

Lucent Technologies
Bell Labs Innovations



HOME AGENT™ Application

Home Agent's Instructions

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Contents

About this Guide	v
■ Prerequisite Skills and Knowledge	vi
■ Related Resources	vi
■ Technical Help	vi
■ Conventions	vii
■ Trademarks	viii
■ How to Comment on this Guide	viii

1 Instructions for DEFINITY G1, G3, and ECS Switches	1-1
■ Basic Information	1-1
■ Your Work	1-2
Logging In	1-3
Stating Availability	1-3
Auto-In Work Mode Command	1-4
Manual-In Work Mode Command	1-4
Receiving Calls	1-4
Handling Calls	1-5
Transfer Command	1-5
Conference Command	1-5
After Call Work (ACW) Mode Command	1-6
Recall Command	1-7
Disconnecting from Calls	1-7
Getting Help	1-7
Help Command	1-8

Contents

Query Command	1-8
Supervisor Assistance Command	1-8
Adding/Removing Skills	1-9
Touch-Tone Passthru (TTPT)	1-9
Taking a Break	1-10
Placing Calls	1-10
Logging Out	1-11
■ Summary of Commands	1-12

2	Instructions for DEFINITY G2 and System 85 Switches	2-1
■	Basic Information	2-1
■	Your Work	2-2
	Logging In	2-3
	Stating Availability	2-3
	Auto-In Work Mode Command	2-3
	Manual-In Work Mode Command	2-4
	Receiving Calls	2-4
	Handling Calls	2-4
	Transfer Command	2-5
	Conference Command	2-5
	Malicious Call Trace Command	2-6
	Recall Command	2-6
	Disconnecting from Calls	2-7
	Getting Help	2-7
	Help Command	2-7

Contents

Query Command	2-7
Supervisor Assistance Command	2-7
Touch-Tone Passthru (TTPT)	2-9
Taking a Break	2-9
Placing Calls	2-9
Logging Out	2-10
■ Summary of Commands	2-11

A	Troubleshooting	A-1
----------	------------------------	-----

IN	Index	IN-1
-----------	--------------	------



Contents

About this Guide

This guide contains information for home agents using the Automatic Call Distribution (ACD) HOME AGENT™ application. The guide is divided into two sections, according to how HOME AGENT is used with different systems (switches).

Chapter 1 is for the following communications systems:

- DEFINITY® Communications System Generic 1.1 and later releases, referred to as G1 systems or switches in this guide.
- DEFINITY Communications System Generic 3, Version 1 and later releases, referred to as G3 systems or switches in this guide.
- DEFINITY Enterprise Communications Server (ECS), referred to as DEFINITY ECS systems or switches in this guide.

Chapter 2 is for the following communications systems:

- DEFINITY Communications System Generic 2.1 and later releases, referred to as G2 systems or switches in this guide.
- System 85, Release 2, Version 4, referred to as System 85 systems or switches in this guide.

Prerequisite Skills and Knowledge

This guide is written with the assumption that you are already well informed about and practiced in working with the following:

- UNIX® operating system
- CONVERSANT® system, Release 1 Versions 3.1, 4.0, or 5.0
- Whichever system you are working with:
 - DEFINITY Communications System G1, G2, or G3 system
 - DEFINITY ECS
 - System 85
- ACD
- Expert Agent Selection (EAS), if it is enabled on your switch

Related Resources

HOME AGENT Application Summary of Commands for Home Agents, 555-035-706, Issue 4.

Technical Help

If you have questions about UNIX, CONVERSANT system, the switch, or ACD, consult the appropriate documentation. If you cannot find answers to your questions in the documentation, call Lucent Technologies National Customer Care Center, 1-800-344-9670.

Conventions

⇒ NOTE:

The terms *switch*, *system*, and *PBX* are all used in this guide to refer to DEFINITY G1, G2, and G3 systems; the DEFINITY ECS system; and System 85. The term used depends on the most common usage in the particular context.

The following typographic conventions are used in this guide:

- Keyboard keys are shown in capital letters, and are enclosed in boxes with round corners, like this:

Press `ENTER`.

- Function keys, which indicate the function keys (F1 through F8) on your keyboard, are shown in capital letters, followed by the function key number enclosed in boxes with round corners, like this:

Press INSERT `F2`.

- Keys on your telephone keypad are enclosed in boxes with square corners, like this:

Press `*`.

- Words that appear on your monitor's screen are shown in typewriter-style, like this:

`Restore is finished.`

- Words that you type and the names of commands are in bold letters, like this:

Type **home-agent**.

After you enter the **recall** command...

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Instructions for DEFINITY G1, G3, and ECS Switches

1

This chapter describes how to use the HOME AGENT™ application for the following communications systems (switches):

- DEFINITY® Communications System Generic 1.1 and later releases, referred to as G1 systems or switches in this guide.
- DEFINITY Communications System Generic 3, Version 1 and later releases, referred to as G3 systems or switches in this guide.
- DEFINITY Enterprise Communications Server (ECS), referred to as DEFINITY ECS systems or switches in this guide.

Basic Information

The HOME AGENT application allows you to work from your home or a satellite office using only a standard residential telephone. However, we recommend using a speakerphone. Also, you may use a headset with an attached mouthpiece rather than the standard telephone handset.

Even though you are working from your home, you are an extension of the regular, in-office call center. It will seem to callers, as well as to in-office Automatic Call Distribution (ACD) agents, that they are talking to someone in the in-office call center.

You "talk" with HOME AGENT by pressing buttons on your phone to give it commands. For example, if you press the command [* 1 1], HOME AGENT recognizes that button sequence as the **place call** command and gives you a dial tone so you can place a call.

HOME AGENT talks to you through a variety of recorded announcements — for example, to tell you what actions you can take at a given point after logging into HOME AGENT. You can rely on these announcements to help you.

Your supervisor may occasionally listen in on your calls. Depending upon the laws of your state, you may or may not be aware that a call is being observed. Some states require that a soft, intermittent beep be transmitted when service is observed; if such a beep is transmitted, both you and the caller will hear it.

Your Work

Your work will consist of the activities described next. The commands you will use are listed in a table at the end of this chapter and on *HOME AGENT Application Summary of Commands for Home Agents*, 555-035-706, Issue 4.

In the following descriptions, the keys you press to enter the various commands are shown in brackets with the number first, followed by the equivalent letter in parenthesis (where appropriate). For example, the **auto-in work mode** command keys are shown as [* 2 (* A)].

After entering a command, wait to proceed until the recorded announcement confirms that HOME AGENT has finished working on the command. HOME AGENT will ignore commands that you enter before it is finished working on a previous command.

If you enter two commands, wait five seconds between commands.

If you enter a command during an active call, the caller will hear the initial burst of tone and will be aware of a slight pause in the connection. Therefore, before you enter a command during an active call, say something like, "One moment, please."

Until you become accustomed to working with HOME AGENT, you may want to use the **query** command [* 1 3], the **help** command [* 4 (* H)], and the **release** command [* 7 (* R)], described later in this guide, often as a means of orienting yourself.

Logging In

Begin a work session by dialing the HOME AGENT access number. This is a regular 7- or 10-digit phone number that you should get from your supervisor or telecommunications administrator.

When HOME AGENT receives this call, it sends you a recorded announcement: *Welcome to the HOME AGENT system. Please enter your login ID and pound sign.* In response, enter the appropriate login ID code and press #.

HOME AGENT asks for a security password code, so enter the password code and #. When HOME AGENT accepts your ID and password codes, you hear, *You are now logged in; please enter your action choice ...*, and you can proceed to handle calls and enter commands.

Once you log into HOME AGENT, *do not hang up the phone*. If you do hang up, HOME AGENT attempts to log you off and calls could be lost. If HOME AGENT logs you off, you have to log into HOME AGENT again to continue working.

Stating Availability

As soon as you've logged in, tell HOME AGENT that you are ready to receive calls by entering either of the two work mode commands described next. You will notice that after you enter a work mode command, you hear a recorded announcement confirming that the work mode change has been made. Wait to hear that announcement before you proceed.

Auto-In Work Mode Command [* 2 (* A)]

This command tells HOME AGENT you're available to receive calls, and to send you a new call as soon as you disconnect from the previous call.

NOTE:

During high-volume periods, it may be difficult to change from the auto-in work mode to the AUX mode and then log out. (The **auxiliary (AUX) mode** command [* 9 (* X)], explained on the following pages, is used to take a break.) You should work in the manual-in mode, described next, during high-volume periods to avoid this situation.

Manual-In Work Mode Command

[* 6 (* M)]

Like the **auto-in work mode** command [* 2 (* A)], this command tells HOME AGENT you're available to receive calls. However, in this work mode, HOME AGENT puts you into the after call work (ACW) mode immediately after you disconnect from a call. In the ACW mode, HOME AGENT stops sending you calls, so you have time to do any paperwork or other tasks associated with the just-completed call. When you are ready to receive another call, simply enter the command for either the auto-in or manual-in work mode.

Receiving Calls

When a call comes to you, instead of hearing a standard ring, you hear a special beep called a zip tone. If your login ID code identifies you as an auto answer home agent in the HOME AGENT "agents" database, you will hear a single zip-tone, which lets you know that you have been automatically connected to an incoming call and can begin to talk. If your login ID code identifies you as *not* being an auto answer home agent, you will hear a repeating zip-tone, which will continue until you press [#]. HOME AGENT will connect you to the incoming call as soon as you press [#].

Handling Calls

Use the following commands to handle calls.

Transfer Command [* 8 (* T)]

Use this command to transfer an active call to another extension. After you press the **transfer** command [* 8 (* T)], an announcement asks you to dial the up-to-5-digit extension number of the party to which you wish to transfer the call, followed by the pound sign. If you make a mistake while pressing these digits, press * to erase all digits entered. Then press the correct digits followed by #.

If the "transferred-to" party answers, you and the transferred-to party will be connected while the caller waits. You must press the **release** command [* 7 (* R)] to release yourself from the call and automatically connect the caller and transferred-to party.

If the transfer cannot be completed, the announcement will tell you so and HOME AGENT will reconnect you to the original party.

NOTE:

It may be possible to drop the transferred-to party and then reconnect to the caller by pressing consecutive **recall** commands [* 1 7 (* 1 R)], but do not use that command sequence. If you think this situation might occur, use the **conference** command [* 1 2 (* 1 C)], described in the following section.

Conference Command [* 1 2 (* 1 C)]

Use this command to add a third party to an active call. After you dial the **conference** command [* 1 2 (* 1 C)], the recorded announcement asks you to dial the up-to-5-digit extension number of the party you wish to add to the call, followed by the pound sign. If you make a mistake while pressing these digits, press * to erase all the digits you dialed; then dial the digits again, followed by #.

If the third party answers, you are connected to that party while the caller waits. To add the caller to the connection between you and the third party, you must dial the **recall** command [* 1 7 (* 1 R)].

If the third party's extension is busy, a recorded announcement tells you so and HOME AGENT reconnects you to the original party. If the third party does not answer, you hear ringing; to stop the ringing, enter the **recall** command [* 1 7 (* 1 R)] *twice*.

Once all three parties are together you can drop from the conference by entering the **release** command [* 7 (* R)]. If, however, you wish to drop the third party from the call and continue the connection with the caller, press the **recall** command [* 1 7 (* 1 R)].

If the caller hangs up, the line is silent when you try to recall. Then the line will be tied up, stopping new calls from reaching you. Disconnect from the call by pressing the **release** command [* 7 (* R)].

After Call Work (ACW) Mode Command

[* 3]

You may *manually* place yourself in ACW mode at any time by entering that command [* 3].

Although you would usually enter the command for a mode change when you are not on an active call, you may sometimes want to enter the command for a mode change while on a call.

For example, you might want to enter the **ACW** command [* 3] while on a call because, if you wait to enter the command until after releasing the call, in very busy situations HOME AGENT may send you another call before you have a chance to enter the desired command. The new mode will then take effect after the call is finished.

When the call is finished, be sure to enter the **release** command [* 7 (* R)], described later in this guide under *Disconnecting from Calls*, to disconnect from the call. This helps to eliminate extra time in which HOME AGENT may send you another call.

Recall Command [* 1 7 (* 1 R)]

Use this command to reconnect to a call that has been placed on hold or to drop a third party from a conference call while remaining connected to the caller.

Use this command *only* in conjunction with the **supervisor assistance** command [* 0], the **conference** command [* 1 2 (* 1 C)], or the **place call** command [* 1 1].

NOTE:

Do not confuse the **recall** command [* 1 7 (* 1 R)] with the **release** command [* 7 (* R)]. Use the **release** command only to disconnect yourself from a call.

Disconnecting from Calls

To disconnect from a call, press the **release** command [* 7 (* R)]. *Do not hang up the phone*. If you do hang up, HOME AGENT attempts to log you off and calls could be lost. If HOME AGENT logs you off, you have to log into HOME AGENT again to continue working.

Getting Help

You can get assistance by entering one of three commands: **help** [* 4 (* H)], **query** [* 1 3], or **supervisor assistance** [* 0].

Help Command [* 4 (* H)]

Use this command to hear a list of available action choices. If you do not want to listen to the entire recorded announcement, you may interrupt it by entering another command.

Query Command [* 1 3]

Use this command to hear what mode you are in (after call work mode, manual-in work mode, auto-in work mode, or AUX mode).

Supervisor Assistance Command [* 0]

Use this command to talk with your supervisor. If you press the command during an active call, HOME AGENT will automatically place the caller on hold and connect you to the supervisor.

When you are ready to reconnect to the caller, press the **recall** command [* 1 7 (* 1 R)] so HOME AGENT will take the caller off hold and add the caller to the connection between you and the supervisor.

Typically the supervisor would immediately hang up, leaving only you and the caller on the connection; but the supervisor could, if desired, stay on the line and participate in the call.

If the supervisor does not answer the ringing phone, the ringing will continue after you recall the caller, and both you and the caller will hear this ringing. In this situation, say something like, "The supervisor does not answer; please hold for a moment" and then press the **recall** command [* 1 7 (* 1 R)] again to disconnect the ringing line.

Because you will be working alone at home without the support of your supervisor or other agents, it is especially important that you are able to get in touch with your supervisor whenever you need to. Although you should first try to get your supervisor via the HOME AGENT **supervisor assistance** command [* 0], you should also know the number you would dial if you're using your

own home phone. That number would, of course, include the supervisor's extension, which you could call via the **place call** command [* 1 1]. (The **place call** command is described later in this guide under *Placing Calls*.) Also, be sure you know whom to call when your supervisor is not available.

When a caller is on hold and you are talking with your supervisor via the HOME AGENT **supervisor assistance** command [* 0], if your supervisor hangs up, you should immediately press the **recall** command [* 1 7 (* 1 R)] twice to recall the caller. If you wait 11 seconds before recalling the caller, you will hear the dial tone on the line from which the third party disconnected. If this occurs, enter the **recall** command [* 1 7 (* 1 R)] once. Dial tone will drop and you will be reconnected to the caller.

If the caller hangs up before you recall, there will be silence on the line when you recall and the line will be tied up, preventing new calls from reaching you. If this happens, disconnect from the call by pressing the **release** command [* 7 (* R)].

Adding/Removing Skills

DEFINITY G3V3, G3V4, and ECS systems allow Expert Agent Selection (EAS) agents to add and remove agent skills. To add a skill, enter the **add skill** command [* 1 4] followed by the skill you wish to add and #. After you are prompted, press 1 for primary or 2 for secondary, followed by #. To remove a skill, press the **remove skill** command [* 1 5] followed by the skill you wish to remove and press #.

Touch-Tone Passthru (TTPT)

If you ever need to transmit touch tones to a voice response unit (VRU), for example, in a CONVERSANT system, or to a voice-mail unit, for example, in AUDIX, you must first activate the TTPT feature by pressing the **TTPT enable** command [* 1 8]. Once TTPT is activated, all touch tones you enter will be sent out until you press the **TTPT disable** command [* 1 9] to deactivate it. While TTPT is active, to send a pound sign, you must press [# #], and to send an asterisk, you must press [# *].

While TTPT is enabled, the caller will hear the tones you are entering, but will not be able to hear your voice. If no button is pressed within five minutes, TTPT is deactivated.

Taking a Break

To take a brief break from working, press the **auxiliary (AUX) mode** command [* 9 (* X)]. If your system is DEFINITY ECS with EAS enabled, and reason codes are activated, you might be prompted to enter a reason code followed by the pound sign. In this mode, HOME AGENT will not send you calls. When you are again ready to receive calls, enter the command for either the auto-in or manual-in work mode. If you press the **AUX mode** command [* 9 (* X)] while on an active call, it will not take effect until you release the active call.

After pressing the **AUX mode** command [* 9 (* X)], you should wait about 30 seconds before leaving the phone. This is necessary because if you happen to be the last active agent in your split, ACD may continue to send you calls until the call queue is empty. No calls will be added to the queue after you press the **AUX mode** command [* 9 (* X)] and confirmation of the mode change has been given. If you do hear a zip tone before confirmation, you need to accept the incoming call.

Placing Calls

To place a call, press the **place call** command [* 1 1], wait for the dial tone, and dial the appropriate number followed by #.

If you press the **place call** command [* 1 1] while you are on an active call, the caller will automatically be placed on hold. While the caller waits on hold, you will hear a dial tone, after which you can dial the appropriate number. To recall the held caller and create a conference of all three parties, press the **recall** command [* 1 7 (* 1 R)]. If you wish to drop from the call at this point, leaving the caller connected to the third party, press the **release** command [* 7 (* R)].

When the caller is on hold and you are talking with the third party, if the third party hangs up, you should immediately enter the **recall** command [* 1 7 (* 1 R)] twice to recall the caller. If you wait 11 seconds before recalling the caller, you will hear the dial tone on the line from which the third party disconnected. If this occurs, enter the **recall** command [* 1 7 (* 1 R)]. Dial tone will drop and you will be reconnected to the caller.

If the caller hangs up before you recall, there will be silence on the line when you recall and the line will be tied up, preventing new calls from reaching you. If this happens, disconnect from the call by pressing the **release** command [* 7 (* R)].

Logging Out

Press the **logout** command [* 5 (* L)] to log out of HOME AGENT. If your system is DEFINITY ECS with EAS enabled, and reason codes are activated, you might be prompted to enter a reason code followed by the pound sign.

Before logging out, place yourself in the auxiliary mode by pressing the **AUX mode** command [* 9 (* X)] and then wait about 30 seconds before logging out. You must do this because if you happen to be the last active agent in your split, ACD may continue to send you calls until the queue is empty. No calls will be added to the queue after you press the **AUX mode** command [* 9 (* X)] and receive an announcement confirming the mode change.

Summary of Commands

The following table alphabetically lists the commands, the buttons you press to enter them, and a brief description of each command.

Command	Press	Description
Add Skill	* 1 4	Allows you to add a skill if you are a G3V3, G3V4, or DEFINITY ECS EAS agent.
After Call Work (ACW) Mode	* 3	HOME AGENT stops sending you calls, so you have time to do paperwork or other tasks related to the previous call.
Auto-In Work Mode	* 2 (* A)	HOME AGENT sends you another call as soon as you release the previous call.
Auxiliary (AUX) Mode	* 9 (* X)	HOME AGENT stops sending calls to you so you can take a brief break.
Conference	* 1 2 (* 1 C)	Allows you to add a third party to an active call.
Help	* 4 (* H)	Plays an announcement that lists available commands or actions.
Logout	* 5 (* L)	Logs you out of HOME AGENT.
Manual-In Work Mode	* 6 (* M)	After you release each call, HOME AGENT puts you into the ACW mode until you enter the command for manual-in or auto-in.

Summary of Commands

Command	Press	Description
Place Call	* 1 1	Allows you to place a call.
Query	* 1 3	Announces the mode you are currently in (auto-in mode, manual-in mode, ACW mode, or AUX mode).
Recall	* 1 7 (* 1 R)	Allows you to reconnect to a call that has been placed on hold or to drop a third party from a conference call while remaining connected to the caller.
Release	* 7 (* R)	Disconnects you from a call.
Remove Skill	* 1 5	Allows you to remove a skill if you are a G3V3, G3V4, or DEFINITY ECS EAS agent.
Supervisor Assistance	* 0	Allows you to dial your supervisor.
Touch-Tone Passthru (TTPT) enable	* 1 8	Allows you to enter touch tones that are to be interpreted by a voice response unit (VRU) or voice mail facility.
Touch-Tone Passthru (TTPT) disable	* 1 9	Returns you to the previous work mode so you can again enter HOME AGENT commands.
Transfer Caller	* 8 (* T)	Allows you to transfer a call to another extension.

Instructions for DEFINITY G2 and System 85 Switches

2

This chapter describes how to use the HOME AGENT™ application for the following communications systems (switches):

- DEFINITY Communications System Generic 2.1 and later releases, referred to as G2 systems or switches in this guide.
- System 85, Release 2, Version 4, referred to as System 85 systems or switches in this guide.

Basic Information

The HOME AGENT application allows you to work from your home or a satellite office using only a standard residential telephone. However, we recommend using a speakerphone. Also, you may be using a headset with an attached mouthpiece rather than the standard telephone handset.

Even though you are working from your home, you are an extension of the regular, in-office call center. It will seem to callers, as well as to in-office Automatic Call Distribution (ACD) agents, that they are talking to someone in the in-office call center.

You "talk" with HOME AGENT by pressing buttons on your phone to give it commands. For example, if you press ***** **1** **1**, HOME AGENT recognizes that button sequence as the **place call** command and gives you a dial tone so you can place a call.

HOME AGENT talks to you through a variety of recorded announcements — for example, to tell you what actions you can take at a given point after logging into HOME AGENT. You can rely on these announcements to help you.

Your supervisor may occasionally listen in on your calls. Depending upon the laws of your state, you may or may not be aware that a call is being observed. Some states require that a soft, intermittent beep be transmitted when service is observed; if such a beep is transmitted, both you and the caller will hear it.

Your Work

Your work will consist of the activities described next. The commands you will use are listed in a table at the end of this chapter and on *HOME AGENT Application Summary of Commands for Home Agents*, 555-035-706, Issue 4.

In the following descriptions, the keys you press to enter the various commands are shown in brackets with the number first, followed by the equivalent letter in parenthesis (where appropriate). For example, the **auto-in work mode** command is shown as [* 2 (* A)].

After entering a command, wait to proceed until the recorded announcement confirms that HOME AGENT has finished working on the command. HOME AGENT will ignore commands that you enter before it is finished working on a previous command.

If you enter two commands, wait five seconds between commands.

If you enter a command during an active call, the caller will hear the initial burst of tone and will be aware of a slight pause in the connection. Therefore, before you enter a command during an active call, say something like, “One moment, please”

Until you become accustomed to working with HOME AGENT, you may want to use the **query** command [* 1 3], the **help** command [* 4 (* H)], and the **release** command [* 7 (* R)], described later in this guide, often as a means of orienting yourself.

Logging In

Begin a work session by dialing the HOME AGENT access number. This is a regular 7- or 10-digit phone number that you should get from your supervisor or the telecommunications administrator.

When HOME AGENT receives this call, it sends you a recorded announcement: *Welcome to the HOME AGENT system. Please enter your login ID and pound sign.* In response, enter the appropriate ID code, and press [#].

HOME AGENT asks for a security password code, so enter the password code and press [#]. When HOME AGENT accepts your ID and password codes, you hear, *You are now logged in; please enter your action choice...*, and you can proceed to handle calls and enter commands.

Once you log into HOME AGENT, *do not hang up the phone.* If you do hang up, HOME AGENT attempts to log you off and calls could be lost. If HOME AGENT logs you off, you have to log into HOME AGENT again to continue working.

Stating Availability

As soon as you've logged in, tell HOME AGENT that you are ready to receive calls by entering either of the two work mode commands described next. You will notice that after you enter a work mode command, you hear a recorded announcement confirming that the work mode change has been made. Wait to hear that announcement before you proceed.

Auto-In Work Mode Command [* 2 (* A)]

This command tells HOME AGENT you're available to receive calls, and to send you a new call as soon as you disconnect from the previous call.



NOTE:

During high-volume periods, it may be difficult to change from the auto-in work mode to the AUX mode and then log out. (The **auxiliary (AUX) mode** command [* 9 (* X)], explained on the following pages, is used to take a break.). You should remain in the manual-in mode, described next, during high-volume periods to avoid this situation.

Manual-In Work Mode Command

[* 6 (* M)]

Like the **Auto-In Work Mode** command, this command tells HOME AGENT you're available to receive calls. However, in this work mode, HOME AGENT puts you into the after call work (ACW) mode immediately after you disconnect from a call. In the ACW mode, HOME AGENT stops sending you calls, so you have time to do any paperwork or other tasks associated with the just-completed call. When you are ready to receive another call, simply enter the command for either the auto-in or manual-in work mode.

Receiving Calls

When a call comes to you, instead of hearing a standard ring, you hear a special beep called a zip tone. If your login ID code identifies you as an auto answer home agent in the HOME AGENT "agents" database, you will hear a single zip-tone, which lets you know that you have been automatically connected to an incoming call and can begin to talk. If your login ID code identifies you as *not* being an auto answer home agent, you will hear a repeating zip-tone, which will continue until you press #. HOME AGENT will connect you to the incoming call as soon as you press the #.

Handling Calls

Use the following commands to handle calls.

Transfer Command [* 8 (* T)]

Use this command to transfer an active call to another extension. After you enter the **transfer** command [* 8 (* T)], an announcement asks you to dial the up-to-5-digit extension number of the party to which you wish to transfer the call, followed by the pound sign. If you make a mistake while pressing these digits, press * to erase all digits entered. Then press the correct digits followed by #.

If the "transferred-to" party answers, you and the transferred-to party will be connected while the caller waits. You must press the **release** command [* 7 (* R)] to release yourself from the call and automatically connect the caller and transferred-to party.

If the transfer cannot be completed, the recorded announcement will tell you so and HOME AGENT will reconnect you to the original party.

NOTE:

It may be possible to drop the transferred-to party and then reconnect to the caller by pressing consecutive **recall** commands [* 1 7 (* 1 R)], but do not use that command sequence. If you think this situation might occur, use the **conference** command [* 1 2 (* 1 C)], described in the following section.

Conference Command [* 1 2 (* 1 C)]

Use this command to add a third party to an active call. After you press the **conference** command [* 1 2 (* 1 C)], the recorded announcement asks you to press the up-to-5-digit extension number of the party you wish to add to the call, followed by the pound sign. If you make a mistake while entering these digits, press * to erase all digits entered; then press the digits again, followed by #.

If the third party answers, you are connected to that third party while the caller waits. To add the caller to the connection between you and the third party, you must press the **recall** command [* 1 7 (* 1 R)].

If the third party's extension is busy, an announcement tells you so and HOME AGENT reconnects you to the original party. If the third party does not answer, you hear ringing; to stop the ringing, press the **recall** command [* 1 7 (* 1 R)].

Once all three parties are together, you can drop from the conference by pressing the **release** command [* 7 (* R)]. If, however, you wish to drop the third party from the call and continue the connection with the caller, press the **recall** command [* 1 7 (* 1 R)].

If the caller hangs up, the line is silent when you try to recall. Then the line will be tied up, stopping new calls from reaching you. Disconnect from the call by pressing the **release** command [* 7 (* R)].

Malicious Call Trace Command

[* 1 6 (* 1 M)]

Use this command at any time during an active call to have the call traced.

Recall Command [* 1 7 (* 1 R)]

Use this command to reconnect to a call that has been placed on hold or to drop a third party from a conference call while remaining connected to the caller.

Use this command *only* in conjunction with the **supervisor assistance** command [* 0], the **conference** command [* 1 2 (* 1 C)], or the **place call** command [* 1 1].

NOTE:

Do not confuse the **recall** command [* 1 7 (* 1 R)] with the **release** command [* 7 (* R)]. Use the **release** command only to disconnect yourself from a call.

Disconnecting from Calls

To disconnect from a call, press the **release** command [* 7 (* R)]. *Do not hang up the phone.* If you do hang up, HOME AGENT attempts to log you off and calls could be lost. If HOME AGENT logs you off, you have to log into HOME AGENT again to continue working.

Getting Help

You can get assistance by entering one of three commands:

help [* 4 (* H)], **query** [* 1 3], or **supervisor assistance** [* 0].

Help Command [* 4 (* H)]

Use this command to hear a list of available action choices. If you do not want to listen to the entire recorded announcement, you may interrupt it by entering another command.

Query Command [* 1 3]

Use this command to hear what mode you are in (after call work mode, manual-in work mode, auto-in work mode, or AUX mode).

Supervisor Assistance Command [* 0]

Use this command to talk with your supervisor. If you enter the command during an active call, HOME AGENT will automatically place the caller on hold and connect you to the supervisor.

When you are ready to reconnect to the caller, press the **recall** command [* 1 7 (* 1 R)] so HOME AGENT will take the caller off hold and add the caller to the connection between you and the supervisor.

Typically, the supervisor would immediately hang up, leaving only you and the caller on the connection; but the supervisor could, if desired, stay on the line and participate in the call.

If the supervisor does not answer the ringing phone, the ringing will continue after you recall the caller, and both you and the caller will hear this ringing. In this situation, say something like, "The supervisor does not answer; please hold for a moment" and then press the **recall** command [* 1 7 (* 1 R)] again to disconnect the ringing line.

Because you will be working alone at home without the support of your supervisor or other agents, it is especially important that you are able to get in touch with your supervisor whenever you need to. Although you should first try to get your supervisor via the HOME AGENT **supervisor assistance** command [* 0], you should also know the number you would dial if you're using your own home phone. That number would, of course, include the supervisor's extension, which you could call via the **place call** command [* 1 1]. (The **place call** command is described later in this guide under *Placing Calls*.) Also, be sure you know whom to call when your supervisor is not available.

When a caller is on hold and you are talking with your supervisor via the HOME AGENT **supervisor assistance** command [* 0], if your supervisor hangs up, you should immediately press the **recall** command [* 1 7 (* 1 R)] to recall the caller. If you wait 11 seconds before recalling the caller, you will hear the dial tone on the line from which the third party disconnected. If this occurs, press the **recall** command [* 1 7 (* 1 R)]. Dial tone will drop and you will be reconnected to the caller.

If the caller hangs up before you recall, there will be silence on the line when you recall and the line will be tied up, preventing new calls from reaching you. If this happens, disconnect from the call by pressing the **release** command [* 7 (* R)].

Touch-Tone Passthru (TTPT)

If you ever need to transmit touch tones to a voice response unit (VRUs), for example, in a CONVERSANT system, or to a voice-mail unit, for example, in AUDIX, you must first activate the TTPT feature by pressing the **TTPT enable** command [* 1 8]. Once TTPT is activated, all touch tones you enter will be sent out until you press the **TTPT disable** command [* 1 9] to deactivate it. While TTPT is active, to send a pound sign, you must press [# #], and to send an asterisk, you must press [# *].

While TTPT is enabled, the caller will hear the tones you are entering, but will not be able to hear your voice. If no button is pressed within five minutes, TTPT is deactivated.

Taking a Break

To take a brief break from working, press the **auxiliary (AUX) mode** command [* 9 (* X)]. In this mode, HOME AGENT will not send you calls. When you are again ready to receive calls, enter the command for either the auto-in or manual-in work mode. If you press the **AUX mode** command [* 9 (* X)] while on an active call, it will not take effect until you release the active call.

After pressing the **AUX mode** command [* 9 (* X)], you should wait about 30 seconds before leaving the phone. This is because if you happen to be the last active agent in your split, ACD may continue to send you calls until the call queue is empty. No calls will be added to the queue after you enter the **AUX mode** command [* 9 (* X)] and confirmation of the mode change has been given. If you do hear a zip tone before confirmation, you need to accept the incoming call.

Placing Calls

To place a call, press the **place call** command [* 1 1], wait for the dial tone, and dial the appropriate number followed by #.

If you press the **place call** command [* 1 1] while you are on an active call, the caller will automatically be placed on hold. While the caller waits on hold, you will hear a dial tone, after which you can dial the appropriate number. To recall the held caller and create a conference of all three parties, press the **recall** command [* 1 7 (* 1 R)] twice. If you wish to drop from the call at this point, leaving the caller connected to the third party, press the **release** command [* 7 (* R)].

When the caller is on hold and you are talking with the third party, if the third party hangs up, you should immediately press the **recall** command [* 1 7 (* 1 R)] to recall the caller. If you wait 11 seconds before recalling the caller, you will hear the dial tone on the line from which the third party disconnected. If this occurs, press the **recall** command [* 1 7 (* 1 R)]. Dial tone will drop and you will be reconnected to the caller.

If the caller hangs up before you recall, there will be silence on the line when you recall and the line will be tied up, preventing new calls from reaching you. If this happens, disconnect from the call by pressing the **release** command [* 7 (* R)].

Logging Out

Press the **logout** command [* 5 (* L)] to log out of HOME AGENT.

Before logging out, place yourself in the auxiliary mode by pressing the **AUX mode** command [* 9 (* X)] and then wait about 30 seconds before logging out. You should do this because if you happen to be the last active agent in your split, ACD may continue to send you calls until the queue is empty. No calls will be added to the queue after you press the **AUX mode** command [* 9 (* X)] and receive an announcement confirming the mode change.

Summary of Commands

The following table alphabetically lists the commands, the buttons you press to enter them, and a brief description of each command.

Command	Press	Description
Auto-In Work Mode	* 2 (* A)	HOME AGENT sends you another call as soon as you release the previous call.
Auxiliary (AUX) Mode	* 9 (* X)	HOME AGENT stops sending calls to you so you can take a brief break.
Conference	* 1 2 (* 1 C)	Allows you to add a third party to an active call.
Help	* 4 (* H)	Plays an announcement that lists available commands or actions.
Logout	* 5 (* L)	Logs you out of HOME AGENT.
Malicious Call Trace	* 1 6 (* 1 M)	Begins tracing the call you're on.
Manual-In Work Mode	* 6 (* M)	After you release each call, HOME AGENT puts you into the after call work (ACW) mode until you enter the command for manual-in or auto-in.
Place Call	* 1 1	Allows you to place a call.

Command	Press	Description
Query	[*] 1 3	Announces the mode you are currently in (auto-in mode, manual-in mode, after call work (ACW) mode, or AUX mode).
Recall	[*] 1 7 ([*] 1 R)	Allows you to reconnect to a call that has been placed on hold or to drop a third party from a conference call while remaining connected to the caller.
Release	[*] 7 ([*] R)	Disconnects you from a call.
Supervisor Assistance	[*] 0	Allows you to dial your supervisor.
Touch-Tone Passthru (TTPT) enable	[*] 1 8	Allows you to enter touch tones that are to be interpreted by a voice response unit (VRU) or voice mail facility.
Touch-Tone Passthru (TTPT) disable	[*] 1 9	Returns you to the previous work mode so you can again enter HOME AGENT commands.
Transfer Caller	[*] 8 ([*] T)	Allows you to transfer a call to another extension.

Troubleshooting



If you have trouble, consult the following table to see if you can solve the problem yourself, then call your supervisor if necessary.

Trouble	Response
No dial tone on your HOME AGENT phone	Check to see if phone is plugged into wall jack. If you are using batteries, try replacing them.
Headset doesn't work	Check the user manual to make sure you are using the headset properly. If the headset uses batteries, try replacing them.
HOME AGENT does not answer (keeps ringing) when you dial the login number	If using speed dialing, try dialing manually; if HOME AGENT then answers, you probably need to reprogram the speed-dial button. Try calling your own home phone or that of a friend from your business line to see if you can place a successful call from your business line.
You get a busy signal when you dial the login number	Make sure you are dialing the correct number.

Trouble	Response
Speakerphone doesn't work	If the speakerphone uses batteries, try replacing them.
Mode change failure	Slow down. Allow at least five seconds between operations
You are unable to log into HOME AGENT	If you have a voice mailbox attached to your extension, check to see if you have new messages waiting. If you do, flush out your mailbox and then attempt to log in. If you are now able to log in, contact your supervisor to discuss your options for this situation.

Index

A

access numbers, 1-3, 2-3
add skill command, 1-9
adding skills, 1-9
after call work (ACW) mode
 command, 1-6
announcements
 after entering a command, 1-2, 2-2
 after logging in, 1-2, 2-2
 logging in, 1-3, 2-3
 passwords, 1-3, 2-3
 stating availability, 1-3, 2-3
assistance, 1-7, 2-7
auto in work mode command, 1-4, 2-3
auxiliary (AUX) mode command, 1-10,
 2-9

B

breaks from working, 1-10, 2-9

C

commands
 add skill, 1-9
 after call work (ACW) mode, 1-6
 auto in work mode, 1-4, 2-3
 auxiliary (AUX) mode, 1-10, 2-9
 conference, 1-5, 2-5
 entering, 1-2, 1-12, 2-2, 2-11
 help, 1-8, 2-7
 list with descriptions, 1-12, 2-11

logout, 1-11, 2-10
malicious call trace, 2-6
manual in work mode, 1-4, 2-4
place call, 1-10, 2-1, 2-9
query, 1-8, 2-7
recall, 1-7, 2-6
release, 1-7, 2-7
remove skill, 1-9
summary of, 1-12, 2-11
supervisor assistance, 1-8, 2-7
touch-tone passthru (TTPT), 1-9, 2-9
transfer, 1-5, 2-5
communicating with HOME AGENT, 1-2,
 2-1
conference command, 1-5, 2-5

D

DEFINITY G1, G3, and ECS switches, 1-1
DEFINITY G2 and System 85
 switches, 2-1
disconnecting from calls, 1-7, 2-7

E

entering
 commands, general information, 1-2,
 2-2
 commands, summary, 1-12, 2-11
 work code commands, 1-3, 2-3
Expert Agent Selection (EAS)
 agents, adding and removing
 skills, 1-9
 logging out, 1-11

H

handling calls, 1-5, 2-4
headsets
 using, 1-1, 2-1
help command, 1-8, 2-7
help, receiving, vi
high-volume periods
 work modes, 1-4, 2-4

L

logging in, 1-3, 2-3
 problems with, A-2
 recorded announcements, 1-3, 2-3
logging out, 1-11, 2-10
 recorded announcements, 1-11, 2-10
logout command, 1-11, 2-10

M

malicious call trace command, 2-6
manual in work mode command, 1-4, 2-4

P

passwords, recorded
 announcements, 1-3, 2-3
place call command, 1-10, 2-1, 2-9
placing calls, 1-10, 2-9

Q

query command, 1-8, 2-7

R

reason codes, 1-10, 1-11
recall command, 1-7, 2-6
receiving calls
 process, 1-4, 2-4
 zip tone, 1-4, 2-4
recorded announcements
 after entering a command, 1-2, 2-2
 after logging in, 1-2, 2-2
 logging in, 1-3, 2-3
 logging out, 1-11, 2-10
 passwords, 1-3, 2-3
 stating availability, 1-3, 2-3
 work code commands, 1-3, 2-3
release command, 1-7, 2-7
remove skill command, 1-9
removing skills, 1-9

S

service observing, 1-2, 2-2
skills
 adding, 1-9
 removing, 1-9
speakerphones
 not working, A-2
 using, 1-1, 2-1
supervisor assistance command, 1-8, 2-7

T

technical help, vi
Touch-Tone Passthru (TTPT)
 command, 1-9, 2-9
Touch-Tone Passthru (TTPT) feature, 1-9,
 2-9
transfer command, 1-5, 2-5

typographic conventions, vii

V

voice mail, 1-9, 2-9

voice response units (VRUs), 1-9, 2-9

W

work modes

 and high-volume periods, 1-4, 2-4

work-mode commands

 recorded announcements, 1-3, 2-3

Z

zip tone, receiving calls, 1-4, 2-4

