



MERLIN LEGEND™ Communications System

Release 2.0

Calling Group Supervisor's Quick Reference

Calling Group Overview

A calling group is a team of agents who handle the same kinds of calls. Usually these calls are not meant for any particular agent,

Your system 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 telephones allowed in the communications system.

Your telephone can be programmed as a supervisor telephone only or as an agent telephone, enabling you to take calling group calls. Your telephone can also be programmed for you to supervise more than one calling group.

Call Queue

When all agents in a calling group are unavailable, incoming calls are placed in a holding area (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 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 Features

The following table summarizes the features that your company can program for a calling group.

Feature	Description
Station Hunting	Distributes calls to agents in either a circular or a linear order. Each agent 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.
Calls-in-Queue Alarm	Alerts supervisors and agents that the programmed limit of calls in queue was 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 agent's status from available to unavailable or sends the call to another agent when agent does not answer within five rings.
Auto Login	Allows unanswered calls to ring at an agent's phone until the caller hangs up.
Calling Group Message Receiver	Allows inside callers to send display messages to a designated message receiver for calling group. Calling groups can share the same message receiver.

TELEPHONE

You can supervise calling groups using the following telephones:

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

Calling Group Feature Buttons

Agent Buttons	(One button for each agent.) Used to check the status of each agent and, if programmed, to auto dial† each agent's extension.
Agent Status Buttons*	Use to change the status of each agent's extension. Supervisors need two status buttons: Available and Unavailable . If desired, agents can program an Available button to switch in/out of available status.
Calls-in-Queue Alarm Button	Use to check number of calls in queue. One button is needed for each calling group. If desired, agents can have this button programmed on their telephones.

Feature Button

Use this button to program and use your telephones features, including calling group features. MLX telephones have this button. Analog multiline telephones must have this button programmed onto a line button (see **Programming Buttons on Supervisor Phones**).

† For Auto Dial, see the quick reference card for your telephone.

‡ You can also change agent telephone status by using feature codes.

Line Buttons

Number of line buttons depend on telephone:

- BIS-22 or BIS22D: 22
- BIS-34 or BIS34D: 34
- MERLIN II System Display Console: 34
- MLX-20L: 20
- MLX-28D: 28

Telephones with SA Buttons

SA Ring	Use to make/receive inside/outside ringing calls, including calls to calling group.
SA Voice	Use to make and receive outside calls, receive ringing and voice-announced calls, make inside voice-announced calls, including calls to calling group. (Co-workers hear your voice over the speaker phone.)
SA Originate Only	Use only to make inside/outside calls; calls are not received on this button.
Shared SA	Line is shared with co-workers. Use the same as SA Ring and SA Voice
555-XXXX	Use to make/receive outside calls only.

Telephones with ICOM Buttons

ICOM Ring	Use to make inside calls and receive inside ringing and voice-announced calls, including calls to calling group.
ICOM Voice	Use to make inside voice-announced and receive inside ringing and voice-announced calls and calls to calling group.
ICOM Originate Only	Use only to make inside calls; calls are not received on this button.
555-XXXX	Use to make/receive outside calls only.

AGENT ACTIVITIES

Agents are responsible for handling calls that come into the group. An agent can use any MLX, analog multiline, or single-line telephone.

Answering Calling Group Calls

Inside and outside calls to calling groups come in on either **SA** or **ICOM** buttons on multiline phones.

Identify call types as follows:

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

Agent extensions can be called directly from inside. If your company has direct inward dialing lines, agents can be called directly from outside.

Agents with MLX display phones can identify calling group calls by seeing *GrpCI* on their display.

Signing In/Out of Calling Group

Agents with multiple button phones can use either programmed **Available** buttons or feature codes to sign in/sign out. Agents with single-line phones must use feature codes.

To sign in/sign out using programmed buttons:

- Toggle programmed **Available** button to sign in/out.

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

To sign in/sign out using feature codes:

1. To sign in:

- On multiple button phones, press **Feature** and dial **44**.
- On single-line phones, lift handset and dial **#44**.

2. To sign out:

- On multiple button phones, press **Feature** and dial ***44**.
- On single-line phones, lift handset and dial **#*44**.

PROGRAMMING AGENT TELEPHONES

Programming Buttons on Agent Phones

To program available buttons on MLX display phones:

1. Label button with *Available*.
2. Press **Menu**.
3. Select *Ext Program[Prog]*.
4. Select *Start*.
5. Press labeled button.
6. Select *ListFeature[List]*.
7. Select *ES Status[ES]*.
8. Select *ES Status[ES]*.
9. Select *Enter*.
10. Press **Home**.

To program available buttons on MLX nondisplay phones:

1. Label button with *Available*.
2. Press **Feature**.
3. Dial **00**.
4. Press labeled button.
5. Dial ***44**.
6. Press **Feature**.
7. Dial ***00**.

To program available buttons on analog multiline phones:

1. Label button with *Available*.
2. Slide T/P switch to P.
3. Press labeled button.
4. Dial ***44**.
5. Return T/P switch to center.

Headset Features

For MLX telephones:

The following feature buttons can be programmed on your MLX telephone if you are using a headset:

- **Headset Status** to turn the headset on and off if using both headset and handset.
- **Headset Hang Up** to disconnect calls. (This button must be programmed by your system manager.)
- **Headset Auto Answer** to deliver calls to the headset automatically, eliminates need to press line buttons to answer calls.
- **Headset/Handset Mute** to temporarily turn off the microphone in your headset or handset so your voice is not heard by caller.

To program headset feature buttons on MLX display phones:

1. Label button.
2. Press **Menu**.
3. Select *Ext Program[Prog]*.
4. Select *Start*.
5. Press labeled button.
6. Select *ListFeature[List]*.
7. Select *Hdset*.
8. Select *Status[Stat]* for headset status, *AutoAnswer[Auto]* for headset auto answer, or *Mute* for headset/handset mute.
9. Select *Enter*.
10. Repeat Steps 5-9, if necessary.
11. Press **Home**.

To turn headset off during a call on MLX telephones:

- **Headset/Handset Mute**. Press once. Press again to resume.
- **Speaker**. Press once. Call transfers from headset to speakerphone. Press again to return the call to the headset.

To program headset features on MLX nondisplay phones:

1. Label button.
2. Press **Feature** and dial **00**.
3. Press labeled button.
4. Dial ***782** for headset status, ***780** for headset auto answer, or ***783** for headset/handset mute.
5. Repeat Steps 3 and 4, if necessary.
6. Press **Feature** and dial ***00**.

To use headset feature buttons on MLX telephones:

1. Unplug headset.
2. Plug headset into console.
3. Press programmed **Headset Status** button to change from handset to headset.
4. Press line button to answer calls or press programmed **Headset Auto Answer** button to activate automatic call delivery. Begin talking when you hear the tone.
5. Press programmed **Headset Hang Up** button to disconnect a call (even if outside caller hangs up).

For Analog Multiline Telephones:

You must program an **Auto Answer All** button to automatically send calls to the headset. You must have a General Purpose Adapter (GPA) to connect the headset to the console.

To program:

1. Label button with *Auto Ans All*.
2. Slide T/P switch to P.
3. Press labeled button.
4. Dial ***754**.
5. Return T/P switch to center.

To use:

1. Verify that the switch on the GPA is on **Auto**.
2. Toggle programmed **Auto Answer All** button to turn headset on/off.

SUPERVISOR ACTIVITIES

Entering/Exiting Supervisor Mode

In supervisor mode, you can monitor and change agent status. In normal mode, you cannot change agent status.

To change modes on any supervisor phone:

1. Press **Feature**.
2. Dial **32**.
3. Press **Hold** to enter supervisor mode, or press **Drop** to exit supervisor mode.

Changing Agent Status

You can sign in additional agents from a supervisor phone if call volume requires more agents.

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.

Monitoring Calls-in-Queue

You can monitor the number of calls in queue by checking the **Calls-in-Queue Alarm** button light or inspecting the number of calls in queue using your display (available only to MLX display phones).

To inspect number of calls-in-queue:

1. Press **Inspct**.
2. Press **Calls-in-Queue Alarm (name of calling group)** button.
3. Read display:
 - *GrpCI* followed by name (if available)
 - number of calls in queue

Monitoring Agent Status

You can monitor agents ability to take calls. Agents sign in/sign out using their **Available** buttons. Auto Logout †, if available, changes agent's status to unavailable after five rings.

To monitor status using phone without DSS:

Use red and green lights next to agent buttons to monitor busy/not busy (on-a-call/not-on-a call) status:

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

To monitor status using phone with DSS:

- Available/unavailable status:

Use green lights on MERLIN II System Display Console and red lights on MLX DSS to monitor available/unavailable status:

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

- Busy/not busy status:

1. Press **Message Status** button on DSS to monitor busy/not busy status:

State	Meaning
On	Agent busy
Off	Agent not busy

2. Press **Message Status** button to return to monitoring availability status.

† See your Calling Group Supervisor's Guide for a description of Auto Logout and other calling group features that can be programmed by your company.

PROGRAMMING SUPERVISOR TELEPHONES

Programming Buttons on Supervisor Phones

To program agent buttons on MLXdisplayphones:

1. Label button with agent's name or extension.
2. Press **Menu**.
3. Select *Ext Program*[Prog].
4. Select *Start*.
5. Press labeled button.
6. Select *ListFeature*[List].
7. Select *AutoDial*[AutoD].
8. Select *Inside*.
9. Dial extension.
10. Select *Enter*.
11. Repeat Steps 5-11, if necessary.
12. Press **Home**.

To program agent status buttons on MLX display phones:

1. Label button with *available* or *unavailable*.
2. Press **Menu**.
3. Select *Ext Program*[Prog].
4. Select *Start*.
5. Press labeled button.
6. Select *ListFeature*[List].
7. Select *Operator ES*[Op ES].
8. Select *ES2* for **Available** or *ES Off* for **Unavailable**.
9. Select **Enter**.
10. Repeat Steps 5-9, if necessary.
11. Press **Home**.

To program agent status buttons on analog multiline phones:

1. Label button with *Available* or *Unavailable*.
2. Slide T/P switch to P.
3. Press labeled button.
4. Dial ***762** for **Available** or ***760** for **Unavailable**.
5. Repeat Steps 3 and 4, if necessary.
6. Return T/P switch to center.

To program calls-in-queue alarm button on MLX display phones:

1. Label button with *calls-in-queue alarm* (name of calling group).
2. Press **Menu**.
3. Select *Ext Program*[Prog].
4. Select *Start*.
5. Press labeled button,
6. Select *ListFeature*[List].
7. Select *Group Call*[GrpCl].
8. Dial calling group's extension.
9. Select *Enter*.
10. Press **Home**.

To program calls-in-queue alarm button on analog multiline phones:

1. Label button with *calls-in-queue alarm* (name of calling group).
2. Slide T/P switch to P.
3. Press labeled button,
4. Dial ***22**.
5. Dial calling group's extension.
6. Return T/P switch to center.

To program calls-in-queue alarm button on MLX nondisplay phones:

1. Label button with *calls-in-queue alarm* (name of calling group).
2. Press **Feature**.
3. Dial **00**.
4. Press labeled button.
5. Dial ***22**.
6. Dial calling group's extension.
7. Press **Feature**.
8. Dial ***00**.

To program a feature button on analog multiline phones:

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

To program agent buttons on analog multiline phones:

1. Label button with *agent's name* or *extension*.
2. Slide T/P switch to P.
3. Press labeled button.
4. Dial ***22**.
5. Dial extension.
6. Repeat Steps 3-5, if necessary.
7. Return T/P switch to center.