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August 1991

MERLIN LEGEND™

COMMUNICATIONS SYTEM

Calling Group Supervisor's Guide

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This digital apparatus does not exceed the Class A limits for radio noise emissions set out in the radio interference regulations of the Canadian Department of Communications.

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Contents

About This Book	vii
■ Conventions Used	viii
■ How to Comment on This Book	ix

1	Calling Group Overview	1-1
----------	-------------------------------	-----

2	Calling Group Supervisor Telephones	2-1
	■ BIS-22D Telephone	2-2
	■ BIS-34D Telephone	2-3
	■ MERLIN II System Display Console	2-4
	■ MLX-28D Telephone	2-5
	■ MLX-20L Telephone with Direct Station Selector (DSS)	2-6
	■ Buttons on Your Phone	2-7
	■ Programming Your Phone and Agent Phones	2-17

Contents

3	Calling Group Features	3-1
	■ Station Hunting	3-3
	■ Call Queues	3-6
	■ Auto Login and Auto Logout	3-10
	■ Calling Group Message Receiver	3-11

4	Calling Group Supervisor Activities	4-1
	■ Entering and Exiting Supervisor Mode	4-2
	■ Monitoring Calls in Queue	4-4
	■ Monitoring Agent Status	4-5
	■ Changing Agent Status	4-8

Contents

5	Calling Group Agent Activities	5-1
	■ Answering Calling Group Calls	5-2
	■ Signing In and Out of the Calling Group	5-3
	■ Using a Headset	5-5

A	Calling Group Feature Codes	A-1
----------	------------------------------------	------------

IG	Index/Glossary	IG-1
-----------	-----------------------	-------------





The exclamation point in an equilateral triangle is intended to alert the user to the presence of important operating and maintenance (servicing) instructions in the literature accompanying the product.

IMPORTANT SAFETY INSTRUCTIONS

Always follow these basic safety precautions when using your telephone equipment. These precautions reduce the risk of fire, electric shock, and injury to you and damage to the equipment.

- Read and understand all instructions.
- Follow all warnings and instructions marked on or packed with the telephone.
- Do not use the telephone near water, as in a wet basement. The telephone can be hazardous if immersed in water. To avoid the possibility of electrical shock, do not use it when you are wet. If you accidentally drop it into water, do not retrieve it until you have first unplugged the line cord from the modular wall jack. Do not plug the telephone back in until it has dried thoroughly.
- Do not use the telephone (other than a cordless-type telephone) during electrical storms in your immediate area. There is a remote risk of electric shock from lightning.
- Unplug the telephone from the wall outlet before cleaning. Use a damp cloth for cleaning. Do not use liquid or aerosol cleaners on the phone.

- Never push objects of any kind into the telephone through openings or slots. Never spill liquid of any kind on the telephone.
- Do not use the telephone near a gas leak. If you suspect a gas leak, report it immediately, but use a telephone away from the area in question. The telephone's electrical contacts could generate a tiny spark. While unlikely, it is possible that the spark could ignite heavy concentrations of gas.
- To reduce the risk of electric shock, do not disassemble the telephone. There are no user-serviceable parts inside. Opening or removing covers may expose you to hazardous voltages, and incorrect reassembly can cause electric shock when the telephone is used.
- Call your AT&T representative or authorized dealer when service or repair work is needed.
- Accessories include answering machines, alerts, modems, and fax machines. To connect an accessory, you must first have a Multi-Function Module (MFM).

 WARNING:

- For your personal safety DO NOT install an MFM yourself.
- ONLY an authorized AT&T technician or dealer representative shall install, set options, or repair an MFM.
- To eliminate the risk of personal injury due to electric shock, DO NOT attempt to install or remove an MFM from your MLX telephone. Opening or removing the module cover of your telephone may expose you to dangerous voltages.

SAVE THESE INSTRUCTIONS

About This Book

This book tells you how to supervise the use of phones in a department that receives many calls, such as sales, service, marketing, or technical support. It tells you which phones can be used by supervisors and how to program them, and which phones can be used by agents and how to program them. It also tells you how supervisors and agents use the calling group features on the phone.

To learn more about the other user features your phone offers, see the user's guide for that phone:

- *Analog Multiline Telephones User's Guide*
- *MLX-10D,™ MLX-28D,™ and MLX-20L™ Digital/SDN Display Telephones User's Guide*

For the instructions and codes specific to your company, see your system manager.

Conventions Used

The following typographic conventions are used in this book:

- Buttons that you program (hand-labeled buttons) are shown in bold italic type with initial capitals:
Press Available.
- Buttons that are programmed at the factory (imprinted buttons) are shown in bold Roman type with initial capitals:
Press Transfer.
- Information that appears on MLX display phones is shown in a type similar to that used in the display. Information as it appears on a 2-line by 24-character display phone is shown in brackets following the information as it appears on a 7-line by 24-character display phone:
Select **Ext Program**[**Ext Prog**].
If a bracketed word is not shown, the information is the same for the 7-line and 2-line display phones.
- Important words are shown in bold type:
Use this button to make inside and outside calls.
- Symbols or numbers that you enter using the dialpad are shown in bold type:
Dial * 760.

How to Comment on This Book

We welcome your feedback on this book. Please use the feedback form on the next page. If the form is missing, send your comments to A. Sherwood, AT&T, 99 Jefferson Road, Rm. # 2A25, Parsippany, NJ 07054.

Calling Group Overview

1

A calling group is a team of agents who handle the same kinds of calls. These calls are usually not meant for a particular agent and can be handled by any agent in the group.

Your company may have as many as 32 calling groups with up to 20 agents per group. An agent can be a member of only one group, and the total number of agents cannot exceed 144—the maximum number of phones allowed in the communications system.

Your phone can be programmed as an agent phone, so you can take calling group calls, or your phone can be programmed only to supervise agents. In addition, your phone can be programmed for you to supervise more than one calling group.

Calling Group Overview

Both inside and outside calls can come in to a calling group. Inside callers can reach the calling group on a single extension. Outside callers dial a special published phone number that bypasses the system operator and connects directly to an available agent. The system operator and other users can also transfer calls to a calling group.

Each agent's phone has its own extension number so inside callers can dial the agent directly. If your system has direct inward dialing lines, outside callers can also dial individual agents directly. Ask your system manager about direct inward dialing lines.

When all agents in a calling group are unavailable, incoming calls are placed in a holding area (a queue) where the system tracks the number of calls and the order in which they arrived.

Depending on your system, callers entering the queue may hear a recorded announcement asking them to hold and wait for the next available agent. While waiting in the queue, callers may hear Music-on-Hold or ringing. As agents become available, calls are distributed on a first-in, first-out basis.

Calling Group Overview

Note: If you use equipment that rebroadcasts music or other copyrighted materials, you may be required to obtain a copyright license from and pay license fees to a third party such as the American Society of Composers, Artists, and Producers (ASCAP) or Broadcast Music Incorporated (BMI). Or you can purchase a Magic on Hold® system, which does not require you to obtain such a license, from AT&T or your authorized dealer.

The availability of an agent to take calls is called the agent's "status." Agents sign in when they are ready to take calls (available status) and sign out when they finish with a call or leave their phones for lunch or breaks (unavailable status).

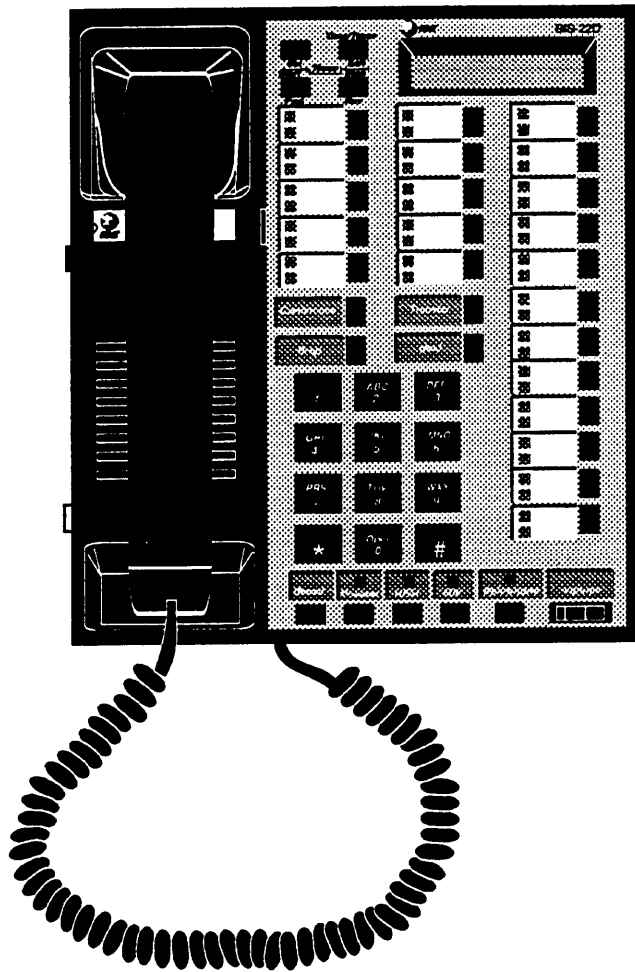
Calling Group Supervisor Telephones

2

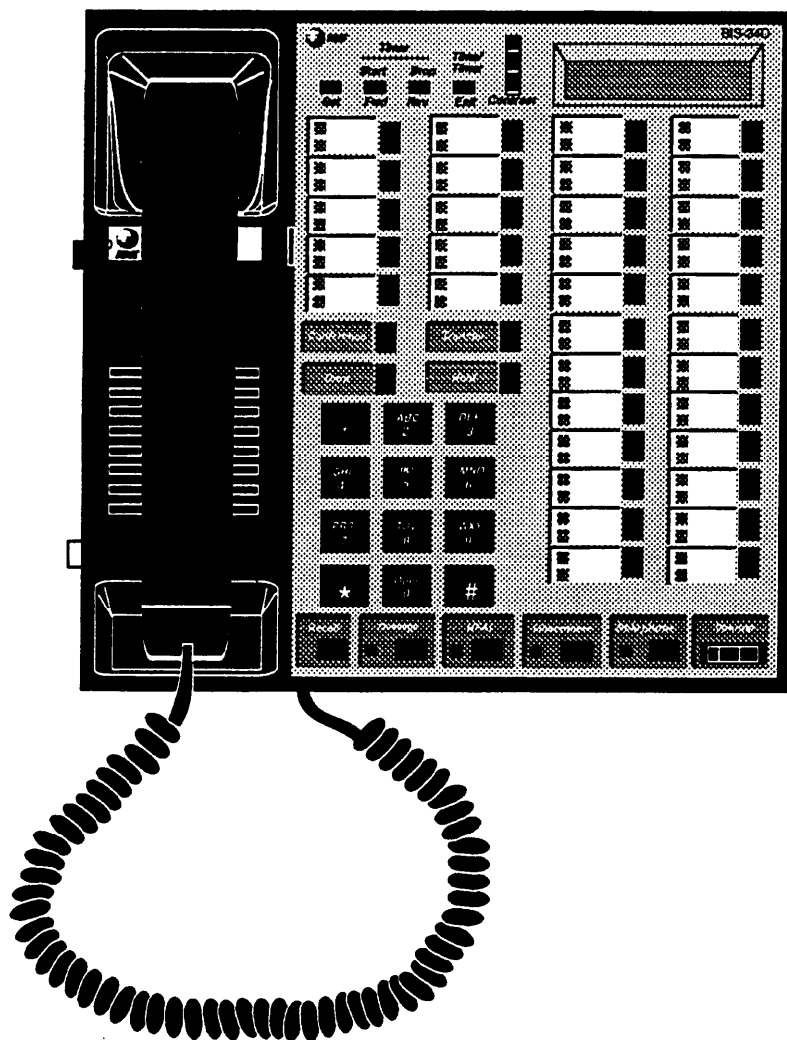
The phones that can be used to supervise calling groups are shown on the next few pages. These phones are

- Analog multiline telephones
 - BIS-22 phone with or without display
 - BIS-34 phone with or without display
 - MERLIN® II System Display Console with built-in direct station selector (DSS)
- Digital/ISDN (MLX) telephones
 - MLX-28D™ phone with or without DSS
 - MLX-20L™ phone with or without DSS

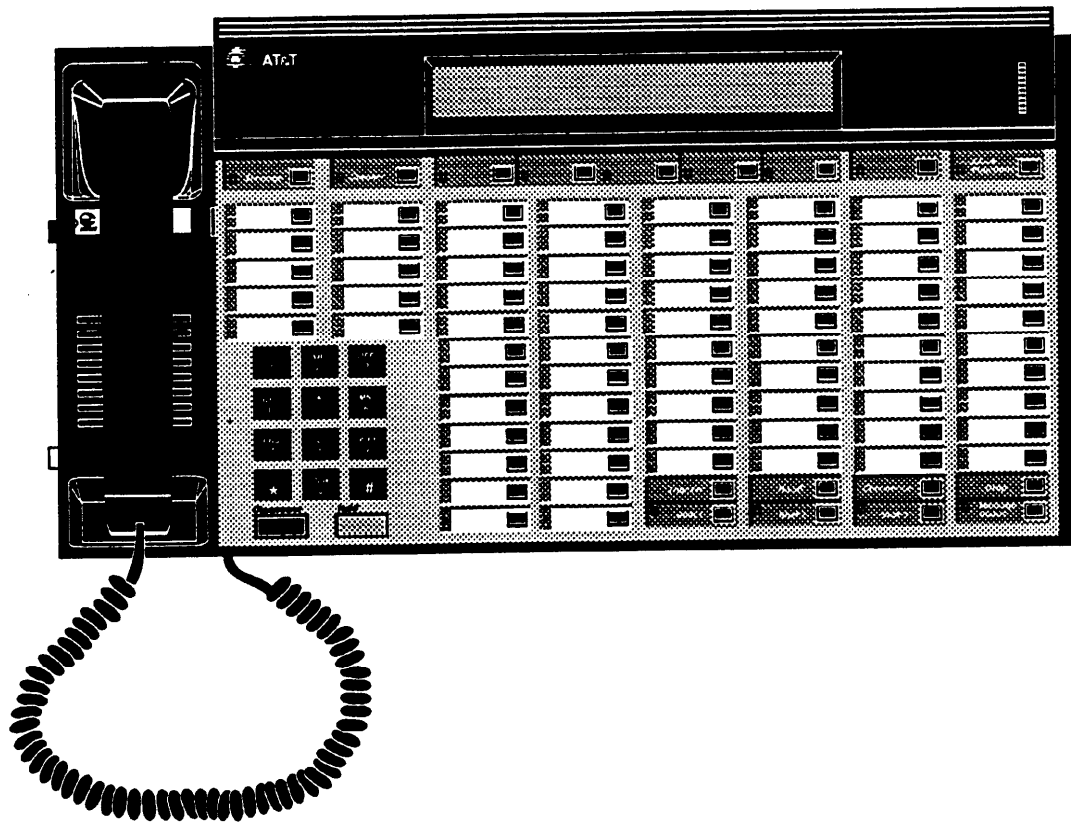
BIS-22D Telephone



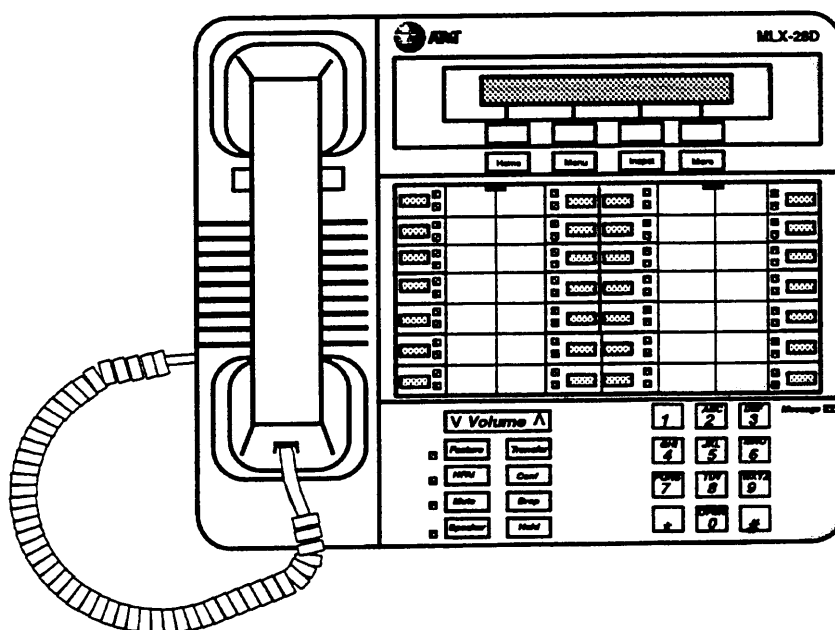
BIS-34D Telephone



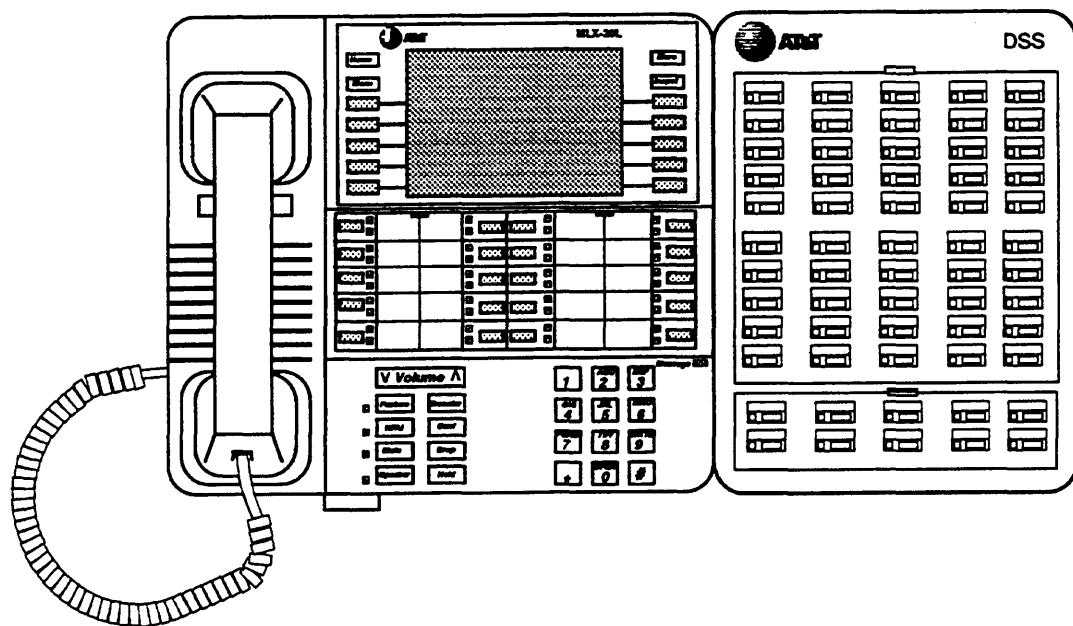
MERLIN II System Display Console



MLX-28D Telephone



MLX-20L Telephone with Direct Station Selector (DSS)



Buttons on Your Phone

On any of the calling group supervisor phones, you need the same buttons to use the calling group features. Some of these buttons are on all the phones, others you need to program. The next two figures show a typical button layout for a calling group supervisor, first on an MLX-20L phone and then on a BIS-22D phone.

☐	☐	555-1235		☐	☐	JEFF	DIANE	☐	☐
☐	☐	555-1234		☐	☐	MARY	DEBBIE	☐	☐
☐	☐	ICOM ORIG ONLY	WATS	☐	☐	GARY	SALES	☐	☐
☐	☐	ICOM VOICE	555-1237	☐	☐	STEVE	AVAILABLE	☐	☐
☐	☐	ICOM RING	555-1236	☐	☐	LINDA	UNAVAILABLE	☐	☐

Supervisor Buttons on an MLX-20L Telephone

Calling Group Supervisor Telephones

☐ 555-1235 ☐	☐ ☐	☐ JEFF ☐
☐ 555-1234 ☐	☐ ☐	☐ MARY ☐
☐ ICOM ☐ ☐ ORIG ONLY ☐	☐ WATS ☐	☐ STEVE ☐
☐ ICOM ☐ ☐ VOICE ☐	☐ 555-1237 ☐	☐ LINDA ☐
☐ ICOM ☐ ☐ RING ☐	☐ 555-1236 ☐	☐ DIANE ☐
		☐ GARY ☐
		☐ DEBBIE ☐
		☐ SALES ☐
		☐ AVAIL- ☐ ABLE ☐
		☐ UNAVAIL- ☐ ABLE ☐
		☐ ☐
		☐ ☐

Supervisor Buttons on a BIS-22D Telephone

Line Buttons

The 20 or more buttons in the center of your phone are line buttons (they connect you to lines in the system). The number of line buttons depends on the kind of phone you have—20 on the MLX-20L phone, 22 on the BIS-22 and BIS-22D phones, 28 on the MLX-28D phone, or 34 on the BIS-34 and BIS-34D phones. Two or more of these buttons are labeled either ICOM (Intercom) or **SA** (System Access). You have either ICOM or SA buttons, but not both.

On phones with ICOM buttons, you use ICOM buttons for inside calls and buttons labeled with phone numbers for outside calls. On phones with SA buttons, you can make both inside and outside calls on SA buttons. You must enter a dial-out code (usually a 9) before you make an outside call using an SA button.

If your phone has SA buttons, see the next page; if your phone has ICOM buttons, turn to page 2-12 (you may or may not have all the buttons shown). You can program any unlabeled line buttons on your phone with calling group features or with user features (see the user's guide for your phone).

Calling Group Supervisor Telephones

Phones with SA Buttons

☐	☐	555-1234		☐	☐
☐	☐	SHARED SA		☐	☐
☐	☐	DAN-RING		☐	☐
☐	☐	SA	POOL	☐	☐
☐	☐	ORIG ONLY		☐	☐
☐	☐	SA	WATS	☐	☐
☐	☐	VOICE		☐	☐
☐	☐	SA	555-1235	☐	☐
☐	☐	RING		☐	☐

SA Ring. Use this button to make and receive both inside and outside calls, including calls to the calling group. Dial only the extension to make an inside ringing call; dial a dial-out code (usually a 9) before the phone number to make an outside call.

SA Voice. Use this button to make voice-announced inside calls; your co-worker hears your voice over his or her speakerphone instead of the phone ringing. You can also use this button to receive inside calls and make or receive outside calls, including calls to the calling group. To make an outside call, dial a dial-out code (usually a 9) before the phone number.

SA Originate Only. Use this button only to make inside and outside calls; you will not receive calls on it. To make an outside call, dial a dial-out code (usually a 9) before the phone number.

Shared SA. When you share job responsibilities or screen calls for another person, you may be assigned *Shared SA* buttons. Each *Shared SA* button corresponds to your co-worker's *SA Ring* or *SA Voice* button. Use *Shared SA* buttons to answer your co-worker's calls or join conversations. When you use these buttons to make calls, they work just like your own *SA Voice* or *SA Ring* buttons.

555-1234. Use any button labeled with a phone number to make or receive outside calls only. This is called a "personal line." It is a direct outside line to your phone, like your phone at home. A dial-out code is not needed before dialing a phone number. Calls to the calling group do not come in on this line.

WATS. Buttons labeled with special service names like *WATS* connect you directly with outside lines for making or receiving outside calls at a reduced cost. A dial-out code is not needed. Calls to the calling group do not come in on special service lines.

Pool. Use these buttons to make and receive outside calls. A *Pool* button automatically selects one of a group of outside lines. A dial-out code is not needed. Calls to the calling group do not come in on these lines.

Calling Group Supervisor Telephones

Phones with ICOM Buttons

☐	☐	555-1235		☐	☐
☐	☐	555-1234		☐	☐
☐	☐	ICOM ORIG ONLY	WATS	☐	☐
☐	☐	ICOM VOICE	555-1237	☐	☐
☐	☐	ICOM RING	555-1236	☐	☐

ICOM Ring. Use this button to make ringing inside calls. You can receive inside calls, calls to the calling group, and outside calls transferred to you on this button; however, you cannot make outside calls on it.

ICOM Voice. Use this button to make voice-announced inside calls; your co-worker hears your voice over his or her speakerphone instead of the phone ringing. You can receive inside calls, calls to the calling group, and outside calls transferred to you on this button; however, you cannot make outside calls on it.

Calling Group Supervisor Telephones

ICOM Originate Only. Use this button only to make inside calls; you will not receive calls on it.

555-1234. Use any button labeled with a phone number to make or receive outside calls only. It is a direct outside line to your phone, like your phone at home. If a phone number appears on your phone or a specific group of phones, it is called a “personal line.” Calls to the calling group do not come in on these lines.

WATS. Buttons labeled with special service names like *WATS* connect you directly with outside lines for making or receiving outside calls at a reduced cost. Calls to the calling group do not come in on special service lines.

Feature Button

The Feature button on your phone is for using and programming your phone's features, including calling group features. If you have an MLX phone, this button is an imprinted, dedicated button. If you have an analog multiline telephone, you must program a *Feature* button on an available line button to use calling group features and other phone features. See "To Program a Feature Button on Analog Multiline Phones" later in this chapter.

Calling Group Feature Buttons

		JEFF	DIANE		
		MARY	DEBBIE		
		GARY	SALES		
		STEVE	AVAILABLE		
		LINDA	UNAVAILABLE		

Calling Group Supervisor Telephones

You program and use calling group feature buttons for calling group supervisor activities (see Chapter 4).

- **Agent Buttons.** Each agent's extension in the calling group requires a button on your phone or, if you have one, on your DSS. (The DSS is an adjunct to the MLX display phones or is built into the MERLIN II System Display Console.) You can label the buttons with the agent's name or extension and monitor agent availability (status) by looking at the lights next to their buttons. You can also use these buttons as Auto Dial buttons to automatically dial the agents' extensions. (Auto Dial is covered in the user's guide for your phone.)
- **Agent Status Buttons.** These buttons allow you to change the status of an agent's extension from your phone. Your phone needs two status buttons: *Available* and *Unavailable*.

The agents in your calling group can also use programmed buttons to change their own status. But agents need only an *Available* button to switch in and out of available status.

You can also change the status of agents' phones, and agents can change their own status, by using feature codes instead of programmed buttons. (See Chapter 4 for instructions on using programmed buttons and feature codes.)

Calling Group Supervisor Telephones

- **Calls-in-Queue Alarm Button.** This button is programmed with the extension number for the calling group so you can monitor the queue for that group. You need one Calls-in-Queue Alarm button for each calling group you supervise. When the number of calls in the queue reaches a programmed limit, the light next to the button goes on and remains on until the number drops below the limit.

Agent phones can also be programmed with a Calls-in-Queue Alarm button for monitoring the queue. These buttons can also be used to automatically dial the calling group's extension.

Programming Your Phone and Agent Phones

Your phone and your agents' phones may or may not already be programmed with calling group buttons. The following pages tell you how to program Agent buttons, *Calls-in-Queue Alarm* buttons, *Available* and *Unavailable* agent status buttons, and for analog multiline phones, *Feature* buttons. Also provided are procedures for programming *Available* buttons on agent phones.

If you have a DSS, you do not need to program Agent buttons. The DSS is already set up with all the extensions in the system, including the calling group agents' extensions. The buttons may also already be labeled with the agents' names, extension numbers, or another identifier chosen by your company. Check with your system manager if you're not sure which extensions are included in the calling groups you supervise.

To Program Agent Buttons on Supervisor MLX Display Phones

1. Label button to be programmed with *agent's name or extension*.
2. Press Menu.
3. Select **Ext Program[Prog]**.
If this feature is not displayed, press More.
4. Select **Start**.
5. Press button labeled with *agent's name or extension*.
6. Select **ListFeature[List]**.
7. Select **Auto Dial[AutoD]**.
8. Select **Inside**.
9. Select **Enter**.
10. Dial *extension*.
11. Select **Enter**.
12. Repeat steps 5-11 to program additional buttons.
13. Press *Home*.

To Program Agent Buttons on Supervisor Analog Multiline Phones

1. Label button to be programmed with *agent's name or extension*.
2. Slide T/P switch to P.
3. Press button labeled with *agent's name or extension*.
4. Dial * 22.
5. Dial *extension*.
6. Repeat steps 3-5 to program additional buttons.
7. Return T/P switch to center.

To Program Agent Status Buttons on Supervisor MLX Display Phones

1. Label buttons to be programmed as *Available* and *Unavailable*.
2. Press Menu.
3. Select **Ext Program[Prog]**.
If this feature is not displayed, press More.
4. Select **Start**.
5. Press button labeled *Available* or *Unavailable*.
6. Select **ListFeature[List]**.
7. Select **Operator ES[Op ES]**.
If this feature is not displayed, use FindFeature[Find] or press More.
8. Select **ES2** for *Available* or **ES Off** for *Unavailable*.
9. Select **Enter**.
10. Repeat steps 5-9 to program the other button.
11. Press Home.

To Program Agent Status Buttons on Supervisor Analog Multiline Phones

1. Label buttons to be programmed as *Available* and *Unavailable*.
2. Slide T/P switch to P.
3. Press button labeled *Available* or *Unavailable*.
4. Dial *762 for *Available*, or *760 for *Unavailable*.
5. Repeat steps 3 and 4 to program the other button.
6. Return T/P switch to center.

To Program Available Buttons on Agent MLX Display Phones

1. Label button to be programmed as *Available*.
2. Press Menu.
3. Select **Ext Program[Prog]**.
If this feature is not displayed, press More.
4. Select **Start**.
5. Press button labeled *Available*.
6. Select **ListFeature[List]**.
7. Select **ES Status[ES]**.
If this feature is not displayed, use FindFeature[Find] or press More.
8. Select **ES2**.
9. Select **Enter**.
10. Press Home.

To Program Available Buttons on Agent MLX Non-Display Phones

1. Label button to be programmed as *Available*.
2. Press Feature and dial 00.
3. Press button labeled *Available* and dial *44.
4. Press Feature and dial *00.

To Program Available Buttons on Agent Analog Multiline Phones

1. Label button to be programmed as *Available*.
2. Slide T/P switch to P.
3. Press button labeled *Available* and dial *44.
4. Return T/P switch to center.

To Program a Calls-in-Queue Alarm Button on Supervisor and Agent MLX Display Phones

1. Label button to be programmed with *Calls-in-Queue Alarm* (name of calling group), for example, Sales.
2. Press Menu.
3. Select **Ext Program[Prog]**.
If this feature is not displayed, press More.
4. Select **Start**.
5. Press button labeled with *Calls-in-Queue Alarm* (name of calling group).
6. Select **ListFeature[List]**.
7. Select **Group Call[GrpCl]**.
If this feature is not displayed, use FindFeature[Find] or press More.
8. Dial calling group's extension.
9. Select **Enter**.
10. Press Home.

To Program a Calls-in-Queue Alarm Button on Supervisor and Agent MLX Non-Display Phones

1. Label button to be programmed with *Calls-in-Queue Alarm* (name of calling group), for example, Sales.
2. Press Feature and dial 00.
3. Press button labeled with *Calls-in-Queue Alarm* (name of calling group).
4. Dial *22.
5. Dial calling group's extension.
6. Press Feature and dial *00.

To Program a Calls-in-Queue Alarm Button on Supervisor and Agent Analog Multiline Phones

1. Label button to be programmed with *Calls-in-Queue Alarm (name of calling group)*, for example, Sales.
2. Slide T/P switch to P.
3. Press button labeled with *Calls-in-Queue Alarm (name of calling group)*.
4. Dial *22.
5. Dial calling group's extension.
6. Return T/P switch to center.

To Program a Feature Button on Analog Multiline Phones

1. Label button to be programmed as *Feature*.
2. Slide T/P switch to P.
3. Press button labeled *Feature*.
4. Dial *20.
5. Return T/P switch to center.

Calling Group Features

3

The following table summarizes the features that your company can program for a calling group. Features are described in greater detail following the table. Ask your system manager which features your calling group has.

Feature	Description
Station Hunting	Distributes calls to agents in either a circular or a linear order. Each agent phone is assigned a position number used by the system to track who receives the next call.
Delay Announcement	Provides a recorded announcement to callers waiting in queue. Calling groups can share an announcement device.

Calling Group Features

Feature	Description
Calls-in-Queue Alarm	Alerts supervisors and agents that the programmed limit of calls in queue has been reached or exceeded.
Overflow Coverage	Sends calls to a designated calling group or QCC operator when the programmed limit of calls in queue is reached.
Auto Logout	Changes the agent's status from available to unavailable and sends the call to another agent when an agent doesn't answer a call. All agents are made unavailable following a power failure.
Auto Login	Allows unanswered calls to ring at an agent's phone until the caller hangs up (agent status is not changed). All agents are made available following a power failure.
Calling Group Message Receiver	Allows inside callers to send display messages to a designated receiver of messages for the calling group. Calling groups can share the same message receiver.

3-2 Calling Group Features

Station Hunting

Station hunting distributes calls to the agents in a calling group. Each agent is assigned a position within the calling group—for example, the first agent phone is assigned position 01; the second agent phone is assigned position 02; and so on. As calls come in to the calling group, the system “hunts” for an available agent using the position numbers assigned to the agents.

An agent is considered available if **all** the following conditions are met:

- Phone is signed in to the calling group (available status).
- Phone is on-hook (handset is down and the speakerphone is off).
- Phone is not ringing or active on another call.
- Phone does not have a call on hold.
- Phone is not in programming mode.
- An SA or ICOM button is available to receive calls.
- The Do Not Disturb feature is not activated. (See the “Features” chapter in the user’s guide for your phone.)

Calling Group Features

There are two kinds of station hunting that your company can program to distribute calls within a calling group:

- **Circular.** Distributes calls to agents in sequential order. This method is the most common and is used when all agents have the same responsibilities for handling calls.
- **Linear.** Distributes calls starting at the head of the line every time so that most calls will be handled by the first agent in line. This method is used, for example, when a top salesperson needs to handle most of the calls or when the first agent is responsible for taking calls and other agents provide backup.

If you are not sure which kind of station hunting your company has, ask your system manager.

Circular Distribution

When a call comes in, a system with circular distribution searches for an available agent starting with the first agent (position 01) in the group. If agent position 01 is unavailable, the system checks position 02, 03, and so on, until it finds an available agent. The system tracks which agent took the call and, when the next call comes in, starts the search with the next agent position.

Calling Group Features

For example, if agent position 02 accepted the last call, the search starts with agent position 03. This process continues with each call that comes in to the group until the circle is completed and the next call goes to agent position 01.

Linear Distribution

When a call comes in, a system with linear distribution starts searching for an available agent with the first agent (position 01) in the calling group. The system does not track which agent took the last call, and when the next call comes in, the search starts with position 01.

As you assign agents to phones in a calling group with linear distribution, keep in mind that the first several agents are likely to handle most of the calls.

Call Queues

Calling groups can receive outside, inside, and transferred calls. Outside callers dial the published phone number for the group, inside callers dial the extension number for the group, and the system operator or any other user can transfer a call to the extension number for the group.

If all agents in the calling group are unavailable, calls are automatically put in a queue. As agents become available, the calls are put through to the agents' phones on a first-in, first-out basis.

Your company can use the three features described next, to facilitate the handling of calls in queue.

Delay Announcement

Callers waiting in queue can be greeted by an announcement that explains the delay: "All our agents are busy; your call will be handled by the next available agent." This announcement is recorded on an announcement device, similar to an answering machine, which answers the call and plays the recorded message. Calling groups can share announcement devices.

Calling Group Features

The delay announcement is played only once while a call is in the queue, and to only one caller at a time. If the device is unavailable, callers hear ringing until the announcement is played. Transferred outside callers hear Music-on-Hold, if your company uses it.

If an agent becomes available while the caller is listening to the delay announcement, the system immediately routes the caller to the agent. The announcement device is then free for another queued call.

After the announcement, callers hear ringing or Music-on-Hold, if your company uses it, until the call is answered by an agent. (Only outside callers hear Music-on-Hold; inside callers always hear ringing.)

Note: If you use equipment that rebroadcasts music or other copyrighted materials, you may be required to obtain a copyright license from and pay license fees to a third party such as the American Society of Composers, Artists, and Producers (ASCAP) or Broadcast Music Incorporated (BMI). Or you can purchase a Magic on Hold® system, which does not require you to obtain such a license, from AT&T or your authorized dealer.

Calls-in-Queue Alarm

When the number of calls in queue equals or exceeds a programmed limit, you and your agents can be alerted by the Calls-in-Queue Alarm so they can try to handle calls more quickly or so you can assign more people to take calls.

The alarm can be the light next to the Calls-in-Queue Alarm button or an external alert such as a strobe light or bell.

Calls-in-Queue Alarm Button

The green light next to the Calls-in-Queue Alarm button on your phone and agent phones goes on when the number of calls in queue equals or exceeds the programmed limit. When the number of calls in queue drops below the limit, the green light goes off.

(Chapter 2 tells you how to program your phone and agent phones with a Calls-in-Queue Alarm button.)

External Alert

Your company can assign an external alert, such as a strobe light or bell, to the calling group's extension number. If the number of calls in queue equals or exceeds the programmed limit, the external alert is activated and stays on (the strobe light continues to flash or the bell continues to ring) until the number of calls in queue drops below the programmed limit. Calling groups cannot share external alerts.

Overflow Coverage

To prevent long delays, the system can be setup so that calling group calls waiting in the queue can be sent to another calling group or to the system operator in systems with queued call consoles (QCCs). When the number of calls reaches a programmed limit, calls are sent to the overflow calling group or QCC, starting with the call that has been in queue the longest, until the number of calls drops below the programmed limit.

Calls are sent to overflow coverage when the following conditions exist:

- The number of calls in queue equals or exceeds the programmed overflow coverage limit.
- An operator is available to receive calls sent to a QCC.
- The overflow calling group has an available agent.

If any of the conditions are not met, the call continues to wait in the original calling group queue until a calling group agent is available or until the overflow conditions are met and the call can be directed to the overflow calling group.

Auto Login and Auto Logout

Calling groups can be programmed with Auto Logout to automatically change the status of an agent's phone from available to unavailable if the call is not answered within five rings. The unanswered call is then sent to an available agent or, if no agents are available, to the front of the calling group queue. When the status of a phone is changed to unavailable, it remains unavailable for subsequent calling group calls until it is signed in.

Another function of Auto Logout is to automatically make all agents unavailable following a power failure. They must sign in when the system starts up again.

Auto Login does just the opposite of Auto Logout. When a calling group is programmed with Auto Login, calls continue to ring at an agent's phone until the call is answered or until the caller hangs up. In addition, following a power failure, Auto Login automatically makes all agents in the calling group available. They do not need to sign in when the system starts up again.

Calling Group Message Receiver

Your company can program a calling group to receive messages and choose a particular display phone as the message receiver. Any display phone—your phone, an agent phone, or the phone of a co-worker who is not part of the group—can be chosen to be the message receiver. Calling groups can share the same message receiver.

The system operator or any other inside caller can leave a display message for the group. Inside callers waiting in the calling group queue can leave a message by dialing the feature code for leaving a message (53), followed by the calling group's extension number. The system operator can leave a message either by using the feature code or the *Send/Remove Message* button on his or her console.

However, a calling group without a message receiver cannot receive messages at the calling group's extension. A caller who tries to leave a message will hear an error tone or will see **Can't Send/Remove Message** on a display phone.

Calling Group Supervisor Activities

4

As a calling group supervisor, you are responsible for managing one or more calling groups. You may need varying degrees of control over your agents such as monitoring the number of calls in queue or tracking the availability of agents. These activities are discussed next.

Entering and Exiting Supervisor Mode

Your phone can operate as either a supervisor phone or a normal phone.

In the supervisor mode, the lights next to each Agent button show agent status (available or unavailable) so you know who is available for incoming calls. When your phone is in the normal mode, these lights show whether the agent is using their phone.

In the supervisor mode, you can use the Agent status buttons to change the status of agent phones. In normal mode, you cannot change agent status.

Unless you are a backup calling group supervisor, you should always leave your phone in supervisor mode to avoid a slight delay when switching modes.

To Change Modes on MLX Display Phones

1. Press Feature and dial 32.
2. Press Hold to enter supervisor mode, or press Drop to exit supervisor mode.

To Change Modes on Analog Multiline Phones

1. Press programmed *Feature* button and dial 32.
2. Press Hold to enter supervisor mode, or press Drop to exit supervisor mode.

Note: If there is a power failure and your phone is in supervisor mode, it will automatically return to supervisor mode when the system starts up.

Monitoring Calls in Queue

By monitoring the calls in a calling group's queue, you can ensure that calls are handled efficiently and determine whether additional agents are needed to handle call volume.

There are two ways to monitor calls in queue:

- by using the Calls-in-Queue Alarm. The light next to the Calls-in-Queue Alarm button goes on when the limit is reached and, if your system has one, the external alert is activated. (See "Calls-in-Queue Alarm" in Chapter 3.)
- by "inspecting" the number of calls in queue. Press *Inspct* and then the *Calls-in-Queue Alarm* button (labeled with the name of the calling group), and the Inspect screen on your display shows the number of calls currently in queue. (This feature is available only on MLX display phones. See the next page for instructions.)

To Inspect the Number of Calls in Queue (MLX Display Phones Only)

1. Press *Inspct*.
2. Press button labeled with *Calls-in-Queue Alarm* (*name of calling group*).
The following information is displayed on the screen:
 - **GrpCl** followed by name of group (if system is setup to show names).
 - number of calls in queue.

Note: The number of calls in queue on the display is not updated. To see the number of calls you must repeat step 2.

Monitoring Agent Status

Agent status is the availability of an agent to take calls. Agents must sign in to let the system, and you, know that they're ready to take calls (available status) and sign out when they leave their phones for lunch or breaks (unavailable status). Agents sign in and out using programmed *Available* buttons or by dialing feature codes. See Chapter 2 for information on *Available* buttons.

If the calling group has been programmed for Auto Logout, a built-in safeguard automatically changes the agent's status from available to unavailable if the phone is not answered within five rings. When the agent's status is changed to unavailable, the phone remains unavailable for all calling group calls until the agent signs in.

Monitoring Status Using a Phone without a DSS

In addition to available/unavailable status, agents have a busy/not busy (on-a-call/not-on-a-call) status. The red and green lights next to the Agent buttons on phones without a DSS show both kinds of agent status:

Light	State	Meaning
Green	On	Agent available (signed in)
	Off	Agent unavailable (signed out)
Red	On	Agent busy
	Off	Agent not busy

Note: Busy status indicates one of several things: the phone is busy (agent is on a call), the phone is in programming mode, or the Do Not Disturb feature is active. (For information on Do Not Disturb, see the user's guide for your phone.)

Monitoring Status Using a Phone with a DSS

If you have an MLX display phone with a DSS or a MERLIN II System Display Console with a built-in DSS, each Agent button has only one light instead of two. The lights, which are green on a MERLIN II System Display Console and red on an MLX DSS, show the available/unavailable status of the agents:

State	Meaning
On	Agent available (signed in)
Off	Agent unavailable (signed out)

To see the busy/not busy (on-a-call/not-on-a-call) status of the agents, press the *Message Status* button on the DSS:

State	Meaning
On	Agent busy
Off	Agent not busy

Note: Busy status indicates one of several things: the phone is busy (agent is on a call), the phone is in programming mode, or the Do Not Disturb feature is active. (For information on Do Not Disturb, see the user's guide for your phone.)

To return to monitoring available/unavailable status, press the *Message Status* button again.

Changing Agent Status

As a calling group supervisor, you can change the status of agents in your group. For example, if call volumes reach an unmanageable level, you can sign additional agents in from your phone to meet the demand.

The simple way to change agent status is to use programmed agent status buttons. (The instructions for programming agent status buttons are in Chapter 2.) If you don't have available buttons to program, you can change status using feature codes. (See Appendix A for calling group feature codes.)

To Change Agent Status

1. Select new agent status:
 - On phones with agent status buttons, press programmed *Available* or *Unavailable* button.
 - On MLX display phones without agent status buttons, press Feature and dial 762 for available, or 760 for unavailable.
 - On analog multiline phones without agent status buttons, press programmed *Feature* button and dial 762 for available, or 760 for unavailable.
2. Press appropriate Agent button.

Calling Group Agent Activities

5

The agents in a calling group are responsible for handling calls that come in to the group. To do this, agents need to know

- how to use line buttons to answer calling group calls
- how to sign in and sign out of the calling group (letting you and the system know when they are available to take calls)
- how to use a headset

Agents can use any of the MLX, analog multiline, or single-line phones your company uses.

Answering Calling Group Calls

Inside and outside calls to the calling group come in on either SA or ICOM buttons on multiline phones (see Chapter 2). An incoming call rings one, two, or three times depending on what kind of call it is:

Call Type	Number of Rings
Inside	One
Inside transferred	One
Outside	Two
Outside transferred	Three

Each agent phone has its own extension number, which inside callers can dial directly. If your company has direct inward dialing lines, outside callers can also dial agent extensions directly. (Ask your system manager about direct inward dialing lines.)

Calls intended for specific agents ring in the same way as calling group calls. Agents with MLX display phones can identify calling group calls by the abbreviation **GrpC1** on the display, but analog multiline telephone displays do not distinguish calling group calls from other incoming calls.

Signing In and Out of the Calling Group

Agents with multibutton phones can use either programmed *Available* buttons or feature codes to sign in and out of the calling group. (Chapter 2 tells you how to program *Available* buttons on agent phones.) Agents with single-line phones must use feature codes to change between available and unavailable status.

To Sign In and Out Using Programmed Buttons

1. To sign into the calling group, press programmed *Available* button.
The light next to the Available button goes on. The light next to the agent's button on the supervisor's phone goes on also.
2. To sign out of the calling group, press programmed *Available* button.
The light next to the Available button goes off. The light next to the agent's button on the supervisor's phone goes off also.

Note: Pressing the *Available* button during a call changes the agent's status and may disconnect the call.

To Sign In and Out Using Feature Codes

1. To sign in to the calling group:
 - On MLX phones, press *Feature* and dial 44.
 - On analog multiline phones, press programmed *Feature* button and dial 44.
 - On single-line phones, lift handset and dial #44.
2. To sign out of the calling group:
 - On MLX phones, press *Feature* and dial *44.
 - On analog multiline phones, press programmed *Feature* button and dial *44.
 - On single-line phones, lift handset and dial #*44.

Using a Headset

Agents with MLX phones and analog multiline phones can use a headset to answer calls and free their hands for other activities.

Using a Headset on Analog Multiline Phones

An agent using a headset on an analog multiline phone needs to program an *Auto Answer All* button for calls to be automatically sent to the headset. In addition, a General Purpose Adapter (GPA) is needed to connect the headset to the phone. See your system manager if an agent who needs a GPA does not have one.

To Program an Auto Answer All Button

1. Label button to be programmed as *Auto Answer All*.
2. Slide T/P switch to P.
3. Press button labeled *Auto Answer All*.
4. Dial *754.
5. Return T/P switch to center.

To Use Auto Answer All

1. Check to see that switch on GPA is on Auto.
2. To turn on, press programmed *Auto Answer All* button.
Green light next to button goes on.
3. To turn off, press programmed *Auto Answer All* button.
Green light next to button goes off.

Using a Headset on MLX Phones

Agents using headsets with MLX phones need two buttons on their phones: *Headset Status* to activate the headset if they are going to use both the headset and the handset and *Headset Hang Up* to disconnect calls. Agents can program *Headset Status* themselves but *Headset Hang Up* must be programmed by your company.

Agents can also program a *Headset Auto Answer* button and have calls automatically sent to the headset, instead of pressing line buttons to answer calls. As each call comes in, the agent hears a tone and can begin speaking immediately.

In addition, agents can program a *Headset/Handset Mute* button that temporarily deactivates the microphone in the headset so the agent can talk with someone in the office without being heard by the caller.

To Program Headset Feature Buttons on MLX Display Phones

1. Label button to be programmed as *Headset Status*, *Headset Auto Answer*, or *Headset/Handset Mute*.
2. Press Menu.
3. Select **Ext Program[Prog]**.
If this feature is not displayed, press More.
4. Select **Start**.
5. Press *button to be programmed*.
6. Select **ListFeature[List]**.
7. Select **Hdset**.
If this feature is not displayed, use FindFeature[Find] or press More.
8. Select **Status[Stat]** for Headset Status, **Auto Answer[Auto]** for Headset Auto Answer, or **Mute** for Headset/Handset Mute.
9. Select **Enter**.
10. To program another button, repeat steps 5–9.
11. Press Home.

To Program Headset Features on MLX Non-Display Phones

1. Label button to be programmed as *Headset Status*, *Headset Auto Answer*, or *Headset/Handset Mute*.
2. Press Feature and dial 00.
3. Press *button to be programmed*.
4. Dial *782 for Headset Status, *780 for Headset Auto Answer, or *783 for Headset/Handset Mute.
5. To program another button, repeat steps 3 and 4.
6. Press Feature and dial *00.

To Use Headset Feature Buttons

1. Unplug handset.
2. Plug headset into console.
3. Press programmed *Headset Status* button.
Green light goes on. You can talk and be heard through headset.
4. Press line button to answer calls or press programmed *Headset Auto Answer* button to activate automatic call delivery.
When using Headset Auto Answer, begin talking after you hear the tone.
5. Press programmed *Headset Hang Up* button to disconnect call.

Notes:

- To delete Headset Status from a programmed button, you must first lift the handset.
- Headset Auto Answer cannot be activated during a call.
Complete the call then press *Headset Auto Answer*.
- You must press programmed *Headset Hang Up* button to disconnect the call even if the outside caller hangs up.

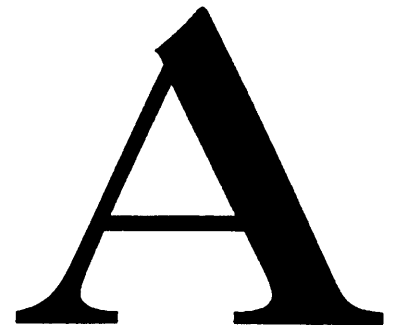
Deactivating the Headset

An agent can deactivate the headset during a call using

- *Headset/Handset Mute*. Press once to deactivate the microphone in the headset. Press again to resume the call.
- *Speaker*. Press once to transfer the call from the headset to the speakerphone. Press again use the headset.

If the call is disconnected while the speakerphone is in use, Headset Auto Answer is discontinued. The agent must press *Speaker* again to return to automatic call delivery.

Calling Group Feature Codes



Many calling group features can be used by dialing feature codes instead of pressing programmed buttons. One procedure, entering and exiting supervisor mode, can be done only by using feature codes.

Following are the calling group features and their corresponding feature codes.

Calling Group Feature Codes

Feature/Procedure Name	Feature Code
Supervisor features:	
Enter supervisor mode	32+Hold
Exit supervisor mode	32+Drop
Change agent status - Available	7 6 2
Change agent status - Unavailable	7 6 0
Agent features:	
Sign in (Available)	44
Sign out (Unavailable)	*44

Index/Glossary

A

agent

A member of a calling group. **1-1, 1-2, 5-1**

Agent buttons

Programmed buttons on calling group supervisor phones that you use to monitor agent status. **2-15, 2-17, 2-18**

agent status buttons

Programmed buttons on calling group supervisor phones that you use with Agent buttons to change agent status. **2-15, 2-17, 2-19, 2-20, 4-8**

analog multiline telephone

A style of phone that is compatible with the system and includes the BIS-10, BIS-22, BIS-22D, BIS-34, and BIS-34D phones, and the MERLIN® II System Display Console with DSS. **2-1**

Auto Answer All

A feature you use to answer calls using a headset or other equipment attached to your phone. **5-5, 5-8**

Auto Login

A feature your company programs for calling groups so that unanswered calls continue to ring at agent phones until the call is answered or the caller hangs up. Auto Login also makes all agents available following a power failure. **3-2, 3-10**

Auto Logout

A feature your company programs for calling groups so that agents are made unavailable if they do not answer calls within five rings. Auto Logout also makes all agents unavailable following a power failure. **3-2, 3-10**

available status

An indication to the system that a calling group agent has signed in and can handle calls. **1-3, 2-15, 4-6, 4-7, 4-8, A-2**

C

calling group

A team of agents who handle the same types of calls, for example, sales or service calls. **1-1, 1-2**

calling group feature buttons

The buttons you program and use for calling group supervisor and agent activities. **2-14**

calling group message receiver

A single display phone designated to receive messages sent by inside callers to the calling group. **3-2, 3-11**

call queue

A holding area in the system that keeps track of calls on hold and distributes them in the order they were received. **1-2, 3-6, 4-4**

Calls-in-Queue Alarm

A light associated with the Calls-in-Queue Alarm button or an external alert that signals members of the calling group when a programmed limit for calls is reached or exceeded. **3-2, 3-6, 4-4**

Calls-in-Queue Alarm button

A programmed button that alerts members of a calling group when the number of calls waiting in queue reaches or exceeds a programmed limit. **2-16, 2-17, 2-21, 2-22, 3-6, 4-4**

circular distribution

A method used by the system to search for an available agent and distribute calls in sequential order starting with the last agent to receive a call. **3-4**

D

delay announcement

A recorded message heard by callers waiting in a calling group queue asking them to stay on the line until an agent is free. **3-1, 3-6**

Dial-out code

A code (usually a 9) you must dial when using an SA (System Access) button to make an outside call. **2-9, 2-10, 2-11**

digital/ISDN (MLX) telephone

A style of phone that is compatible with the system and includes the MLX-10,[™] MLX-10D,[™] MLX-28D,[™] and MLX-20L[™] phones. **2-1**

direct inward dialing

A special line that can be connected to the system so that outside callers can dial extensions directly, bypassing the system operator. **1-2**

Direct Station Selector (DSS)

An adjunct with buttons that you use to place calls to extensions and check extension status. The DSS can be attached to a digital/ISDN (MLX) display phone and is built into the MERLIN® II System Display Console. **2-1, 2-6, 4-6, 4-7**

E

external alert

An alert, such as a strobe light or bell, your company assigns to a calling group's extension number. The alert is activated when the number of calls in queue equals or exceeds the limit. **3-8**

F

Feature button

A button you press to program and use phone features. On digital/ISDN (MLX) phones, the Feature button is a dedicated, imprinted button; on analog multiline phones, you have to program a Feature button. **2-14, 2-22**

feature code

A 1-, 2-, or 3-digit code you dial to use features. **5-3, 5-4, A-1**

H

Headset Auto Answer

A feature you use to send calls to the headset automatically. **5-6, 5-7, 5-8**

Headset/Handset Mute

A feature you use to mute the microphone in either your handset or headset so you can speak privately with someone in your office without your caller hearing you. **5-6, 5-7, 5-8**

Headset Hang Up button

A button you use to manually disconnect a headset call. **5-6, 5-8**

Headset Status button

A button you press to use your handset instead of your headset and vice versa. **5-6, 5-7, 5-8**

I

ICOM (Intercom) buttons

Three buttons you use to make only inside calls. **2-9, 2-12**

ICOM Ring - used to make or receive ringing inside calls. **2-12**

ICOM Voice - used to make or receive voice-announced inside calls. **2-12**

ICOM Originate Only - used only to make inside calls. (This button can be used for either voice-announced or ringing calls.) **2-13**

Inspect screen

The display screen you use to preview incoming calls and see the number of calls waiting in a calling group queue. You can also use the Inspect screen to see what features are programmed on your line buttons. **4-4**

L

linear distribution

A method used by the system to search for an available agent and distribute calls by starting at the front of the line every time. **3-4, 3-5**

line buttons

The rows of buttons above and/or to the right of your dialpad, which you or your company can program with lines or features. **2-9**

M

MERLIN® II System Display Console

An operator console with 34 line buttons, a built-in direct station selector (DSS), and a display. **2-1, 2-4, 2-15, 4-7**

Message Status button

A button you use to see the busy status of agents' phones on a direct station selector (DSS). **4-7**

O

overflow coverage

A function of the system that sends calls waiting in queue to an overflow calling group or to a queued call console (QCC) when the number of calls in queue reaches a programmed limit. **3-2, 3-9**

P

Pool button

A line button you use to make and receive outside calls on SA (System Access) button phones. Only SA button phones have Pool buttons. **2-11**

S

SA (System Access) buttons

Three buttons you use to make inside and outside calls. **2-9, 2-10, 2-11**

SA Ring - used to make and receive inside and outside calls. **2-10**

SA Voice - used to make voice-announced inside calls, receive voice-announced and ringing inside calls, and make and receive outside calls. **2-10**

SA Originate Only - used to make inside and outside calls. (This button can be used for either voice-announced or ringing calls.) **2-11**

Shared SA button

A button you use to answer calls for co-workers. You can also use the Shared SA button to join co-workers' conversations. **2-11**

station hunting

The method used by the system to search for an available agent, either in a circular or linear order. **3-1, 3-3, 3-4**

system manager

A co-worker who was involved with the planning and programming of the system and is responsible for managing it. **1-2**

system operator

A co-worker who answers incoming calls and transfers the calls or takes messages. **1-2, 3-6**

U

unavailable status

An indication to the system that a calling group agent has signed out and is unable to handle calls. **1-3, 4-6, 4-7, 4-6, A-2**

W

WATS (wide area telephone service)

A service that allows you to make calls to or from certain areas for a flat-rate charge based on expected usage. **2-11, 2-13**

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