

Lucent Technologies
Bell Labs Innovations



**DEFINITY[®] Enterprise Communications
Server Generic 1, Generic 3,
and System 75**

Automatic Call Distribution (ACD)
Agent Instructions



*Lucent Technologies —
formerly the communications
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Prepared by
BCS Product Documentation Development
Middletown, New Jersey 07748-9972

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Introduction

This instruction booklet describes **Automatic Call Distribution (ACD)** procedures and basic voice terminal procedures for ACD agents. These procedures can be used with all supported voice terminals, including the CALLMASTER[®], CALLMASTER[®] II, and CALLMASTER[®] III voice terminals, connected to the DEFINITY[®] Enterprise Communications Server (ECS).

ACD agents are organized into one or more splits (also called hunt groups) to answer and handle ACD calls. Calls can be distributed to the agents' voice terminals with the Uniform Call Distribution (UCD) method (sometimes called the Most Idle Agent method), in which incoming trunk calls, local calls, and attendant-extended calls are connected to the most idle voice terminal in a prearranged group of voice terminals.

If **Expert Agent Selection (EAS)** is being used, agents are placed in groups called "skills." An EAS agent can be logged into up to 20 skills simultaneously. (Non-EAS agents are limited to four splits at the same time.) For each skill, EAS distributes calls to the agents' voice terminals by using one of two call distribution methods: UCD or Expert Agent Distribution (EAD). EAD is similar to UCD except that calls are always distributed in a Most Idle Agent (MIA) fashion. With the DEFINITY ECS G3V4 and earlier, calls are distributed to available "primary skill" agents first, then to available "secondary skill" agents. If the agent's voice terminal is connected to the DEFINITY ECS, Release 5, or later, skill levels are numbered 1 through 16. In this case, a call is distributed to agents with the highest -priority skill level first (closest to 1), then to agents with this skill at a lower priority level.

Your Automatic Call Distribution Voice Terminal

You may be using a CALLMASTER, CALLMASTER II, or CALLMASTER III voice terminal or any other supported voice terminal to handle your calls. Since most ACD agents use headsets, the procedures in this manual are written for headset users. If you are using a handset and have a switchhook, however, you can adapt the procedure as follows:

- Where a procedure states "press a call appearance button," lift your handset instead.
- To disconnect from a call, hang up your handset or press **Release**.

The CALLMASTER and CALLMASTER II and III Voice Terminals

The (602) CALLMASTER and the (603) CALLMASTER II (with Recorder Interface) and the CALLMASTER III (without Recorder Interface) voice terminals are specially designed for ACD use. Each of these digital voice terminals features a 2-line display of call-related information. Information on installing and using the CALLMASTER II and CALLMASTER III voice terminals can be found in the *DEFINITY CALLMASTER II and CALLMASTER III Voice Terminals User and Installation Instructions*, 555-015-168.

The CALLMASTER, CALLMASTER II, and CALLMASTER III voice terminals can be used with a handset, which fits into a cradle (this is *not* a switchhook). If you are using any of the CALLMASTER voice terminals with the handset, follow the headset procedures. The handset is off-hook (live) whenever it is plugged into a CALLMASTER voice terminal. If you have both a handset and a headset plugged

into a CALLMASTER voice terminal, you may want to unplug the handset when you are not using it, since it can transmit nearby noises (such as papers being shuffled) which may be heard over the headset.

The CALLMASTER and CALLMASTER II voice terminals with Recorder Interface Module (RIM) are designed for recording calls. With this module, a warning tone notifies the agent and the calling party that the call is being recorded. Be aware that this tone may be a legal requirement. To generate this warning tone while using the Service Observing feature to monitor calls, the split/skill supervisor must activate the listen/talk mode and remain in this mode while the call is being recorded.

Important: The use of service observing features and call recording features may be subject to federal, state, and local laws, rules, or regulations and may be prohibited pursuant to the laws, rules, or regulations or require the consent of one or both of the parties to the conversation. Customers should familiarize themselves with and comply with all applicable laws, rules, and regulations before using these features.

Automatic Answering and Manual Answering

You can answer ACD calls using the following methods. Your system manager selects the method you will use.

- **Automatic Answering – All Calls**

With Automatic Answering, you hear one or two bursts of zip-tone, and then you are *automatically* connected to the incoming ACD call. For non-ACD calls, you will hear incoming call identification (ici) tone from the headset or handset.

Note: Although Automatic Answering can be used with headsets and handsets, it is not recommended for use with handsets because the handset must be held continuously to the ear to hear zip-tone.

- **Automatic Answering – ACD Calls Only**

With this option, you hear one or two bursts of zip-tone for ACD calls. For non-ACD calls, you hear audible ringing.

- **Manual Answering**

With Manual Answering, your voice terminal rings when you receive an ACD or a non-ACD call. Your ringing options are:

- a single ring for all calls
- continuous ringing for all calls
- a single ring if you are busy on a call
- silence if you are busy on a call

If you have a headset, you must (manually) press the incoming call appearance button to answer the call. If you have a handset, go off-hook.

Note: Depending on how your system is administered, ACD callers may hear one or more announcements before being connected to you or to another available agent.

ACD Work Modes

The four work modes associated with ACD call handling are described below. You can enter a work mode by pressing the button for that mode or dialing an access code for the mode. A work-mode change in an EAS environment applies to all logged-into skills.

Notes: If you are in Auto-In mode, active on a call, and try to change modes, the mode is not changed until you disconnect from the call. When you change work modes to Manual-In mode at any time, the change takes place immediately.

It is important to use the After-Call-Work (ACW) and Aux-Work modes accurately to indicate ACD-related and non-ACD activities.

- **Auto-In**

In this mode, when you disconnect from a call, you are automatically available to receive an ACD call.

Note: If the Timed After-Call-Work (ACW) feature is in effect (available with the DEFINITY ECS, Release 5, or later), you are automatically placed in the ACW mode for an administered length of time after you complete the currently active ACD call. When the Timed ACW interval expires, you are automatically returned to the Auto-In work mode. If you need additional ACW time, push **ACW** before the timer expires.

- **Manual-In**

In this mode, you automatically enter the ACW mode (described below) when you disconnect from an ACD call. However, in order to become available to receive another ACD call, you must then manually enter the Auto-In or Manual-In mode.

- **After-Call-Work (ACW)**

In this mode, you are unavailable to receive ACD calls. Enter the ACW mode when you need to perform ACD-related activities such as filling out a form after an ACD call.

Notes: If you wish to enter the ACW mode while in Auto-In mode, you must do so before completing the current call. Otherwise, you could receive another call before you get a chance to select ACW.

If you are in the Manual-In mode (or if you are in the Auto-In mode and the Timed ACW feature is in effect) when you disconnect from an ACD call, you automatically enter the ACW mode.

- **Auxiliary Work (Aux-Work)**

In this mode, you are unavailable to receive ACD calls. Enter the Aux-Work mode when you are involved in non-ACD activities such as temporarily leaving your desk, going to lunch, or making an outgoing call.

Note: If you are an EAS agent, your ACD supervisor may request or require you to enter a Reason Code each time you change to the AUX work mode or when you log out. (This feature is available with the DEFINITY ECS, Release 5, or later. See “Reason Codes” in the Quick Reference Lists at the back of this guide, where you or your supervisor can list the codes and their meaning.) For instance, one number may be used when you leave for your lunch break; another Reason Code number may be used when you need to attend a training session. Check with your ACD supervisor to see if you need to enter a Reason Code, and, if so, to obtain a list of the applicable numbers. Your supervisor may also have programmed specific buttons on your voice terminal with appropriate Reason Codes already programmed on them.

Note: When you log in, you are automatically placed in the Aux-Work mode. You can then enter the Auto-In or Manual-In mode to answer your first call.

Important: For the non-vectoring ACD environment, you cannot enter the Aux-Work mode if you are the last logged-in agent of a split and there are ACD calls remaining in the queue. If you attempt to enter Aux-Work mode in this case, the following happens:

- No new calls will be allowed to enter the split's queue.
- Calls already in the queue are routed to you until the queue is empty.
- If you have an **Aux-Work** button, the light next to the button flashes until all calls in the queue are answered. When the last call is answered, the light next to **Aux-Work** goes on steadily and you enter Aux-Work mode.

Changing Work Modes

You may change the work modes at an agent's station at any time. If there are no active calls, the new work mode will be effective immediately. Otherwise, the new work mode will take effect when all active calls have been processed and completed. You will notice the new work mode button light flashes until the change takes effect, at which point the button light goes on steady

Redirection on No Answer

The Redirection on No Answer feature redirects an unanswered ringing ACD call after an administered number of rings. If you do not answer the call distributed from a split or skill, the call is redirected back to the split or skill after making you unavailable and notifying the Call Center manager. This feature is available only with the DEFINITY ECS G3V2 and later.

Note: Beginning with the DEFINITY ECS, Release 5, an unanswered call can also be directed to a VDN. The agent is made unavailable, and the supervisor is notified of the unanswered call via the Call Management System.

Stroke Counts and Call Work Codes

The Call Management System (CMS) is an optional adjunct to the system that collects and processes ACD data on agent status, measured splits, measured trunks, and measured VDNs and vectors. CMS reports can be stored for later use or displayed on a terminal.

When CMS is active, you may be asked to enter two types of customer-related events.

- **Stroke Counts** — allows you to record the number of times a particular customer-related event occurs. For example, you may be asked to press a button each time a customer requests information about a particular item. Stroke Count entries are numbered from 1 to 9. Each number is assigned to a specific item, and you enter that number (1-Stroke through 9-Stroke) whenever a customer asks about that item.

Stroke Count “0” (0-Stroke) is assigned to audio problems on a particular call. Press the 0-Stroke button when you have difficulty hearing an ACD caller. However, note that by pressing 0-Stroke, you have merely indicated to CMS that there was an audio quality problem on that call; pressing the button does *not* alleviate the audio and/or sound difficulty. (Many voice terminals, including the CALLMASTER, have a Volume Control button, so, if you are using that type of set and the volume is too low, press the right side of the Volume button.)

- **Call Work Codes** — allows you to enter up to 16 digits for an ACD call to record such customer-related details as account codes, social security numbers, or phone numbers.

If you press a Call Work Code button, the light next to the button goes on steadily, and a “C:” prompt appears on the display. You can then enter up to 16 digits. When you are finished, press . If you make a mistake in entering the digits, press and start again.

You can enter a Stroke Count and/or Call Work Code while on a call or while in the ACW mode after the call is released.

Although you are always allowed to enter a Stroke Count and/or Call Work Code, each split can be administered so agents in that split are forced to complete a Stroke Count or Call Work Code entry for every call answered in the Manual-In mode. When splits are administered in this way, any attempt to enter Manual-In mode will be denied until either a Stroke Count or Call Work Code is entered for the previous call.

Queue Status Indication

You can receive two types of queue status indications for ACD calls. Your system manager may have assigned you a button for each status indication.

- **Number of Queued Calls (NQC)**

This indication is based on the total number of calls in queue for a split or skill. Each split or skill is assigned a warning threshold of 1 to 200 calls for the number of queued calls. If there are no calls, the light associated with the button is off. If the number of calls in queue is less than the threshold, the light next to goes on steadily. When the threshold is reached, the light next to flashes.

- **Oldest Queued Time (OQT)**

This indication is based on the time the oldest call has waited in a queue. Each split or skill is assigned a warning threshold of 0 to 999 seconds for the oldest queued time. If no calls are in queue, the light next to is off. If calls are in queue for less than the warning threshold time, the light next to goes on steadily. When a call has been in queue for the warning threshold time, the light next to flashes.

If your voice terminal has a display, you can press or to display the number of queued calls and the oldest queued time. If you press these buttons when the display is in any mode other than Normal mode, the display reverts to Normal mode and shows the queue information.

In addition to these buttons and lights, auxiliary queue warning lights can be installed at a location within view of the agents. When the oldest queued time of a

call or the number of calls in queue exceed the administered threshold, these lights flash; otherwise, the lights are off. (You may have one auxiliary queue warning light for Call Warning *and* Time Waiting thresholds.)

The VuStats Feature

If your voice terminal has a display and is connected to the DEFINITY ECS G3V3 (or later), you may be able to use the VuStats feature to view Call Center statistics on agents, splits or skills, Vector Directory Numbers (VDNs), and trunk groups. If you are an EAS agent, you can use VuStats to view all 20 skills which you are logged into. As an agent, you may use this feature to view your current productivity measurements or those for the split or skill which you are logged into. For procedures on using this feature, see “Using the VuStats Feature” in the next section titled **ACD Procedures**.

Note: You can use the VuStats feature with or without BCMS being active.

VDN-of-Origin Announcements

If your telephone is connected to the DEFINITY ECS G3V3 (or later), you may hear a short VDN-of-Origin announcement (VOA) before each ACD call, indicating the “called” VDN (service, type or origin of the call). These announcements are especially helpful if you do not have a display-equipped voice terminal or if you are visually-impaired.

Your terminal may also be equipped with a **VOA-Repeat** button. When you select this button, after an incoming call is answered, the announcement is replayed. The caller does *not* hear the VOA.

Notes on VDN-of-Origin Announcements: If your voice terminal is connected to the DEFINITY ECS G3V3, the caller *can* hear you if you speak during the announcement.

If your voice terminal is connected to the DEFINITY ECS G3V4 (or later), you are not connected to the caller until *after* the announcement is finished, therefore ensuring that the caller *cannot* hear you if you speak during the announcement. In order to give you an indication of when to begin speaking to a caller, a zip-tone is always heard after the VOA has completed. If your voice terminal is not configured for automatic answering, you will not hear a zip-tone before the announcement. If your voice terminal is configured for automatic answering, you will hear the following:

- On analog, digital, or BRI stations sets — a single zip-tone, then the VOA, and then another single zip-tone, followed by connection to the caller
- On all CALLMASTER station sets — a single zip-tone, then the VOA, and then a double zip-tone, followed by connection to the caller

Again, remember do NOT begin speaking to the incoming caller until after the VOA and the second zip-tone (or set of zip-tones) are heard.

Additionally, if you are logged into a multi-line terminal, you will see the incoming call’s call appearance button continue to flash until the moment when the VOA is completed. If you are logged in at a terminal with a display, you will see incoming caller information only after the announcement is completed.

If your voice terminal is connected to the DEFINITY ECS G3V4 (or later), note the following new VOA capabilities provided:

- You may cancel the VOA playback for an incoming call by pressing the flashing call appearance button while the announcement is being heard.
- You may cancel the repeated VOA playback (after you have pressed the **VOA-Repeat** button) by pressing the **VOA-Repeat** button again while the announcement is being heard.

Non-ACD Calls

Non-ACD calls are those calls to an agent's station extension or the calls originated by the agent. (It is recommended that agents be in AUX mode when placing calls.) In an EAS environment, this can also include calls to the agent's login-ID, **IF** the agent's Class of Restriction (COR) or the calling party's COR does not have Direct Agent Calling (DAC). A non-ACD call may be originated or answered by an agent whenever there is an available call appearance. The agent's work mode light remains unchanged while handling a non-ACD call.

Note: If an agent is on a non-ACD call, no ACD call will be routed to the agent from any of the splits or skills unless Multiple Call Handling is active.

Disconnecting From Calls

You can disconnect from a call in several ways:

- You can press **Release** to disconnect from any type of call in approximately one-tenth of a second. This method is faster than waiting for a caller or trunk to disconnect and enables you to perform other ACD or voice terminal procedures sooner. You do not hear dial tone after you press **Release**.
- You can press **Drop** which disconnects you from a call and gives you dial tone. Use **Drop** when you want to disconnect from an ACD or non-ACD call and place another call.
- If you are using your handset, you can hang up.

Conventions Used in This Guide

In these instructions, the following conventions are used in the procedure descriptions:

Feature and
Feature xxxxx

Each of these boxes represents a button that has a feature assigned to it. The button is labeled with the feature name, sometimes followed by an extension number (shown as **xxxxx**) or a person's name.

[headset or handset tones] The tone that appears in brackets after a step, such as **[dial tone]**, indicates what you should hear from your headset or handset after successfully performing that step.

For a list of tones and their meaning, see the section titled **Tones and Their Meaning**.

Quick Reference Lists (At the Back of This Guide)

At the end of this instruction booklet is a set of quick reference lists. Use them to record your feature access codes and trunk codes, Abbreviated Dialing Personal List items, frequently called miscellaneous extensions, and the meaning of Stroke Count entries. Once you have completed the lists, remove the page from the guide (tear along the perforation) and keep the lists near your voice terminal.

ACD Procedures

The following procedures give short step-by-step instructions for using ACD features.

Note: Calls may be recorded with the use of the CALLMASTER or CALLMASTER II voice terminal with RIM. For details, see the *DEFINITY CALLMASTER II and CALLMASTER III Voice Terminals User and Installation Instructions*, 555-015-168.

Agent Login

You must log in before you can receive ACD calls. You may be required to dial a login-ID number. The length of the login identifier is administered by the system manager. Non-EAS agents may log into a maximum of four splits at once.

Important: Your agent split number can be either two or three digits, depending on the switch to which your voice terminal is connected.

- If your voice terminal is connected to the DEFINITY ECS G3si, the agent split number is two digits (01 through 99)
- If your voice terminal is connected to the DEFINITY ECS G3r, the split number is three digits. (For voice terminals connected to the DEFINITY ECS G3V4 and earlier, the range for split numbers is 001 through 255; beginning with the DEFINITY ECS, Release 5, split numbers can be 001 through 600.)

To log in

- 1 Press **Login** if you have an Abbreviated Dialing (AD) button with the login access code stored on it. (The AD button can also store your 2-digit or 3-digit split number.)
 - or Press an idle call appearance button and dial the login access code _____ [dial tone]
- 2 Dial the 2- or 3-digit split number [dial tone]
- 3 If required, dial your login-ID number (if this information is not stored on the login AD button) [confirmation tone]
 - Your answering position is now staffed
 - You are automatically placed in Aux-Work mode
 - The light next to **Aux-Work** goes on steadily
- 4 Press **Release**
- 5 Press **Auto-In** or **Manual-In** to be available to answer ACD calls. (If your voice terminal is not equipped with either of these feature buttons, dial the Auto-In or Manual-In access code, and then dial the 2- or 3-digit split number.)
- 6 Repeat all the previous steps for each split you are logging into

Agent Login (EAS)

Any EAS agent can be logged into up to 20 skills simultaneously. Each of these agent's skills will have a skill level (1 – 16) used for Expert Agent Distribution call routing.

To log in

- 1 Press **Login** if you have an Abbreviated Dialing (AD) button with the login access code stored on it
or Press an idle call appearance button and dial the login access code _____ [dial tone]
- 2 Dial your login-ID number. (If you hear a confirmation tone, you do not need to dial your password, as in Step 3.) [dial tone]
- 3 Dial your password, if necessary [confirmation tone]
 - Your answering position is now staffed
 - You are automatically placed in Aux-Work mode
 - The light next to **Aux-Work** goes on steadily

- Your display shows the set of skills you're logged into.
 - You will see a “+” sign” on the display if your set of skills will not fit on the display screen. In this case, use the VuStats feature.
 - If a listed skill has an “*” after it, it means that skill is assigned but you could not be logged in. Report this to your supervisor.

- 4 Press **Release**
- 5 Press **Auto-In** or **Manual-In** to be available to answer ACD calls. (If your voice terminal is not equipped with either of these feature buttons, dial the Auto-In or Manual-In access code.)

Note: If a message is waiting for your agent login-ID, you will hear the EAS login-ID message waiting tone instead of confirmation tone once you are successfully logged in.

Agent Logout

To log out

- 1 Press **Log Out** if you have an Abbreviated Dialing (AD) button with the logout access code stored on it. (The AD button can also store your 2-digit or 3-digit split number.)
or Press an idle call appearance button and dial the logout access code _____ [dial tone]
- 2 Dial the 2-digit (for the DEFINITY ECS G3si) or 3-digit (for the DEFINITY ECS G3r) split number (if it is not stored on your login AD button) [confirmation tone]
- 3 If you are using Automatic Answering, press **Release**
- 4 Repeat the previous steps for each split from which you want to log out
- 5 Hang up handset or turn off headset
 - Your answering position is now unstaffed

Agent Logout (EAS)

Note: If you are an EAS agent, you may be requested or required to enter a Reason Code (available with the DEFINITY ECS, Release 5, or later) before logging out. For example, one number may be used for logging out at the end of an ACD session; another Reason Code may be used for logging out for lunch break. Check with your ACD supervisor to see if a Reason Code should be entered, and, if so, to obtain a list of the appropriate number codes.

To log out

- 1 Press **Logout** if you have an Abbreviated Dialing (AD) button with the logout access code stored on it
or Press an idle call appearance button and dial the logout access code _____
- 2 If you are using Automatic Answering, press **Release**
- 3 Enter the appropriate Reason Code, if required, when you hear second dial tone
- 4 Hang up handset or turn off headset
 - Your answering position is now unstaffed

Auto-In Mode with Automatic Answering

To answer ACD calls in Auto-In mode with automatic answering

- 1** Plug in the headset
- 2** Log in
 - Your answering position is now staffed
 - You are automatically placed in Aux-Work mode
 - The light next to **Aux-Work** goes on steadily
- 3** Press **Auto-In**
 - or** Press an idle call appearance button and dial the Auto-In access code _____ (and a 2-digit or 3-digit split number if you are a non-EAS agent)
 - The light next to the call appearance button selected at login goes off
 - The light next to **Aux-Work** goes off
 - The light next to **Auto-In** goes on steadily
 - Listen for zip-tone
 - Listen for a VDN-of-Origin announcement
 - Listen for zip-tone again
- 4** Speak with the caller

- 5** If necessary, you can press a Stroke Count button or a Call Work Code button while you are on a call or in After-Call-Work mode
 - If you press a Stroke Count button, the light next to the button goes on for two seconds. (If the light flutters, no information was sent to CMS.)
 - If you press a Call Work Code button, the light next to the button goes on steadily, and a “C:” prompt appears on the display. You can then enter up to 16 digits. When you are finished, press **#**. If you make a mistake in entering the digits, press ***** and start again.
- 6** If you need to do after-call work, press **ACW** during the call. **Go on to Step 7.**
 - When you press **ACW**, the light next to the button flashes during the call

or, if you do not need to enter ACW and the Timed ACW feature (see below) is NOT in effect, you are automatically connected to your next ACD call when the caller hangs up, or when you go on-hook or press **Release**. **Go on to Step 9.**

7 If you enter the ACW mode, the following occurs:

- You are automatically placed in ACW mode when the caller hangs up or you go on-hook, or press **Release**
- The light next to **ACW** goes on steadily at the end of the call
- The light next to **Auto-In** goes off at end of call
- You are in ACW mode

Note: If the Timed ACW feature is in effect (check with your supervisor), you are automatically placed in the ACW mode for an administered length of time after you complete the currently active ACD call. When the Timed ACW interval expires, you are automatically returned to the Auto-In mode. However, at any time you can press **Auto-In** (or **Manual-In**) to cancel the Timed ACW feature, or you can press **ACW** to cancel the timer and remain in ACW mode.

8 When you are ready to receive another ACD call, while you are in ACW mode, press **Auto-In**

or Select an idle call appearance button and dial the Auto-In access code _____ (and a 2-digit or 3-digit split number if you are a non-EAS agent)

- The light next to **ACW** goes off
- The light next to **Auto-In** goes on
- Listen for zip-tone. (You are automatically connected to the next ACD call.)

Note: These voice terminal responses also occur when Timed ACW expires.

9 To process another ACD call, repeat Steps 4 through 7

To unstaff your position **1** Log out to unstaff your position

Manual-In Mode with Automatic Answering

To answer ACD calls in Manual-In mode with automatic answering

- 1** Plug in the headset
- 2** Log in
 - Your answering position is now staffed
 - You are automatically placed in Aux-Work mode
 - The light next to **Aux-Work** goes on
- 3** Press **Manual-In**
 - or** Press an idle call appearance button and dial the Manual-In access code _____ (and a 2-digit or 3-digit split number if you are a non-EAS agent)
 - The light for the call appearance button selected at login goes off
 - The light next to **Aux-Work** goes off
 - The light next to **Manual-In** goes on

- Listen for zip-tone. (You are automatically connected to the ACD call.)
- Listen for a VDN-of-Origin announcement

- 4** Speak with the caller
- 5** If necessary, you can press a Stroke Count button or a Call Work Code button while you are on a call or in After-Call-Work mode

Note: If Forced Entry of Stroke Count or Call Work Code has been set, you *must* enter a Stroke Count or Call Work Code for every ACD call, or you are not allowed to return to the Manual-In mode.

- If you press a Stroke Count button, the light next to the button goes on for two seconds. (If the light flashes, no information was sent to CMS.)
- If you press a Call Work Code button, the light next to the button goes on steadily, and a “C:” prompt appears on the display. You can then enter up to 16 digits. When you are finished, press **#**. If you make a mistake in entering the digits, press ***** and start again.

- 6 Your call is disconnected when the caller hangs up or when you press **Release**
 - The light next to **Manual-In** goes off
 - The light next to **ACW** goes on
 - You are in After-Call-Work mode
- 7 Do any necessary paper work. You will not receive ACD calls.
- 8 To receive another ACD call, press **Manual-In** or **Auto-In**

or Select an idle call appearance button and dial the Manual-In or the Auto-In access code _____ (and a 2-digit or 3-digit split number if you are a non-EAS agent)

 - The light next to **ACW** goes off
 - The light next to **Manual-In** or **Auto-In** goes on
 - Listen for zip-tone. (You are automatically connected to the next ACD call.)
- 9 To process another ACD call, repeat Steps 4 through 7

To unstaff your position **1** Log out to unstaff your position

Auto-In Mode with Manual Answering

To answer ACD calls in Auto-In mode with manual answering

- 1 Log in
 - Your answering position is now staffed
 - You are automatically placed in Aux-Work mode
 - The light next to **Aux-Work** goes on
- 2 Press **Auto-In**

or Go off-hook and dial Auto-In access code _____ (and a 2-digit or 3-digit split number if you are a non-EAS agent)

 - The light next to **Aux-Work** goes off
 - The light next to **Auto-In** goes on
- 3 Listen for audible ring and press the ringing call appearance button
- 4 Speak with the caller

5 If necessary, you can press a Stroke Count button or a Call Work Code button while you are on a call or in After-Call-Work mode

- If you press a Stroke Count button, the light next to the button goes on for two seconds. (If the light flashes, no information was sent to CMS.)
- If you press a Call Work Code button, the light next to the button goes on steadily, and a “C:” prompt appears on the display. You can then enter up to 16 digits. When you are finished, press **[#]**. If you make a mistake in entering the digits, press **[*]** and start again.
- If you need to do after-call work, press **[ACW]** during the call. **Go on to Step 7.**
- The light next to **[ACW]** flashes

Note: If the Timed ACW feature is in effect (check with your supervisor), you are automatically placed in the ACW mode for an administered length of time after you complete the currently active ACD call. If you need more time in the ACW mode, press **[ACW]** to cancel the timer. When the Timed ACW interval expires, you are automatically returned to the Auto-In mode.

or, if you do not need to enter ACW and the Timed ACW feature, described earlier, is NOT in effect, you are automatically connected to your next ACD call when the caller hangs up, or when you go on-hook or press **[Release]**. **Go on to Step 8.**

6 If you enter ACW mode, the following occurs:

- Before you can enter ACW mode, your call must be terminated. This happens when the caller hangs up, or when you go on-hook or press **[Release]**
- The light next to **[Auto-In]** goes off
- The light next to **[ACW]** goes on steadily at the end of the call
- You are in After-Call-Work mode

7 When you are ready to receive another ACD call, while you are in ACW mode, press **[Auto-In]**

or Go off-hook and dial the Auto-In access code _____ (and a 2-digit or 3-digit split number if you are a non-EAS agent)

- The light next to **[ACW]** goes off
- The light next to **[Auto-In]** goes on

- 8 To process another ACD call, repeat Steps 3 through 7

To unstaff your position **1** Log out to unstaff your position

Manual-In Mode with Manual Answering

To answer ACD calls in Manual-In mode with manual answering

- 1 Log in
 - Your answering position is now staffed
 - You are automatically placed in Aux-Work mode
 - The light next to **Aux-Work** goes on
- 2 Press **Manual-In**
 - **or** Go off-hook and dial the Manual-In access code _____ (and a 2-digit or 3-digit split number if you are a non-EAS agent)
 - The light next to the call appearance button selected at login goes off
 - The light next to **Aux-Work** goes off
 - The light next to **Manual-In** goes on
- 3 Listen for audible ring and then press the ringing call appearance button. After you have pressed the button, listen for a VDN-of-Origin announcement.
- 4 Speak with the caller
- 5 If necessary, you can press a Stroke Count button or a Call Work Code button while you are on a call or in After-Call-Work mode
 - **Note:** If Forced Entry of Stroke Count or Call Work Code has been set, you *must* enter a Stroke Count or Call Work Code for every ACD call, or you are not allowed to return to the Manual-In mode.
 - If you press a Stroke Count button, the light next to the button goes on for two seconds. (If the light flashes, no information was sent to CMS.)

- If you press a Call Work Code button, the light next to the button goes on steadily, and a “C:” prompt appears on the display. You can then enter up to 16 digits. When you are finished, press **#**. If you make a mistake in entering the digits, press ***** and start again.
- 6** Go on-hook or press **Release** when the conversation ends
 - The light next to **Manual-In** goes off
 - The light next to **ACW** goes on steadily
 - You are in After-Call-Work mode
 - 7** Do after-call work
 - 8** To receive another ACD call, press **Manual-In**
 - **or** Go off-hook and dial Manual-In access code _____ (and a 2-digit or 3-digit split number if you are a non-EAS agent)
 - The light next to **ACW** goes off
 - The light next to **Manual-In** goes on steadily
 - 9** To process another ACD call, repeat Steps 3 through

To unstaff your position **1** Log out to unstaff your position

Answering Calls in Multiple Splits or Skills

If you are an agent without EAS, you can be a member of any number of splits. However, you can log into a maximum of four splits. You must log into each split in turn, using the Agent Login procedure described in these instructions and dialing the 2-digit (for the DEFINITY ECS G3si) or 3-digit (for the DEFINITY ECS G3r) number of the split. Make sure you are available for calls in all the splits you are logged into.

An EAS agent can log into as many as 20 skills simultaneously. With EAS, you need to log in only once (EAS agents do not need to enter a skill number) and, by pushing **Auto-In** or **Manual-In**, you are available in all skills for which you have been previously administered.

In the following example, you have logged into splits 1 and 2. (If you are an EAS agent, substitute the word *skill* for *split*.) If you are on an ACD call in split 1 and an ACD call is placed to split 2, that call enters the queue if no other agent is available. When you complete your split 1 ACD call and any after-call work, the queued call for split 2 is delivered (if you are the most idle agent).

If you don't have a display, you can have an incoming call identification (ici) button for each split. The appropriate ici button will flash when an ACD call comes in.

Answer the call using the appropriate procedure described in these instructions (Auto-In mode or Manual-In mode). The associated green call appearance light changes from flashing to steadily on. The red light goes on while you are on the call. Calls placed to other splits are placed in queue or delivered to another agent when you are on a call.

You can display the number and the oldest queued time of calls in queue for each split using your queue status buttons for the particular split. (See "Display Features" later in this section).

Multiple Call Handling (MCH)

The Multiple Call Handling (MCH) feature allows agents to process multiple ACD calls simultaneously. An agent who is logged in to a split or multiple skills can process multiple ACD calls only from that split or those skills which are administered with the MCH capability.

Note: In order to use this feature, an agent must be using a multi-appearance voice terminal connected to the DEFINITY ECS G3V3 (or later) switch. For some MCH options discussed on the next few pages, you will need the DEFINITY ECS G3V4 (or later).

Several MCH options are available. Check with your ACD supervisor to see if MCH has been optioned for your split or skills and, if so, which MCH option has been selected. The MCH options are:

- You can receive multiple calls *on-request*. (See the procedure on the next page.)
- You may also be part of a split or skill in which you are *forced to receive one or more ACD calls* while you have other ACD or non-ACD calls active or on hold. These forced MCH options are: the *many-forced*, *one-forced*, and *one ACD call-per skill*. These forced MCH options can be used only if your voice terminal is connected to the DEFINITY ECS G3V4 or later switch. More information about these MCH forced options appears in "MCH Forced Call Options Available with the DEFINITY ECS G3V4 and Later" further on in this discussion of Multiple Call Handling.

If the **on-request** MCH option is available for your split or skills, use this procedure to answer a new ACD or Direct Agent call while active on another

- 1** Place current call on hold by pressing **Hold**
 - Green light flutters next to the call on hold
 - Present call is put on hold

Note: The maximum number of simultaneous calls you can handle from an ACD split or skill with MCH is the number of call appearances assigned to your station or that number minus one.
- 2** Activate the Auto-In or Manual-In work mode by pressing **Auto-In** or **Manual-In** or use a feature access code

Note: This activation will be denied if:

 - No unrestricted call appearance is available
 - You are in a split or skill in which you are required to enter a Stroke Count or Call Work Code
- 3** You are alerted with another incoming ACD call. Answer the new ACD call just like any other ACD call – that is, by going off-hook, or selecting a ringing line appearance, or listening for zip-tone. A VDN-of-Origin announcement may follow.

- 4** When you complete the new ACD call, you can do one of the following:
 - Go into ACW for the new ACD call. Make sure that you have selected Manual-In or ACW before dropping the new call.
 - Reconnect to the held call (If your **ACW** light is on when you reconnect, the system assumes you are finished with after-call work for the new ACD call)
 - Become available for another call and go back to Step 2. (If your ACW light is on when you select Auto-In or Manual-In, the system will assume you are finished with after-call-work for the new ACD call.)

An agent with an active call on hold and who has activated Manual-In or Auto-In work mode in an on-request MCH split or skill will remain available until one of the following occurs:

- An ACD or Direct Agent call is connected to the agent terminal
- The agent reconnects to a held ACD or Direct Agent call
- The agent reconnects to a non-ACD call put on hold before the agent activated Auto-In or Manual-On work mode to become available
- The agent goes into ACW or Aux-Work mode

To return to the held call

1 Press the call appearance button of the held call

- You are connected to the held call

Note: If you are active on a call and you press the call appearance button of the held call, the active call will be dropped (unless the Auto-Hold feature is active).

MCH Forced Call Options Available with the DEFINITY ECS G3V4 and Later

Beginning with the DEFINITY ECS G3V4, the following MCH forced call options can be administered for your agent station.

If *many-forced* is optioned for a split or skill, an ACD call for this split or skill will automatically be delivered to an idle line appearance if:

- you are in the Auto-In or Manual-In work mode
- you have an available unrestricted line appearance on your terminal
- an ACD call is not ringing at your terminal
- Aux-Work mode is not pending
- an agent move from CMS is not pending

If *one-forced* is optioned for your split or skill, an ACD call for this split or skill will automatically be delivered to an idle line appearance if:

- you have no other ACD call on the station (ringing, active, or on hold)
- you are in the Auto-In or Manual-In work mode
- you have an available unrestricted line appearance on your terminal
- Aux Work mode is not pending
- an agent move from CMS is not pending

Note: If you want to receive another ACD call for a one-forced MCH split or skill, use the procedure on the previous two pages for taking ACD calls on request.

If *one-per-skill* is optioned for an EAS skill, an ACD call for this skill is automatically delivered to an idle line appearance if:

- you have no other ACD call for that skill on the station (ringing, active, or on hold)
- you are in Auto-In or Manual-In work mode
- you have an available unrestricted line appearance on your terminal
- an ACD call for some other skill is not ringing at your terminal
- Aux-Work mode is not pending
- an agent move from CMS is not pending

Note: If you want to receive another ACD call for a one-per-skill forced MCH skill, use the procedure on the previous page for taking ACD calls on request.

Internal Calls to Splits or VDNs

To place a call from an extension (an internal call) to an ACD split

- 1** Press an idle call appearance button
- 2** Dial the unique extension number of the split or VDN.
[ringback tone and/or vector feedback]
 - If an agent is available, you will be connected to that agent. If no agent is available, you may hear one or more announcements until your call is connected to an available agent.
- 3** Speak with the answering agent
- 4** When your call ends, press **Release** or press **Drop** or hang up the handset

To place a call from an extension to a specific agent

- 1** Press an idle call appearance button
- 2** Dial the voice terminal extension of the specific agent; or, with EAS, you may dial the agent's login-ID
[ringback tone]
- 3** Speak with the agent
- 4** When the call ends, press **Release** or press **Drop** or hang up the handset

Adding a Skill or Changing a Skill Priority

During a login session, you may change one of your skill assignments or change the priority of a skill assignment. (Prior to the DEFINITY ECS, Release 5, there are two skill priorities: either primary or secondary. With the DEFINITY ECS, Release 5, and later, there are 16 skill priority levels.) Each of these changes in skill assignment or in priority levels can be done by dialing a feature access code.

Note: In order to change skill assignments or levels, your ACD system must have EAS, your voice terminal must be connected to the DEFINITY ECS G3V3 or later, and you must have Class Of Restriction permission.

To add a skill or change a priority for a skill

Note: You hear intercept tone if you are not logged in, if you already have a maximum number of skills and try to add another, or if the skill is invalid

- 1 Pick up the handset [dial tone]
- 2 Dial the Add Skill feature access code _____.
(Your system manager can supply this code.) [dial tone]
 - The display shows:
“Add Skill: Enter number, then # sign”
- 3 Dial the number of the skill you want to add or for which you wish to change the priority level

- 4 Press [#] [dial tone]
 - The display shows (for the DEFINITY ECS G3V4 and earlier):
“Press 1 for primary or 2 for secondary”
or the display shows (for the DEFINITY ECS, Release 5, and later):
“Enter skill level, then # sign”
- 5 For ACD systems connected to the DEFINITY ECS G3V4 and prior, dial a “1” if the added or changed skill is to be a primary skill; dial a “2” if the added or changed is to be a secondary skill. For ACD systems connected to the DEFINITY ECS, Release 5, and later, enter the number that corresponds with the skill level (1 through 16).
 - If the new skill is valid and if your entry is accepted, you will hear confirmation tone
 - The display shows your new skill assignments

Removing Yourself from a Skill Assignment

While logged in, you may choose to remove yourself from a skill assignment.

Note: In order to remove yourself from a skill assignment, your ACD system must have EAS, your voice terminal must be connected to the DEFINITY ECS G3V3 or later, and you must have Class Of Restriction permission. You cannot use this feature if you are on a call or in ACW mode for the skill you are removing.

To remove yourself from a skill assignment

Note: You hear intercept tone if you are not logged in, if you are not presently assigned to the skill being removed, or if the skill you are removing is your only skill.

- 1 Pick up the handset [dial tone]
- 2 Dial the Remove Skill feature access code _____.
(Your system manager can supply this code.)
 - The display shows:
"Remove Skill: Enter number, then # sign"
- 3 Dial the number of the skill assignment from which you are requesting to be removed

- 4 Press **#**

- The display shows your new skill assignments

Note: If you are presently on a call or in ACW for the skill from which you are removing yourself or if you have calls remaining in that skill, you will hear reorder tone and you will not be able to remove yourself from a skill assignment.

Being Moved to Another Split or Skill

Depending on current ACD needs, your ACD supervisor may need to move you to another split or skill. When a move occurs, staffed agents will be notified with a flashing light next to the **alrt/agchg** (alert agent change) feature button, if this button has been administered.

Note: A VuStats button can be administered on your voice terminal which allows you to view, on your terminal display, your current split or skill assignments.

Using the VuStats Feature

If your voice terminal is connected to the DEFINITY ECS G3V3 (or later), you may be able to use the VuStats feature to view, on your voice terminal display, Call Center statistics on agents, splits or skills, Vector Directory Numbers (VDNs), and trunk groups. EAS agents can use VuStats to display all 20 skills, if applicable, and all skill levels. You may also want to use the VuStats feature to view, on your terminal display, productivity statistics for you or for the split or skill which you are logged into.

To activate the VuStats feature

1 Press **VuStats**

Note: In most cases, the display automatically appears when you press the **VuStats** button. However, in some cases, you may see an “I:” on your display indicating you need to enter your extension or login-ID, split/skill number, VDN, or trunk group number. If your voice terminal is connected to a DEFINITY ECS G3V4 or prior, you must go off-hook to dial the digits. For DEFINITY ECS Release 5 and later, you do not need to go off-hook in order to dial the digits. If you are off-hook, possibly on a call, you will not hear the digits you are dialing. Press **#** when you have finished entering the number. At this point, you will hear the digits you have dialed.

- The light next to **VuStats** goes on (or flashes, if a threshold condition for the current display has been reached)
- If the light next to **VuStats** flutters, it may mean you need to log in or that too many users are currently using the VuStats feature
- The display shows your ACD measurements for the current hour or half hour, the last hour(s) since you logged in, or for the current day

If your status display is administered to update, your display will automatically update every 10, 20, 30, 60, or 120 seconds, or when the data is collected on the half-hour or hour. Agent data can also be updated whenever you change work states.

If you activate a Call Work Code or Reason Code while VuStats is active, the VuStats display will be suspended. For voice terminals connected to a DEFINITY G3V4 and prior, you must reactivate VuStats. If your voice terminal is connected to a DEFINITY Release 5, VuStats will automatically restart after the Call Work Code or Reason Code is entered.

3 To return to Normal display mode, press **Normal** **Next**

- The light next to **VuStats** goes off, and the display line on your display is cleared

Note: If your status display has an administered timeout, the display line is automatically cleared after this period of time.

Note: For a list of VuStats display error messages and the conditions that prompt them, refer to “VuStats” in the *DEFINITY Communications System Generic 3 Feature Description* reference manual, 555-230-204.

Request for Supervisor Assistance

To request assistance from your supervisor while you are active on a call

1 Press **Assist** for the desired split/skill supervisor

Note: With EAS, if the **Assist** button has no skill number, it selects the skill of the call you are on.

- The light next to **Assist** goes on
- The present call is automatically put on hold
- A priority call is placed to supervisor

2 Talk with the supervisor

3 You can then do one of the following:

- Press **Release** to disconnect from the call with the supervisor *and* then press the call appearance of the held call
or, without pressing **Release**, just press the call appearance of the held call
 - Transfer the caller on hold to the supervisor by pressing **Transfer**
 - Set up a conference call that includes your supervisor, the caller on hold, and yourself by pressing **Conference**
-

To request assistance from your supervisor with no call active

- 1 Press **Assist** for the desired split
 - Note:** With EAS, if the **Assist** button has no skill number, it selects either the skill most recently handled or the first skill you are logged into.
 - A priority call is placed to the supervisor
- 2 Talk with the supervisor
- 3 When you are finished, press **Release**

To request assistance from your supervisor without an **Assist** button (while active on a call)

- 1 If you want to consult with the supervisor (without the caller listening), press **Hold** and an idle call appearance button or press **Transfer** or **Conference** [dial tone]
- 2 Dial the Supervisor Assist access code _____ [dial tone]
- 3 Dial 2-digit (for the DEFINITY ECS G3si) or 3-digit (for the DEFINITY ECS G3r) split (or skill number with EAS)
 - A priority call is placed to the supervisor

- Talk with the supervisor
- Press **Release** when ready to disconnect from supervisor's call

To request assistance from your supervisor without an **Assist** button (with no call active)

- 1 Press an idle call appearance button [dial tone]
- 2 Dial the Supervisor Assist access code _____ [dial tone]
- 3 Dial the 2-digit (for the DEFINITY ECS G3si) or 3-digit (for the DEFINITY ECS G3r) split (or skill number with EAS)
 - A priority call is placed to the supervisor
- 4 Talk with the supervisor
- 5 Press **Release** when you are ready to disconnect from the call with the supervisor

Mute Feature

Many Lucent Technologies voice terminals, including the CALLMASTER, CALLMASTER II, and CALLMASTER III, have a **Mute** button. Use the Mute feature when you are on a call and want to speak with someone else, but don't want the caller to hear. The associated feature status light goes on when this feature is in use.

To use the Mute feature to prevent the other party from hearing you

- 1** Press **Mute**
 - The light next to **Mute** goes on, and the other person cannot hear you
- 2** Press **Mute** again to resume your conversation with the caller
 - The light next to **Mute** goes off, and the other person can hear you again

Display Features

The following information applies only if you have a voice terminal that is equipped with a display.

If an incoming call arrives while you are active on a call, the current display on your voice terminal will be replaced with new incoming call information. The identity of the incoming call normally remains displayed for 30 seconds unless there is another incoming call, the caller hangs up, or you disconnect. After 30 seconds, the display returns to the current call information.

Note: The 7405D and 7406D voice terminals must be in Normal mode to receive Automatic Incoming Call Display data. This requirement is not necessary for 7407D voice terminals or the CALLMASTER, CALLMASTER II, and CALLMASTER III voice terminals.

Note: If your display terminal is connected to the DEFINITY ECS G3V4 (or later), pressing the **Inspect** button, after making a Direct Agent call to (or receiving a call from) a logged-in EAS agent, will display the extension where that agent is logged in.

Using a Caller Information Button

If your system has the Call Prompting feature, the caller can be asked to enter data, such as the person's account number, before the call is directed to an agent. The switch can collect up to 16 touch-tone digits.

If you have a voice terminal with a 2-line display, the call prompting digits collected are shown on the second line when the call is delivered. If your voice terminal is equipped with a 1-line display and a **Callr-Info** button, you can press this button to display the digits collected by the Call Prompting feature. You may view this information before answering the call or during the call. This information is displayed for 10 seconds, unless an incoming call is received or new call identification information is added, such as someone has been added to a conference call. Any time you want to see the collected digits, press **Callr-Info**; each time you want to see the normal caller information screen again, press **Normal**.

The following is a typical display:

“a = Info:1234567890

(1234567890 = the collected digits)

Viewing Caller Identification, Queue Status, or Time/Date/Timer

You may be able to use the following display features with your DEFINITY ECS voice terminal.

- Press **Normal** to display call information on incoming calls.
Press **NQC** or **OQT** to display queue status information.
When the display is in any mode other than Normal mode, the display reverts to Normal mode and shows the queue status information.
- Press **Inspect** and the appropriate call appearance button to display call information on a ringing or held call while you are busy on another call.
Press **Normal** to exit Inspect mode.
- Press **Timer** to measure the length of a call. (Press once to start the timer; press a second time to clear the timer.)
- Press **Date/Time** to display the date and time.

Note: Also see the information on VuStats earlier in this guide.

Display Examples

Incoming Trunk Call

“a = Incoming Trk Grp Name to Sales Dept”

Internal Call

“a = Extension Number or Name of Caller to Sales Dept”

Queue Status Display

“a = Split Name or Extension Number Q-time xx:xx calls yyy”

(xx:xx = length of time oldest call has been in queue)

(yyy = number of calls in queue)

Basic Voice Terminal Procedures

Here are short step-by-step instructions for using each of the voice terminal features. The features are listed in alphabetical order. For those features which you access by using 2-digit or 3-digit access codes, write the feature access codes for your system in the spaces provided.

Note: To the right of each feature name is a box. For each feature that you have, place a check in the blank box, , as a reminder. You will automatically have the Conference, Hold, Message, and Transfer features on your telephone, and thus they have been marked for you. Ask your system manager what other features you can use.

Abbreviated Dialing

Allows you to store selected telephone numbers for quicker and easier dialing. Each number can be a complete or partial telephone number, an extension number, or a trunk or feature code. An Abbreviated Dialing number can be programmed on a Personal List, Group List, System List, or Enhanced List. You can have a total of three lists; the programmed number can be up to 24 digits and characters. See your system manager for details. Use the Abbreviated Dialing feature as a timesaver for dialing frequently called, lengthy, or emergency numbers.

Note: Abbreviated Dialing buttons must first be administered by your system manager.

Note: Beginning with the DEFINITY ECS G3V4, you can also program a number on an Abbreviated Dialing button that is not stored on an AD list; this programmed number can be up to 16 digits and characters.

- To program/reprogram an AD button
- 1 On a separate sheet of paper, write down the outside numbers, extensions, and/or feature codes you want to program
Note: Each Abbreviated Dialing button holds one complete telephone number or feature access code.
 - 2 Press call appearance button [dial tone]
 - 3 Press (if this button has been administered on your voice terminal)
or Dial the Program access code _____ [dial tone]
 - 4 Press the Abbreviated Dialing button to be programmed [dial tone]
 - 5 Dial the outside number, extension, or feature code you want to program

Note: If you are programming an outside number, be sure to include a trunk code, if applicable.

Note: If the programmed number is associated with a list, it can be up to 24 digits. If the stored number is NOT associated with a list (that is, an Automatic Dialing button), it can be up to 16 digits. See your system manager if you need help.

- 6 Press [confirmation tone], then [dial tone]
 - The number is stored
- 7 Repeat Steps 4 through 6 to program additional buttons
- 8 Hang up or press to end programming

To place an AD call

- 1 Select an available call appearance button
- 2 Press the selected Abbreviated Dialing button [ringback tone]
 - The call is dialed (silently)

To program/reprogram an outside number, extension, or feature code into a Personal List

- 1 On a separate sheet of paper, write down the outside numbers, extensions, and/or feature codes you want to program as items on your Personal List(s)

Note: Each phone number or feature code is stored as a separate item.
- 2 Press a call appearance button [dial tone]
- 3 Press
 - or Dial the Program access code _____ [dial tone]
- 4 Dial the Personal List number (1, 2, or 3) [dial tone]
- 5 Dial the list item (1, 2, 3...)
- 6 Dial the number you want to program (up to 24 digits)

Note: If you are programming an outside number, be sure to include a trunk code, if applicable.
- 7 Press [confirmation tone], then [dial tone]
 - The number is stored
 - Repeat Steps 5 through 7 if you want to program additional items on the same list; press and begin again at Step 1 if you want to program items on another list.

- 8** Hang up or press **Drop** or **Release** to end programming

Note: In the back of this instruction booklet, there is an Abbreviated Dialing list on which you can record your Personal List entries. Photocopy this AD list for additional entries.

Group, system, and enhanced lists can be obtained from the system manager.

To place a call using a personal, group, system, or enhanced list

- 1** Dial the appropriate AD list code:

List 1 _____

List 2 _____

[dial tone]

List 3 _____

- 2** Dial the desired list item (1, 2, 3....)

- The call is dialed

Note: You can program a list code on one of your AD buttons for quicker access to a list. To place a call, simply press the AD button and then dial the desired list entry.

Automatic Callback



Sends you a special 3-burst ring tone indicating that a previously busy or unanswered extension is now available. Use to avoid constant redialing when you wish to speak to someone who is frequently busy on the telephone or in and out of the office.

Note: This feature can be used only for extensions, not outside numbers.

To automatically place another call to an extension that was busy or did not answer

- 1** If the extension you dialed is busy or no one answers, press **Auto Callbk**

- The green light goes on steadily until callback is completed or canceled

Note: If you send your calls to coverage after activating Automatic Callback, your callback calls will still ring at your extension and will not be redirected to coverage.

- 2** Press **Release**

- You will get a 3-burst priority ring when the extension you attempted to call becomes available

Note: After you activate Automatic Callback, the system monitors the called extension. That extension becomes available after the called person completes a call.

3 Lift the handset when you hear priority ring

- A call is automatically placed to the extension, which receives regular ringing

Note: Automatic Callback is automatically canceled after 30 minutes if, by that time, the callback call is not answered.

To cancel Automatic Callback

1 While on-hook, press **Auto Callbk** again

or Dial the Automatic Callback cancel code _____ [confirmation tone]

- The green light goes off

Call Forwarding — All Calls



Temporarily forwards all your personal calls to another extension or to an outside number, depending on your system. Use when you will be away from your voice terminal and you want your personal calls to be forwarded to a telephone number of your choice.

Note: Calls to an EAS agent login-ID extension *cannot* be forwarded. The agent must log out and then log in at the new destination. Also with EAS, if calls need to be forwarded for the station you are logged into, forwarding must be done *before* you actually log in.

To temporarily redirect all personal calls to an extension or outside number of your choice

1 Press **Call Forward**

or Dial the Call Forward access code _____ [dial tone]

2 Dial the extension or number where calls will be sent [confirmation tone]

Note: Some voice terminals have restrictions on where calls can be forwarded. (See your system manager for more information.)

3 Press **Release**

Note: You may hear a ring-ping (half-ring) tone from your voice terminal as each call is forwarded.

To cancel Call Forwarding

- 1 Press **Call Forward** again
 - or Dial the Call Forward cancel code _____ [confirmation tone]

If you have console permission, next dial the extension number whose calls are to be deactivated.

- Your calls will now ring at your own voice terminal

Call Park



Puts a call on hold for your voice terminal, for retrieval at any extension. Use when you need to go elsewhere to get information during a call, or whenever you wish to complete a call from a different location.

To park a call at your extension (for retrieval at any extension)

Note: If a **Call Park** button has been assigned to your voice terminal, simply press **Call Park** and press **Release**; otherwise, follow the instructions below.

- 1 Press **Transfer** [dial tone]
- 2 Dial the Call Park access code _____ [confirmation tone]
- 3 Press **Transfer** again
 - The call is parked
- 4 Press **Release**

To return to a call parked at your extension

- 1 While off-hook, press **Call Park**
 - or Dial the Answer Back access code _____ and then your extension number.
 - You are connected to the call

To retrieve a parked call from any extension

- 1 Go off-hook or select a call appearance button
- 2 Dial the Answer Back access code _____ [dial tone]
- 3 Dial the extension number where the call is parked [confirmation tone]

Note: If you receive intercept tone, the parked call has been disconnected or retrieved by someone else.

Call Pickup



Lets you answer a call at your voice terminal for another extension in your pickup group. Use when you wish to handle a call for a group member who is absent or otherwise unable to answer.

Note: You can only use this feature if your system manager has assigned you and the person who was called to the same pickup group.

To answer a call placed to a member of your pickup group when your voice terminal is idle

- 1 Go off-hook or select a call appearance
- 2 Press **Call Pickup**
 - **or** Dial Call Pickup access code _____
 - You are connected to the ringing call

To pick up a call while you are active on another call

- 1 Press **Hold**
 - The present call is put on hold
 - The green light flashes
- 2 Press **Call Pickup**
 - The called voice terminal stops ringing
 - You are connected to the incoming call

Note: To return to the held call after completing the pickup call, press the call appearance button with the flashing light.

Conference



Allows you to add parties to a call. Use to include a party important to a discussion.

To add another person to a call (up to five other persons, for a total of six people on the call)

- 1 Press **Conference**
 - The present call is put on hold, and you are given a new call appearance. All other participants remain connected to each other
- 2 Dial the number of the person you want to add and wait for an answer

Note: You can privately discuss the call with the new person at this time. If there is no answer or the line is busy, press the call appearance button with the flashing light to return to the held call.
- 3 Press **Conference** again
 - All participants are now connected
 - Repeat Steps 1 through 3 for additional conference connections

To add a call you've put on hold to another call to which you're connected

- 1 Press **Conference** [dial tone]
 - The light next to the held call continues to flutter. The light next to the current call also flutters.
 - You are given a new call appearance
- 2 Press the call appearance button of the call on hold (the first call)
- 3 Press **Conference** again
 - All participants are now connected

To drop the last person added to a conference call

- 1 Press **Drop**
 - The last person you added is dropped
 - You remain connected to the other people on the call

Note: Other people on the call, other than the last one you added, must disconnect to be released from the conference call.

Hold



Use when you have a call that you don't wish to drop, but which you have to interrupt briefly to do something else.

To put a call on hold while you answer another call, make a call, or do something else

1 Press **Hold**

- The green light flashes.

Note: If you put a conference call on hold, the other participants remain connected.

To answer a new call while active on another

1 Press **Hold**

- The green light flashes next to the call appearance button of the held call

2 Press the call appearance button of the incoming call

- You are connected to the incoming call

To return to the held call

1 Press the call appearance button of the held call

- You are connected to the held call

Note: If you are active on a call and you press the call appearance button of the held call, the active call will be dropped (when you have auto-hold).

Last Number Dialed



Automatically redials the last number you dialed, either an extension or an outside number. Use to save time in redialing a busy or unanswered number.

To automatically redial the last number you dialed (extension, outside number, or trunk/feature code). This number can be up to 24 digits.

1 Go off-hook or select a call appearance

2 Press **Last Dialed**

or Dial Last Number Dialed access code _____
[ringback tone]

- Wait for the person you called to answer

Leave Word Calling



Leaves a message for another extension or EAS agent to call you back. Use any time you wish to have someone call you back. It will help cut down on repeated call attempts.

Note: To do this, you must have a **LWC** button.

To leave a message *after* dialing an extension or EAS agent login-ID (Use this feature when your call is not answered, you hear a coverage or busy tone, or you have been put on hold.)

1 Press **LWC** before disconnecting from the call [confirmation tone]

- The Message light goes on at the called voice terminal

Note: If reorder tone is heard, message is not stored; try again.

To leave a message without ringing an extension

1 Press **LWC**
or Dial the Leave Word Calling access code _____ [dial tone]

2 Dial the extension _____ [confirmation tone]

- The Message light goes on at the called voice terminal

To cancel a Leave Word Calling message

1 Press **Cancel LWC**
or Dial the Leave Word Calling cancel code _____ [dial tone]

Note: You cannot cancel a message left for an AUDIX subscriber.

2 Dial the extension _____ [confirmation tone]

Note: If reorder tone is heard, message is not canceled; try again.

Message



To retrieve a message when your Message light is on

- 1 See your system manager for instructions on how to get your messages.

Note: If the stutter dial tone (Audible Message Waiting) feature is not presently administered for your station, request that your system manager do the necessary administration.

Send All Calls



Temporarily sends all your personal calls to the extension of a person designated to answer them when you cannot. Use when you will be away from your desk or when you do not wish to be interrupted by telephone calls.

Note: At a station where an EAS agent is logged in, this feature will direct calls placed to the station extension on to the station's coverage path. Calls to the EAS agent login-ID are sent to the EAS agent login-ID coverage path.

To send all personal calls (except priority calls) immediately to coverage

- 1 While on-hook, press **Send All Calls**
or Dial the Send All Calls access code _____
[confirmation tone]

Notes: You may hear a ring-ping (half-ring) tone from your voice terminal as each call is forwarded.

Direct agent calls that are already queued will not be immediately send to coverage.

To cancel Send All Calls

- 1 While on-hook, press **Send All Calls** again
or Dial Send All Calls cancel code _____
[confirmation tone]

Transfer



Transfers a call from your voice terminal to another extension or outside number. Use when your caller needs to speak further with someone else.

Note: Calls from an outside number to your voice terminal can be transferred only to an extension, *not* to another outside number.

- To send the present call to another extension or an outside number
- 1** Press **Transfer** [dial tone]
 - The present call is put on hold
 - 2** Dial the number that the call is to be transferred to [ringback tone]
 - 3** Remain on the line and announce the call. If there is no answer or the line is busy, return to the held call by pressing its call appearance button
 - 4** Press **Transfer** again
 - The call is sent to the dialed number
 - 5** Press **Release**

Indicator Lights

If you are using the CALLMASTER, CALLMASTER II, or CALLMASTER III voice terminal or one of the 7400 series voice terminals, the red and the green status light can give you the following information:

Red Light

The red light goes on steadily when:

- You are active on a call (ACD or non-ACD).
- You press a call appearance button to place a call (when using a headset) or go off-hook (when using a handset).
- If your headset has an ON/OFF switch, set it to OFF. If it doesn't have a switch, unplug it.
- The handset is in its cradle (if you have a handset and switchhook).

In the last two situations (the headset is off or the handset is in its cradle), the red light identifies the call appearance you will be connected to if you plug in your headset or lift the handset.

Green Status Light

The various states of the green light indicate the following:

- Off — You are not active on the call appearance or you have not activated the assigned feature.
- Steadily on — You are active on the call appearance or you have activated the assigned feature.
- Flashing — You are receiving an incoming call.
- Fluttering — You placed a call on hold.
- Broken Fluttering — You attempted an unknown or invalid action.

Tones and Their Meaning

Ringing tones are those produced in the base of your voice terminal and can be heard in the surrounding area. These tones indicate incoming calls. **Headset or handset tones** are transmitted through the headset or handset receiver and heard only by you.

Ringing Tones

- **one ring** — A call from another extension.
 - **two rings** — A call from outside or from the attendant.
 - **three rings** — A priority call from another extension, or from an Automatic Callback call you placed.
 - **ring-ping (half ring)** — A call redirected from your voice terminal to another because Send All Calls or Call Forwarding All Calls is active or a Direct Agent call is waiting.
-

Headset or Handset Tones

- **busy tone** — A low-pitched tone repeated 60 times a minute; indicates the number dialed is in use.

- **call waiting tone** — (one, two, or three beeps of high-pitched tone, not repeated) indicates an incoming call is waiting to be answered. Number of beeps designates the source: one for an internal call, two for an outside or attendant call, three for a priority call.
- **call waiting ringback tone** — (a ringback tone with a lower-pitched signal at the end) indicates the extension called is busy, and the called party has been given a call waiting tone.
- **confirmation tone** — (three short bursts of tone) indicates a feature activation or cancellation has been accepted.
- **coverage tone** — (one short burst of tone) indicates your call will be answered at another extension by a covering user (after a brief caller response interval).
- **dial tone** — (a continuous steady tone) indicates dialing can begin.
- **EAS login-ID message waiting** — (five short bursts of tone) indicates a message is waiting for the agent login-ID. If an agent has a message, this tone is heard instead of the confirmation tone after a successful login. (This is the same tone as the hold recall tone, but functions as described here.)
- **incoming call identification (ici) tone** — (three short bursts of tone, alternating high, low, and another high tone) indicates an incoming non-ACD call.
- **intercept tone** — (an alternating high and low tone) indicates a dialing error or denial of the service requested.
- **recall dial tone** — (three short bursts of tone followed by a steady dial tone) indicates the feature request has been accepted and dialing can begin.

- **reorder tone** — (a fast busy tone repeated 120 times a minute) indicates all trunks are busy.
- **ringback (audible alerting) tone** — (a low-pitched tone repeated 15 times a minute) indicates the number dialed is being rung.
- **stutter dial tone** — (two sequences of confirmation tone followed by dial tone) indicates a message is waiting for a station an agent is logged into if AMW is optioned for the system and for that station. With EAS, this tone indicates a message is waiting for the EAS agent login-ID.
- **time-out tone** — (an alternating high and low tone [same as intercept tone]) indicates a failure to dial within a preset interval (usually 10 seconds) after lifting the handset or after dialing the previous digit.
- **zip-tone** — (one short burst of tone) indicates an ACD call will be delivered (ACD Automatic Answering mode only)

Quick Reference Lists

FEATURE ACCESS CODES			
Feature	Code	Feature	Code
ABBREVIATED DIALING		CALL PARK	
List 1		Answer Back	
List 2		CALL PICKUP	
List 3		LAST NUMBER DIALED	
Program Personal List		LEAVE WORD CALLING	
AUTOMATIC CALLBACK		Cancel	
Cancel		SEND ALL CALLS	
CALL FORWARDING ALL CALLS		Cancel	
Cancel			

ACD Access Codes	
ACD Function	Code
After Call Work	
Agent Login	
Agent Logout	
Assist	
Auto-In	
Aux-Work	
Manual-In	

Stroke Counts	
Stroke Count	Associated Item
1-Stroke	
2-Stroke	
3-Stroke	
4-Stroke	
5-Stroke	
6-Stroke	
7-Stroke	
8-Stroke	
9-Stroke	
0-Stroke	Audio problem on call

Abbreviated Dialing*			
Item No.	Personal List 1	Personal List 2	Personal List 3
	Name	Name	Name
1			
2			
3			
4			
5			
6			
7			
8			
9			
0			

* You may have as many as 3 personal lists. On System 75 and the DEFINITY ECS G3V3 (and prior), each list can have 5 or 10 items. See your system manager. On the DEFINITY ECS G3V4 (and later, you can have up to 100 entries. In this case, photocopy this form for as many Personal List entries as you need to record.

Miscellaneous	
Description	Extension
Message	
Attendant	
AUDIX	

Trunk Codes	
Description	Code

Reason Codes	
Reason Code	Associated Reason
1	
2	
3	
4	
5	
6	
7	
8	
9	