codes, refer to the Enterprise Edge system documentation.



***Do not change the extension number assigned to the ACD Queue Mailbox.***

If this extension number is changed, callers in the ACD queue cannot access the ACD Queue Mailbox and you cannot change the ACD Queue General Parameters.

To correct a wrong extension number, change the extension number to the Control DN of the ACD queue.

To assign an Outdial route:

1. Click the **Mailbox** menu and then click **Change/Delete**.  
The Mailbox Administration dialog box appears.
2. Click the **Outdial** tab.
3. Click the ACD Queue Mailbox number.
4. Click the **Change** button.
5. Click **Line** and type the outgoing line you want to assign to the ACD Queue Mailbox for outdialing.  
or  
click **Pool** and type the Line Pool number you want to assign to the ACD Queue Mailbox for outdialing.  
or  
click **Route** to assign a route code for outdialing.

**Note:** To delete the Outdial route for this ACD Queue Mailbox, click **None**.

6. Click the **OK** button.

### Dialing restrictions

Dialing restrictions can be applied to the Enterprise Edge telephone, the outdialing route, and the extensions assigned to Enterprise Edge Voice Messaging. If you wish to restrict outdialing of certain telephone numbers, you must do one of the following:

1. Through Enterprise Edge programming, assign the dialing restrictions to the extension numbers assigned to Enterprise Edge Voice Messaging. This restricts all outdialing calls including external transfers from CCR trees, Off-premise Message Notification and Outbound Transfers. When assigning an Outdial route, all dialing is done by the extension numbers assigned to Enterprise Edge Voice Messaging, not by the Enterprise Edge telephone. Refer to your Enterprise Edge system documentation for additional information.
2. Through Enterprise Edge programming, assign the dialing restrictions to the telephone of the agent. Refer to your Enterprise Edge system documentation for additional information.
3. Through Enterprise Edge programming, assign the dialing restrictions to the Enterprise Edge line(s) being used for outdialing. Refer to your Enterprise Edge system documentation for additional information.
4. Through Mailbox Admin, ensure the Outdial route is set to **NONE**. This restricts outdialing calls from the mailbox.

### Setting up Off-premise Message Notification to an extension number

To set up Off-premise Message Notification for the first time to one extension:

1. Press Feature 9 8 1 .

Log:  
OTHR RETRY OK

2. Enter the ACD Queue Mailbox number and password as a continuous number. Press OK or # .

**Note:** To determine the ACD Queue Mailbox number, refer to [Determining the Control DN \(ACD Queue Mailbox number\)](#) on page 36.

If the **Pswd:** prompt appears, press OTHR to access the **Log:** display.

<Queue name>

The ACD queue name appears briefly.

0 new 0 saved  
PLAY REC ADMIN

3. Press ADMIN or 8 .

- |                                  |   |
|----------------------------------|---|
| Mailbox admin<br>GREET PSWD QUIT | 4. Press <b>6</b> to open the Off-premise Message Notification menu.  |
| Msg notify<br>ADMIN SELECT       | 5. Press <b>ADMIN</b> or <b>1</b> to set up Off-premise Message Notification.   |
| Not init                         | This display appears when Off-premise Message Notification has not been set up for this mailbox.  |
| Destination:<br>PHONE EXT PAGER  | 6. Press <b>EXT</b> or <b>2</b> to choose an extension destination.   |
| Ext:<br>RETRY OK                 | 7. Enter the destination extension number and press <b>OK</b> or <b>#</b> .   |
| Accept:<x><br>RETRY OK           | 8. Press <b>OK</b> or <b>#</b> to accept the destination extension number. The <x> represents the extension number.   |
| Start hhmm:<br>RETRY OK          | 9. Enter the start time for Off-premise Message Notification. This is a four-digit field. Any single-digit hour and minute must be preceded by a zero.        |
| <start time><br>RETRY AM PM      | 10. Press <b>AM</b> or <b>1</b> or <b>PM</b> or <b>2</b> .  |
| <start time><br>RETRY OK         | 11. Press <b>OK</b> or <b>#</b> to accept the start time.   |
| Stop hhmm:<br>RETRY OK           | 12. Enter the time when Off-premise Message Notification is to stop. This is a four digit field. Any single-digit hour and minute must be preceded by a zero. |
| <stop time><br>RETRY AM PM       | 13. Press <b>AM</b> or <b>1</b> or <b>PM</b> or <b>2</b> .  |
| <stop time><br>RETRY OK          | 14. Press <b>OK</b> or <b>#</b> to accept the stop time.  |
| More dest?<br>YES NO             | 15. Press <b>NO</b> if you are adding only one destination number.<br>Press <b>YES</b> to add additional destination numbers.                                 |
| Start:<start time><br>CHNG NEXT  | 16. Press <b>NEXT</b> or <b>#</b> to accept the start time that you entered. Press <b>CHNG</b> or <b>1</b> to change the start time.                          |

**Note:** Steps 16 and 17 allow you to review the start and stop times.

Stop:<stop time>  
CHNG NEXT

17. Press **NEXT** or **#** to accept the stop time that you entered. Press **CHNG** or **1** to change the stop time.

Msg type: new  
CHNG OK

18. You can choose to be notified of all new messages or urgent messages only. Press **OK** or **#** to accept the default message type new. This means you are notified whenever you receive a new message. Press **CHNG** or **1** to change the message type to urgent. Changing the message type to urgent means you are notified only when you receive an urgent message.

Msg notify  
ADMIN SELECT

19. Press **Rls** to end the session.

### Setting up Off-premise Message Notification to a telephone number

You must assign an outdial route before you can assign a telephone number as a destination for Off-premise Message Notification. For information about assigning an outdial route, refer to [Assigning an outdial route](#) on page 52.

To set up Off-premise Message Notification to one telephone number for the first time:

1. Press **Feature** **9** **8** **1**.

Log:  
QUIT RETRY OK

2. Enter the ACD Queue Mailbox number and password as a continuous number. Press **OK** or **#**.

**Note:** To determine the ACD Queue Mailbox number, refer to [Determining the Control DN \(ACD Queue Mailbox number\)](#) on page 36.  
If the **Pswd:** prompt appears, press **QTHR** to access the **Log:** display.

<Queue name>

The ACD queue name appears briefly.

0 new 0 saved  
PLAY REC ADMIN

3. Press **ADMIN** or **8**.

Mailbox admin  
GREET PSWD QUIT

4. Press **6** to open the Off-premise Message Notification menu.

Msg notify  
ADMIN SELECT

5. Press **ADMIN** or **1** to set up Off-premise Message Notification.

Not init

This display appears when Off-premise Message Notification has not been set up for this mailbox.

Destination:  
PHONE EXT PAGER

6. Press **PHONE** or **1** to choose a telephone number destination.

Ph:  
RETRY OK

7. Enter the destination telephone number and press **OK** or **#**. The destination telephone number is a maximum of 30 digits.

<>  
ADD OK

8. Press **OK** or **#** to accept the destination telephone number. The <> represents the telephone number. Press **ADD** or **2** to add special characters. For information, refer to [Adding special characters to the destination number](#) on page 59. After you add special characters, press **OK** or **#** to accept the destination number.

Start hhmm:  
RETRY OK

9. Enter the start time for Off-premise Message Notification. This is a four-digit field. Any single-digit hour and minute must be preceded by a zero.

<start time>  
RETRY AM PM

10. Press **AM** or **1** or **PM** or **2**.

<start time>  
RETRY OK

11. Press **OK** or **#** to accept the start time.

Stop hhmm:  
RETRY OK

12. Enter the stop time for Off-premise Message Notification. This is a four digit field. Any single-digit hour and minute must be preceded by a zero.

<stop time>  
RETRY AM PM

13. Press **AM** or **1** or **PM** or **2**.

<stop time>  
RETRY OK

14. Press **OK** or **#** to accept the stop time.

More dest?  
YES NO

15. Press **NO** if you are adding only one destination number. Press **YES** to add additional destination numbers.

Start:<start time>  
CHNG NEXT

16. Press **NEXT** or **#** to accept the start time that you entered. Press **CHNG** or **1** to change the start time.

**Note:** Steps 16 and 17 allow you to review the start and stop times.

Stop:<stop time>  
CHNG NEXT

17. Press **NEXT** or **#** to accept the stop time that you entered. Press **CHNG** or **1** to change the stop time.



```
Msg type: new
CHNG      OK
```

18. You can choose to be notified of all new messages or urgent messages only. Press **OK** or **#** to accept the default message type new. This means you are notified whenever you receive a new message. Press **CHNG** or **1** to change the message type to urgent. Changing the message type to urgent means you are notified only when you receive an urgent message.

```
Msg notify
ADMIN SELECT
```

19. Press **RLS** to end the session.

## Setting up Off-premise Message Notification to a pager number

When you set up Off-premise Message Notification, you can add special characters to the destination pager number. For information about special characters, refer to:

- [Adding special characters to the destination number](#) on page 59
- [Example of a destination pager number](#) on page 59

**Note:** You must assign an outdial route before you can assign a Off-premise Message Notification to a pager. For information about assigning an outdial route, refer to [Assigning an outdial route](#) on page 52.

To set up Off-premise Message Notification to one pager number for the first time:

1. Press **Feature** **9** **8** **1**.

```
Log:
QUIT  RETRY  OK
```

2. Enter the ACD Queue Mailbox number and password as a continuous number. Press **OK** or **#**.

**Note:** To determine the ACD Queue Mailbox number, refer to [Determining the Control DN \(ACD Queue Mailbox number\)](#) on page 36.

If the **Pswd:** prompt appears, press **QTHR** to access the **Log:** display.

```
<Queue name>
```

The ACD queue name appears briefly.

```
0 new 0 saved
PLAY  REC  ADMIN
```

3. Press **ADMIN** or **8**.

```
Mailbox admin
GREET PSWD  QUIT
```

4. Press **6** to open the Off-premise Message Notification menu.

```
Msg notify
ADMIN SELECT
```

5. Press **ADMIN** or **1** to set up Off-premise Message Notification.

Not init

This display appears when Off-premise Message Notification has not been set up for this mailbox.

Destination:  
PHONE EXT PAGER

6. Press PAGER or 3 to choose a pager number destination.

Pager:  
RETRY OK

7. Enter the destination pager number and press OK or #.

<>  
ADD OK

8. Press OK or # to accept the destination pager number. The <> represents the pager number. Press ADD or 2 to add special characters. If the paging service requires additional answer or setup time, add pause characters to the beginning of the pager message. For information, refer to [Adding special characters to the destination number](#) on page 59. After you add special characters, press OK or # to accept the destination number.

Show: <xxxx>

The pager message appears briefly.

Show:<xxxx>  
CHNG NEXT

9. Press NEXT or # to accept the default pager message (represented by the <xxxx>). The default pager message sent by Enterprise Edge Call Center is the Enterprise Edge Voice Messaging extension number. This is the sequence of digits sent after the pager service is dialed (to notify you of who is paging you). Press CHNG or 1 to change the pager message.

**Note:** There is a combined limit of 29 characters for the pager telephone number and the pager message.

More dest?  
YES NO

10. Press NO if you are adding only one destination number.  
Press YES to add additional destination numbers.

Msg type: new  
CHNG OK

11. You can choose to be notified of all new messages or urgent messages only. Press OK or # to accept the default message type new. This means you are notified whenever you receive a new message. Press CHNG or 1 to change the message type to urgent. Changing the message type to urgent means you are only notified when you receive an urgent message.

Msg notify  
ADMIN SELECT

12. Press Feature to end the session.

### Adding special characters to the destination number

When you are adding special characters, do not press the dialpad buttons **#** to enter a #, or **\*** to enter a \*. Press the button directly below the option on a two-line display telephone, or listen for the voice prompts.

To add special characters on an Enterprise Edge one-line display telephone, refer to the table [Adding special characters using an single-line display telephone](#) on page 59. To add special characters on a two-line display telephone, refer to the table [Adding special characters using an Enterprise Edge two-line display telephone](#) on page 59.

### Adding special characters using an single-line display telephone

Press	Description
<b>2</b>	to retry or add digits to the destination telephone number.
<b>3</b>	to enter a timed pause that appears as a <b>P</b> on the display. Pauses are four seconds long.
<b>4</b>	to recognize dial tone (behind PBX). The Recognize Dial Tone special character appears as a <b>D</b> on the display.
<b>5</b>	to enter a #.
<b>6</b>	to enter a *.
<b>*</b>	to cancel and retry.

### Adding special characters using an Enterprise Edge two-line display telephone

Press	Description
<b>*</b>	to cancel and retry.
<b>DIGS</b> or <b>2</b>	to retry or add digits to the destination telephone number.
<b>PAUS</b> or <b>3</b>	to enter a timed pause that appears as a <b>"P"</b> on the display. Pauses are four seconds long.
<b>OTHR</b> <b>TONE</b> <b>#</b> <b>*</b>	to go to the next display to enter the following special characters: to recognize dial tone (behind PBX). The Recognize Dial Tone special character appears as a <b>"D"</b> on the display. to enter a #. to enter a *.

### Example of a destination pager number

If you are assigning a pager destination number from behind a PBX or Centrex+, remember to insert a **9** (depending on your system) before the **#** to access an outside line.

There is a combined limit of 29 characters for the pager telephone number and the pager message.

For example, to reach your pager, enter:

# 4 2 5 5 5 1 2 3 4 # 3

where:

- # specifies the next digits are special characters
- 4 recognizes dial tone
- 2 specifies the next digits are numbers to be dialed
- 5 5 5 1 2 3 4 is the pager telephone number dialed
- 3 inserts a timed pause

Depending on the company supplying your paging service, the programming sequence varies. For more information about setting the destination telephone number parameters for your pager, contact your pager company.

### Setting up Off-premise Message Notification to more than one destination

You can receive notification of a message at a maximum of five different destinations. The following steps show you how to enter a telephone number destination and then add a pager destination for the first time. To set up Off-premise Message Notification to more than one destination number:

1. Press **Feature** 9 8 1 .

Log:  
QUIT RETRY OK

2. Enter the ACD Queue Mailbox number and password as a continuous number. Press **OK** or **#** .

**Note:** To determine the ACD Queue Mailbox number, refer to [Determining the Control DN \(ACD Queue Mailbox number\)](#) on page 36.

If the **Pswd:** prompt appears, press **OTHR** to access the **Log:** display.

<Queue name>

The ACD Queue Mailbox name appears briefly.

0 new 0 saved  
PLAY REC ADMIN

3. Press **ADMIN** or 8 .

Mailbox admin  
GREET PSWD QUIT

4. Press 6 to open the Off-premise Message Notification menu.

Msg notify  
ADMIN SELECT

5. Press **ADMIN** or 1 to set up Off-premise Message Notification.

Not init

This display appears when Off-premise Message Notification has not been set up for this mailbox.

Destination:  
PHONE EXT PAGER

6. Press **PHONE** or 1 to choose a destination telephone number.

- |  |  |
|--|--|
| <div style="border: 1px solid black; padding: 5px; width: fit-content;">Ph:<br/>RETRY <span style="float: right;">OK</span></div>                | 7. Enter the destination telephone number and press <u>OK</u> or <u>#</u> . The destination telephone number cannot be longer than 30 digits.  |
| <div style="border: 1px solid black; padding: 5px; width: fit-content;">&lt;&gt;<br/>ADD <span style="float: right;">OK</span></div>             | 8. Press <u>OK</u> or <u>#</u> to accept the destination telephone number. The <> represents the telephone number. Press <u>ADD</u> or <u>2</u> to add special characters. For information, refer to <a href="#">Adding special characters to the destination number</a> on page 59. After you add special characters, press <u>OK</u> or <u>#</u> to accept the destination number. |
| <div style="border: 1px solid black; padding: 5px; width: fit-content;">Start hhmm:<br/>RETRY <span style="float: right;">OK</span></div>        | 9. Enter the start time for Off-premise Message Notification. This is a four-digit field. Any single-digit hour and minute must be preceded by a zero.   |
| <div style="border: 1px solid black; padding: 5px; width: fit-content;">&lt;start time&gt;<br/>RETRY AM PM</div>                                 | 10. Press <u>AM</u> or <u>1</u> or <u>PM</u> or <u>2</u> .   |
| <div style="border: 1px solid black; padding: 5px; width: fit-content;">&lt;start time&gt;<br/>RETRY <span style="float: right;">OK</span></div> | 11. Press <u>OK</u> or <u>#</u> to accept the start time.  |
| <div style="border: 1px solid black; padding: 5px; width: fit-content;">Stop hhmm:<br/>RETRY <span style="float: right;">OK</span></div>         | 12. Enter the time when Off-premise Message Notification is to stop. This is a four digit field. Any single-digit hour and minute must be preceded by a zero.  |
| <div style="border: 1px solid black; padding: 5px; width: fit-content;">&lt;stop time&gt;<br/>RETRY AM PM</div>                                  | 13. Press <u>AM</u> or <u>1</u> or <u>PM</u> or <u>2</u> .   |
| <div style="border: 1px solid black; padding: 5px; width: fit-content;">&lt;stop time&gt;<br/>RETRY <span style="float: right;">OK</span></div>  | 14. Press <u>OK</u> or <u>#</u> to accept the stop time.   |
| <div style="border: 1px solid black; padding: 5px; width: fit-content;">More dest?<br/><u>YES</u> NO</div>                                       | 15. Press <u>YES</u> to add an additional destination number.  |
| <div style="border: 1px solid black; padding: 5px; width: fit-content;">Notify 2: none<br/>SETUP <span style="float: right;">NEXT</span></div>   | 16. Press <u>SETUP</u> or <u>1</u> .   |
| <div style="border: 1px solid black; padding: 5px; width: fit-content;">Destination:<br/>PHONE EXT <u>PAGER</u></div>                            | 17. Press <u>PAGER</u> or <u>3</u> to choose a pager number destination.   |
| <div style="border: 1px solid black; padding: 5px; width: fit-content;">Pager:<br/>RETRY <span style="float: right;">OK</span></div>             | 18. Enter the destination pager number and press <u>OK</u> or <u>#</u> .   |

<>  
ADD OK

19. Press **OK** or **#** to accept the destination pager number. The <> represents the pager number. Press **ADD** or **2** to add special characters. If the paging service requires additional answer or setup time, add pause characters to the beginning of the pager message. For more information, refer to [Adding special characters to the destination number](#) on page 59. After you add special characters, press **OK** or **#** to accept the destination number.

Show: <xxxx>

The pager message appears briefly.

Show:<xxxx>  
CHNG NEXT

20. Press **NEXT** or **#** to accept the default pager message (represented by the <xxxx>). The default pager message is the Enterprise Edge Voice Messaging extension number. This is the sequence of digits sent after the pager service is dialed (to notify you of who is paging you). Press **CHNG** or **1** to change the pager message.

**Note:** There is a combined limit of 29 characters for the pager telephone number and the pager message.

Notify 3: none  
SETUP NEXT

21. Press **NEXT** or **#** to continue. Press **SETUP** to add another destination.

Start:<start time>  
CHNG NEXT

22. Press **NEXT** or **#** to accept the start time that you entered. Press **CHNG** or **1** to change the start time.

**Note:** Steps 22 and 23 allow you to review the start and stop times.

Stop:<stop time>  
CHNG NEXT

23. Press **NEXT** or **#** to accept the stop time that you entered. Press **CHNG** or **1** to change the stop time.

Msg type: new  
CHNG OK

24. You can choose to be notified of all new messages or urgent messages only. Press **OK** or **#** to accept the default message type new. Choosing the new message type means you are notified whenever you receive a new message. Press **CHNG** or **1** to change the message type to urgent. Changing the message type to urgent means you are notified only when you receive an urgent message.

Msg notify  
ADMIN SELECT

25. Press **RLS** to end the session.

## Changing Off-premise Message Notification

To change the parameters of Off-premise Message Notification refer to:

- Changing Off-premise Message Notification parameters
- [Changing the destination type from a pager to a telephone or extension](#) on page 66
- [Changing the destination type from telephone or extension to a pager](#) on page 68

## Changing Off-premise Message Notification parameters

To change the Off-premise Message Notification parameters (assuming that you have entered a time range):

1. Press Feature 9 8 1 .

Log:  
QUIT RETRY OK

2. Enter the ACD Queue Mailbox number and password as a continuous number. Press OK or # .

**Note:** To determine the ACD Queue Mailbox number, refer to [Determining the Control DN \(ACD Queue Mailbox number\)](#) on page 36.  
If the **Pswd:** prompt appears, press QTHR to access the **Log:** display.

<Queue name>

The ACD Queue Mailbox name appears briefly.

0 new 0 saved  
PLAY REC ADMIN

3. Press ADMIN or 8 .

Mailbox admin  
GREET PSWD QUIT

4. Press 6 to open the Off-premise Message Notification menu.

Msg notify  
ADMIN SELECT

5. Press ADMIN or 1 to set up Off-premise Message Notification.

Notify: <x>

The type of destination appears on the display.

**Note:** The <x> represents the type of destination (telephone, extension or pager).

<x>: <y>

The destination number appears on the display.

**Note:** The <x> represents the type of destination. The <y> represents the destination number. For example, Ext.:2223.

Notify: <x>  
CHNG NEXT

6. Press **CHNG** or **1** to change the destination.

**Note:** The <x> represents the type of destination (telephone, extension or pager).

**OTHR** appears if you have more than one destination programmed. To change one of the other destinations, press **NEXT** until the destination you want to change appears.

Destination:  
PHONE EXT PAGER

7. Press **PHONE** or **1** to choose a telephone number destination. Press **EXT** or **2** to choose an extension number destination. Press **PAGER** or **3** to choose a pager number destination.

<x>:  
RETRY OK

8. Enter the destination number and press **OK** or **#**. The destination telephone number cannot be longer than 30 digits.

**Note:** The <x> represents the type of destination (phone, extension or pager).

9. Press **OK** or **#** to accept the destination number. Press **ADD** or **2** to add special characters if the destination number is a telephone or pager. For information, refer to [Adding special characters to the destination number](#) on page 59. After you add special characters, press **OK** or **#** to accept the destination number.

Notify: <x>

The type of destination appears on the display.

**Note:** The <x> represents the type of destination (telephone, extension or pager).

<x>: <y>

The destination number appears on the display.

**Note:** The <x> represents the type of destination. The <y> represents the destination number. For example, **Ext.:2223**.



Notify: <>  
CHNG NEXT

10. Press CHNG or 1 to change the destination and repeat steps 7 to 9. Press NEXT or # to continue.

**Note:** The <> represents the type of destination (telephone, extension or pager).

OTHR appears if you have more than one destination programmed. Press NEXT until the display in step 11 appears.

More dest?  
YES NO

11. Press NO if you are adding only one destination number. Press YES to add additional destination numbers.

Start:<start time>  
CHNG NEXT

12. Press CHNG or 1 to change the start time. Press NEXT or # to accept the start time.

Stop:<stop time>  
CHNG NEXT

13. Press CHNG or 1 to change the stop time. Press NEXT or # to accept the stop time.

**Note:** Steps 13 and 14 allow you to review the start and stop times.

Msg type: new  
CHNG OK

14. Press CHNG or 1 to change the message type to urgent. Press OK or # to accept the new default message. You can choose to be notified of all new messages or urgent messages only. Choosing the new message type means you are notified whenever you receive a new message. Changing the message type to urgent means you are notified only when you receive an urgent message.

Msg notify  
ADMIN SELECT

15. Press Rls to end the session.

## Changing the destination type from a pager to a telephone or extension

To change the Off-premise Message Notification destination from a pager to a telephone or extension (assuming that you have never entered a time range):

1. Press Feature 9 8 1 .

Log:  
QUIT RETRY OK

2. Enter the ACD Queue Mailbox number and password as a continuous number. Press OK or # .

**Note:** To determine the ACD Queue Mailbox number, refer to [Determining the Control DN \(ACD Queue Mailbox number\)](#) on page 36.  
If the **Pswd:** prompt appears, press QTHR to access the **Log:** display.

<Queue name>

The ACD Queue Mailbox name appears briefly.

0 new 0 saved  
PLAY REC ADMIN

3. Press ADMIN or 8 .

Mailbox admin  
GREET PSWD QUIT

4. Press 6 to open the Off-premise Message Notification menu.

Msg notify  
ADMIN SELECT

5. Press ADMIN or 1 to change Off-premise Message Notification.

Notify: pager

The type of destination appears on the display.

Ph:<x>

The destination telephone number appears on the display.

**Note:** The <x> represents the destination number.

Show:<x>

The pager message appears on the display.

**Note:** The <x> represents the pager message.

Notify: pager  
CHNG NEXT

6. Press CHNG or 1 to change the destination type and the destination number.

Destination:  
PHONE EXT PAGER

7. Choose the type of destination number. Press PHONE or 1 to choose a telephone number destination. Press EXT or 2 to choose an extension number destination.

<x>:  
RETRY OK

8. Enter the destination number and press **OK** or **#**. The destination telephone number cannot be longer than 30 digits.

**Note:** The <x> represents the type of destination (telephone or extension).

9. Press **OK** or **#** to accept the destination number. Press **ADD** or **2** to add special characters if the destination number is a telephone. For information, refer to [Adding special characters to the destination number](#) on page 59. After you add special characters, press **OK** or **#** to accept the destination number.

Start hhmm:  
RETRY OK

10. Enter the start time for Off-premise Message Notification. This is a four-digit field. Any single-digit hour and minute must be preceded by a zero.

<start time>  
RETRY AM PM

11. Press **AM** or **1** or **PM** or **2**.

<start time>  
RETRY OK

12. Press **OK** or **#** to accept the start time.

Stop hhmm:  
RETRY OK

13. Enter the stop time for Off-premise Message Notification. This is a four digit field. Any single-digit hour and minute must be preceded by a zero.

<stop time>  
RETRY AM PM

14. Press **AM** or **1** or **PM** or **2**.

<stop time>  
RETRY OK

15. Press **OK** or **#** to accept the stop time.

Notify: <x>

The type of destination appears on the display.

**Note:** The <x> represents the type of destination (telephone or extension).

<x>: <y>

The destination number appears on the display.

**Note:** The <x> represents the type of destination. The <y> represents the destination number. For example, Ext.:2223.

Notify: <x>  
CHNG NEXT

16. Press **NEXT** or **#** to continue.

**Note:** The <x> represents the type of destination (telephone or extension).

More dest?  
YES NO

17. Press **NO** if you are adding only one destination number.  
Press **YES** to add additional destination numbers.

Start:<start time>  
CHNG NEXT

18. Press **NEXT** or **#** to accept the start time that you entered. Press **CHNG** or **1** to change the start time.

**Note:** Steps 18 and 19 allow you to review the start and stop times.

Stop:<stop time>  
CHNG NEXT

19. Press **NEXT** or **#** to accept the stop time that you entered. Press **CHNG** or **1** to change the stop time.

Msg type: new  
CHNG OK

20. You can choose to be notified of all new messages or urgent messages only. Press **OK** or **#** to accept the default message type new. Choosing the new message type means you are notified whenever you receive a new message. Press **CHNG** or **1** to change the message type to urgent. Changing the message type to urgent means you are notified only when you receive an urgent message.

Msg notify  
ADMIN SELECT

21. Press **Rls** to end the session.

### Changing the destination type from telephone or extension to a pager

To change the Off-premise Message Notification destination from a telephone or extension to a pager:

1. Press **Feature** **9** **8** **1**.

Log:  
QUIT RETRY OK

2. Enter the ACD Queue Mailbox number and password as a continuous number. Press **OK** or **#**.

**Note:** To determine the ACD Queue Mailbox number, refer to [Determining the Control DN \(ACD Queue Mailbox number\)](#) on page 36.  
If the **Pswd:** prompt appears, press **QTHR** to access the **Log:** display.

<Queue name>

The ACD Queue Mailbox name appears briefly.

0 new 0 saved  
PLAY REC ADMIN

3. Press **ADMIN** or **8**.

- |  |   |
|--|---|
| Mailbox admin<br>GREET PSWD QUIT       | 4. Press <b>6</b> to open the Off-premise Message Notification menu.  |
| Msg notify<br>ADMIN SELECT             | 5. Press <b>ADMIN</b> or <b>1</b> to change Off-premise Message Notification.   |
| Notify: <x>                            | <p>The type of destination appears on the display.</p> <p><b>Note:</b> The &lt;x&gt; represents the type of destination (telephone or extension).</p>   |
| <x>: <y>                               | <p>The destination number appears on the display.</p> <p><b>Note:</b> The &lt;x&gt; represents the type of destination. The &lt;y&gt; represents the destination number. For example, Ext.:2223.</p>  |
| Notify: <x><br>CHNG NEXT               | 6. Press <b>CHNG</b> or <b>1</b> to change the destination type and the destination number.   |
|  | <p><b>Note:</b> The &lt;x&gt; represents the type of destination (telephone or extension).</p>  |
| Destination:<br>PHONE EXT <b>PAGER</b> | 7. Press <b>PAGER</b> or <b>3</b> to choose a pager number destination.   |
| Pager:<br>RETRY OK                     | 8. Enter the destination pager number and press <b>OK</b> or <b>#</b> .   |
| <x><br>ADD OK                          | 9. Press <b>OK</b> or <b>#</b> to accept the destination pager number. The <x> represents the pager number. Press <b>ADD</b> or <b>2</b> to add special characters. If the paging service requires additional answer or setup time, add pause characters to the beginning of the pager message. For information, refer to <a href="#">Adding special characters to the destination number</a> on page 59. After you add special characters, press <b>OK</b> or <b>#</b> to accept the destination number. |
| Show: <xxxx>                           | The pager message appears briefly.  |

Show:<xxxx>  
CHNG NEXT

10. Press **NEXT** or **#** to accept the default pager message (represented by the xxxx). The default pager message is the Enterprise Edge Voice Messaging extension number. This is the sequence of digits sent after the pager service is dialed (to notify you of who is paging you). Press **CHNG** or **1** to change the pager message.

**Note:** There is a combined limit of 29 characters for the pager telephone number and the pager message.

More dest?  
YES NO

11. Press **NO** if you are adding only one destination number.  
Press **YES** to add additional destination numbers.

Msg type: new  
CHNG OK

12. You can choose to be notified of all new messages or urgent messages only. Press **OK** or **#** to accept the default message type new. This means you are notified whenever you receive a new message. Press **CHNG** or **1** to change the message type to urgent. Changing the message type to urgent means you are only notified when you receive an urgent message.

Msg notify  
ADMIN SELECT

13. Press **Feature** to end the session.

### Inserting an Off-premise Message Notification destination number

You are given the option to insert destination number(s) if you have set up more than one destination number.

**Note:** You must have at least two Off-premise Message Notification destinations programmed before you can insert a destination.

To insert an Off-premise Message Notification destination:

1. Press **Feature** **9** **8** **1**.

Log:  
QUIT RETRY OK

2. Enter the ACD Queue Mailbox number and password as a continuous number. Press **OK** or **#**.

**Note:** To determine the ACD Queue Mailbox number, refer to [Determining the Control DN \(ACD Queue Mailbox number\)](#) on page 36.  
If the **Pswd:** prompt appears, press **QTHR** to access the **Log:** display.

- |                                  |   |
|----------------------------------|---|
| <Queue name>                     | The ACD Queue Mailbox name appears briefly.   |
| 0 new 0 saved<br>PLAY REC ADMIN  | 3. Press <b>ADMIN</b> or <b>8</b> .   |
| Mailbox admin<br>GREET PSWD QUIT | 4. Press <b>6</b> to open the Off-premise Message Notification menu.  |
| Msg notify<br>ADMIN SELECT       | 5. Press <b>ADMIN</b> or <b>1</b> to set up Off-premise Message Notification.   |
| Notify 1:<x>                     | The type of destination appears on the display.<br><br><b>Note:</b> The <x> represents the type of destination (telephone, extension or pager).   |
| <x>:<y>                          | The destination number appears on the display.<br><br><b>Note:</b> The <x> represents the type of destination. The <y> represents the destination number. For example, Ext.:2223.   |
| Notify 1:<x><br>CHNG OTHR NEXT   | 6. Press <b>OTHR</b> to insert a new destination number in the first Off-premise Message Notification position (Notify 1), or press <b>NEXT</b> to scroll through the destinations until you find the destination position where you want the new destination, and then press <b>OTHR</b> .<br><br><b>Note:</b> The <x> represents the type of destination (phone, extension or pager).   |
| Notify 1:<x><br>DEL INS QUIT     | 7. Press <b>INS</b> to insert a destination number.<br><br><b>Note:</b> The <x> represents the type of destination (phone, extension or pager).   |
| Inserting...                     | This display appears briefly to confirm that the destination was inserted.  |
| Notify 1:none<br>SETUP NEXT      | 8. Press <b>SETUP</b> to set up a new destination number, and follow the steps in <a href="#">Setting up Off-premise Message Notification to a telephone number</a> on page 55 or <a href="#">Setting up Off-premise Message Notification to an extension number</a> on page 53 or <a href="#">Setting up Off-premise Message Notification to a pager number</a> on page 57.<br><br><b>Note:</b> When you are done inserting destination numbers, press <b>RLS</b> to end this session. |

## Deleting an Off-premise Message Notification destination number

If you have set up more than one destination number in Off-premise Message Notification, you are given the option to delete destinations.

**Note:** You must have at least two Off-premise Message Notification destinations programmed before you can delete a destination.

To delete an Off-premise Message Notification destination:

1. Press Feature 9 8 1 .

Log:  
QUIT RETRY OK

2. Enter the ACD Queue Mailbox number and password as a continuous number. Press OK or # .

**Note:** To determine the ACD Queue Mailbox number, refer to [Determining the Control DN \(ACD Queue Mailbox number\)](#) on page 36.

If the **Ps wd:** prompt appears, press QTHR to access the **Log:** display.

<Queue name>

The ACD Queue Mailbox name appears briefly.

0 new 0 saved  
PLAY REC ADMIN

3. Press ADMIN or 8 .

Mailbox admin  
GREET PSWD QUIT

4. Press 6 to open the Off-premise Message Notification menu.

Msg notify  
ADMIN SELECT

5. Press ADMIN or 1 to set up Off-premise Message Notification.

Notify 1:<x>

The type of destination appears on the display.

**Note:** The <x> represents the type of destination (telephone, extension or pager).

<x>:<y>

The destination number appears on the display.

**Note:** The <x> represents the type of destination. The <y> represents the destination number. (for example, Ext.:2223)



```

Notif# 1:<x>
CHNG  OTHR  NEXT

```

6. Press **OTHR** if you want to delete the first destination, or press **NEXT** or **#** to scroll through the destinations until you find the destination that you want to delete. When you find the destination that you want to delete, press **OTHR**.

**Note:** The **<x>** represents the type of destination (telephone, extension or pager).

```

Notif# 1:<x>
DEL    INS  QUIT

```

7. Press **DEL** to delete the destination number.

```

Dest deleted

```

This display appears briefly to confirm the destination number was deleted.

```

Notif# 1:<x>
CHNG  OTHR  NEXT

```

8. The destination number is deleted. The **Notif# 2** destination changes to become the **Notif# 1** destination number.

**Note:** To delete more destination numbers, press **OTHR** and repeat steps 6 and 7. When you are done deleting destination numbers, press **Rls** to end this session.

## Turning Off-premise Message Notification on and off

Off-premise Message Notification can be turned on or off at any time. When you turn Off-premise Message Notification off, you do not affect any of the assigned parameters (refer to [About Off-premise Message Notification](#) on page 51). When Off-premise Message Notification is turned on, you are notified whenever you receive a message during the time you specified.

To turn Off-premise Message Notification on and off:

1. Press **Feature** **9** **8** **1**.

```

Log:
QUIT  RETRY  OK

```

2. Enter the ACD Queue Mailbox number and password as a continuous number. Press **OK** or **#**.

**Note:** To determine the ACD Queue Mailbox number, refer to [Determining the Control DN \(ACD Queue Mailbox number\)](#) on page 36. If the **Pswd:** prompt appears, press **OTHR** to access the **Log:** display.

```

<Queue name>

```

The ACD Queue Mailbox name appears briefly.

```

0 new 0 saved
PLAY  REC  ADMIN

```

3. Press **ADMIN** or **8**.

```

Mailbox admin
GREET PSWD  QUIT

```

4. Press **6** to open the Off-premise Message Notification menu.

```

Msg notify
ADMIN SELECT

```

5. Press **SELECT** or **2**.

```

Notify on
CHNG  TIME  OK

```

6. Press **CHNG** or **1** to turn Off-premise Message Notification off if it is on (as shown).

```

Notify off
CHNG  TIME  OK

```

7. Press **OK** or **\***.

```

Mailbox admin
GREET PSWD  QUIT

```

8. Press **RLS** to end the session.

### Changing the Off-premise Message Notification hours of operation

When you program Off-premise Message Notification, you assign the Start time and Stop times for message notification. Off-premise Message Notification sends notification messages to telephone numbers and extension during the time between the Start time and Stop time only. If you want to change the time when Off-premise Message Notification calls telephone numbers and extensions, you need to change the Start and Stop times.

**Note:** Off-premise Message Notification sent to pagers is not affected by the Start and Stop times. Message notification is always sent when Off-premise Message Notification is on and a message is received.

To change the Start and Stop times:

1. Press **Feature** **9** **8** **1**.

```

Log:
QUIT  RETRY  OK

```

2. Enter the ACD Queue Mailbox number and password as a continuous number. Press **OK** or **#**.

**Note:** To determine the ACD Queue Mailbox number, refer to [Determining the Control DN \(ACD Queue Mailbox number\)](#) on page 36.

If the **Pswd:** prompt appears, press **QTHR** to access the **Log:** display.

```

<Queue name>

```

The ACD Queue Mailbox name appears briefly.

```

0 new 0 saved
PLAY  REC  ADMIN

```

3. Press **ADMIN** or **8**.

- |               |      |      |
|---------------|------|------|
| Mailbox admin |      |      |
| GREET         | PSWD | QUIT |
4. Press **6** to open the Off-premise Message Notification menu.
- |            |               |  |
|------------|---------------|--|
| Msg notify |               |  |
| ADMIN      | <u>SELECT</u> |  |
5. Press SELECT or **2**.
- |           |             |    |
|-----------|-------------|----|
| Notify on |             |    |
| CHNG      | <u>TIME</u> | OK |
6. Press CHNG or **2**.
- |                    |  |             |
|--------------------|--|-------------|
| Start:<start time> |  |             |
| CHNG               |  | <u>NEXT</u> |
7. Press CHNG or **1**.
- |             |  |    |
|-------------|--|----|
| Start hhmm: |  |    |
| RETRY       |  | OK |
8. Enter the start time for Off-premise Message Notification. This is a four-digit field. Any single-digit hour and minute must be preceded by a zero.
- |              |    |    |
|--------------|----|----|
| <start time> |    |    |
| RETRY        | AM | PM |
9. Press AM or **1** or PM or **2**.
- |              |  |           |
|--------------|--|-----------|
| <start time> |  |           |
| RETRY        |  | <u>OK</u> |
10. Press OK or **#** to accept the start time.
- |            |  |    |
|------------|--|----|
| Stop hhmm: |  |    |
| RETRY      |  | OK |
11. Enter the stop time for Off-premise Message Notification. This is a four digit field. Any single-digit hour and minute must be preceded by a zero.
- |             |    |    |
|-------------|----|----|
| <stop time> |    |    |
| RETRY       | AM | PM |
12. Press AM or **1** or PM or **2**.
- |             |  |           |
|-------------|--|-----------|
| <stop time> |  |           |
| RETRY       |  | <u>OK</u> |
13. Press OK or **#** to accept the stop time.
- |           |      |           |
|-----------|------|-----------|
| Notify on |      |           |
| CHNG      | TIME | <u>OK</u> |
14. Press OK or **\***.
- |               |      |      |
|---------------|------|------|
| Mailbox admin |      |      |
| GREET         | PSWD | QUIT |
15. Press **Rls** to end the session.



## Introduction

The primary purpose of ACD greetings is to encourage callers to stay on the line until an agent is available.

This chapter describes:

- ACD greetings
- Types of ACD greetings
- Recording ACD greetings
- Changing ACD greetings

## ACD greetings

Greetings can provide information that is relevant to your call center. They can be in different languages and they can be changed as often as required.

Greetings can be used to give callers any necessary information such as:

- your hours of service
- a reminder to please have their account number ready
- how to leave a message in the ACD Queue Mailbox
- announcement of sales
- product lists
- upcoming special events

You can record up to 10 different ACD greetings.

**Note:** For more information about ACD greetings, refer to [ACD Greeting step \(GRTG\)](#) on page 83.

## Types of ACD greetings

You can record different types of greetings for your Enterprise Edge Call Center call center. Before you record your greeting, you must determine what the greeting will include. When preparing your greeting, be sure to include important times and dates. Make the greeting as short and concise as possible. Use the following examples of greetings as a reference:

### General company greeting

The General company greeting informs callers that they have reached the correct company. It can also include the location and business hours of your company.

*“Thank you for calling Munro and Johnson. We are located at 52 Main Street. Our hours of service are Monday to Friday from 8:00 until 5:00. Please stay on the line and an agent will be with you as soon as possible. Or press  to leave a message and one of our agents will return your call.”*

### Please wait greeting

Please wait greetings encourage callers to stay on the line.

*“All our agents at Munro and Johnson are currently busy, but please hold as your call is very important to us. “*

### Information greeting

An information greeting provides messages and announcements to callers.

*“Thank you for calling Munro and Johnson. This week we have extended our hours until we sell all spring merchandise. We will be open until 9:00 pm Monday through Thursday, and we will be open until midnight on Friday! Please come in and see us at 52 Main Street.”*

**Note:** Remember to change your Information greeting when it no longer applies.

### Non-business hours greeting

Your non-business hours greeting will be played after your business is closed. An example of a non-business hours greeting is:

*“You have reached Munro and Johnson. Our hours of service are Monday to Friday from 8:00 until 12:00 and 1:00 until 5:00. To leave a message, please press zero. An agent will return your call as soon as possible. Thank you for calling.”*

**Note:** For more information about ACD greetings, refer to [Tips about recording ACD greetings](#) on page 110.

## How to record an ACD greeting

Before you record a greeting, write the greeting out so that you include everything that you want to say.

We recommend that you record greetings that are a maximum of 20 seconds long. If your greetings are longer than 20 seconds, then callers will have to wait in the ACD queue a longer time before they hear a greeting.

## Recording ACD greetings

Before you proceed, make a photocopy of [Greeting Administration](#) on page 123. Fill in the appropriate columns for future reference.

To record an ACD greeting:

1. Click the **ACD** menu and then click **ACD Greetings**.  
The ACD Greetings dialog box appears.
2. Click the greeting number you want to record.
3. Click the **Voice** button.
4. Click the **Record** button to record a greeting  
or  
click the **Upload From** button and type the location of the greeting in the **Upload From** box to upload a previously recorded greeting  
or  
click the **Browse** button to locate a previously recorded greeting.
5. Click the **Close** button.  
Repeat steps 2 to 5 for each greeting you want to record.

## Changing ACD greetings

You can change your ACD greetings at any time.

To change an ACD greeting:

1. Click the **ACD** menu and then click **ACD Greetings**.  
The ACD Greetings dialog box appears.
2. Click the greeting number you want to change.
3. Click the **Voice** button.
4. Click the **Record** button to record a greeting  
or  
click the **Upload From** button and type the location of the greeting in the **Upload From** box to upload a previously recorded greeting  
or  
click the **Browse** button to locate a previously recorded greeting.
5. Click the **Close** button.  
Repeat steps 2 to 5 for each greeting you want to record.





## Introduction

The Routing Table determines how the system answers, holds and routes incoming calls to agents in your call center.

This chapter describes:

- The Routing Table
- Setting up a Routing Table
- About Routing Table steps
- Planning the Routing Table steps
- Adding Routing Table steps
- Assigning ACD queue hours of operation
- Examples of setting up the Day and Night Routing Tables
- Reviewing the Routing Table steps
- Changing the existing steps in the Routing Table
- ACD Service Modes

## Routing Table

You set up the Routing Tables in Enterprise Edge Call Center to handle incoming calls for each ACD queue.

For each ACD queue, there is one Routing Table for Day service and another Routing Table for Night service. Set up the Day Routing Table for the hours when your service is available. Set up the Night Routing Table for the hours when your service is not available.

The maximum number of steps in the Day Routing Table is six. The maximum number of steps in the Night Routing Table is two.

A call in an ACD queue receives the treatment specified by the current Routing Table. This treatment is a combination of ACD greetings and being on hold. If an agent becomes available, the call is sent to the available agent.

## Setting up a Routing Table

A Routing Table is made of several routing steps. These steps define what is done with a caller that is waiting in the ACD queue. To set up a Routing Table, use the steps below.

- Learn about the types of Routing Table steps.
- Plan which steps you are going to use.
- Add the steps to the Routing Table.
- Assign the hours of operation for the queue.

## About Routing Table steps

There are three types of steps that you can set up in the Routing Table:

- distribution time
- Goto steps
- greetings

### Distribution time (DIST)

During the distribution time step, calls wait to be distributed to agents. If no agents are available before the distribution time expires, the call goes to the next step in the Routing Table. If there is no next step set up in the Routing Table, the call is terminated. The minimum distribution time is zero and the maximum distribution time is 59:59, fifty-nine minutes and fifty-nine seconds. The default distribution time is 30 seconds.

### Goto steps (GOTO)

The Goto step is the last step in the Routing Table. The Goto step specifies a target step number. For example, if the Goto step specifies step 1, the call goes back to step 1 and repeats the steps. The steps are repeated until an agent becomes available or until the caller leaves a message in the ACD Queue Mailbox. The Goto step is not an option for the first Routing step because there are no possible target steps yet. The Goto target step cannot be itself. For example, if step 6 is a Goto step, you cannot assign 6 as the target step.

## ACD Greeting step (GRTG)

When you set up the Routing Table, you assign when and which ACD greetings are played to callers. You also assign greeting parameters to each greeting. After the greeting plays, the call goes to the next routing step. If there is no next step, the call is terminated.

To set up a greeting step in the Routing Table, you have to choose the number of the greeting. To ensure that you have the correct greeting number, refer to your completed copies of the tables, [Greeting Administration Queue 1](#) on page 123 and [Greeting Administration Queue 2](#) on page 123.

### About Greeting parameters

There are two greeting parameters:

- Forced Play
- Transfer Allowed

These greeting parameters are described in the table Greeting Parameters:

**Greeting Parameters**

Greeting Parameter	Description
Forced Play enabled	Enables Forced Play on a greeting that contains important information that you want callers to hear. If a caller is listening to a Forced greeting and an agent becomes available, the greeting is NOT interrupted. The caller is forced to listen to the entire greeting. See the note below this table.
Forced Play disabled	When a caller is listening to a greeting that is not forced and an agent becomes available, the greeting is interrupted and the call goes to the available agent.
Transfer Allowed enabled	While the greeting is playing, the caller can press zero to leave a message in the ACD Queue Mailbox. Ensure that the Non-business hours greetings have Transfer Allowed enabled so that the caller can press zero to leave a message in the ACD Queue Mailbox.
Transfer Allowed disabled	While the greeting is playing, the caller CANNOT press zero to leave a message in the ACD Queue Mailbox. Pressing zero during the greeting will be ignored by Enterprise Edge Call Center.

**Note:** Try to limit the number of Forced greetings that you set up in the Routing Table and keep Forced greetings as short as possible. Many long Forced greetings increase the transfer time of calls to agents and cause unpredictable increases in distribution times. For more information, refer to [Tips about Routing Table administration](#) on page 111.

## Planning the Routing Table steps

To have a clear record of the Routing Table steps you intend to create, photocopy and complete [Routing Table Administration](#) on page 124.

## Adding Routing Table steps

You can add greeting steps, distribution steps, and Goto steps to the Routing Table.

### Adding greeting steps

Greeting steps play a message to the waiting caller.

To add a greeting step:

1. Click the **ACD** menu and then click **Queues**.  
The ACD Queues dialog box appears.
2. Click the queue you want to add a greeting step to.  
To create a new queue that starts with a greeting step, click one of the queues named Unused.
3. Click the **Configure** button.  
The queue's dialog box appears.
4. Click the **Day Routing** tab to add the greeting step to a Day Routing Table  
or  
click the **Night Routing** tab to add the greeting step to a Night Routing Table.
5. Click a step in the routing table. The greeting step is added before this step.  
To add the greeting step to the end of the Routing Table, click the **End** step.  
**Note:** When the Routing Table is full, the **End** step disappears.
6. Click the **Insert Step** button.  
The Insert Routing Step dialog box appears.
7. Click the **Greeting** option.
8. In the **Greeting** box type the number of the greeting that plays in this step.
9. If you want the caller to listen to the entire message before they can be routed to an agent, select the **Forced Play** check box.
10. If you want to allow the caller to be able to transfer to the ACD Queue Mailbox, select the **Transfer Allowed** check box.
11. Click the **OK** button.  
The queue's dialog box appears.

12. Click the **Apply** button and then click the **OK** button.
13. Click the **Close** button to return to the Enterprise Edge Voice Applications Manager main menu.

### Adding distribution steps

Distribution steps put the caller on hold while the Enterprise Edge Call Center system searches for an available agent.

To add a distribution step:

1. Click the **ACD** menu and then click **Queues**.  
The ACD Queues dialog box appears.
2. Click the queue you want to add a distribution step to.
3. Click the **Configure** button.  
The queue's dialog box appears.
4. Click the **Day Routing** tab to add the distribution step to a Day Routing Table or  
click the **Night Routing** tab to add the distribution step to a Night Routing Table.
5. Click a step in the routing table. The distribution step is added before this step. To add the distribution step to the end of the Routing Table, click the **End** step.

**Note:** When the Routing Table is full, the End step disappears.

6. Click the **Insert Step** button.  
The Insert Routing Step dialog box appears.
7. Click the **Distribute for** option.
8. Use the arrow buttons in the **Distribute for** box to change the longest time in minutes and seconds that the caller can wait on hold in this step.
9. Click the **OK** button.  
The queue's dialog box appears.
10. Click the **Apply** button and then click the **OK** button.
11. Click the **Close** button to return to the Enterprise Edge Voice Applications Manager main menu.

### Adding Goto steps

Goto steps send the caller to another step in the Routing Table. These steps can be added only at the end of the Routing Table.

To add a Goto step:

1. Click the **ACD** menu and then click **Queues**.  
The ACD Queues dialog box appears.
2. Click the queue you want to add a goto step to.
3. Click the **Configure** button.  
The queue's dialog box appears.
4. Click the **Day Routing** tab to add the Goto step to a Day Routing Table  
or  
click the **Night Routing** tab to add the Goto step to a Night Routing Table.
5. Click the **End** step.

**Note:** When the Routing Table is full, the End step disappears.

6. Click the **Insert Step** button.  
The Insert Routing Step dialog box appears.
7. Click the **Goto Step** option.
8. From the **Goto Step** drop list select the number of the Routing Table step the caller is sent to.
9. Click the **OK** button.  
The Queue Properties dialog box appears.
10. Click the **OK** button.
11. Click the **Close** button to return to the Enterprise Edge Voice Applications Manager main menu.

## Assigning ACD queue hours of operation

To assign the ACD queue hours of operation, you need to set the start times for the Day and Night Routing Tables. The start times determine which Routing Table is used for the ACD queue when the ACD Service Mode is set to Automatic.

The ACD queue starts using the Day Routing Table at the Day Routing Table Start Time. The ACD queue switches to the Night Routing Table at the Night Routing Table Start Time.

You can also assign the Day Routing Table to 24 hour operation. When the Day Routing Table is assigned for 24 hour operation, the ACD queue uses the Day Routing Table only. You can still use the Night Routing Table when you switch the ACD Service Mode to Manual.

### Assigning the Day start time for an ACD queue

1. Click the **ACD** menu and then click **Queues**.  
The ACD Queues dialog box appears.
2. Click the queue you want to set up.
3. Click the **Configure** button.  
The queue's dialog box appears.
4. Click the **Day Routing** tab.
5. Use the arrow buttons in the **Start Time** field to change the time that the Day Routing table will start.
6. Click the **OK** button.
7. Click the **Close** button to return to the Enterprise Edge Voice Applications Manager main menu.

### Assigning the Night start time for an ACD queue

1. Click the **ACD** menu and then click **Queues**.  
The ACD Queues dialog box appears.
2. Click the queue you want to set up.
3. Click the **Configure** button.  
The queue's dialog box appears.
4. Click the **Night Routing** tab.
5. Use the arrow buttons in the **Start Time** box to change the time that the Night Routing table starts.

6. Click the **OK** button.
7. Click the **Close** button to return to the Enterprise Edge Voice Applications Manager main menu.

### Assigning an ACD queue for 24 hour operation

1. Click the **ACD** menu and then click **Queues**.  
The ACD Queues dialog box appears.
2. Click the queue you want to set up.
3. Click the **Configure** button.  
The queue's dialog box appears.
4. Click the **Day Routing** tab.
5. Select the **24 Hour Operation** check box.
6. Click the **OK** button.
7. Click the **Close** button to return to the Enterprise Edge Voice Applications Manager main menu.

## Examples of setting up the Day and Night Routing Tables

The following two examples show how to set up Routing Table steps.

### Examples of Routing Tables

Each type of Routing Table step appears in the following Example Queue 1 Day Routing Table steps.

#### Example Queue 1 Day Routing Table steps

Step Number	Type of step (DIST, GRTG or GOTO)	Step parameters
1	GRTG	Greeting 1 - Information greeting, Forced with No Transfer enabled
2	DIST	01:00 (one minute)
3	GRTG	Greeting 2 - General Company greeting - Normal with Transfer enabled
4	DIST	accept default DIST of 00:30
5	GRTG	Greeting 3 - Please Wait greeting - Normal with Transfer enabled
6	GOTO	Routing Table step number 2



**Example Queue 1 Night Routing Table steps**

Step number	Type of step (DIST, GRTG or GOTO)	Step parameters
1	GRTG	Greeting 6 - Non-business hours greeting, Normal with Transfer enabled

**Example of setting up the Queue 1 Day Routing Table**

To set up the Routing Table steps in the Queue 1 Day Routing Table:

1. Click the **ACD** menu and then click **Queues**.  
The ACD Queues dialog box appears.
2. Click **Queue 1**.
3. Click the **Configure** button.  
The Queue 1 dialog box appears.
4. Click the **Day Routing** tab.
5. Click **End**.
6. Click the **Insert Step** button to add step 1.  
The Insert Routing Step dialog box appears.
7. Click the **Greeting** option.
8. In the **Greeting** box type **1**.
9. Select the **Forced Play** check box and clear the **Transfer Allowed** check box.
10. Click the **OK** button.
11. Click **End**.
12. Click the **Insert Step** button to add step 2.  
The Insert Routing Step dialog box appears.
13. Click the **Distribute for** option.
14. Use the arrow button in the **Distribute for** box to change the time to 01:00.
15. Click the **OK** button.
16. Click **End**.

17. Click the **Insert Step** button to add step 3.  
The Insert Routing Step dialog box appears.
18. Click the **Greeting** option.
19. In the **Greeting** box type **2**.
20. Select the **Transfer Allowed** check box and clear the **Forced Play** check box.
21. Click the **OK** button.
22. Click **End**.
23. Click the **Insert Step** button to add step 4.  
The Insert Routing Step dialog box appears.
24. Click the **Distribute for** option.
25. Use the arrow button in the **Distribute for** field to change the time to 00:30.
26. Click the **OK** button.
27. Click **End**.
28. Click the **Insert Step** button to add step 5.  
The Insert Routing Step dialog box appears.
29. Click the **Greeting** option.
30. In the **Greeting** box type **3**.
31. Select the **Transfer Allowed** check box and clear the **Forced Play** check box.
32. Click the **OK** button.
33. Click **End**.
34. Click the **Insert Step** button to add step 6.  
The Insert Routing Step dialog box appears.
35. Click the **Goto Step** option.
36. Click the **Goto Step** drop list.
37. Click **2**.
38. Click the **OK** button.

39. Click the **Apply** button and then click the **OK** button.
40. Click the **Close** button to return to the Enterprise Edge Voice Applications Manager main menu.

### Example of setting up the Queue 1 Night Routing Table

To set up the Routing Table steps in the Queue 1 Night Routing Table:

1. Click the **ACD** menu and then click **Queues**.  
The ACD Queues dialog box appears.
2. Click **Queue 1**.
3. Click the **Configure** button.  
The **Queue 1** dialog box appears.
4. Click the **Night Routing** tab.
5. Click **End**.
6. Click the **Insert Step** button to add step 1.  
The Insert Routing Step dialog box appears.
7. Click the **Greeting** option.
8. In the **Greeting** box type **6**.
9. Select the **Transfer Allowed** check box and clear the **Forced Play** check box.
10. Click the **OK** button.
11. Click the **Apply** button and then click the **OK** button.
12. Click the **Close** button to return to the Enterprise Edge Voice Applications Manager main menu.

## Reviewing the Routing Table steps

Once you have set up the Routing Tables, you can review them any time.

To review a Routing Table:

1. Click the **ACD** menu and then click **Queues**.  
The ACD Queues dialog box appears.
2. Click the queue you want to review.
3. Click the **Configure** button.  
The queue's dialog box appears.
4. Click the **Day Routing Table** tab to check the Day Routing Table.  
Click the **Night Routing Table** tab to check the Night Routing Table.  
The steps and the step parameters for the Routing Table appear.
5. Click the **OK** button.
6. Click the **Close** button to return to the Enterprise Edge Voice Applications Manager main menu.

## Changing the existing steps in the Routing Table

After you set up the Routing Tables you can:

- view the Routing Table
- insert and delete steps
- change values of existing steps in the Routing Table
- erase the Routing Table

To change values of existing steps in the Routing Table, view the Routing Table and change the values of the steps you want to change.

## ACD Service Modes

You use both the Automatic and Manual Service Modes unless your call center has the same hours of operation seven days a week. If your call center has the same hours of operation seven days a week, you can use the Automatic Service Mode and you do not need to use the Manual Service Mode. The default Service Mode is Automatic. Routing Table hours are in effect seven days a week.

### Automatic Service Mode

When you assign the Automatic Service Mode to an ACD queue, the Routing Tables automatically switch from Day to Night and from Night to Day. The Routing Tables switch according to the times you set up in the Routing Tables, seven days a week. If the Service Mode is Automatic, the default start time for Day mode is 8:00 am and the default start time for Night mode is 5:00 pm. You can change these times when you set up the Routing Tables. The Automatic Service Mode uses the times and the steps that you set up in the Day and Night Routing Tables.

### Manual Routing Table Method

When you assign the Manual Service Mode to an ACD queue, you (or the Operator/company receptionist) must manually choose the Day Routing Table or the Night Routing Table. For example, when you choose Queue 1 Night, the steps set up in the Night Routing Table for Queue 1 are used until you manually change the mode to Queue 1 Day. When the Service Mode is Manual, the times are still set up in the Routing Tables, but they are ignored by Enterprise Edge Call Center. Although the Manual Service Mode does not use the Routing Table times, the Routing Table steps are used.

Choose the Manual Service Mode and the Night Routing Tables when your ACD queue:

- closes at a certain hour for the weekend
- has irregular hours
- closes for special holidays

**Note:** Remember to manually choose the Day Routing Table or choose the Automatic Service Mode when your business returns to regular hours.

## Changing the ACD Service Mode

The default ACD Service Mode is Automatic. The default day start time is 8:00 am and the default night start time 5:00 pm.

There are five possible ACD Service Modes:

<b>auto</b>	The ACD Queue uses the Automatic Service Mode. You must configure both the day and night Routing Tables before you can assign the Automatic Service Mode to the ACD Queue.
<b>day</b>	The ACD Queue uses the Manual Service mode and the Day Routing Table. You must configure the Day Routing Table before you can assign the Manual Service Mode and the Day Routing Table.
<b>night</b>	The ACD Queue uses the Manual Service mode and the Night Routing Table. You must configure the Day Routing Table before you can assign the Manual Service Mode and the Day Routing Table.
<b>24hour</b>	The ACD Queue uses the Day Routing Table only. You must configure the Day Routing Table for 24 hour operation to use this Service Mode.
<b>uninit</b>	The ACD Queue is not configured. You must configure the ACD Queue before you can assign the Service Mode.

**Note:** The display **Business open:Y** does not affect the ACD Service Mode or the times you set up for the Routing Table.

You can change the ACD Service Mode using the Operator feature code ( **Feature** **9** **8** **2** ) or Enterprise Edge Operator Manager.

To change the ACD Service Mode using the Operator feature code:

1. Press **Feature** **9** **8** **2** .

Pswd:  
RETRY **OK**

2. Enter the default password. The default password for this Operator/Service Control Feature Code is **OPERATOR** or **6** **7** **3** **7** **2** **8** **6** **7** and press **OK**.

**Note:** If you changed the Operator/Service Control Feature Code default password, enter the new password.

Attd avail:N  
CHNG **NEXT**

3. Press **NEXT** until you see the display in step 4.

ACD Service  
**SET** **OK**

4. Press **SET** to assign or determine the current ACD Service Mode.

**Note:** If you press **OK**, you exit the system.

Mode 1: Auto  
CHNG VIEW NEXT

5. Press CHNG to change the ACD Service Mode for Queue 1.

**Note:** Pressing CHNG cycles between Day, Night and Auto.

Mode 1: Day  
CHNG VIEW NEXT

6. Press NEXT to move to the next queue.

**Note:** Pressing View displays the start times for the Day Routing Table and Night Routing Table.

Mode 2: Auto  
CHNG VIEW OK

7. Repeat steps 5 and 6 for each queue.

**Note:** If OK appears, you are changing the last queue. To exit the system, press OK.

To change the ACD Service Mode using Enterprise Edge Operator Manager:

1. Click the **Start** menu, point to **Programs**, point to **Enterprise Edge Operator Manager** and then click **Enterprise Edge Operator Manager**.
2. Type the Operator password and click the **OK** button.
3. Click the **ACD** tab.  
The Enterprise Edge Operator Manager window changes to show the Service Mode being used.

In the **Service** field, there are five possible service modes:

**Day(Auto)** - The queue is in Day mode and is using the Automatic Service Mode.

**Night(Auto)** - The queue is in Night mode and is using the Automatic Service Mode.

**Day** - The queue is in Day mode and is using the Manual Service Mode.

**Night** - The queue is in Night mode and is using the Manual Service Mode.

**24 Hour** - The queue is in 24 hour service mode.

**Automatic** - Appears for a short time after you change the Service Mode. It is automatically replaced by Day(Auto) or Night(Auto).

4. Click the queue you want to change.
5. Click the **Change Service** button.  
The Change Service Mode dialog box appears.

6. Click the option of the Service Mode you want to use.

**Note:** You must configure the Night Routing Table and the Day Routing Table to enable the Automatic option.  
You must configure the Night Routing Table to enable the **Night** option.

7. Click the **OK** button to close the Change Service Mode dialog box.
8. Click the **OK** button to close the Enterprise Edge Operator Manager window.



## Introduction

Enterprise Edge Call Center can answer a maximum of 15 of your incoming lines, or just those lines you specify. Before Enterprise Edge Call Center answers an incoming line, you must assign the line and set the Answer status to AA (Automated Attendant) or ACD (Enterprise Edge Call Center). Each line added and assigned to AA is answered by a Greeting Table. Each line added and assigned to ACD is answered by an ACD queue.

**Note:** For information about Automated Attendant and Greeting Tables, refer to the *Enterprise Edge Voice Messaging Setup and Operation Guide*.

For information about the incoming line numbers used in your company, refer to the table [Line answering](#) on page 126. The maximum number of lines that Enterprise Edge Call Center can answer is 15. The line numbers can be any line number from 1 to 500.

This chapter includes:

- Adding lines and assigning an ACD queue
- Adding and assigning several lines
- Setting the Answer Lines status

## Adding lines and assigning an ACD queue

You need to disable a queue and wait until there are no calls in the ACD queue before you can add lines and assign an ACD queue. You cannot add lines or assign an ACD queue while the ACD queue is in use.

**Note:** Each target line that you assign to a queue must have its prime extension programmed as the Control DN of the queue. For information on how to program the prime extension, refer to the *Enterprise Edge System Administrator Guide*.

Lines that are programmed to be answered by Enterprise Edge Call Center must not be programmed to be answered by another Enterprise Edge peripheral or application.

You can assign Enterprise Edge Call Center to answer incoming calls after a specified number of rings. The number of rings ranges from zero to 12. If the number of rings is left at zero, Enterprise Edge Call Center answers immediately.

For lines equipped with Caller ID, you must assign the number of rings to two or more. Caller ID information is not provided until just prior to the second ring, so assigning the number of rings to zero or one prevents Caller ID information being relayed. Without Caller ID information, features related to Caller ID will not operate.

To add a line and assign an ACD queue:

1. Click the **ACD** menu and then click **Lines**.  
The Lines Administration dialog box appears.
2. Click the line you want to assign to an ACD queue.
3. Click the **Change** button.  
The Line Administration dialog box appears.
4. Click the **ACD** option.
5. In the **Queue** box type the number of the ACD queue you want to answer this line.
6. In the **Number of rings** box type the number of rings before Enterprise Edge Call Center answers. You must enter a number from 0 to 12.
7. Click the **OK** button.
8. Click the **Close** button to return to the Enterprise Edge Voice Applications Manager main menu.

## Adding and assigning several lines

To add and assign several lines:

1. Click the **ACD** menu and then click **Lines**.  
The Line Administration dialog box appears.
2. Click the **Change Many** button.  
The Line Administration dialog box appears.
3. In the **From** box type the line number of the first line to add.
4. In the **To** box type the line number of the last line to add.
5. Click the **ACD** option.
6. In the **Queue** box type the number of the ACD queue you want to answer these lines.

7. In the **# of rings** box type the number of rings before Enterprise Edge Call Center answers. You must enter a number from 0 to 12.
8. Click the **OK** button.  
Enterprise Edge Call Center adds the lines with line numbers between the number in the From box and the number in the To box. All of these lines are assigned to the same queue and answer after the same number of rings.
9. Click the **Close** button to return to the Enterprise Edge Voice Applications Manager main menu.

## Setting the Answer Lines status

The Answer Lines status determines if Enterprise Edge Call Center will answer the assigned lines. If the Answer Line status is set to Yes, Enterprise Edge Call Center answers the lines assigned as ACD and Enterprise Edge Voice Messaging answers the lines assigned as AA. If the Answer Line status is set to No, neither Enterprise Edge Call Center nor Enterprise Edge Voice Messaging answers lines.

To set the Answer Lines status:

1. Press Feature 9 8 2.

Pswd:  
RETRY OK

2. Enter the Operator password and press OK.

Atdt avail: N  
CHNG NEXT

3. Press NEXT.

Business open: N  
CHNG NEXT

4. Press NEXT.

Answer lines? N  
CHNG NEXT

5. Press CHNG.

When Answer Lines is set to **N** the display shows: **Disabling...** When Answer Lines is set to **Y** the display shows: **Enabling...**

6. Press Rls to end this session.



## Introduction

Setting up Enterprise Edge Call Center involves assigning the language and setting up general ACD parameters.

This chapter describes:

- Assigning the language of Enterprise Edge Call Center
- General ACD parameters
- Setting up general ACD parameters
- the Enterprise Edge Call Center System Configuration Report

## Assigning the language of Enterprise Edge Call Center

The languages available for Enterprise Edge Call Center are the same as the languages used by Enterprise Edge Voice Messaging. To change the language of Enterprise Edge Call Center, you must change the language of Enterprise Edge Voice Messaging. For information about changing the Enterprise Edge Voice Messaging, refer to the *Enterprise Edge Voice Messaging Set Up and Operation Guide*.

## General ACD parameters

Setting up Enterprise Edge Call Center requires you to assign values for the general parameters. The general ACD parameters include the following:

### Reserved channels

Reserved channels are voice channels that are reserved exclusively for use by Enterprise Edge Call Center. You must define the number of Reserved channels that are used by Enterprise Edge Call Center. A Reserved channel is used when:

- an ACD greeting is played to a caller
- Off-premise Message Notification notifies you that there is a message

Keep the following in mind when you assign the number of Reserved channels:

- Enterprise Edge Call Center can use all available channels
- Enterprise Edge Voice Messaging cannot use available Enterprise Edge Call Center Reserved channels
- voice channels must be available for Enterprise Edge Voice Messaging
- assigning Reserved channels ensures that Enterprise Edge Voice Messaging does not consume all of the voice channels

### Primary alert

The Primary alert time is a time-limit for calls waiting in the ACD queues. When a call exceeds the Primary alert time-limit, the memory button indicators programmed with the Queue Status Feature Code (     ) start flashing slowly. This feature warns you that a call has exceeded the Primary alert time. For information on programming memory buttons with indicators, refer to [Programming a memory button with a Feature Code](#) on page 14. The warning indicators stop automatically when the situation returns to normal. You assign the Primary alert time in minutes and seconds. The default value is 00:00 which means there is no Primary alert time.

**Note:** Agents do not need to be logged in before they see the Queue Status memory button flashing. A memory button must be programmed with the Queue Status Feature Code and the Primary alert time must be set up before the memory button will indicate the ACD queue status.

### Secondary alert

The Secondary alert time must be a higher time-limit for calls waiting in the ACD queues than the Primary alert time-limit. When a call exceeds the Secondary alert time-limit, this triggers the memory button indicators programmed with the Queue Status Feature Code (     ) to start flashing quickly. This feature warns you that a call has been waiting an unacceptable amount of time. For information on programming memory buttons with indicators, refer to [Programming a memory button with a Feature Code](#) on page 14. The warning indicators stop automatically when the situation returns to normal. You assign the Secondary alert time in minutes and seconds. The default value is 00:00 which means there is no Secondary alert time.

**Note:** Agents do not need to be logged in before they see the Queue Status memory button flashing. A memory button must be programmed with the Queue Status Feature Code and the Secondary alert time must be set up before the memory button indicates the ACD queue status.

## Setting up general ACD parameters

To set up the general ACD parameters:

1. Click the **ACD** menu and then click **General Parameters**.  
The ACD General Parameters dialog box appears.
2. To enable the Primary Alert, select the **Primary Alert** check box.
3. Use the arrow buttons in the **Primary Alert** box to change the Primary Alert time.
4. To enable the Secondary Alert, select the **Secondary Alert** check box.

5. Use the arrow buttons in the **Secondary Alert** box to change the Secondary Alert time. The Secondary Alert time must be greater than the Primary Alert time.
6. If you are using Enterprise Edge Call Center Reporting, in **MIS Address** box type the host name or IP address of the computer running this application.

**Note:** The MIS Address box is available only when you have Enterprise Edge Call Center Reporting enabled.

7. From the **Reserved Channels** list box select the number of channels reserved for Enterprise Edge Call Center.
8. Click the **OK** button.

## Enterprise Edge Call Center System Configuration Report

Information about the Enterprise Edge Call Center configuration is included in Enterprise Edge Voice Messaging Configuration Report. For information about how to generate this report, refer to the *Enterprise Edge Voice Messaging Set Up and Operation Guide*.

The following paragraphs describe the Enterprise Edge Call Center information included in the System Configuration Report.

### ACD Parameters

This section of the System Configuration Report lists the current settings for the ACD general parameters.

For information about ACD general parameters, refer to [Setting up ACD general parameters](#) on page 101.

### Agents

This section of the System Configuration Report lists the following information for each agent in the Enterprise Edge Call Center system:

- Agent ID
- Agent name
- Priority
- Queues assigned

Any Agent ID that is not assigned has the name Unused.

For information about the Agent parameters, refer to [ACD Agent Administration](#) on page 19.

### Queues

This section of the System Configuration Report lists the following information for each queue:

- Queue ID
- Queue Name
- Control DN
- Message Waiting Indicator extension
- Method of Call Distribution
- Post call wrap up time
- Delay answer
- Overflow After Time Limit

For information about the queue parameters, refer to [ACD Queue Administration](#) on page 25.

#### **Routing Tables**

This section of the System Configuration Report lists the following information for each Queue:

- Queue number
- Day Routing Table start time
- Night Routing Table start time
- Day Routing Table steps
- Night Routing Steps

For information about the Routing Table parameters, refer to [Routing Table Administration](#) on page 81.

#### **ACD Greetings**

This section of the System Configuration Report lists the following information for each ACD greeting:

Greeting number

Status (whether the greeting is recorded)

the queues that use the greeting

For information about the ACD Greeting parameters, refer to [Recording ACD Greetings](#) on page 77.



## Introduction

This chapter describes:

- Monitoring call activity
- an Example of monitoring call activity

## Monitoring call activity

You and the agents at your call center can monitor call activity by watching the memory button indicators programmed with the Queue Status Feature Code. For more information on this method of monitoring, refer to [General ACD parameters](#) on page 101.

The agents and the System Administrator can get a detailed real-time (current) status of call activity using the Queue Status Feature Code. As your call center receives calls, use the Queue Status Feature Code on your telephone display to view the:

- Queue number and queue status (Enabled or Disabled)
- number of agents logged in to the ACD queue
- number of calls waiting in the ACD queue
- the longest time a call has waited in the ACD queue

When agents use the Queue Status Feature Code on a single-line display telephone, the display automatically changes every five seconds until all of this information is shown for the selected ACD queue. After the ACD queue information is displayed, the feature exits.

The Queue Status information lets you know when an ACD queue in your call center gets very busy. You can then ask qualified agents to log in to the busy ACD queue.

Press     to use the Queue status Feature Code. There is no password required to use this Feature Code.

**Note:** If you have Enterprise Edge Call Center Reporting, you can monitor and record call activity from the computer running this application.

## Example of monitoring call activity

To monitor call activity in Queue 1 and then Queue 2:

1. Press Feature 9 0 9.

Queue 1:Enabled  
QUEUE NEXT

2. Press NEXT to monitor Queue 1.

**Note:** In this example, Queue 1 is enabled and appears on the display first. If Queue 1 is disabled, press NEXT to go to the first Queue Status display of Queue 2. To monitor the other ACD queue, press QUEUE at any time during these steps.

1: 7 agents  
QUEUE NEXT

3. This display shows that there are seven agents logged in to Queue 1. Press NEXT to continue monitoring Queue 1.

1: 2 calls  
QUEUE NEXT

4. This display shows that there are two calls currently waiting to be answered by agents in Queue 1. Press NEXT to continue monitoring Queue 1.

1: wait 4:00  
QUEUE NEXT

5. This display shows that the call waiting the longest in Queue 1 has been waiting four minutes. Press NEXT to monitor Queue 2.

Queue 2:Enabled  
QUEUE NEXT

6. This display shows that Queue 2 is enabled. Press NEXT to monitor Queue 2.

**Note:** If Queue 2 is disabled, press NEXT to go to the first Queue Status display of Queue 1.

2: 6 agents  
QUEUE NEXT

7. This display shows that there are six agents logged in to Queue 2. Press NEXT to continue monitoring Queue 2.

2: 0 calls  
QUEUE NEXT

8. This display shows that there are no calls waiting in Queue 2. Press NEXT to continue monitoring Queue 2.

2: wait 0:0  
QUEUE NEXT

9. This display shows that the longest wait time for a call is zero. Press NEXT to monitor Queue 1 again.

Queue 1:Enabled  
QUEUE NEXT

10. Press Rls to end this monitoring session.

After monitoring Queue 1 and Queue 2, you can ask any qualified and available agents from Queue 2 to log in to Queue 1 until all the calls in Queue 1 are handled.

## Introduction

Enterprise Edge Voice Messaging contains two powerful call routing features: Automated Attendant (AA) and Custom Call Routing (CCR). These features route incoming calls to telephones and voice mailboxes. These feature can also route calls to ACD queues.

## Automated Attendant

The Automated Attendant answers incoming calls and presents callers with a greeting. After the greeting, the Automated Attendant Menu offers callers a range of options that they can select using the dialpad of their telephone. Using these options, callers can transfer themselves from the Automated Attendant to an ACD queue by entering the Control DN of the queue.

**Note:** Remember to include the number of the Control DN in your Automated Attendant Greeting.

For information about how to configure the Automated Attendant, refer to the *Enterprise Edge Voice Messaging Set Up and Operation Guide*.

## Custom Call Routing

Custom Call Routing allows you to replace the Automated Attendant menu with a more sophisticated menu that can include several sub-menus to offer callers a wider range of options. To allow a caller to access an ACD queue, add a internal transfer point that transfers the caller to the Control DN of the queue.

For more information about transfer points and Custom Call Routing, refer to the *Enterprise Edge Voice Messaging Set Up and Operation Guide*.



## Introduction

This chapter provides tips to improve the operation of Enterprise Edge Call Center.

This chapter describes:

- Tips about ACD agent administration
- Tips about ACD queue administration
- Tips about recording ACD greetings
- Tips about Routing Table administration
- Tips about ACD general parameters
- Tips to calculate longest wait time a caller could be on hold
- Tips to improve the efficiency of the call center

## Tips about ACD agent administration

- You can have a maximum of 20 agents in your call center. You can have a maximum of 10 agents logged in to Enterprise Edge Call Center at any one time.
- Agents can log in to any telephone on Enterprise Edge.
- There is an Auto Busy Mode feature to Enterprise Edge Call Center that ensures that Enterprise Edge Call Center calls do not ring forever at an abandoned agent set. If the agent does not answer a call within a specified number of rings, the call returns to the ACD queue to be presented to another agent, and the telephone is placed into Auto Busy Mode by Enterprise Edge Call Center. The agent must manually cancel Auto Busy Mode to resume accepting calls.

## Tips about ACD queue administration

- You cannot change the ACD queue parameters or add, change or delete lines assigned an ACD queue while an ACD queue is in use. You can access Enterprise Edge Call Center administration and make other changes to your system while an ACD queue is in use. To change the ACD queue parameters or add, change, or delete lines assigned an ACD queue, you must first disable the ACD queue.
- The method of call distribution is used to determine which of several available agents to route the call to. There are two methods of call distribution: Longest idle and Preferred. Longest idle routes the call to the agent who is available the longest. Preferred routes the call to the agent with the highest priority (best qualified agent). If there are several agents with the highest priority, the longest available agent is selected. The default method of call distribution is Longest idle.
- The Overflow After time is the maximum time a caller waits before the call transfers to another ACD queue. Ensure that if you set up the Overflow After time, the agents assigned to the ACD queues are qualified to answer calls for the assigned ACD queues.
- If a call comes in on a line belonging to an ACD queue that does not have any free agents, the call is not answered until either the Delay Answer Time is elapsed or an agent becomes available for the call.

During the Delay Answer period when the caller hears ringback, the line the call comes in on still rings on the sets configured to answer this line.

If your call center has long Delay Answer Times (longer than about 10 seconds) specify to callers that their call is being tracked by Enterprise Edge Call Center. Otherwise, callers may not understand the long ringback delay and hang up. Callers must be informed by the call center at the time the call center number is given to the caller.

## Tips about recording ACD greetings

- The maximum number of ACD greetings is 10.
- We recommend that you record greetings that are a maximum of 20 seconds long. If your greetings are longer than 20 seconds, waiting callers must wait longer before they hear a greeting. The longest recorded greeting for an ACD queue affects the frequency with which callers will hear greetings. If your greeting length times vary a lot, there is a very large variance in how often callers hear greetings. Therefore it is best to keep greetings similar lengths if possible, about 20 seconds each.
- Ensure that when you record ACD greetings that have Transfer enabled you include: *"To leave a message in the Queue Mailbox press zero."*

## Tips about Routing Table administration

- Use Forced greetings sparingly. If you use Forced greetings, keep them as short as possible. Many long Forced greetings slows transferring calls to agents and causes unpredictable increases in distribution times. Note that calls in other ACD queues are not affected.

When Forced greetings are played for the highest priority call in the ACD queue, the other lower priority calls in the ACD queue have to wait even if agents become available during this time. For example, the longest waiting call, which is the highest priority call, may get routed to a Forced greeting. Then agents may become available during the time that the highest priority caller is listening to a Forced greeting. The result is that no calls in this ACD queue are routed to an agent until this highest priority call is finished hearing the Forced greeting. This guarantees that the highest priority call is answered before lower priority calls in the same ACD queue.

- Ensure that Transfer is enabled for greetings whenever you want callers to be able to press zero to leave a message in the ACD Queue Mailbox. If Transfer is enabled, remember to explain in your greeting that the caller can press zero to leave a message in the ACD Queue Mailbox. Ensure that Transfer is enabled for Non-business hours greetings so that you do not miss any messages.
- When a Goto Routing Table step follows a greeting, the target Goto step should be a Distribution time step. If the Goto target step after a greeting is another greeting, the caller hears two greetings in a row.

## Tips about ACD general parameters

- Do not assign all the available voice channels as Reserved channels. Enterprise Edge Call Center can use any voice channel, but Reserved channels are never used by Enterprise Edge Voice Messaging.
- A Reserved or voice channel is used when:
  - an ACD greeting is played to a caller
  - Off-premise Message Notification notifies you that there is a message

## Tips to calculate longest wait time a caller could be on hold

The formula used to calculate the longest wait time a caller can be on hold without hearing a greeting is:

$$\text{Wait Time} = \left[ \left( \frac{\text{maximum calls}}{\text{voice channels}} \right) - 1 \right] \times \text{maximum greeting length}$$

where:

**wait time** is the longest wait time (in seconds) that a caller can be on hold without hearing a greeting.

**maximum calls** is the maximum number of calls that Enterprise Edge Call Center and normally handle.

- In a call center where external calls are NOT transferred or forwarded to Enterprise Edge Call Center, the maximum number of calls is the same as the number of lines programmed to be answered by Enterprise Edge Call Center.
- In a call center where external calls ARE frequently transferred or forwarded to Enterprise Edge Call Center, the maximum number of calls is the total number of lines on Enterprise Edge.

**Note:** For information on how calls are transferred to an ACD queue, refer to [How incoming calls are sent to an ACD queue](#) on page 25.

**voice channels** is the estimated number of voice channels available to Enterprise Edge Call Center.

- The minimum number of voice channels available is equal to the number of Reserved channels you set up in General ACD parameters. Additional channels not being used by Enterprise Edge Voice Messaging can also be used. For example, even though you assign two Reserved channels when you set up the General ACD parameters, Enterprise Edge Call Center can use additional voice channels if and when they are available.

**maximum greeting length** is the duration of the longest greeting of the ACD queue in seconds.



## Tips to improve the efficiency of the call center

- Plan for busy times. When you assign agents to the ACD queues, assign as many qualified agents as possible to answer calls for the ACD queues. Then have agents log in to the busy ACD queue when it gets busy.
- Plan for slow times. For example, if agents are logged in only to Queue 1, ensure that incoming calls to Queue 2 overflow to Queue 1. When you are setting up queue parameters for Queue 2, assign a time to the Overflow parameter. Then callers can still speak to an agent.
- When no agents are logged into any queue, ensure that the ACD greetings set up in the Routing Table have the Transfer parameter enabled. If an ACD greeting has Transfer enabled, callers can press zero to leave a message in an ACD Queue Mailbox. Also, ensure that the ACD greeting includes the information that a caller can press zero to leave a message in the ACD Queue Mailbox.



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# Troubleshooting Enterprise Edge Call Center 14

## Introduction

This chapter provides diagnostic and recovery procedures for problems that can occur while setting up and operating Enterprise Edge Call Center.

This chapter describes:

- Problems and Solutions

## Problems and Solutions

The following common problems can occur while using Enterprise Edge Call Center. The solutions are provided after a description of the problem.

### Resetting Passwords

The Operator/Service Control Feature Code (     ) password can be reset if it is lost or forgotten. This is the Feature Code and password used by the company receptionist, Operator, or System Administrator. To reset the Operator/Service Control Feature Code password:

1. Press    .

CDN 1:xxxx

NEXT

2. Press .

**Note:** The xxxx represents the Control DN for Queue 1.

Pswd:

RETRY

OK

3. To reset the Operator/Service Control Feature Code password, enter the password RESETOPERPSWD which is entered by pressing:

and press OK.

Reset Pswd?

YES

NO

4. Press YES to reset the password.

Exit

5. The system exits once you have reset the password. The Operator/Service Control Feature Code password is now reset to the default password OPERATOR, which is entered by pressing        .

The System Administrator password can be reset if it is lost or forgotten. To reset the System Administrator password:

1. Press    .

2. Press .

**Note:** The xxxx represents the Control DN for Queue 1.

3. To reset the System Administrator password, enter the password RESETSMPSWD which is entered by pressing:            and press OK.

4. Press YES to reset the password.

5. The system exits once you have reset the password. The System Administrator password is now reset to the default password of four zeroes    .

If the ACD Queue Mailbox password is forgotten, refer to [Resetting the ACD Queue Mailbox password](#) on page 46.

If an agent forgets their password, you can reset the agent's password. To reset the agent's password, refer to [Changing agent information](#) on page 22.

### Agent log in problems

If an agent cannot log in at their telephone, check the following:

- ensure the Agent ID and password match
- check to see if the agent is already logged into a different telephone
- check to see if a different agent is logged into this telephone

### Problems enabling the ACD queue

The ACD queue must be assigned a valid Control DN before you can enable it. If you cannot enable an ACD queue, ensure that you assigned a valid Control DN.

### Cannot change the ACD Queue General Parameters

There are two possible reasons why you cannot change the ACD Queue General Parameters.

- The ACD queue is enabled.  
You must disable the ACD queue before you can change the ACD Queue General parameters.
- The ACD Queue Mailbox has the wrong extension number.  
The extension number of the ACD Queue Mailbox must be the same as the Control DN of the ACD queue. If the ACD Queue Mailbox has the wrong extension, a error message appears when you attempt to change the ACD queue parameters. This error message states that Enterprise Edge Call Center could not access the ACD Queue Mailbox.

To correct this problem:

1. Click the **Mailbox** menu and then click **Change/Delete**.
2. Click the ACD Queue Mailbox.
3. Click the **Change** button.
4. Select the text in the **Extension** box and type the Control DN of the ACD queue.
5. Click the **OK** button.
6. Click the **Close** button.



---

# Appendix A: Enterprise Edge Call Center Programming Record

## Before you begin

- Make copies of the pages in this chapter you will need for recording more program settings.

## Programming overview

This overview provides a recommended approach to programming Enterprise Edge Call Center. To use this overview:

- Start at the top and progress down through the programming options. Determine which options require your attention. The defaults are shown in **bold**.
- Refer to the page number to find where the option is in this Programming Record.

Description of programming	Title	Page
Record the Features Codes used by Enterprise Edge Call Center.	Feature Code checklist	page 120
Record Agent ID, agent name, Priority value and ACD queue for each agent.	Agent Administration	page 121
Record Queue name, Control DN, MWI ext, Method, Overflow time limit, Post call wrap up time limit and Delay Answer time limit.	ACD Queue Mailbox Administration	page 122
Record agents assigned to the queues.	Agent-Queue Assignment	page 122
Record the ACD Queue Mailbox name, ACD Queue Mailbox number, MWI ext and ACD Queue Mailbox password.	ACD Queue Mailbox Administration	page 122
Record a description of greeting and greeting parameters.	Greeting Administration	page 123
Record the type of step and step parameters for Day Routing Tables and Night Routing Tables.	Routing Table Administration	page 124
Record the number of Reserved Channels, the Primary Alert time, and the Secondary Alert time.	Setting up general ACD parameters	page 125
Record the line information for lines that are answered by Enterprise Edge Call Center.	Line answering	page 126
Record the Operator and Business Status settings.	Operator/Business Status	page 127

## Feature Code checklist

Feature name	Feature Code	Feature name	Feature Code
Open Mailbox	<b>981</b> or 9 ____	Service extension	<b>985</b> or 9 ____
Operator Status	<b>982</b> or 9 ____	Busy Mode	<b>908</b> or 9 ____
Log in/out	<b>904</b> or 9 ____	Queue Status	<b>909</b> or 9 ____

## ACD Queue Parameter Administration

ACD Queue Parameter	Rules	Default	Queue 1	Queue 2
Queue name	maximum 16 characters	QUEUEn		
Control DN (CDN)	Extension cannot be used by another telephone or peripheral	None		
MWI ext		None		
Method	either Long or Prefer	Long		
Overflow	Enter as mm:ss minimum: 00 min 00 sec maximum: 59 min 59 sec Note: 00:00 means do not overflow	00:00		
Post call wrap up time	Enter as mm:ss minimum: 00 min 00 sec maximum: 59 min, 59 sec Note: 00:00 means no Post call wrap up time	00:30		
Delay answer	Enter as mm:ss minimum: 00 min 01 sec maximum: 10 min 00 sec Note: 00:00 means Delay Answer is not activated	00:00		



## Agent Administration

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Agent ID number 1 - 20 (assigned by Enterprise Edge Call Center)	Agent name (maximum 13 characters) DEFAULT: AGENTxx (xx is the Agent ID number)	Priority (Agent Qualification value) 1 = highest 5 = lowest DEFAULT: 3	Queue number and Queue name that the agent is assigned to
1			
2			
3			
4			
5			
6			
7			
8			
9			
10			
11			
12			
13			
14			
15			
16			
17			
18			
19			
20			

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[illegible]

## ACD Queue Mailbox Administration

Queue Number	ACD Queue Mailbox name	ACD Queue Mailbox number (same as the Control DN)	MWI ext	ACD Queue Mailbox password
1				
2				

# Greeting Administration

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Greeting Administration Queue 1

Greeting Number	Description of greeting	Greeting parameters (Normal or Forced)	Greeting parameters (Transfer or Not Transfer)
1			
2			
3			
4			
5			
6			
7			
8			
9			
10			

Greeting Administration Queue 2

Greeting Number	Description of greeting	Greeting parameters (Normal or Forced)	Greeting parameters (Transfer or Not Transfer)
1			
2			
3			
4			
5			
6			
7			
8			
9			
10			

## Routing Table Administration

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### Routing Tables (Queue 1)

#### Day Routing Table steps - Queue 1

Step Number	Type of step (DIST, GRTG or GOTO)	Step parameters
1		
2		
3		
4		
5		
6		

#### Night Routing Table steps - Queue 1

Step number	Type of step (DIST, GRTG or GOTO)	Step parameters
1		
2		
3		
4		

**Routing Tables (Queue 2)**

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**Day Routing Table steps - Queue 2**

Step Number	Type of step (DIST, GRTG or GOTO)	Step parameters
1		
2		
3		
4		
5		
6		

**Night Routing Table steps - Queue 2**

Step number	Type of step (DIST, GRTG or GOTO)	Step parameters
1		
2		
3		
4		

**Setting up general ACD parameters**

Number of Reserved channels	
Primary alert time limit in mm:ss	
Secondary alert time limit in mm:ss	
MIS Address	

[illegible]

## Operator/Business Status

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Password <b>OPERATOR (67372867)</b>		<input type="text"/>								
Receptionist or Operator available*		Y	<b>N</b>							
Business open*		<b>Y</b>	N							
Answer trunks		<b>Y</b>	N							
Receptionist or Operator extension		<input type="text"/>								
Enterprise Edge Call Center Service*	Queue1	<b>Auto</b>								
		Manual	<b>Day</b>		Night					
	Queue2	<b>Auto</b>								
		Manual	<b>Day</b>		Night					

\* These settings are usually changed by the receptionist or Operator on a daily basis.





---

# Glossary

## **AA**

See Automated Attendant.

## **ACD queue**

See queue.

## **ACD Queue Mailbox**

The ACD Queue Mailbox stores messages left by callers that can be retrieved by designated agents.

## **agent**

An agent is a person who is assigned to answer calls for one or more ACD queues in your call center.

## **Agent ID number**

When you add an agent, Enterprise Edge Call Center assigns an Agent ID number you use to identify the agent. The agent uses their Agent ID number to log in when they are ready to receive calls.

## **attendant**

The attendant is the person that you assign to answer an extension number. The attendant can be the receptionist, operator or target attendant.

## **Automated Attendant (AA)**

The Automated Attendant is similar to an automatic answering service. AA answers incoming calls with a Company Greeting and a menu of options. AA routes calls in response to a caller's dialpad selections. For a greater range of options and services for incoming calls, a Custom Call Routing (CCR) menu can be assigned to play instead of the Automated Attendant (AA) Menu.

## **CCR**

See Custom Call Routing.

## **CDN**

See Control Directory Number.

## **call center**

A call center is a department or a business which handles numerous incoming calls. A call center typically employs several agents to answer incoming calls.

**Call Forward All Calls**

This feature forwards all calls from a telephone to another extension number. For example, all calls from your telephone can be forwarded to the Control DN of a queue.

**Call Forward No Answer**

This feature forwards all unanswered calls from a telephone to another extension number. A call is considered unanswered if no one answers the call before a specified number of rings.

**Call Forward On Busy**

This feature forwards all calls from a telephone to another extension if all the lines assigned to the telephone are busy.

**channel**

A channel is the voice path that Enterprise Edge Call Center uses to give greetings to callers. A voice channel is also the voice path used when anyone uses a Feature Code to access Enterprise Edge Call Center.

**Class of Service**

The Class of Service defines the values for the special features of the ACD Queue Mailbox or other Mailboxes.

**Control Directory Number (CDN)**

The Control Directory Number (CDN) is the extension number of an ACD queue. The CDN is the number used to transfer calls to an ACD queue. The Enterprise Edge installer is responsible for assigning the CDN to each ACD queue before the ACD queue can be enabled.

**Custom Call Routing (CCR)**

Custom Call Routing (CCR) is a routing feature that you can program to present a customized menu of single-digit choices to callers. CCR automatically answers lines with customized menus for incoming callers. With CCR, callers can: listen to pre-recorded messages, leave a message in the ACD Queue Mailbox or transfer to an extension. CCR allows you to replace the Automated Attendant menus with a more sophisticated menu that can offer callers a wider range of options.

**DN**

DN is a Directory Number or an extension number.

**Enterprise Edge Call Center**

The Enterprise Edge Call Center system receives, holds and routes calls to agents in your call center.

**Greeting Table**

The Greeting Table determines which recorded greeting is played and which line is answered according to the time of day.

**indicator**

See memory button indicator.

**Long**

Long refers to the “Longest idle” method of call distribution which routes the call to the agent who has been available the longest. The other method of call distribution is Preferred.

**MWI**

See Message Waiting Indication.

**memory button indicator**

Memory button indicators are the triangles that appear on the Enterprise Edge telephone next to memory buttons. These indicators are useful for several Enterprise Edge Call Center purposes: monitoring call activity, showing the Login/Logout status of agents, and showing the Make Busy status of agents. For information about how the status appears, refer to the *Enterprise Edge Call Center Agent Card*.

**Message Waiting Indication (MWI)**

The Message Waiting Indication appears on the telephone display as “*Message for you*” when there are new messages. You assign a telephone as the designated MWI extension for each ACD Queue Mailbox.

**Off-premise Message Notification**

Off-premise Message Notification is a feature that notifies you (at a destination number that you set up) when there are new or urgent messages left in the ACD Queue Mailbox.

**peripheral**

A peripheral is equipment that is added to Enterprise Edge to provide additional functionality.

**Prefer**

Prefer refers to the “Preferred” method of call distribution which routes the call to the agent with the highest priority (best qualified agent). The other method of call distribution is Long.

**Primary alert time**

The Primary alert time is the first time limit that you assign for calls waiting in the ACD queues. When a caller has waited the Primary alert time limit, you are given a visual warning on programmed memory button indicators. The other alert time is Secondary alert time.

**priority value**

You assign the priority value to ACD agents according to their qualifications. If the Method of call distribution is Prefer, the priority value is used to determine which agent receives an incoming call.

**queue**

Each ACD queue collects and distributes calls for a particular call center department such as “sales” or “technical support”. When several calls arrive at the same time, the calls are held in an ACD queue where callers hear greetings and are put on hold until an agent is available.

**Queue Mailbox**

See ACD Queue Mailbox.

**Real time**

Real time is where there is no delay between the occurrence and knowledge of each call event. The real time or current situation of the agents and call activity can be monitored by using the Queue Status Feature Code.

**Reserved channel**

Reserved channels are voice channels reserved exclusively for Enterprise Edge Call Center. Reserved channels are used to send greetings to callers waiting in an ACD queue. These channels ensure that Enterprise Edge Voice Messaging does not consume all the voice channels.

**Routing Table**

The Routing Table handles incoming calls for each ACD queue. The Routing Table determines the order of greetings and hold times for callers while they wait to be routed to an available agent.

**Secondary alert time**

The Secondary alert time is the second time limit that you assign for calls waiting in the ACD queues. When a caller has waited the Secondary alert time limit, you are given a visual warning on programmed memory button indicators. This alerts you that the caller has been waiting in an ACD queue for an unacceptable amount of time. The other alert time is Primary alert time.

**System Administrator**

The System Administrator is responsible for setting up, managing and handling the day-to-day operation of Enterprise Edge Call Center. The System Administrator monitors the overall performance of the call center and balances the staffing according to call traffic demands.

**voice channel**

A voice channel is the voice path that Enterprise Edge Call Center uses to give greetings to callers.

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