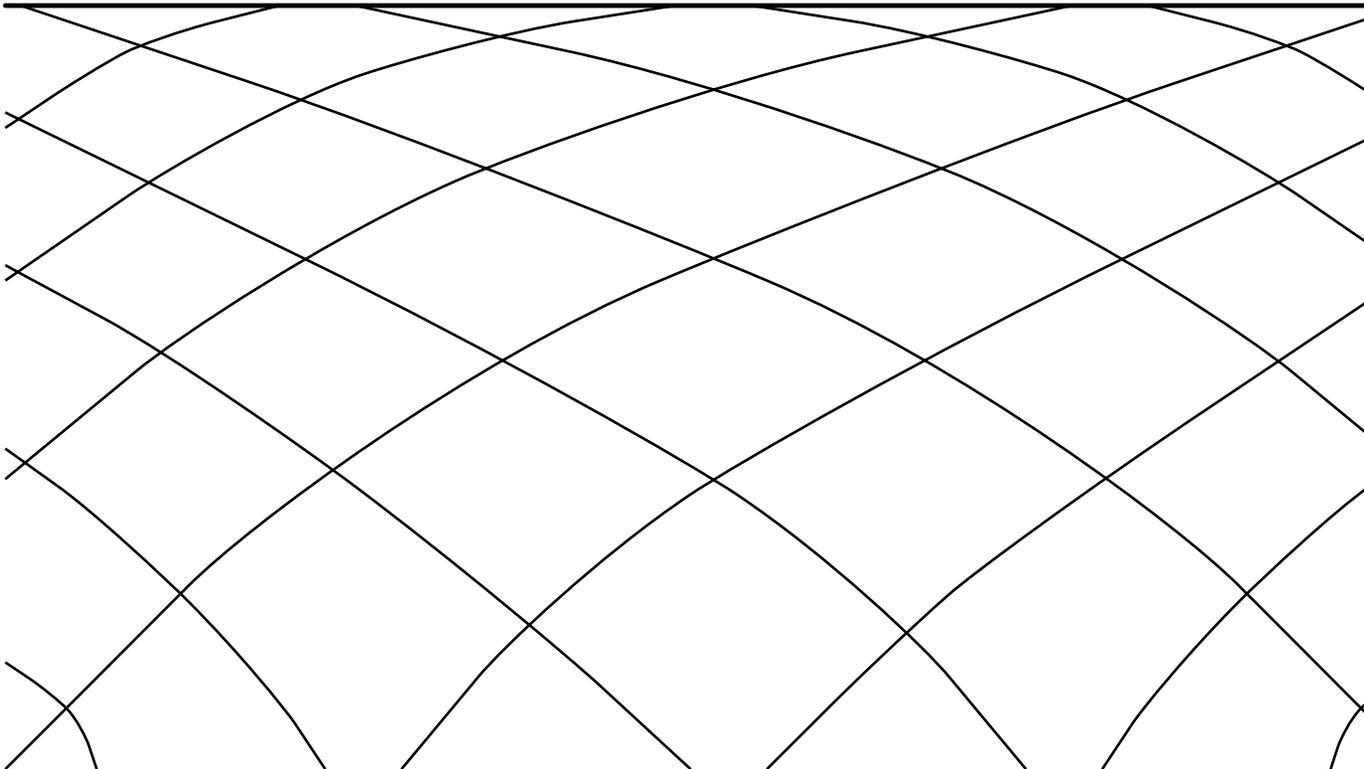




DEFINITY® Communications System Generic 1, Generic 3, and System 75

Automatic Call Distribution (ACD)
Supervisor Instructions



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Introduction

These instructions describe Automatic Call Distribution (ACD) procedures and basic voice terminal procedures for ACD supervisors. These procedures can be used with all supported voice terminals, including the CALLMASTER®, CALLMASTER® II, and CALLMASTER® III voice terminals, connected to a DEFINITY® Communications System.

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. Calls may also be distributed by the Direct Department Calling (DDC) method, in which the call is connected to the first free agent in the administered order of group members.

If Expert Agent Selection (EAS) is being used, agents are placed in groups called "skills." 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 to available "primary skill" agents first, then to available "secondary skill" agents.

Your Automatic Call Distribution Voice Terminal

These instructions describe call handling with all supported voice terminals, including the CALLMASTER voice terminals. Often, ACD agents and supervisors use headsets, and the procedures in these instructions are written for headset users. If you are using a handset and have a switchhook, however, you can adapt the procedures as follows:

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

The CALLMASTER and CALLMASTER II and III Voice Terminals

The (602) CALLMASTER and the (603) CALLMASTER II (with Recorder Interface) and CALLMASTER III (without Recorder Interface) voice terminals are specially designed for ACD agent use. Each of these digital voice terminals features a 2-line display of call-related information. For information on the physical features of the CALLMASTER terminal, see the *AT&T CALLMASTER Voice Terminal User's Guide*, 555-015-716. 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 pick up 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. For more information about the Service Observing feature, see “Activating Service Observing” in the section titled **ACD Procedures**. For information about enabling/disabling the Record Out Signal or the enabling/disabling the Recorder Warning Tone, see the *DEFINITY CALLMASTER II and CALLMASTER III Voice Terminals Instructions for Programming the Options*, 555-015-169.

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

Agents can answer ACD calls using one of the following methods. The system manager administers these options.

- **Automatic Answering – All Calls**

With Automatic Answering, you hear one or two bursts of zip-tone, and then you are *automatically* connected directly 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, agents’ voice terminals ring for ACD and non-ACD calls. Ringing options are:

- single ring all calls
- continuous ring all calls
- single ring if busy on a call

- silence if busy on a call

Then, agents with headsets (manually) press the incoming call appearance button to answer the call. Agents with handsets can go off-hook.

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

ACD Work Modes

The four work modes associated with ACD call handling are described below. Agents can enter a work mode by pressing the button for that mode or by dialing an access code. If an agent is active on a call and tries to change modes, the mode is not changed until the call is disconnected.

Note: It is important that agents use the ACW and Aux-Work modes to distinguish time spent in ACD-related and non-ACD activities.

- **Auto-In**

In this mode, when agents disconnect from a call, they automatically become available to receive an ACD call.

- **Manual-In**

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

- **After Call Work (ACW)**

In this mode, agents are unavailable to receive ACD calls. Agents should enter the ACW mode to perform ACD-related activities such as filling out a form after an ACD call. If agents are in the Manual-In mode and disconnect from an ACD call, they automatically enter the ACW mode.

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

In this mode, agents are unavailable to receive ACD calls. Agents should enter Aux-Work when involved in non-ACD activities such as taking a break, going to lunch, or placing an outgoing call.

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

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

- No new calls will be allowed to enter the split or skill's queue.
- Calls already in the queue are routed to the last logged-in agent until the queue is empty.
- If the last logged-in agent has 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 the button goes on steadily, and the agent enters Aux-Work mode.

For more information on ACD agent procedures and work modes, refer to the *DEFINITY Communications System Generic 1, Generic 3, System 75 Automatic Call Distribution Agent Instructions*, 555-200-722.

Changing Work Modes

An agent may change work modes of a split or skill 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.

Redirection on No Answer

The Redirection on No Answer feature redirects an unanswered ringing ACD call after an administered number of rings. If the agent does not answer the call distributed from a split/skill, the call is redirected back to the split after making the agent unavailable and notifying the Call Center manager. (More specifically, a non-AAS agent is put in Aux-Work mode; an AAS agent is logged out.) If the call is a Direct Agent call, it is redirected to the agent's coverage path instead of back to a split. When the call has been redirected, either to the split or to the agent's coverage path, and the agent is made unavailable for ACD calls, a light on your voice terminal beside the **Noans-ahrt** button for the split goes on steady. (Turn the light off by pressing the button again.) This feature is available only with DEFINITY G3V2 and later.

In order to log in the agent again, do the following:

- In a situation where EAS is NOT being used, return the redirected port into service in an auto-available split (AAS) by readministering the agent port as a member of the AAS.
- IF EAS is being used, agents are administered on an Agent LoginID form. Therefore, in order to have the agent logged in again, you need to take the agent out of the skill and then readminister the appropriate Agent LoginID form.
- If CMS is being used, move the agent out of the split to Split 0 and then move the agent back into the appropriate split.

Multiple Call Handling (MCH)

The Multiple Call Handling (MCH) feature allows agents to process multiple calls simultaneously. (MCH is optioned on the hunt group form.) An agent who is logged in to a split or in to 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 a DEFINITY G3V3 (or later) switch. For some MCH options, you will need a G3V4 (or later) switch.

The maximum number of simultaneous calls an agent can handle from an ACD split or skill with MCH is the number of call appearances assigned to his/her station or that number minus one.

There are several MCH options: the agent can receive multiple ACD calls *on request* or can be *forced to receive one or more ACD calls* with other ACD or non-ACD calls held or active.

- The *on-request* option can be used only if the voice terminal is connected to a DEFINITY G3V3 (or later) switch. This option allows an agent in an MCH split or skill to put an ACD call or a non-ACD call on hold and subsequently select an available work mode. A queued ACD split or skill call or a Direct Agent call is then routed to this particular agent.

Beginning with DEFINITY G3V4, the *many-forced*, *one-forced*, and *one-per-skill* MCH options can also be used.

- If *many-forced* is optioned for a split or skill (this option can be used in an EAS or a non-EAS environment), calls from a many-forced split or skill will automatically be delivered to an idle line appearance if the agent is in the Auto-In or Manual-In mode and an unrestricted line appearance is available on the voice terminal.
- If *one-forced* is optioned for a split or skill (this option can be used in an EAS or a non-EAS environment), an ACD call from the one-forced split or skill is automatically delivered to an idle line appearance if the agent has no other ACD call on the station and is in the Auto-In or Manual-In work mode, and an unrestricted line appearance is available on the voice terminal. After the agent has taken the first ACD call in a particular one-forced split or skill, the on-request rules will apply for the agent to request additional ACD calls from the one-forced split or skill.
- If *one-per-skill* is optioned for a skill (this option can be used only in an EAS environment), an ACD call from the skill is automatically delivered to an idle line

appearance if the agent has no other ACD call for that skill on the station and is in the Auto-In or Manual-In mode, and an unrestricted line appearance is available on the voice terminal. After the agent has taken the first ACD call in a particular one-per-skill group, the on-request rules apply for the agent to request additional ACD calls from the one-per-skill skill.

For more detailed information on the MCH options and procedures for taking other ACD calls, see the *DEFINITY Communications System Generic 1, Generic 3, and System 75 ACD Agent Instructions*, Issue 4, 555-230-722.

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 or skills, and measured trunks. The CMS reports can be stored for later use or displayed on a terminal.

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

- **Stroke counts** — allows an agent to record the number of times a particular customer-related event occurs. For example, you may ask an agent to press a button each time a customer asks about a particular item. Stroke count entries are numbered from 1 to 9. Each number is assigned to a specific item, and the agent enters that number (1-Stroke - 9-Stroke) whenever a customer asks about that item.

Stroke Count “0” (0-Stroke) is assigned to audio problems on a particular call. The agent can press the 0-Stroke button when there is sound difficulty on an ACD call. However, note that by pressing 0-Stroke, the agent has merely indicated to the CMS that there is a sound quality problem on that call; pressing the button does *not* alleviate the audio and/or sound difficulty. (The CALLMASTER II and CALLMASTER III voice terminals have a Volume Control button, so, if an agent is using either of these sets and the volume is too low, he/she can merely press the right side of the Volume button to raise the volume.)

- **Call Work Codes**— allows ACD agents 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 the agent presses a Call Work Code button, the light next to the button goes on steadily, and a “C:” prompt appears on the display. The agent can then enter up to 16 digits. When finished, the agent presses . If there is a mistake in entering the digits, the agent can press and start again.

An agent enters a Stroke Count and/or Call Work Code while on a call, or while in the ACW mode after the call is released.

Although an agent is always allowed to enter a Stroke Count and/or Call Work Code, each split or skill can be administered so agents in that split or skill are forced to complete a Stroke Count or Call Work Code entry for every call answered in the Manual-In mode.

ACD Recorded Announcements

Delayed recorded announcements can be assigned by the system manager for the benefit of the caller. If a “forced first announcement” is assigned, all callers hear a recording before the system scans the split or skill for available agents.

If a “forced first announcement” is not assigned, the system will try to connect the call to an available agent. If all agents are active, the call is placed in a queue (if one exists), and a first announcement delay interval begins (0 to 99 seconds). If an agent becomes available during the interval or during the announcement, the call is delivered to the agent.

A unique second announcement can be assigned for each split or skill and is given when calls are in a queue and the system is continuously scanning the split or skill for an idle agent. This announcement can recur if that option is administered by the system manager. If a second announcement is not assigned, the call remains in queue until answered or removed from the queue.

With vectoring, any combination of announcements can be played.

Note: You can use the Integrated Announcement Boards, connected to the switch, to record and manage announcements for your ACD system. For directions on recording, playing back, and deleting these announcements, see “Recording Announcements” in the next section, **ACD Procedures**.

Night Service

If your ACD system is administered for Hunt Group Night Service, all ACD calls coming in after-hours when Night Service is active, can be redirected to a split or skill, an announcement, an attendant, or a station.

- A Night Service split or skill can be assigned. In this case, the caller hears the first forced announcement, if administered. The call is then redirected to the Night Service split or skill. When an agent in that split or skill becomes available, the call goes to that agent. If all agents in the split or skill are busy, the caller will hear the following, if assigned: delayed first announcement, music-on-hold or silence, and a second announcement.
- You may wish, instead, to redirect all after-hours calls to an announcement. Then, when a call comes in while Night Service is active, the caller will hear a pre-recorded announcement such as “No one is here right now. Please call our office during normal business hours.”
- You may also choose to assign a particular extension or station which rings when a call comes in after-hours. This extension may belong to a person on duty, such as an officer at the front desk; it might be an attendant, or it may be the extension of a voice terminal with a recorded message telling the caller to call back during regular business hours.

To activate Hunt Group Night Service options, you need a Night Service button administered on your voice terminal. When the agents are ready to leave for the workday and you don't want anymore calls to enter the queue, press **Night Service** . When you are ready to deactivate Night Service, press the button again.

Queue Status Indication

Two types of queue status indications are provided for ACD calls:

- **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 99 calls for the number of queued calls. If there are no calls, the light associated with the NQC button is off. If the number of calls in queue is less than the threshold, the NQC light goes on steadily. When the threshold is reached, the NQC light flashes.
- **Oldest Queued Time (OQT)** This indication is based on the time in queue of the oldest call in a split or skill's queue. Each split or skill is assigned a warning threshold of 0 to 999 seconds for the oldest queued call. If no calls are in queue, the light associated with the OQT button is off. If calls are in queue for less than the warning threshold time, the OQT light goes on steadily. When a call has been in queue for the warning threshold time, the OQT light flashes.

If an agent's voice terminal has a display, the agent can press **NQC** to display the number of queued calls and **OQT** to display the oldest queued time. If the agent presses 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 is connected to a DEFINITY G3V3 (or later), you can 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. Agents may use this feature to view their productivity statistics for a given period of time. For procedures on using this feature, see “Using the VuStats Feature” in the section titled **ACD Procedures**.

Note: You can use the VuStats feature with or without BCMS being active. If your system is optioned for *both* BCMS and the VuStats feature, the measured field on the hunt group, trunk group, and VDN forms will be used for *both features together*.

Non-ACD Calls

Non-ACD calls are those calls to an agent’s station extension or the calls originated by the agent. 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 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.

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 a call.
- If you are using your handset, you can hang up.

Split/Skill Supervision

A split/skill supervisor is usually assigned to a split or skill to assist agents with calls when necessary and to monitor queue status indications of calls. Through Service Observing, the split/skill supervisor, or other designated observer, can monitor agent calls, VDN service, and EAS agent login-ID service by pressing an administered Service Observe button or dialing a Service Observing feature access code. You can also use the Remote Service Observe feature to observe calls on a listen-only or a listen and talk basis from a remote location or a local station using Service Observing feature access codes. The Service Observing and Remote Service Observing features can be used to observe physical extensions, EAS agent login-ID extensions, and VDNs. For more information about the Service Observing and Remote Service Observing features, see “Activating Service Observing” in the section titled **ACD Procedures**.

A supervisor can be, but does not have to be, a member of a split or skill. Except for the Assist feature that requires one supervisor per split or skill, the supervisory functions such as Night Service, Queue Status, and Service Observing can be done by anyone with the proper buttons assigned. Thus, one supervisor can manage multiple splits or skills, or many supervisors can manage one large split or skill.

Changing an Agent’s Skill Assignment or Priorities

During a login session, an EAS agent may change or remove one or more of his/her skill assignments or change the priority of a skill assignment (from primary to secondary or from secondary to primary). All of these changes in skill assignment can be done by dialing a feature access code at the agent’s station, or remotely at any

station that is administered with console permission. Therefore, if you are an EAS supervisor with console permission, you can change an agent’s skill assignment or skill priority on the agent’s behalf.

Note: An agent’s skill assignment or priority can be changed or a skill assignment can be removed only if the ACD system has EAS, if your voice terminal is connected to a DEFINITY G3V3 (or later) switch, and if you have the correct COR permission. Agents cannot be on a call or in the ACW state for a skill to be removed.

Moving Agents from One Split/Skill to Another

Depending on current ACD needs, you may need to move staffed agents under your supervision from one split or skill to another. Users of R3V4 CMS can change up to 32 staffed agents’ split or skill assignments while the agents are logged into the ACD system. If the agent is active on a call, in ACW, or has Direct Agent calls waiting for the split or skill being changed, the move will remain pending until the agent logs off or completes all Direct Agent calls and becomes available again or changes to the Aux-Work state.

Note: Users of R3V2 and later CMS releases can change a single agent’s skill assignment while the agent is staffed.

In a non-EAS environment, you may choose to call agents before moving them to another split (since the agent has already logged out). When a move occurs, staffed agents will be notified with a flashing light next to the `alrt/agchg` feature button, if this button has been administered.

Note: A VuStats button can be administered on a voice terminal which allows the user to view, on the terminal display, his/her current split or skill assignments.

VDN-of-Origin Announcements

Before each call connection, an agent may hear a short VDN-of-Origin (VOA) announcement indicating the “called” VDN (service, type or origin of the call). These announcements are especially helpful for those agents without display-equipped voice terminals or agents who are visually-impaired.

An agent’s terminal may also be equipped with a VOA-REPEAT button. When the agent presses this button, after answering an incoming call, the announcement is replayed. The caller does *not* hear the VOA announcement.

Notes on VOA Announcements: If an agent’s terminal is connected to a DEFINITY G3V3, the caller *can* hear the agent if he/she speaks during the announcement.

For voice terminals connected to a DEFINITY G3V4 (or later), the agent is not connected to the caller until *after* the announcement is finished, thus ensuring that the caller *cannot* hear the agent if the agent speaks during the announcement. In order to give the agent an indication of when to begin speaking to a caller, a zip-tone is heard after the VOA announcement has completed. If the agent’s voice terminal is not configured for automatic answering, the agent will not hear a zip-tone before the announcement. If the agent’s voice terminal is configured for automatic answering, the agent will hear the following:

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

Do NOT speak to the incoming caller until *after* the VOA announcement and the second zip-tone (or set of zip-tones) are heard.

Additionally, if the agent is logged in at a multi-line terminal, he/she will see the incoming call’s call appearance button continue to flash until *after* the VOA announcement is completed. If the agent is logged in at a terminal with a display, he/she will see no incoming caller information until after the announcement is completed.

Note the following new VOA capabilities provided if the agent’s voice terminal is connected to a DEFINITY G3V4 (or later):

- The agent may shorten the VOA announcement playback for an incoming call by pressing the flashing call appearance button while the announcement is being heard.
- The agent may shorten the repeated VOA announcement playback (after pressing the VOA-REPEAT button) by pressing the VOA-REPEAT button again while the announcement is being heard.

Basic Call Management System (BCMS) (Optional Feature)

Your system may have access to the Basic Call Management System (BCMS). Check with your system manager to see if you can use the BCMS features.

BCMS provides real time and historical reports that will help an ACD supervisor successfully manage individual agents, ACD splits or skills, and trunk groups. These reports can be accessed and displayed on the Manager I terminal or printed on a printer connected to this terminal. If you have the scheduled report feature, these reports can be printed on the system printer. Data is stored by hour or half-hour increments for 25 time intervals, and daily summary data can also be calculated and stored for seven days.

The following reports are available with BCMS:

- Real time reports
 - ▶ Split/Skill Status
 - ▶ System Status
- Historical reports
 - ▶ Agent
 - ▶ Split/Skill
 - ▶ System
 - ▶ Trunk

These reports can be displayed and printed both locally and remotely. That is, you can access the reports locally through Manager I and print on the connected printer,

or, if you have agents in more than one facility, you can centralize the measurements data evaluation and access the switch data remotely.

For more information about BCMS and ACD reports, see *DEFINITY Communications System Generic 1 Basic Call Management System (BCMS) Operations*, 555-204-703.

System Measurements

With your DEFINITY Generic 1, Generic 3, or System 75, Version 3, you can access reports on such items as trunk group usage or hunt group usage and efficiency. These reports are available on the System Access Terminal (SAT), for System 75, Version 3, and on the Manager I terminal for DEFINITY Generic 1 and Generic 3, or on a remote administration terminal. You can print these reports on a printer connected to the terminal.

Trunk group and hunt group reports are collected on a clock-hour basis. The available individual reports include yesterday's peak usage, today's peak usage, and last hour's usage. Besides these group reports, your DEFINITY Generic 1, Generic 3, or System 75, Version 3 can also provide the following types of reports:

- **Trunk Outage Measurements** — provides measurements on the four trunks that were out of service the most during the measurement period. Separate reports are available for yesterday, today, and the last hour.

- **Trunk Lightly Used Measurements** — provides measurements on the five trunks in each trunk group that have carried the fewest calls. Separate reports are available for yesterday, today, and the last hour.
- **Trunk Group Performance** — provides data on trunk group performance by pointing out calls that attempt to access trunk groups but cannot because all trunks are busy or the queue is full. Separate reports are available for yesterday and today.
- **Hunt Group Performance** — provides data on hunt group performance by telling you the longest time taken by a hunt group member to answer a call for each hunt group. Separate reports are available for yesterday and today.

The system also automatically accumulates traffic measurements, and reports on these measurements are available on demand. However, these reports are not archived; if you want a report, you must print it out periodically.

For more information about System Measurement reports and guidelines for using the data, see *DEFINITY Communications System Generic 1, Generic 3, and System 75 Administration and Measurement Reports*, 555-200-500, *DEFINITY Communications System Generic 1 and Generic 3 System Management*, 555-230-500, and *DEFINITY Communications System Generic 1 and Generic 3 System Reports*, 555-230-510.

Conventions Used in this Guide

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

Gray Type	Procedural steps in gray type are steps you should follow if you do not have a button assigned for the feature.
------------------	---

xxxxx	This box represents a call appearance button, which is used exclusively for placing or receiving calls. The button has a red light and a green status light and is labeled with an extension number (shown as xxxxx).
--------------	---

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 or a person's name (shown as xxxxxx).
---	---

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

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

Quick Reference Lists

At the end of this booklet is a set of quick reference lists. Use them to record your feature 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 booklet (tear along the perforation), and keep the lists near your voice terminal.

ACD Procedures

This section describes the ACD procedures supervisors use most frequently, although the first several tasks are predominantly used by ACD agents to log in and log out. For more information on ACD procedures that agents use most often, refer to *DEFINITY Communications System Generic 1, Generic 3, and System 75 Automatic Call Distribution Agent Instructions*, 555-200-722.

Note: Calls may be recorded with the use of the CALLMASTER or CALLMASTER II voice terminal with RIM. See *AT&T CALLMASTER Voice Terminal User's Guide* (for 602 CALLMASTER information) or *DEFINITY CALLMASTER II and CALLMASTER III Voice Terminals User and Installation Instructions* (for 603 CALLMASTER information) for details. For information about enabling/disabling the Record Out Signal or enabling/disabling the Recorder Warning Tone, see the *DEFINITY CALLMASTER II and CALLMASTER III Voice Terminals Instructions for Programming the Options*.

Agent Login

Agents must log in before they can receive ACD calls. They may be required to dial an agent login-ID number. The length of the login identifier is administered by the system manager. Agents may log into as many as four splits at once.

To log in

- 1 Press **Login** if there is an Abbreviated Dialing (AD) button with the login access code stored (the AD button can also store your 2- 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 and a unique login-ID number, if required (if this information is not stored on the login AD button) [confirmation tone]
 - The answering position is now staffed
 - The agent is automatically placed in Aux-Work mode
 - Aux-Work light goes on steadily
 - Press **Release**
- 3 Press **Auto-In** or **Manual-In** to be available to answer ACD calls (If the 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)
- 4 Repeat all the previous steps for each split being logged into

Agent Login (EAS)



To log in

- 1 Press **Login** if there is an Abbreviated Dialing (AD) button with the login access code stored on it (the AD button can also store an EAS login-ID number or an EAS password)
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, skip the next step) [dial tone]
- 3 Dial your password [confirmation tone]
 - The answering position is now staffed
 - The agent is automatically placed in Aux-Work mode
 - Aux-Work light goes on steadily
- 4 Press **Release**
- 5 Press **Auto-In** or **Manual-In** to be available to answer ACD calls
(If the 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 the agent login-ID, the agent will hear the EAS login-ID message waiting tone instead of confirmation tone once he/she has successfully logged in.

Agent Logout



To log out

- 1 Press **Logout** if there is an Abbreviated Dialing (AD) button with the logout access code stored (this button can also store your 2- or 3-digit split number)
or Press an idle call appearance button and dial the logout access code _____ [dial tone]
- 2 Dial the 2- or 3-digit split number (if it is not stored on the 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
 - Answering position is now unstaffed

Agent Logout (EAS)

To log out

- 1 Press if there is 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 _____** [dial tone]
- 2 If you are using Automatic Answering, press .
- 3 Hang up handset or turn off headset
 - Your answering position is now unstaffed

Activating Service Observing

The Service Observing feature can be used to monitor an agent's performance for extended periods of time. If you are observing a particular agent or agent station, you are connected *immediately* to that agent's call or the call at that station, and you can hear both the agent and the caller. Service Observing can be used for training purposes to help new agents handle successive ACD calls or to evaluate service.

You can also use this feature to monitor a VDN. When you observe a VDN, you are connected to the next available call at that VDN. (Since multiple observers can monitor a VDN, but only one person can monitor each call, you may be placed in a queue to observe the next available call.) When connected, you will hear everything the caller hears: for example, wait treatment, music-on-hold, and the agent talking. In addition, you will hear VDN-of-Origin announcements.

The feature can be activated by pressing an administered button or, if you are using telephones connected to a DEFINITY G3V3 (or later), by dialing *one of two* Service Observing feature access codes. With one feature access code, you can only listen to the call; with the other feature access code, you can listen *and* talk with the agent and the caller. Using a feature access code gives observers dial-up access to service observing from an analog station with or without a Service Observe button. Observers who activate Service Observing by way of a feature access code will hear tones to indicate the status of the observing in place. For example, observers will receive confirmation tone when Service Observing is activated.

You can also use the feature access code through remote access to do Remote Service Observing. This feature allows users to observe calls on a listen-only or a listen and talk basis from a remote location or a local station using Service Observing feature access codes. Service Observing remotely can be used to observe physical extensions, EAS agent login-ID extensions, and VDNs.

Remote Service Observing can be initiated either through Remote Access to PBX services or Call Vectoring. When Service Observing occurs through the Remote Access feature, a remote user gains access to the switch through either a trunk group dedicated to Remote Access or DID trunks to the Remote Access extension. When Service Observing is initiated through the Call Vectoring feature, a remote user

gains access by dialing a CO trunk or DID number that has its incoming destination extension assigned to a vector that is programmed for Service Observing. The vector associated with the VDN can be designed, using route to commands, to provide direct access to a specific physical extension, EAS agent login-ID, or VDN to be observed, or it can be designed to access service observing dial tone. If the service observing dial tone is accessed, the observer has the option of entering the number of any extension they are authorized to observe.

If your voice terminal has a display, the agent's name and extension is shown on the display screen while you are observing that agent. While in vector processing, the VDN name and extension is shown on the display.

Agents can be monitored *only if* the "Can Be Service Observed" option on the COR administration form is set to **Yes**.

Important: The use of the Service Observing feature may be subject to federal, state, or 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.

For more information on using the CALLMASTER or CALLMASTER II with RIM, see the short subsection titled "The CALLMASTER and CALLMASTER II and III Voice Terminals" at the beginning of these instructions.

- To activate service observing
- 1 Press an idle appearance button [dial tone]
 - 2 Press or Dial one of the two Service Observing

access codes _____ [dial tone]

Note: Be sure that you use the correct Service Observing access code: either for listen-only *or* for listen and speak.

- If you have a button, the light next to it goes on steadily

Note: If you press or dial a Service Observing access code without first selecting an idle call appearance button, one is automatically selected for you.

- 3 Dial the extension of the agent, station, or VDN to be observed. If you are using a Service Observe feature access code, **go on to Step 6**.

Note: If you are using EAS and your system is a DEFINITY G3V3 (or later) switch, this number may be an EAS agent login-ID extension.

- If the agent is not active on a call, your Service Observe light flashes slowly and you are placed in a waiting state and bridged on when the agent becomes active on a call.

The display reads:

“a = [calling party] to [called party] so”

- If you are using a **Service Observe** button, you are now able to hear both the caller and the agent, but are unable to talk to them.
- 4** When you are ready to listen *and* talk, press **Service Observe** again (the agent must be connected to the call before you can speak)
 - The Service Observe light, if you are using a button, flashes rapidly
 - You can hear the agent and caller and join in the conversation
 - 5** To return to a listen-only connection, press **Service Observe** again
 - The Service Observe light, if you are using a button, goes on steadily
 - You can hear the agent and caller, but cannot talk to them
 - 6** When you are through observing, hang up or press **Release**

Note: An optional warning tone is available (on a per-system basis) to alert the agent and caller that an observer is about to be added to the connection. This feature option is administered by the system manager.

If the agent has a call in progress, all parties on the connection hear an initial long burst of tone (two seconds) and a short burst of tone (0.5 seconds) every 12 seconds during the observer's presence.

If the agent is not active on a call, all parties hear the first warning tone (two seconds) after the beginning of the next call. All parties also hear a short burst of tone every 12 seconds while the call is being observed.

Answering Agent Calls for Assistance

To answer an Assist call
(3-burst ring)

- 1** Press the ringing call appearance button (if you are using a headset), or go off-hook (if you are using a handset)
 - If you have a display, it shows the message:
“a = agent name and/or number sa”
which indicates this is a request for supervisor assistance
- 2** Talk to the agent
- 3** Then, do one of the following:
 - Press to disconnect from the call
 - Have the agent set up a conference
 - Ask the agent to transfer the caller to you

Adding a Skill or Changing a Skill Priority

During a login session, agents may change one of their skill assignments or change the priority of a skill assignment (from primary to secondary or from secondary to primary). Both of these changes in skill assignment can be done by dialing a feature access code at the agent's station, or remotely at any station that is administered with console permission. Therefore, if you are an EAS supervisor with console permission, you can change an agent's skill assignment or skill priority on the agent's behalf.

Note: In order to change skill assignments or priorities, your ACD system must have EAS, your voice terminal must be connected to a DEFINITY G3V3 or later, and you must have COR permission.

To add a skill or change a
priority for a skill on an
agent's behalf

Note: You hear intercept tone if you are not logged in, if the agent already has four skills and you try to add a fifth, or if the skill is invalid.

- 1** Pick up handset [dial tone]
- 2** Dial the Add Skill feature access code _____ .
(Your system manager can supply this code.)
[dial tone]
 - The display shows:
“Enter Agent Login-ID”

- 3 Enter the extension of the agent's login-ID
 - The display shows:
"Add Skill: Enter number, then # sign"
- 4 Dial the number of the skill you want to add
- 5 Press [dial tone]
 - The display shows:
"Press 1 for primary or 2 for secondary"
- 6 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
 - If the new skill is valid and if your entry is accepted, you will hear confirmation tone
 - The display shows the agent's new assignment

Removing an Agent from a Skill Assignment

While logged in, you may also choose to remove an agent from a skill assignment.

Note: In order to remove an agent from a skill assignment, your ACD system must have EAS, your voice terminal must be connected to a DEFINITY G3V3 or later, and you must have COR permission.

To remove an agent from a skill assignment on the agent's behalf

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

- 1 Pick up the handset [dial tone]
- 2 Dial the Remove Skill feature access code _____
(Your system manager can supply this code.) [dial tone]
 - The display shows:
"Enter Agent Login-ID"
- 3 Enter the extension of the agent's login-ID
 - The display shows:
"Remove Skill: Enter number, then # sign"

4 Dial the number of the skill assignment from which the agent is to be removed

5 Press

Note: If the agent is presently on a call in the skill from which he/she is being removing or if the agent has calls remaining in that skill, you will hear reorder tone.

Using the VuStats Feature

If your voice terminal is connected to a DEFINITY G3V3 (or later), you may use the VuStats feature to view, on your voice terminal display, Call Center statistics on agents, splits or skills, Vector Directory Numbers, and trunk groups. VuStats statistics appear on the second line of 2-line DCP terminal displays or on the first line of 1-line DCP terminals and all BRI sets. When VuStats is activated, it overwrites and cancels any display feature on the second line (of a 2-line display) and on the first line (of a 1-line display).

Note: The system manager defines how long the VuStats display remains on the terminal display and how frequently the information is updated.

To activate the VuStats feature for an agent, split or skill, VDN, or trunk group

1 Press [dial tone]

Note: The button label could also indicate the agent extension or login ID, split or skill number, VDN, or trunk group number administered.

If not, you may need to enter the agent's extension or login ID, the split or skill number, VDN, or trunk group number. Press when you have finished entering this number.

- The light next to goes on (or flashes if a threshold condition has been reached)
- You will hear confirmation tone indicating a valid agent extension or login ID, split or skill, VDN, or trunk group has been entered.
- The display shows ACD measurements for the current hour or half hour, 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 the agent changes work states.

- 2 If your status display offers other screens, press in order to view them
- 3 To return to Normal display mode, press
- 4 The light next to goes off, and the display line 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.

Recording Announcements

Follow these directions to use an Integrated Announcement Board to record, playback, or delete announcements for your ACD system.

Note: In order to record an announcement, you must have console permission and an extension must already be designated for integrated announcements (pre-administered on the announcement form).

To record, playback, or delete ACD announcements

- 1 Dial the Recorded Announcements feature access code followed by the extension assigned to integrated announcements

- If an announcement session is already active or a Save or Restore is in progress, you hear reorder tone

- 2 When you hear dial tone, do one of the following:

Note: If you hear recall dial tone rather than normal dial tone, more than 90% of the announcement board memory has been used.

- ▶ Dial "1" or "*1" to record an announcement

- If recording access is granted, you hear record tone (one low burst of tone), and you can begin recording. When you are finished, hang up or press . (If you press , you hear dial tone. You can then play the announcement or delete it or record again, by dialing "1," "2," or "3."

Note: If the announcement is protected, you hear intercept tone (the announcement must be unprotected until recorded). If the announcement is currently being played to users, you hear reorder tone.

- ▶ Dial “2” or “*2” to play or repeat a recorded announcement
 - You hear your recorded announcement and then dial tone

Note: If nothing was recorded, you hear reorder tone.
- ▶ Dial “3” or “*3” to delete an announcement
 - When the announcement is deleted, you hear confirmation tone

Note: If the announcement is being played to users, is protected, or has not been recorded, you hear reorder tone.

Mute Feature



The CALLMASTER, CALLMASTER II, and CALLMASTER III voice terminals 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 green 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**
 - Green light next to the button goes on, and the other party cannot hear you
- 2** Press **Mute** again to resume your conversation with the caller
 - Green light next to the button goes off, and the other party can hear you again



The following 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 a DEFINITY G3V4 (or later), pressing the Inspect button, after making a call to (or receiving a call from) a logged-in EAS agent, will display the name of the voice terminal where that agent is logged in.

Using a Caller Information Button

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

If the agent has 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 the agent's voice terminal is equipped with a 1-line display and a **Callr-Info** button, the agent can press this button to display the digits collected by the Call Prompting feature. Agents can 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 agents want to see the collected digits, they press **Callr Info** ; each time agents want to see the normal caller information screen again, they press **Normal** .

The following is a typical display:

"a = Info:1234567890"
(1234567890 = the collected digits)

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

To display calling/called party identification for ACD and non-ACD calls (when not displayed) and queue status information for ACD calls

- 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.
- Press **Inspect** 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 date, day, and time

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/Skill 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

The following procedures give short step-by-step instructions for using each of the voice terminal features.

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. (Conference, Hold, Message, and Transfer are already marked for you.)

Abbreviated Dialing (AD)

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 more details. Use Abbreviated Dialing as a timesaver for dialing frequently called, lengthy, or emergency numbers.

Beginning with DEFINITY 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. The Automatic Dialing button can be used for one-touch dialing of frequently called numbers.

Note: AD buttons must first be assigned by your system manager.

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 AD button will hold one complete phone number or feature code.

- 2 Press call appearance button [dial tone]
- 3 Press Program (if this button has been assigned to your voice terminal)
or Dial Program code _____ [dial tone]
- 4 Press AD xxxxx to be programmed [dial tone]
- 5 Dial 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.

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 (on the dial pad) [confirmation tone], then [dial tone]
 - Number is stored
 - Repeat Steps 4 through 6 to program additional buttons
- 7 To end programming, hang up or press or

- To place an AD call
- 1 Press selected [ringback tone]
 - 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 entries on your Personal List(s)

Note: Each phone number or feature code is stored as a separate entry.
- 2 Press call appearance button [dial tone]
- 3 Press or **Dial Program access code** _____ [dial tone]

- 4 Dial Personal List number (**1, 2, or 3**) [dial tone]
- 5 Dial entry number on that particular Personal List [dial tone]
- 6 Dial telephone number, extension, or feature code 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]
 - Number is stored
 - Repeat Steps 5 through 7 if you want to program additional entries on the same list; press and begin again at Step 1 if you want to program entries on another list
- 8 Hang up or press or 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 your system manager.

To place a call using a Personal, Group, System, or Enhanced List

- 1** Dial appropriate AD list code:
 - List 1 _____
 - List 2 _____ [dial tone]
 - List 3 _____

- 2** Dial desired list entry number
 - 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, did not answer, or returned a call waiting ringback tone

- 1** Press during call attempt [confirmation tone]
 - 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
 - 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 party completes a call.

- 3** Lift 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 or if the callback call is unanswered.

To cancel
Automatic Callback

- 1 Press **Auto Callback** again (while on-hook)
**or Dial the Automatic Callback
cancel code** _____ [confirmation tone]

 - 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. 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 Call Forward access code _____ [dial tone]

Note: If you have console permission, next dial the extension number whose calls are to be forwarded; receive dial tone.

- 2 Dial 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).

- 3 Press **Release**

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

To cancel
Call Forwarding

- 1 Press **Call Forward** again (while on-hook)
or Dial Call Forward cancel code _____ [confirmation tone]

Note: 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 Call Park access code _____ [confirmation tone]
- 3 Press **Transfer** again
 - Call is parked
- 4 Press **Release**

To return to a call parked at your extension

- 1 Press **Call Park**
or Dial the Answer Back access code _____ and then your extension number
- You are connected to call

To retrieve a parked call from any extension

- 1 Dial Answer Back access code _____ [dial tone]
- 2 Dial extension number where call is parked [confirmation tone]

Note: If you receive intercept tone, 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 you and the called party have been assigned to the same pickup group by your system manager.

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

- 1 Press **or Dial Call Pickup access code** _____
 - You are connected to ringing call

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

- 1 Press
 - Present call is put on hold
 - Green light flutters
- 2 Press
 - Called voice terminal stops ringing
 - You are connected to incoming call

Note: To return to held call after completing pickup call, press fluttering

Conference



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

To add another party to a call (up to five other persons)

- 1 Press [dial tone]
 - Present call is put on hold, and you are given a new call appearance; all other parties remain connected to each other
- 2 Dial number of new party and wait for answer

Note: You can privately discuss the call with the new party at this time; if no answer or busy, press fluttering to return to held call.
- 3 Press again
 - All parties are now connected
 - Repeat Steps 1 through 3 for additional conference connections

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

- 1** Press [dial tone]
 - Held call light continues to flutter; current call light also flutters
 - You are given a new call appearance
- 2** Press of call on hold (first call)
- 3** Press again
 - All parties are now connected

To drop the last party added to a conference call

- 1** Press
 - Last party you added is dropped
 - You remain connected to other parties
- Note:** Parties other than the last one 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 perform some other task

- 1** Press
 - Green light flutters
- Note:** If you put a conference call on hold, the other parties remain connected.

To answer a new call while active on another

- 1** Press
 - Green light flutters
- 2** Press of incoming call
 - You are connected to incoming call

To return to held call

1 Press of held call

- You are connected to held call

Note: If you are active on a call and you press the of the held call, the active call will be dropped.

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)

- 1** Press **or Dial Last Number Dialed access code** _____ (up to 24 digits) [ringback tone]
- 2** Wait for called party to answer

Leave Word Calling (LWC)



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 button.

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

- 1** Press before disconnecting from the call [confirmation tone]
- Message light goes on at 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 **or Dial Leave Word Calling access code** _____ [dial tone]
- 2** Dial extension [confirmation tone]
- Message light goes on at called voice terminal

To cancel a Leave Word Calling message

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

- 1 Press or **Dial Leave Word Calling cancel code** _____ [dial tone]
 - 2 Dial 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 regarding your local message retrieval procedures

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 for awhile, 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 Press (while on-hook) or **Dial Send All Calls access code** _____ [confirmation tone]

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

To cancel Send All Calls

- 1 Press again (while on-hook) 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 present call to another extension or outside number

- 1** Press [dial tone]
 - Present call is put on hold
- 2** Dial number that call is to be transferred to [ringback tone]
 - Remain on line and announce call; if no answer or busy, return to held call by pressing its
- 3** Press again
 - Call is sent to dialed number
- 4** Press

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 light and the green status light on your voice terminal shows 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 also have a 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 Meanings

Ring 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.

Ring tones

- **one ring**—A call from another extension.
- **two rings**—A call from outside or attendant.
- **three rings**—A priority call from another extension, or an Automatic Callback call you placed.
- **ring-ping (half ring)**—A call redirected from your terminal to another terminal 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 low-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 the feature activation or cancellation has been accepted.
- **coverage tone**—(one short burst of tone) indicates your call will be answered at another extension number by a covering user (after a brief caller response interval).
- **dial tone**—(a continuous steady tone) indicates dialing or feature activation can begin.
- **EAS login-ID message waiting tone**—(five short bursts of tone) indicates a message is waiting for the agent login-ID. In this case, 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 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 outgoing 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

<i>Feature Codes</i>	
Feature	Code
ABBREVIATED DIALING List 1	
List 2	
List 3	
Program Personal List	
AUTOMATIC CALLBACK	
Cancel	
CALL FORWARDING ALL CALLS	
Cancel	

<i>Feature Codes</i>	
Feature	Code
CALL PARK	
Answer Back	
CALL PICKUP	
LAST NUMBER DIALED	
LEAVE WORD CALLING	
Cancel	
SEND ALL CALLS	
Cancel	

<i>Trunk Codes</i>	
Description	Code

<i>Miscellaneous</i>	
Description	Extension
Message	
Attendant	

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

<i>Stroke Counts</i>	
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

