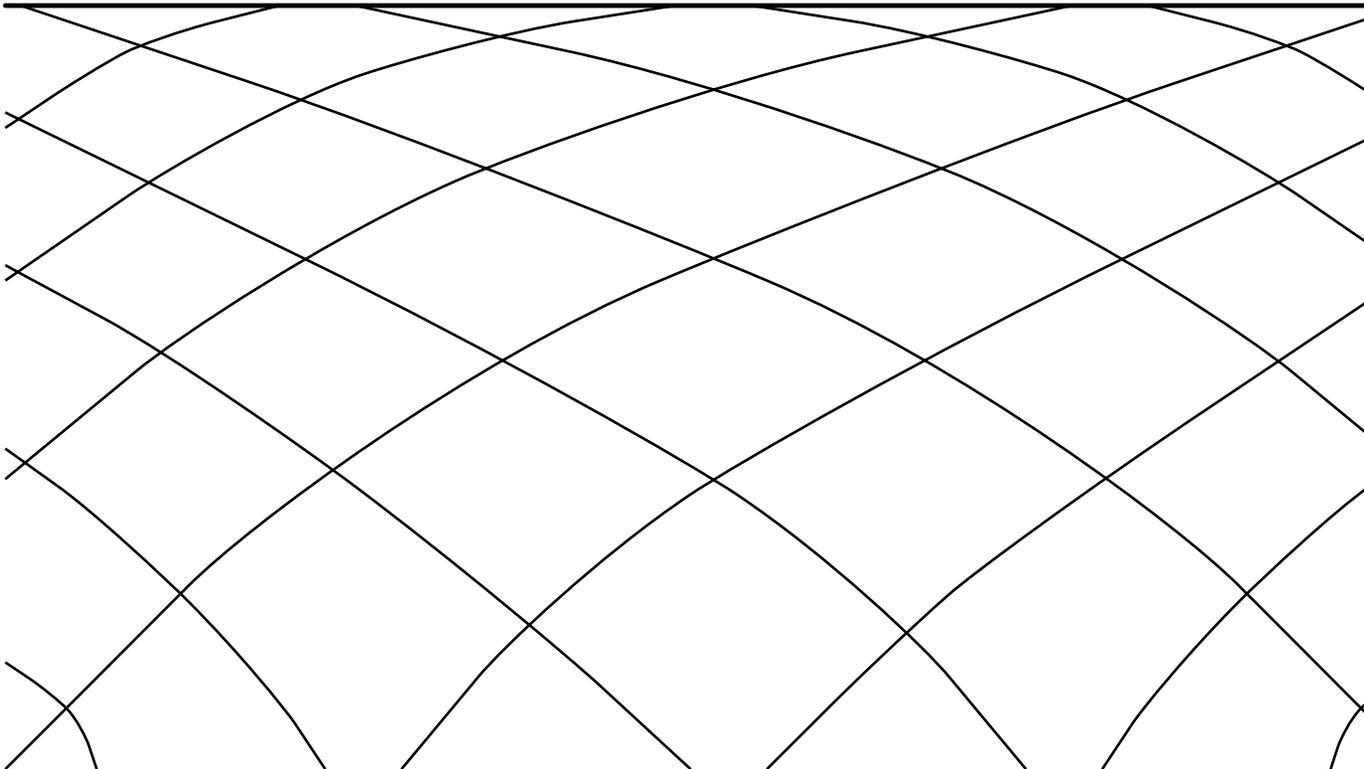**AT&T**

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

Automatic Call Distribution (ACD)
Agent Instructions

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Contents

Introduction

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

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

- Where a procedure states "press a call appearance button," lift your handset instead.

- To disconnect from a call, hang up your handset or press ⎡ **Release** ⎤ .

The CALLMASTER and CALLMASTER II and III Voice Terminals

The (602) CALLMASTER and the (603) CALLMASTER II (with Recorder Interface) and CALLMASTER III (without Recorder Interface) voice terminals are specially designed for ACD use. Each of these digital voice terminals features a 2-line display of call-related information. 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.

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

Automatic Answering and Manual Answering

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

- **Automatic Answering – All Calls**

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

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

- **Automatic Answering – ACD Calls Only**

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

- **Manual Answering**

  With Manual Answering, your voice terminal rings when you receive an ACD or a non-ACD call. Your ringing options are:
  - single ring all calls
  - continuous ring all calls
  - single ring if busy on a call
  - silence if busy on a call

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

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

ACD Work Modes

The four work modes associated with ACD call handling are described below. You can enter a work mode by pressing the button for that mode or dialing an access code for the mode. A work-mode change in an EAS environment applies to all logged-into skills. If you are active on a call and try to change modes, the mode is not changed until you disconnect from the call.

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

- **Auto-In**

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

- **Manual-In**

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

- **After Call Work (ACW)**

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

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

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

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

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

   - No new calls will be allowed to enter the split's queue.

   - Calls already in the queue are routed to you until the queue is empty.

   - If you have an Aux-Work button, the light next to the button flashes until all calls in the queue are answered. When the last call is answered, the light next to the button goes on steadily and you enter Aux-Work mode.

Changing Work Modes

You may change the work modes of a split 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 you do not answer the call distributed from a split or skill, the call is redirected back to the split or skill after making you unavailable and notifying the Call Center manager. If the call is a Direct Agent call, it is redirected to your coverage path instead of back to a split or skill. This feature is available only with DEFINITY G3V2 and later.

Stroke Counts and Call Work Codes

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

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

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

  Stroke Count "0" (0-Stroke) is assigned to audio problems on a particular call. Press the 0-Stroke button when there is sound difficulty on an ACD call. However, note that by pressing 0-Stroke, you have merely indicated to CMS that

  there was a sound quality problem on that call; pressing the button does *not* alleviate the audio and/or sound difficulty. (The CALLMASTER II and III voice terminals have a Volume Control button, so, if you are using either of these sets and the volume is too low, press the right side of the Volume button.)

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

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

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

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

Queue Status Indication

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

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

  This indication is based on the total number of calls in queue for a split. Each split is assigned a warning threshold of 1 to 200 calls for the number of queued calls. If there are no calls, the light associated with the 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 queue. Each split is assigned a warning threshold of 0 to 999 seconds for the oldest queued time. If no calls are in queue, the OQT light 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 light associated with the OQT button flashes.

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

In addition to these buttons and lights, auxiliary queue warning lights can be installed at a location within view of the agents. When the oldest queued time of a call or the number of calls in queue exceed the administered threshold, these lights

flash; otherwise, the lights are off. (You may have one auxiliary queue warning light for Call Warning *and* Time Waiting thresholds.)

The VuStats Feature

If your voice terminal has a display and is connected to a DEFINITY G3V3 (or later), you may use the VuStats feature to view Call Center statistics on agents, splits or skills, Vector Directory Numbers (VDNs), and trunk groups. As an agent you may want to use this feature to view your own current productivity measurements or those for the split or skill which you are logged into. For procedures on using this feature, see "Using the VuStats Feature" in the next section of these instructions.

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

VDN-of-Origin Announcements

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

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

Notes on VOA Announcements: If your terminal is connected to a DEFINITY G3V3, the caller *can* hear you if you speak during the announcement.

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

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

- On all CALLMASTER station sets — a single zip-tone, then the VOA announcement, and then a double zip-tone, followed by connection to the caller

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

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

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

- You may shorten the VOA announcement playback for an incoming call by pressing the flashing call appearance button while the announcement is being heard.

- You may shorten the repeated VOA announcement playback (after you have pressed the VOA-REPEAT button) by pressing the VOA-REPEAT button again while the announcement is being heard.

Non-ACD Calls

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

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 ⌷ .

6

- 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.

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 that 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	Each of these boxes represents a button that has a feature assigned to it. The button is labeled with the
⎡ Feature xxxxx ⎤	feature name, sometimes followed by an extension number or a person's name (shown as **xxxxx**).
[handset or headset tone]	The tone that appears in brackets after a step indicates what you should hear from your handset or your 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 instruction booklet is a set of quick reference lists. Use them to record your feature and trunk codes, Abbreviated Dialing Personal List entries, frequently called miscellaneous extensions, and the meaning of Stroke Count entries. Once you have completed the lists, remove the page from this booklet (tear along the perforation), and keep the lists near your voice terminal.

ACD Procedures

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

Note: Calls may be recorded with the use of the CALLMASTER or CALLMASTER II voice terminal with RIM. For details, see the *AT&T CALLMASTER Voice Terminal User's Guide* or *DEFINITY CALLMASTER II and CALLMASTER III Voice Terminals User and Installation Instructions*.

Agent Login □

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

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

- If your voice terminal is connected to a DEFINITY G3i system, the agent split number is two digits (01 through 99)

- If your voice terminal is connected to a DEFINITY G3r system, the split number is three digits (001 through 255).

To log in

1 Press ⎣ **Login** ⎦ if you have an Abbreviated Dialing (AD) button with the login access code stored on it (the AD button can also store your 2- 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

3 If required, dial your login-ID number (if this information is not stored on the login AD button)

[confirmation tone]

- Your answering position is now staffed

- You are automatically placed in Aux-Work mode

- Aux-Work light goes on steadily

4 Press ⎣ **Release** ⎦

5 Press ⎣ **Auto-In** ⎦ or ⎣ **Manual-In** ⎦ to be available to answer ACD calls
(If your voice terminal is not equipped with either of these feature buttons, dial the Auto-In or Manual-In access code, and then dial the 2- or 3-digit split number.)

6 Repeat all the previous steps for each split you are logging into.

Agent Login (EAS) ☐

To log in

1 Press ⎡ **Login** ⎤ if you have an Abbreviated Dialing
(AD) button with the login access code stored on it
**or Press an idle call appearance button and
dial the login access code** _____
[dial tone]

2 Dial your login-ID number (if you hear a
confirmation tone, skip the next step)   [dial tone]

3 Dial your password   [confirmation tone]

- Your answering position is now staffed

- You are automatically placed in Aux-Work mode

- Aux-Work light goes on steadily

- Your display shows the set of skills you're logged
  into

4 Press ⎡ **Release** ⎤

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

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

Agent Logout ☐

To log out

1 Press ⎡ **Logout** ⎤ if you have an Abbreviated Dialing
(AD) button with the logout access code stored on it
(the AD button can also store your 2-digit or 3-digit
split number)
**or Press an idle call appearance button and
dial the logout access code** _____
[dial tone]

2 Dial the 2-digit (for DEFINITY G3i) or 3-digit (for
DEFINITY G3r) split number (if it is not stored on
your login AD button)   [confirmation tone]

3 If you are using Automatic Answering, press
⎡ **Release** ⎤

4 Repeat the previous steps for each split from which
you want to log out

5 Hang up handset or turn off headset

- Your answering position is now unstaffed

Agent Logout (EAS) ☐

To log out

1 Press ⌐Logout⌐ if you have an Abbreviated Dialing (AD) button with the logout access code stored on it **or Press an idle call appearance button and dial the logout access code _____**

[dial tone]

2 If you are using Automatic Answering, press ⌐Release⌐

3 Hang up handset or turn off headset

- Your answering position is now unstaffed

Auto-In Mode with Automatic Answering ☐

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

1 Plug in the headset

2 Log in

- Your answering position is now staffed
- You are automatically placed in Aux-Work mode
- Aux-Work light goes on steadily

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

- Light for call appearance selected at login goes off
- Aux-Work light goes off
- Auto-In light goes on steadily
- Listen for zip-tone. You are automatically connected to the ACD call.
- Listen for a VDN-of-Origin announcement

4 Converse with caller

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

- If you press a Stroke Count button, the light next to the button goes on for two seconds. (If the light flutters, no information was sent to CMS.)

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

6 If you need to do After Call Work (ACW), press `ACW` during the call. **Go on to Step 7.**

- ACW light flashes during the call

  or

  If you do not need to enter ACW, you are automatically connected to your next ACD call when the caller hangs up, you go on-hook and press `Release` . **Go on to Step 9.**

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

- You are automatically placed in ACW mode when the caller hangs up or you go on-hook and press `Release`

- ACW light goes on steadily at the end of the call

- The light next to `Auto-In` goes off at end of call

- You are in ACW mode

8 When you are ready to receive another ACD call, while you are in ACW mode, press `Auto-In` **or Select an idle call appearance button and dial the Auto-In access code _____ (and a 2-digit or 3-digit split number if you are a non-EAS agent)**

- ACW light goes off

- Auto-In light goes on

- Listen for zip-tone (you are automatically connected to next ACD call)

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

_____

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

Manual-In Mode with Automatic Answering □

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

1 Plug in the headset

2 Log in

- Your answering position is now staffed

- You are automatically placed in Aux-Work mode

- Aux-Work light goes on

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

- Light for call appearance selected at login goes off

- Aux-Work light goes off

- Manual-In light goes on

- Listen for zip-tone. You are automatically
  connected to the ACD call.

- Listen for a VDN-of-Origin announcement

4 Converse with caller

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

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

- If you press a Stroke Count button, the light next
  to the button goes on for two seconds. (If the
  light flutters, no information was sent to CMS.)

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

6 Your call is disconnected when the caller hangs up or
you press ⎡ **Release** ⎤

- Manual-In light goes off

- ACW light goes on

- You are in After Call Work mode

7 Do any necessary paper work. You will not receive ACD calls.

8 To receive another ACD call, press `Manual-In` **or Select an idle call appearance button and dial the Manual-In access code _____ (and a 2-digit or 3-digit split number if you are a non-EAS agent)**

- ACW light goes off

- Manual-In light goes on

- Listen for zip-tone (you are automatically connected to the next ACD call). Repeat Steps 4 through 7 to process another ACD call.

To unstaff your position

1 Log out to unstaff your position

Auto-In Mode with Manual Answering ☐

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

1 Log in

- Your answering position is now staffed

- You are automatically placed in Aux-Work mode

- Aux-Work light goes on

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

- Aux-Work light goes off

- Auto-In light goes on

3 Listen for audible ring and press the ringing call appearance button

4 Converse with the caller

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

- If you press a Stroke Count button, the light next to the button goes on for two seconds. (If the light flutters, no information was sent to CMS.)

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

6 If you need to do After Call Work (ACW), press ⬚ ACW during the call. **Go on to Step 7.**

- ACW light flashes

  or

If you do not need to enter ACW, you are automatically connected to your next ACD call when the caller hangs up, you go on-hook, or you press ⬚ Release . **Go on to Step 9.**

7 If you enter ACW mode, the following occurs:

- Your call is disconnected when the caller hangs up or when you go on-hook and press ⬚ Release

- Auto-In light goes off

- ACW light goes on steadily at the end of the call

- You are in After Call Work mode

8 When you are ready to receive another ACD call, while you are in ACW mode, press ⬚ Auto-In **or Go off-hook and dial the Auto-In access code _____ (and a 2-digit or 3-digit split number if you are a non-EAS agent)**

- ACW light goes off

- Auto-In light goes on

9 To process another ACD call, repeat Steps 3 through 7

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

Manual-In Mode with Manual Answering ☐

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

1 Log in

- Your answering position is now staffed

- You are automatically placed in Aux-Work mode

- Aux-Work light goes on

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

- Light for call appearance selected at login goes off

- Aux-Work light goes off

- Manual-In light goes on

3 Listen for audible ring and then press the ringing
call appearance button. After you have pressed the
button, listen for a VDN-of-Origin announcement.

4 Converse with the caller

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

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

- If you press a Stroke Count button, the light next
to the button goes on for two seconds. (If the
light flutters, no information was sent to CMS.)

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

6 Go on-hook or press ⎣ **Release** ⎦ when conversation
ends

- Manual-In light goes off

- ACW light goes on steadily

- You are in After Call Work mode

7 Do After Call Work

8 To receive another ACD call, press | Manual-In |
**or Go off-hook and dial Manual-In access
code _____ (and a 2-digit or 3-digit split
number if you are a non-EAS agent)**

- ACW light goes off

- Manual-In light goes on steadily

9 To process another ACD call, repeat
Steps 3 through 7

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

Answering Calls in Multiple Splits or Skills ☐

If you are an agent without EAS, you can be a member of any number of splits.
However, you can log into a maximum of four splits. You must log into each split in
turn, using the Agent Login procedure described in these instructions and dialing the
2-digit (for DEFINITY G3i) or 3-digit (for DEFINITY G3r) number of the split.
Make sure you are available for calls in all the splits you are logged into. With EAS,
you only log in once and, by pushing | Auto-In | or | Manual-In | , you are available in all
skills for which you have been previously administered.

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

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

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

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

Multiple Call Handling (MCH)

The Multiple Call Handling (MCH) feature allows agents to process multiple ACD calls simultaneously. An agent who is logged in to a split or 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, you must be using a multi-appearance voice terminal connected to a DEFINITY G3V3 (or later) switch. For some MCH options discussed on the next few pages, you will need a G3V4 (or later) switch.

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

- You can receive multiple calls *on-request*. (See the procedure below.)

- You may also be part of a split or skill in which you are *forced to receive one or more ACD calls* while you have other ACD or non-ACD calls active or on hold. These forced MCH options are: the *many-forced*, *one-forced*, and *one* ACD call *-per-skill*. These forced MCH options can be used only if your voice terminal is connected to a DEFINITY G3V4 or later switch. More information about these

MCH forced options appears in "MCH Forced Call Options Available with DEFINITY G3V4 and Later" further on in this discussion of Multiple Call Handling.

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

1 Place current call on hold by pressing ⬚ Hold ⬚

- Green light flutters next to the call on hold

- Present call is put on hold

Note: The maximum number of simultaneous calls you can handle from an ACD split or skill with MCH is the number of call appearances assigned to your station or that number minus one.

2 Activate the Auto-In or Manual-In work mode by pressing ⬚ Auto-In ⬚ or ⬚ Manual-In ⬚ or use a feature access code

Note: This activation will be denied if:

— No unrestricted call appearance is available

— You are in a split or skill in which you are required to enter a Stroke Count or Call Work Code

3 You are alerted with another incoming ACD call. Answer the new ACD call just like any other ACD call — that is, by going off-hook, or selecting a ringing line appearance, or listening for zip-tone. A VDN-of-Origin announcement may follow.

4 When you complete the new ACD call, you can do one of the following:

— Go into ACW for the new ACD call (make sure you have selected Manual-In or ACW before dropping the new call)

— Reconnect to the held call (If your ACW light is on when you reconnect, the system assumes you are finished with ACW for the new ACD call)

— Become available for another call and go back to Step 2 (If your ACW light is on when you select Auto-In or Manual-In, the system will assume you are finished with ACW for the new ACD call)

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

— An ACD or Direct Agent call is terminated at the agent terminal

— The agent reconnects to a held ACD or Direct Agent call

— The agent reconnects to a non-ACD call put on hold before the agent activated Auto-In or Manual-In work mode to become available

— The agent goes into ACW or Aux-Work mode

_____

To return to the held call
1 Press ⬚ **xxxxx** (the line appearance) of the held call

• You are connected to the held call

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

MCH Forced Call Options Available with DEFINITY G3V4 and Later

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

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

— you are in the Auto-In or Manual-In work mode

— you have an available unrestricted line appearance on your terminal

— an ACD call is not ringing at your terminal

— Aux-Work mode is not pending

— an agent move from CMS is not pending

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

— you have no other ACD call on the station (ringing, active, or on hold)

— you are in the Auto-In or Manual-In work mode

— you have an available unrestricted line appearance on your terminal

— Aux Work mode is not pending

— an agent move from CMS is not pending

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

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

— you have no other ACD call for that skill on the station (ringing, active, or on hold)

— you are in Auto-In or Manual-In work mode

— you have an available unrestricted line appearance on your terminal

— an ACD call for some other skill is not ringing at your terminal

— Aux-Work mode is not pending

— an agent move from CMS is not pending

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

Internal Calls to Splits or VDNs □

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

1 Press an idle call appearance button

2 Dial the unique extension number of the split or VDN   [ringback tone]

- If an agent is available, you will be connected to that agent. If no agent is available, you may hear one or more announcements until your call is connected to an available agent.

- Converse with the answering agent

- When your call ends, press ⎡ **Release** ⎤ or press ⎡ **Drop** ⎤ or hang up handset

To place a call from an extension to a specific agent

1 Press an idle call appearance button

2 Dial the voice terminal extension of the specific agent; or, with EAS, you may dial the agent's login-ID (where, if both the agent and the calling party have Direct Agent Calling in their Class Of Restriction, this becomes an ACD call)

[ringback tone]

3 Converse with the agent

4 When your call ends, press ⎡ **Release** ⎤ or press ⎡ **Drop** ⎤ or hang up handset

Adding a Skill or Changing a Skill Priority ☐

During a login session, you may change one of your skill assignments or change the priority of a skill assignment (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.

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

Note: You hear intercept tone if you are not logged in, if you already have four skills and 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:

  "Add Skill: Enter number, then # sign"

3 Dial the number of the skill you want to add or of which you wish to change the priority.

4 Press ⬚#⬚ [dial tone]

- The display shows:

  "Press 1 for primary or 2 for secondary"

5 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 your new assignment.

Removing Yourself from a Skill Assignment ☐

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

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

To remove yourself from a skill assignment

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

1 Pick up the handset   [dial tone]

2 Dial the Remove Skill feature access code _____
(Your system manager can supply this code.)
[dial tone]

• The display shows:

"Remove Skill: Enter number, then # sign"

3 Dial the number of the skill assignment from which you are requesting to be removed

4 Press ☐#☐

Note: If you are presently on a call or in ACW for the skill from which you are removing yourself or if you have calls remaining in that skill, you will hear reorder tone.

Being Moved to Another Split or Skill ☐

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

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

Using the VuStats Feature ☐

If your voice terminal is connected to 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, VDNs, and trunk groups. You may also want to use the VuStats feature to view, on your terminal display, productivity statistics for you or the split or skill which you are logged into.

To activate the VuStats feature

1 Press ⎡ **VuStats** ⎤

Note: In most cases, the display automatically appears when you press the ⎡ **VuStats** ⎤ button. However, in some cases, you may hear dial tone indicating you need to enter your extension or login ID, split/skill number, VDN, or trunk group number. Press ⎡ **#** ⎤ when you have finished entering the number.

- The light next to ⎡ **VuStats** ⎤ goes on (or flashes, if a threshold condition for the current display has been reached)

  If the light next to ⎡ **VuStats** ⎤ flutters, it may mean you need to log in or too many users are currently using the VuStats feature.

- The display shows your ACD measurements for the current hour or half-hour, the last hour(s) since you logged in, or for the current day.

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

2 If your status display offers other screens, press ⎡ **Next** ⎤ in order to view them

3 To return to Normal display mode, press ⎡ **Normal** ⎤

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

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

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

Request for Supervisor Assistance ☐

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

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

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

- Assist light goes on

- Connected party is automatically put on hold

- Priority call is placed to supervisor

2 Talk with supervisor

3 You can then do one of the following:

- Press ⌷ Release ⌷ to disconnect from supervisor's
  call *and* then press call appearance of held call
  or, without pressing ⌷ Release ⌷ **, just press call
  appearance of held call**

- Transfer the caller on hold to the supervisor by
  pressing ⌷ Transfer ⌷

- Set up a conference call that includes your
  supervisor, the party on hold, and yourself by
  pressing ⌷ Conference ⌷

To request assistance
from your supervisor
with no call active

1 Press ⌷ Assist ⌷ for the desired split

Note: With EAS, if the ⌷ Assist ⌷ button has no skill
number, it selects either the skill most recently
handled or the first skill you are logged into.

- Priority call is placed to supervisor

2 Talk with supervisor

3 When you are finished, press ⌷ Release ⌷

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

1 If you want to consult with the supervisor (without
the caller listening), press ⌷ Hold ⌷ and an idle call
appearance button or ⌷ Transfer ⌷ or ⌷ Conference ⌷
[dial tone]

2 Dial Supervisor Assist access code   [dial tone]

3 Dial 2-digit (for DEFINITY G3i) or 3-digit
(for DEFINITY G3r) split (or skill number with EAS)

- Priority call is placed to supervisor

4 Talk with supervisor

5 Press ⌷ Release ⌷ when ready to disconnect from
supervisor's call

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To request assistance from your supervisor without an ⸨Assist⸩ button (with no call active)	**1** Press an idle call appearance button
	[dial tone]
	2 Dial Supervisor Assist access code [dial tone]
	3 Dial 2-digit (for DEFINITY G3i) or 3-digit (for DEFINITY G3r) split (or skill number with EAS)
	• Priority call is placed to supervisor
	4 Talk with supervisor
	5 Press ⸨Release⸩ when ready to disconnect from supervisor's call

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

Display Features □

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

   "a = Info:1234567890"

   (1234567890 = the collected digits)

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

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 and shows the queue status information.

- Press ⎡Inspect⎤ and the appropriate call appearance button to display call information on a ringing or held call while you are busy on another call. Press ⎡Normal⎤ to exit Inspect mode.

- Press ⎡Timer⎤ to measure the length of a call (press once to start the timer; press a second time to clear the timer)

- Press ⎡Date/Time⎤ to display the date and time

Display Examples

Incoming Trunk Call

"a = Incoming Trk Grp Name to Sales Dept"

Internal Call

"a = Extension Number or Name of Caller to Sales Dept"

Queue Status Display

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

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

Basic Voice Terminal Procedures

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 `Drop` or `Release`

To place an AD call

1 Press selected `AD xxxxx`   [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 `Program`
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 `Drop` and begin again at Step 1 if you want to program entries on another list

8 Hang up or press `Drop` or `Release` to end programming

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

Group, System, and Enhanced Lists can be obtained from 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 [Auto Callback] 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 [Release]

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

Note: After you activate Automatic Callback, the system monitors the called extension. That extension becomes available after the called 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 (half-ring) 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 `Call Pickup`
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 `Hold`

- Present call is put on hold
- Green light flutters

2 Press `Call Pickup`

- Called voice terminal stops ringing
- You are connected to incoming call

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

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, for a total of six people on the call)

1 Press `Conference`   [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 `xxxxx` to return to held call.

3 Press `Conference` again

- All parties are now connected
- Repeat Steps 1 through 3 for additional conference connections

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To add a call you've put on hold to another call to which you're connected	**1** Press `Conference` [dial tone] • Held call light continues to flutter; current call light also flutters • You are given a new call appearance **2** Press `xxxxx` of call on hold (first call) **3** Press `Conference` again • All parties are now connected
To drop the last party added to a conference call	**1** Press `Drop` • 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 `Hold` • 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 `Hold` • Green light flutters **2** Press `xxxxx` of incoming call • You are connected to incoming call

To return to held call	1 Press ⌐xxxx¬ of held call
	• You are connected to held call
	Note: If you are active on a call and you press the ⌐xxxx¬ 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 ⌐Last Dialed¬ **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 ⌐LWC¬ 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 ⌐LWC¬ 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 ⌐LWC¬ **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 [Cancel LWC]
   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 (or if you hear stutter dial tone)

1 See your system manager for instructions regarding your local message retrieval procedures

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

Send All Calls ☐

Temporarily sends all your personal calls to the extension of a person designated to answer them when you cannot. Use when you will be away from your desk 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 [Send All Calls] (while on-hook)
   or Dial Send All Calls access code _____
                               [confirmation tone]

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

To cancel Send All Calls

1 Press [Send All Calls] 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 [**Transfer**]   [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 [**xxxxx**]

3 Press [**Transfer**] again

   • Call is sent to dialed number

4 Press [**Release**]

Indicator Lights

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

Red Light

The red light goes on steadily when:

- You are active on a call (ACD or non-ACD).

- You press a call appearance button to place a call (when using a headset) or go off-hook (when using a handset).

- If your headset has an ON/OFF switch, set it to OFF. If it doesn't have a switch, unplug it.

- The handset is in its cradle (if you have a handset and switchhook).

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

Green Status Light

The various states of the green light indicate the following:

- Off—You are not active on the call appearance or you have not activated the assigned feature.

- Steadily on—You are active on the call appearance or you have activated the assigned feature.

- Flashing—You are receiving an incoming call.

- Fluttering—You placed a call on hold.

- Broken Fluttering—You attempted an unknown or invalid action.

Tones and Their Meanings

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

Ringing Tones

- **one ring**—A call from another extension.

- **two rings**—A call from outside or 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**—(five short bursts of tone) indicates a message is waiting for the agent login-ID. If an agent has a message, this tone is heard instead of the confirmation tone after a successful login. (This is the same tone as the hold recall tone, but functions as described here.)

- **incoming call identification (ici) tone**—(three short bursts of tone, alternating high, low, and another high tone) indicates an incoming non-ACD call.

- **intercept tone**—(an alternating high and low tone) indicates a dialing error or denial of the service requested.

- **recall dial tone**—(three short bursts of tone followed by 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

Feature Codes	
Feature	**Code**
ABBREVIATED DIALING List 1	
List 2	
List 3	
Program	
AUTOMATIC CALLBACK	
Cancel	
CALL FORWARDING ALL CALLS	
Cancel	

Feature Codes	
Feature	**Code**
CALL PARK	
Answer Back	
CALL PICKUP	
LAST NUMBER DIALED	
LEAVE WORD CALLING	
Cancel	
SEND ALL CALLS	
Cancel	

Trunk Codes

Description	Code

Miscellaneous

Description	Extension
Message	
Attendant	

ACD Access Codes

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

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

Abbreviated Dialing*			
Item No.	**Personal List 1**	**Personal List 2**	**Personal List 3**
	Name	**Name**	**Name**

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