AVAYA

BCM Rls 6.0

Contact Center

Task Based Guide

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Table of Contents

Contact Center

Overview

Business Communications Manager utilises Intelligent Contact Center, which is the evolution of the existing Contact Center capability on the BCM.

Contact Center answers calls, then routes the calls to agents in a skillset that most closely matches the needs of the caller.

Calls can be routed based on:
- the origin of the call
- the destination of the call
- or the information entered by the caller

Callers can be given:
- high or low priorities.

Callers can overflow to:
- different groups
- or skillsets of agents
- transfer out of the system
- leave a message
- hear announcements or informative messages.

You set up and operate Contact Center through CallPilot Manager, the web-based interface, and from a display telephone.

When customers purchase the Intelligent Contact Center, and then purchase the number of agents, skillsets, reporting and Multimedia as required.

This allows the customer to choose the specific number of agents and skillsets that their business currently requires. With an option to increase as the business needs increase.

Contact Center Capacities

Features	**Intelligent Contact Center for BCM50**	**Intelligent Contact Center for BCM 450**
Skillsets	Default 1, maximum 30	Default 1 maximum 50
Configured agents (available agent IDs)	Maximum 100	Maximum 250
Active agents (includes supervisors) Active agents are agents who are logged on to one skillset or a combination of skillsets	Default 2, maximum 50	Default 2 maximum 80
Dynamic agent priority levels	20	20
Dynamic call priority levels	20	20
Active calls in all skillsets	30	100
Maximum active calls per skillset	30	100
Maximum lines configured for Contact Center	30	100
Voice ports (shared with CallPilot or dedicated)	Minimum 2, default 10, maximum 10	Minimum 2 default 10 maximum 32
Routing tables per skillset	2	2
Greetings	50	150
Maximum time per greeting	30 mins	1000 mins
Maximum time for all greetings	1500 mins	370 hours/Gigabyte
Steps per routing table	20	20
Overflow rules per skillset	20	20
Skillset mailboxes	Default 0, Maximum 30	Default 0 Maximum 50
Supervisor functionality including call monitoring	Silent monitor	Silent monitor
Supervisor Help	Available with Silent Monitor.	Available with Silent Monitor
Maximum simultaneous monitoring sessions	6	6
Caller Input Tables	30	50
Basic Intelligent Caller Input Routing: the ability to route a call to an Operator Auto Attendant skillset mailbox or CCR Tree	Available	Available
Advanced Intelligent Caller Input Routing: the ability to route a call based on multi-digit fixed or variable strings	Available	Available
Delegated Contact Center Administration: the System Administrator can create a password to give a Contact Center Administrator or supervisor access to Contact Center administration	Available	Available
Intelligent Overflow Routing: rules you create to overflow change the priority of and move calls to multiple skillsets a skillset mailbox an internal or external number a mailbox the Auto Attendant or an Operator	Available	Available
Intelligent CLID/DNIS Routing	1000 rules	1000 rules
Overflow skillsets	Default 0, maximum 29	Default 0 maximum 49
Service Mode: you specify the start and end times for the day and night skillset for each day of the week	Available	Available
Limited Feature 983 telephone administration	Available	Available
CallPilot Manager	Available	Available
Reporting for Contact Center	Available. Must be enabled with keycode	Available Must be enabled with keycode
Expected Wait Time	5 tables	20 tables
Activity Codes	2,000 entries. Reporting for Contact Center must be enabled to configure Activity Codes	2,000 entries. Reporting for Contact Center must be enabled to configure Activity Codes
Multimedia Contact Center	Available. Must be enabled with keycode	Available. Must be enabled with keycode

The Multimedia Contact Center Keycode will web enable the Contact Center. Surfers browsing the Web will be able to “click” on an HTML button on a web page and be connected to the Contact Center. The Agent and the caller can interact through Text Chat, Browser Push and Pull, or PSTN access via the Web.

Required Setup Information

Before commencing Contact Center configuration, it would be useful to collect the following information:

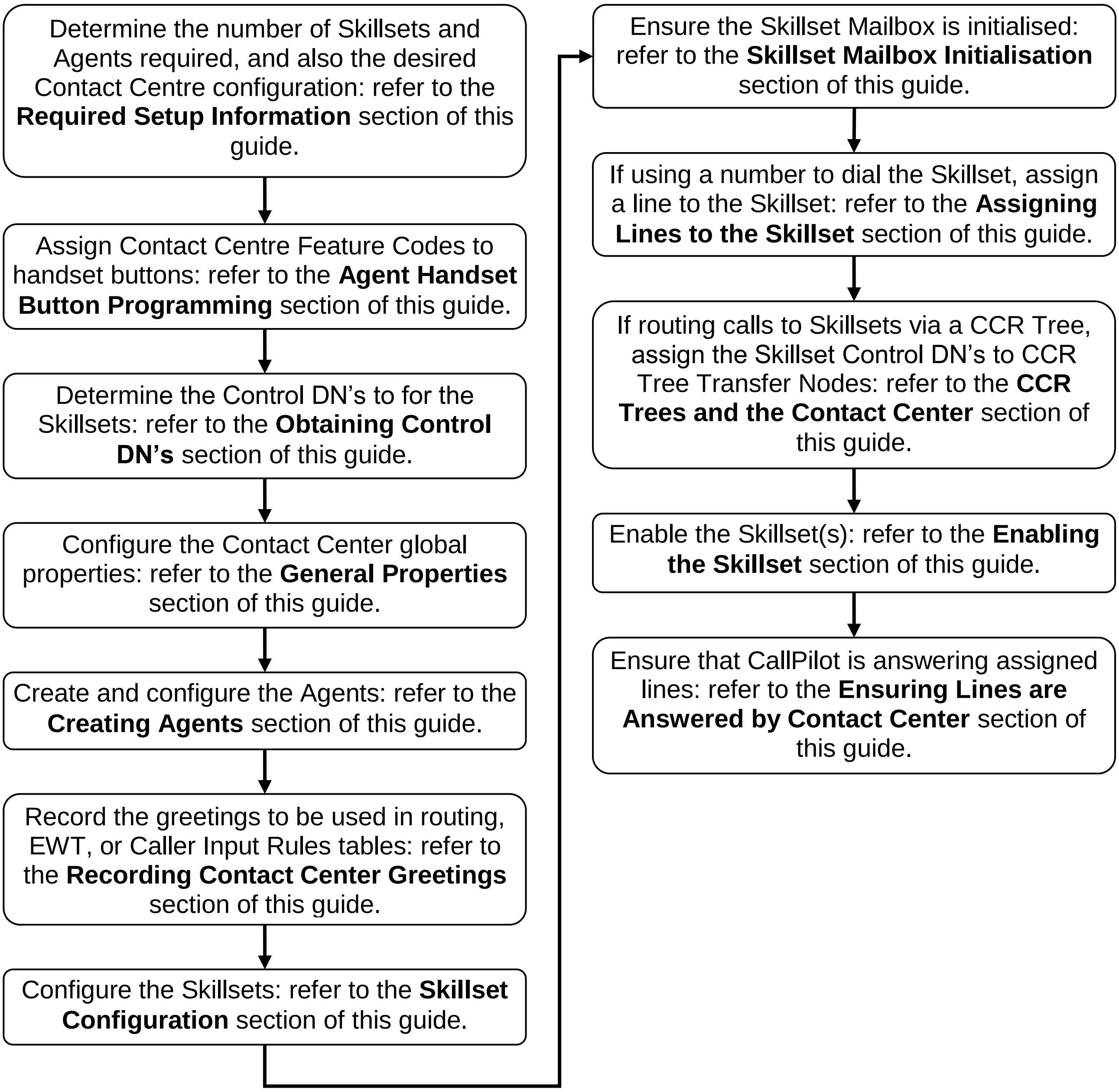
- The number of Skillsets and their names.
- Control DN’s for the Skill Set.
- Agent Names, Agent ID’s (between 1 and 250), which Skillsets the Agents will belong to.
- The method of call distribution within the Skillsets (either least busy or by agent priority).
- The required Day Routing set up (announcements, distribution times, and transfers).
- Overflow requirements (for when there are no Agents logged into the Skillset and/or when there is no answer for a period of time).
- The BCM line numbers that will be assigned to the Skillsets.

Enabling keycodes

You enable keycodes to activate Intelligent Contact Center, to increase the number of agents in your Contact Center, or to increase the number of skillsets, and to enhance your Contact Center with options such as Multimedia Contact Center and Reporting for Contact Center.

Flowchart

Use the flow chart below to configure the Contact Centre in the correct sequence.



Agent Handset Button Programming

To allow Contact Center Agents to efficiently use their handsets, there are a number of features that can be programmed against LCD buttons. (Note: On T7316 handsets do not use the top 6 buttons).

These features are:

- **F904 (Agent Login / Logout).** This feature must be programmed on the agent's handsets.
- **F908 (Agent busy / Agent Active).** This feature must be programmed on the agent's handsets.
- F909 (Queue status – shows alarms set against Primary and Secondary Alert times).
- F905 (Monitor Agents) – Supervisor handsets only
- F906 (Agent Help).
- F907 – (Activity Code entry)
- F989 – (Record-a-Call)
- F995 – (Professional Call Recording – Start call record)
- F996 – (Professional Call Recording – Stop call record)

Note: Silent Record a Call is a call recording method with distinct configuration and usage procedures to the Professional Call Recording feature. Professional Call Recording is not described in this guide. Please refer to the ***Professional Call Recording Guide*** for more information on this feature.

To program a feature code to a button:

1. Press the Feature button and then * 3.
2. Do not lift your handset.
3. The display shows Program Features.
4. Press a memory button with an LCD indicator.
5. Press the Feature Key.

6. Enter the Feature Code number that you want to program. For example, enter F904 to program the Agent Login Feature Code.

7. The display shows that the button is programmed, and then ends the session.

8. Repeat the above steps for each Feature Code you want to program.

9. For conformation of button programming use F*0, button enquiry.

Note: Agents that need to log in to multiple (but not all) Skillsets require a two line display handset. If they login via a single line display handset and the agent belongs to multiple skillsets, they will be logged into all of the skillsets.

Agent Passwords

When agents log in for the first time using their assigned IDs (refer to the **Creating agents** section of this guide), their default password will be **0000**. Agents will be prompted to change the default password on first use on first use.

Obtaining Control DN's

The Control Directory Number is the extension associated with the skillset. Incoming Contacts can transfer to the CDN of each Skillset from one of the following:

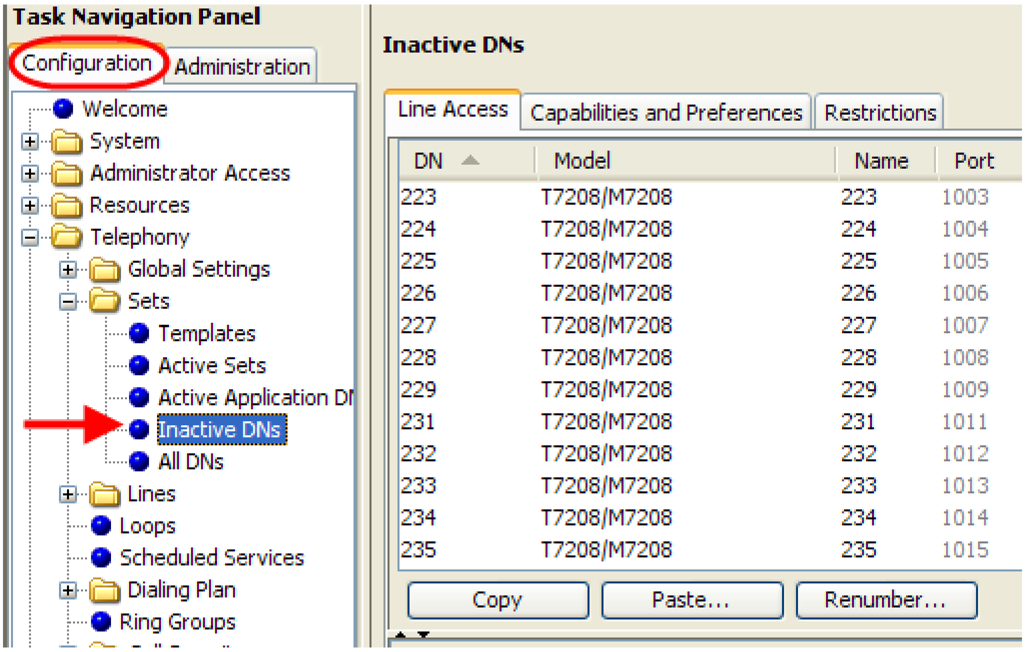
- Extensions
- Automated Attendant
- Custom Contact Routing

The CDN is also the Skillset mailbox number.

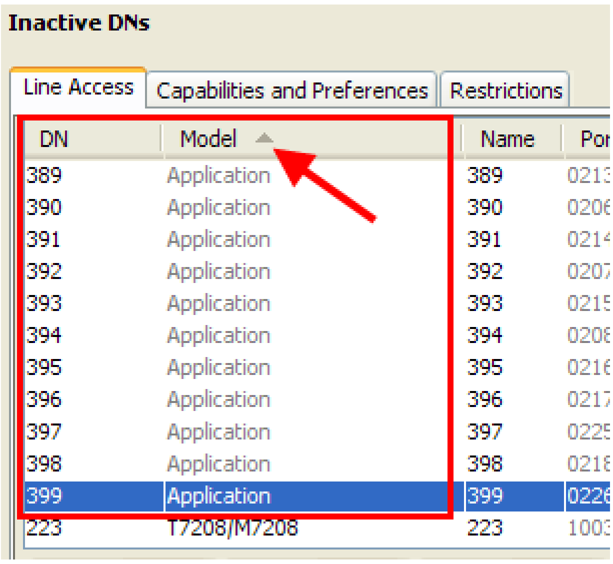
Allowed CDN's are Inactive Application DN's, and can be found using the following method:

1. Launch Element Manager and connect to the BCM.

2. From the **Configuration** tab, open the **Telephony** folder, followed by **Sets**, and click on **Inactive DN's**.



3. It is now necessary to search for Application DN's. Click in the **Model** column header to sort alphabetically, and scroll down until you see a list of **Application DN's**.



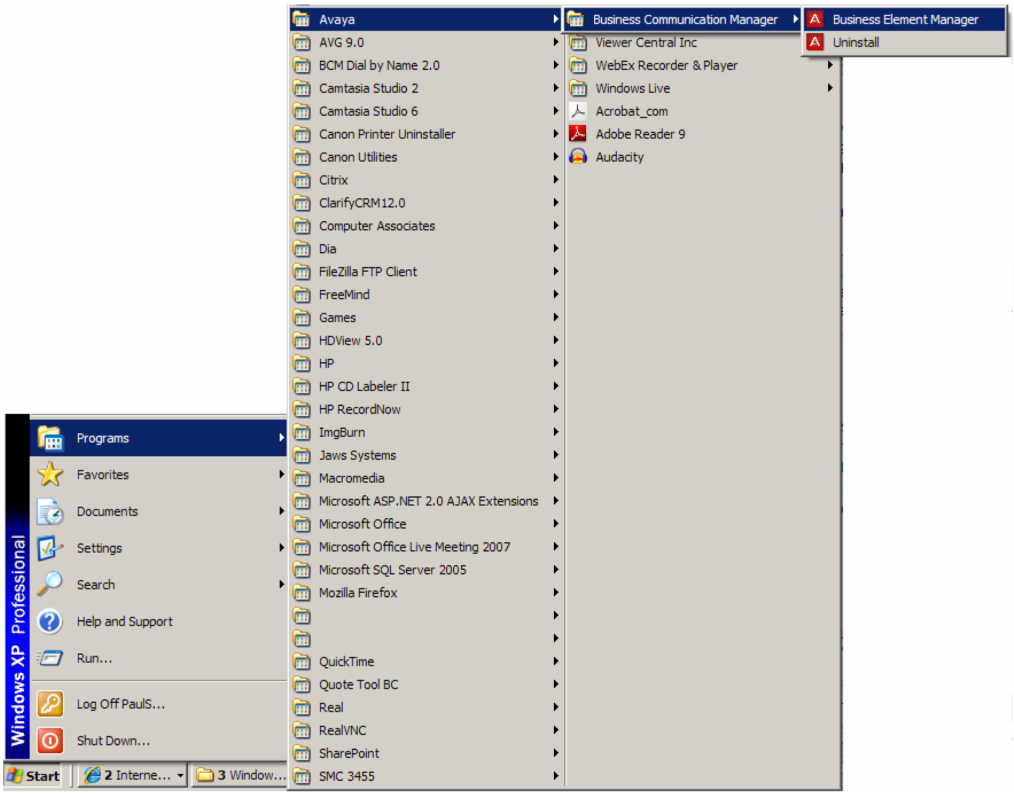
4. Make a note of the Inactive Application DN numbers. These can be used as Control DN's.

Accessing CallPilot Manager

CallPilot Manager is used to configure Contact Centre, and can be accessed using various methods.

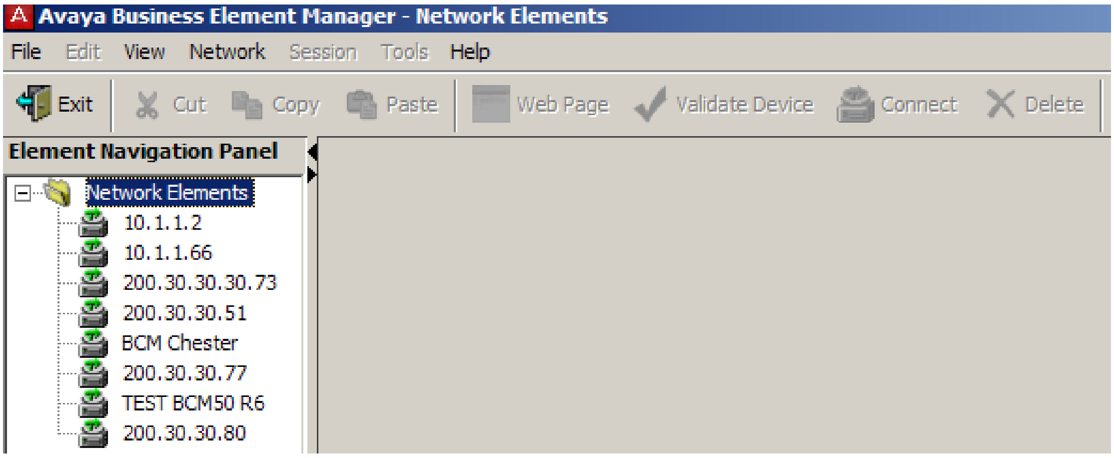
Accessing CallPilot Manager from Element Manager

1. To access the Business Element Manager application from the Start Menu, navigate to **Start**, **Programs**, **Avaya**, **Business Communications Manager**, **Business Element Manager**.

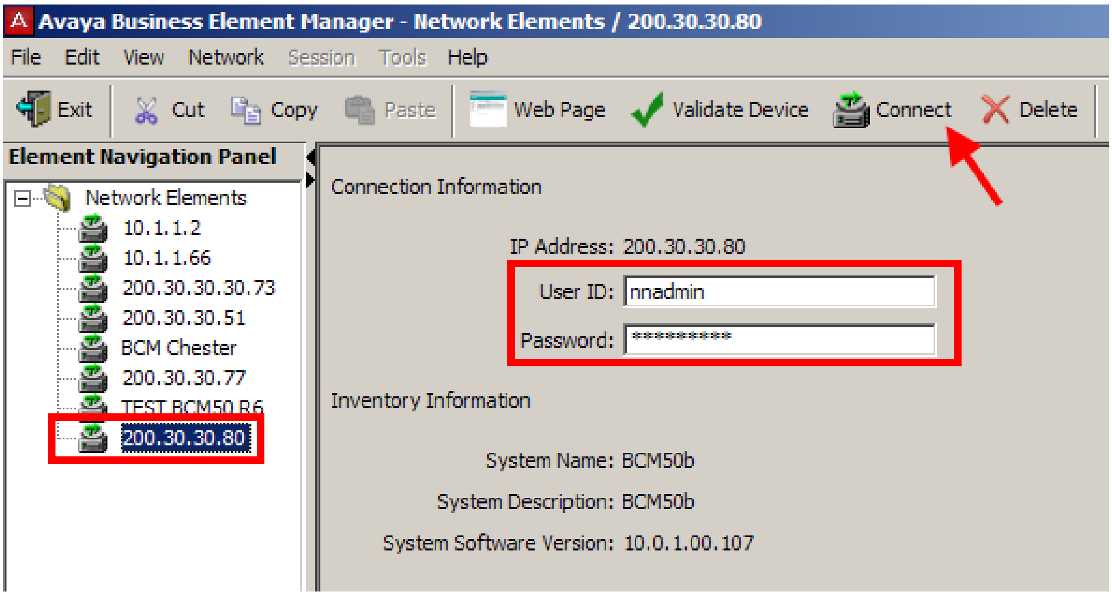


2. Alternatively, double-click on the **Business Element Manager** desktop icon.

3. You will be presented with the **Element Manager** interface.

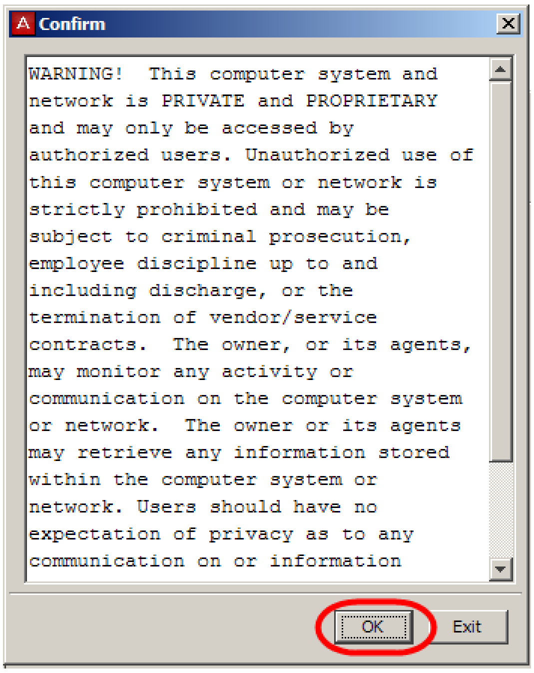


4. Open the **Network Elements** folder and select the IP Address of the BCM.

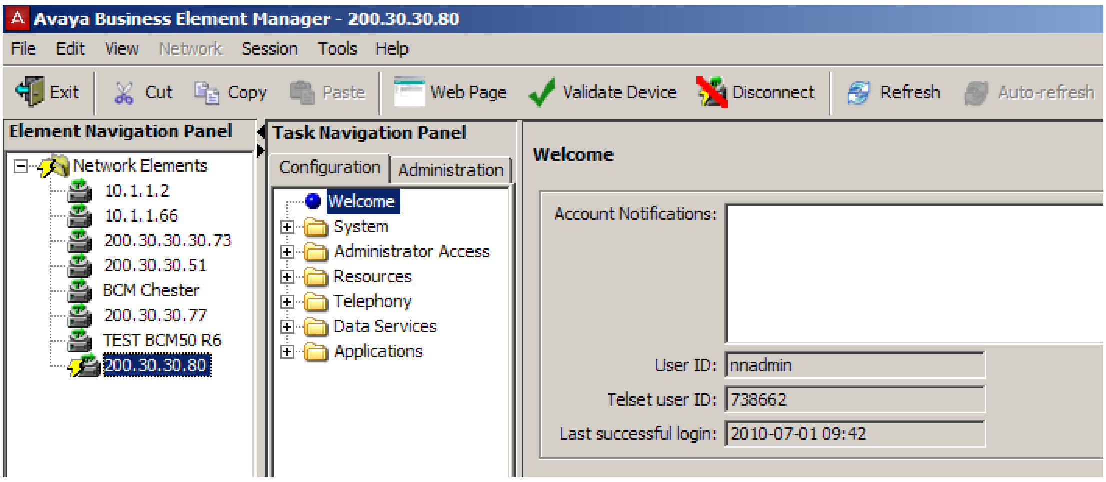


5. Enter the User Name of the BCM in the User Name field, by default this is **nnadmin**. Then enter the Password in the Password field, by default the password is **PlsChgMe!**. Click the **Connect** button.

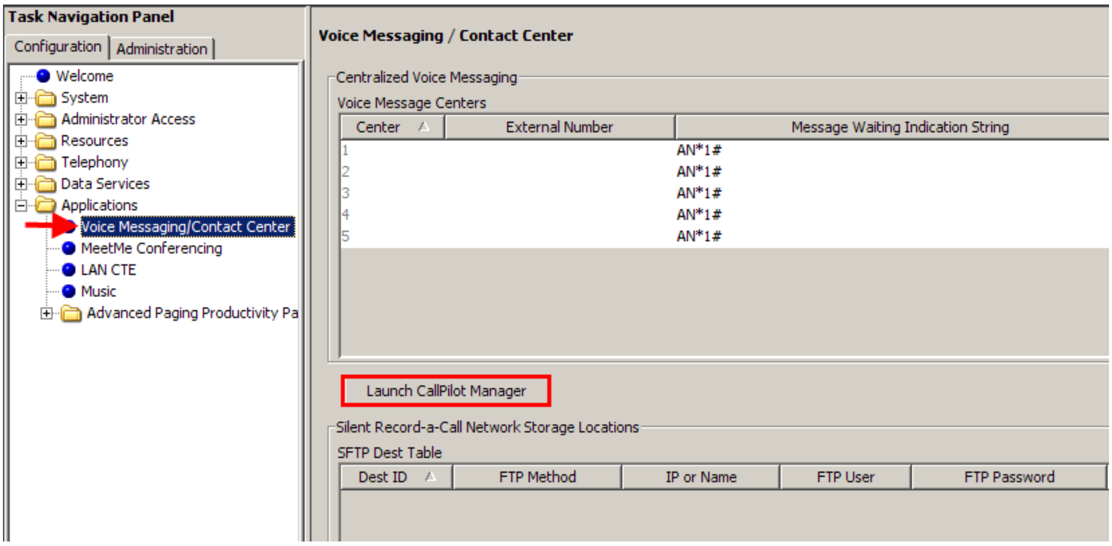
6. A warning screen will appear, read the warning and click **OK**.



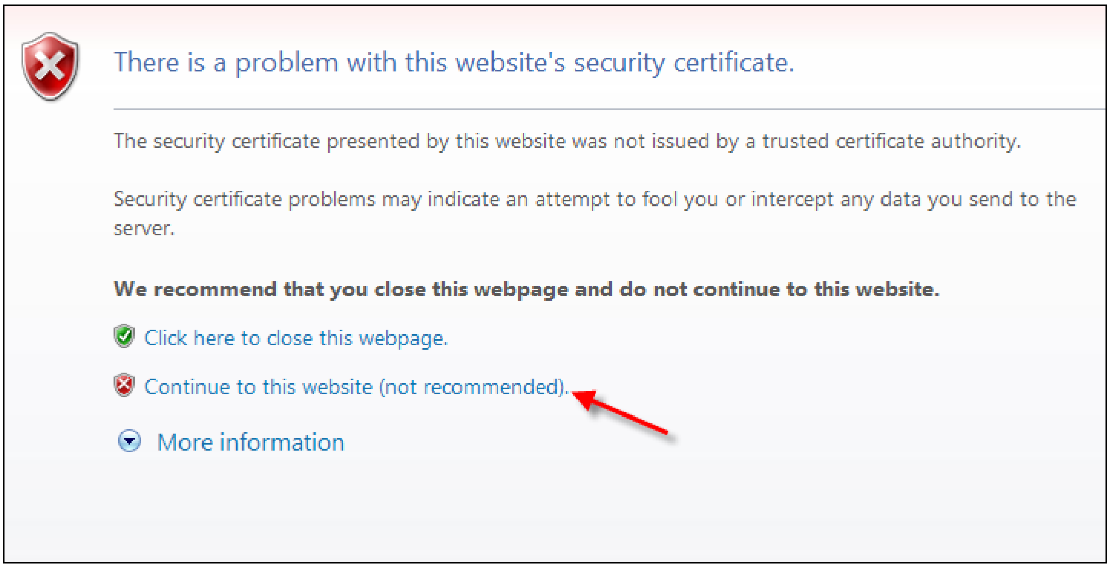
7. You will be presented with the Element Manager interface.



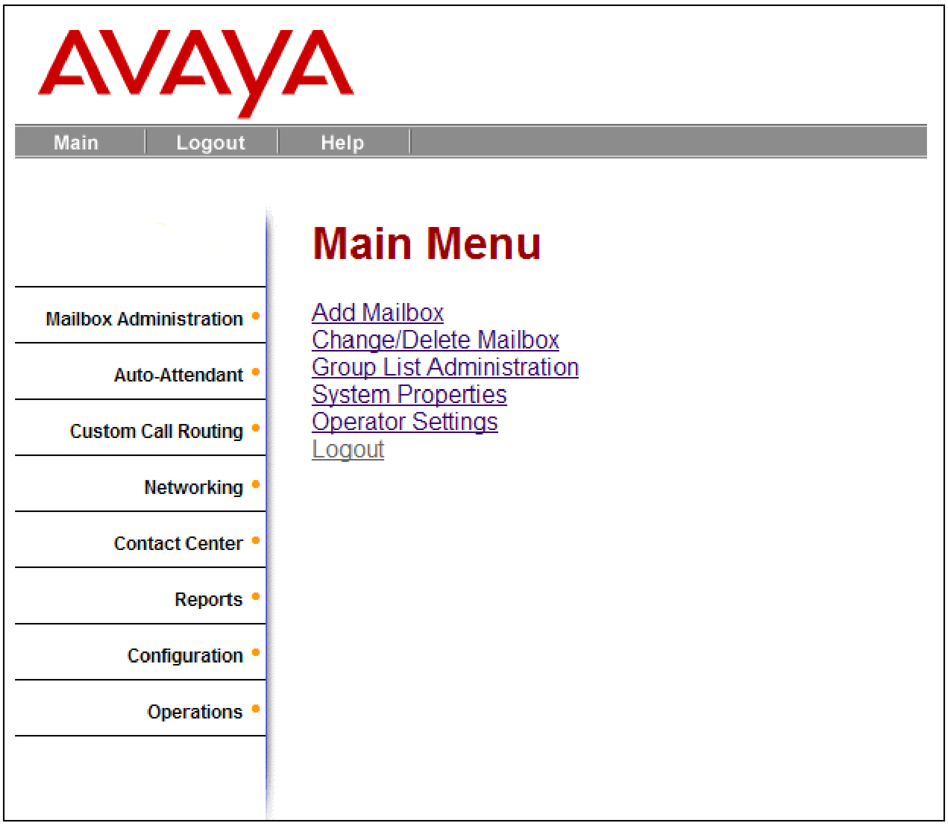
8. To access CallPilot Manager: Select the **Configuration** tab, open the **Applications** folder, select the **Voice Messaging / Contact Center** link, and then click to **Launch CallPilot Manager**.



9. You will be presented with a **Security Alert** Screen. Read the alert and click **Continue to this website** to continue.



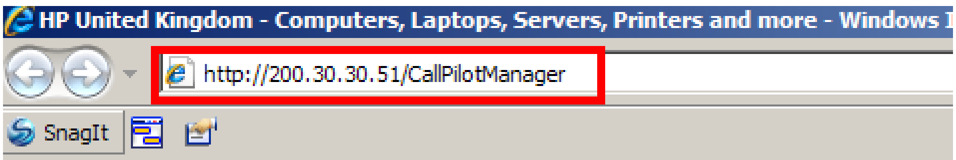
10. The Main Menu of CallPilot Manager will be launched.



Accessing CallPilot Manager from Internet Explorer

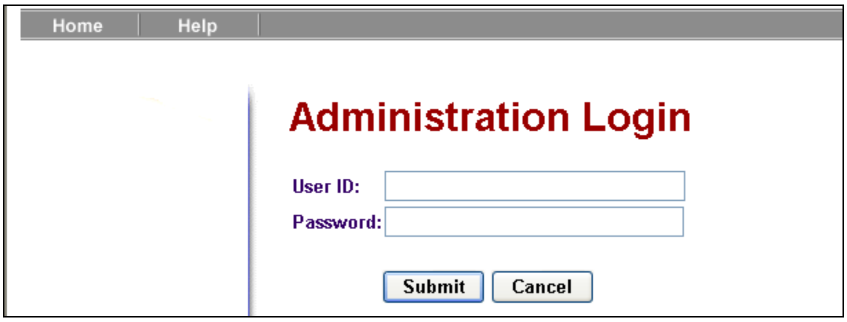
CallPilot Manager can also be accessed directly from Internet Explorer. This method of access is an alternative if you cannot gain access via Element Manager.

1. Open Internet Explorer. In the address bar enter **http://<IP Address of BCM>/CallPilotManager**.

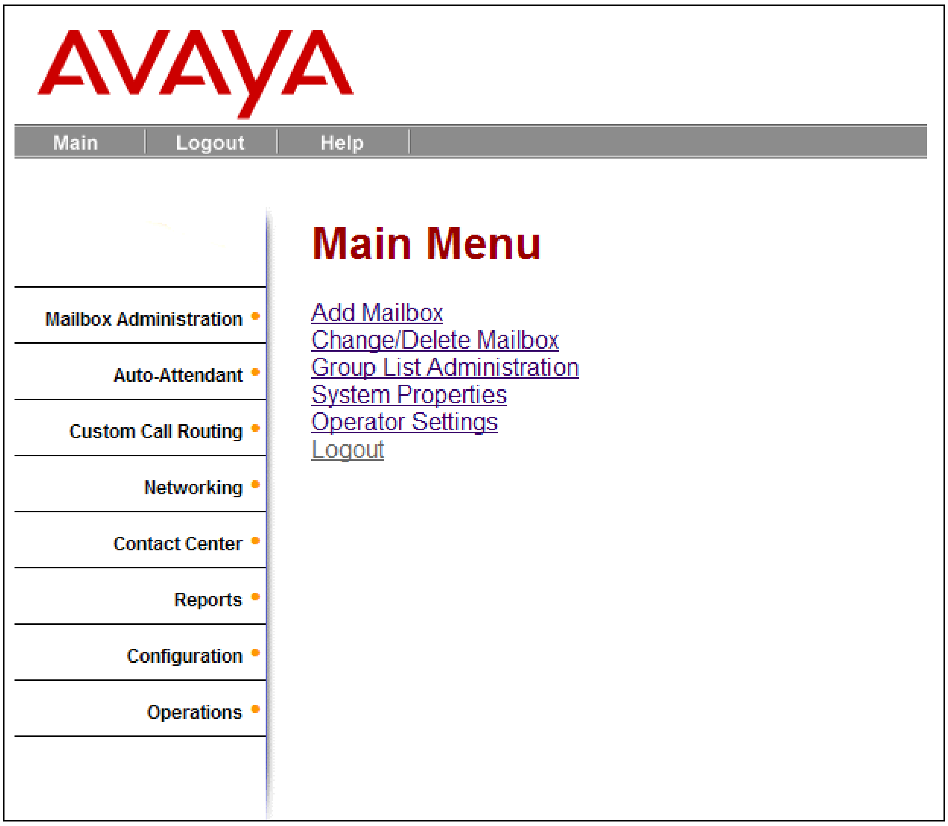


2. If you are presented with the Certificate Error window, click **Continue to this website (not recommended)**.

3. You will be presented with **Administration Login** screen. Enter the user ID and password. By default the User ID is **nnadmin** and the Password is **PlsChgMe!**.



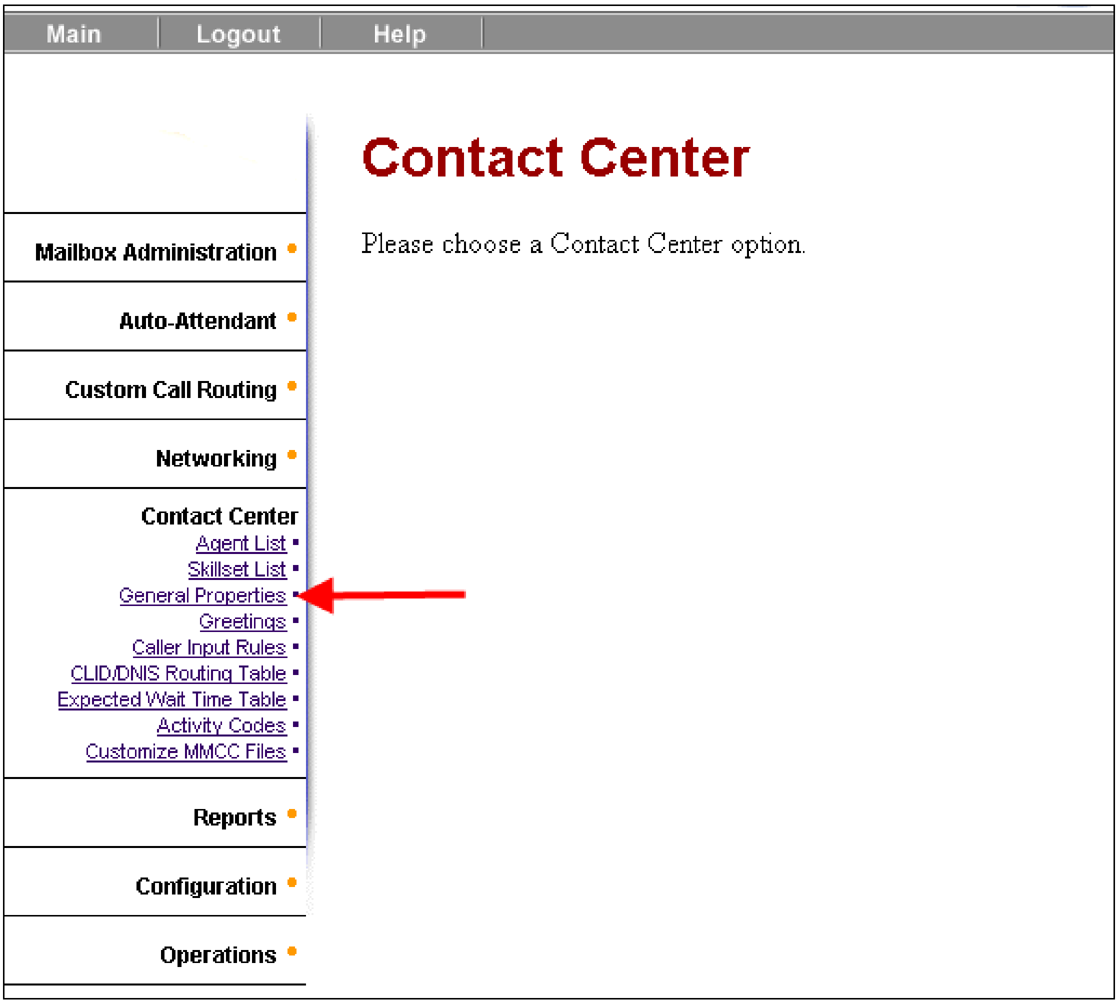
4. Click the **Submit** button. The Main Menu of CallPilot Manager will be displayed.



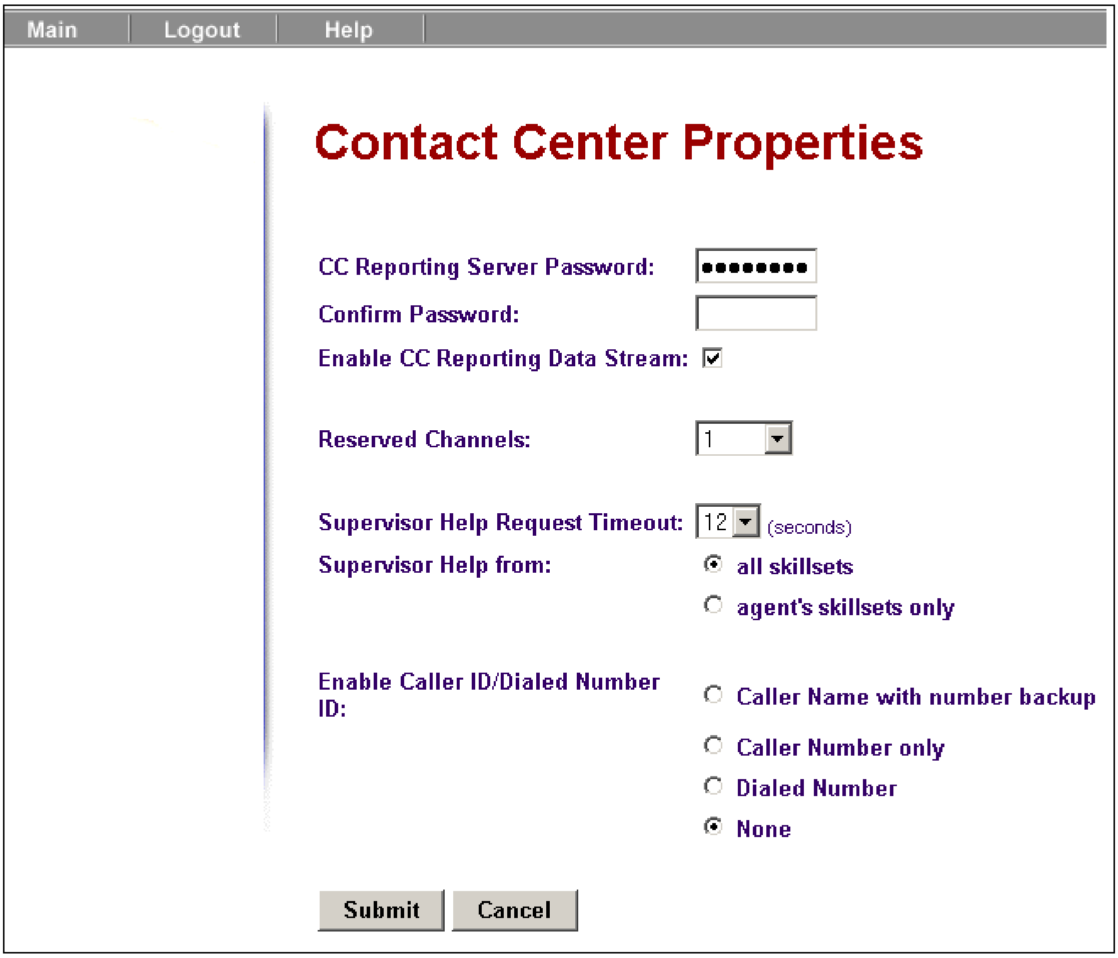
General Properties

Settings in this section relate to system-wide operations of the Contact Center.

1. Access CallPilot Manager.
2. Click the **Contact Center** heading. Click the **General Properties** link.



3. The **Contact Center Properties** page appears.



4. If you use Reporting for Contact Center, in the CC Reporting Server Password box type the password that Reporting for Contact Center users must enter to collect data. Type the password again in the Confirm Password box.

5. If you use Reporting for Contact Center, select the Enable CC Reporting Data Stream check box to enable reporting data to be collected.

6. In the MMCC Public Hostname box, enter the appropriate public host name for your system. (This will only be displayed if your system is keycoded for Multi Media Contact Center)
   Ask your network administrator how your system is set up.
   - If you have no firewall, or you use Business Communications Manager as the firewall, enter the external IP address of your Business Communications Manager system.
   - If you use a dedicated firewall/proxy server, enter its external IP address.

7. From the Reserved Channels list box select the number of voice channels you want to reserve just for Contact Center. Voice channels are normally allocated to Contact Center or Voice dynamically, on a first come first served basis.

Note: Reserved channels are voice channels that are reserved for exclusive use by Contact Center. Reserving channels ensures that callers get skillset announcements. You must define the number of Reserved channels that are used by Contact Center. A Reserved channel is used when:

- A Contact Center greeting plays to callers.
- Off-premise Message Notification notifies you that there is a message in a skillset mailbox.

Keep the following in mind when you assign the number of Reserved channels:

- Contact Center can use all available channels.
- CallPilot cannot use available Contact Center Reserved channels.
- Voice channels must be available for CallPilot.
- Assigning Reserved channels ensures that CallPilot does not use all of the voice channels.

8. If you change the number of Reserved Channels the following screen will be displayed.

9. Click **OK**. You will need to restart the BCM later to change affect this change.

10. The Supervisor Help Request Timeout is when to escalate a request if a chosen supervisor does not answer the help request. You can choose a value from 1 to 60 seconds. The default is 12 seconds.

11. The Supervisor Help From setting lets you determine where supervisors for escalated requests are chosen from.
    - **All skillsets:** Sends an unanswered help request system-wide to all Contact Center supervisors.
    - **Agent's skillsets only:** Sends an unanswered help request to only the supervisors assigned to Skillsets that the agent is logged on to.

12. The Enable Caller ID options let you select how you want Caller ID information to be displayed on agent telephones:

a. **Caller Name with number backup:** displays the caller's name for 3 seconds and then the skillset name. If the caller's name is not available, the caller's number is shown.
b. **Caller Number only:** displays the caller's number for 3 seconds and then the skillset name.
c. **Dialed Number:** displays the dialed number for three seconds then the skillset name.
d. **None**: displays the skillset name.

13. Click **Submit** to save your settings.

Creating Agents

To create a list of Agents and Agent ID's that will exist in the Contact Center, apply the procedure listed below. This will not assign the Agents to Skillsets, but will make the Agents available for Skillset assignment further on in the Contact Center configuration.

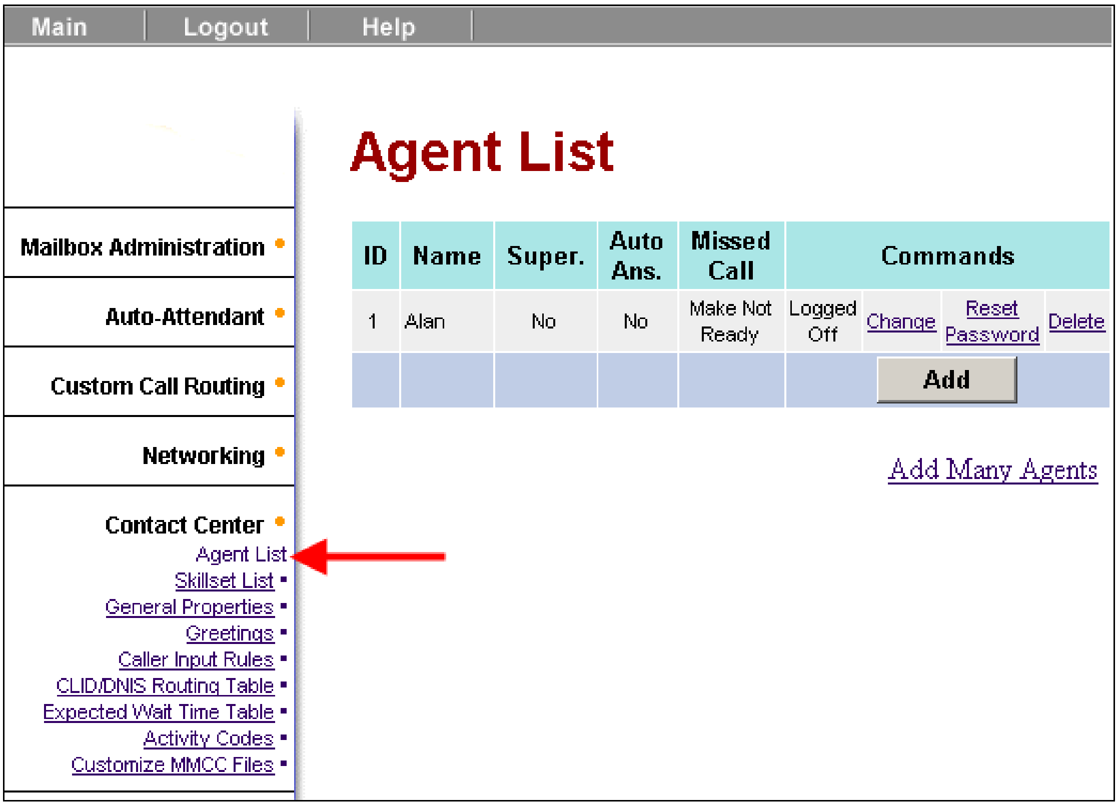
Agents may be added one by one through the **Agent List** or many at a time through **Add Many Agents.** Add Many Agents will not allow you to give any Agent names. This would have to be done via the Agent List afterwards.

Adding Individual Agents

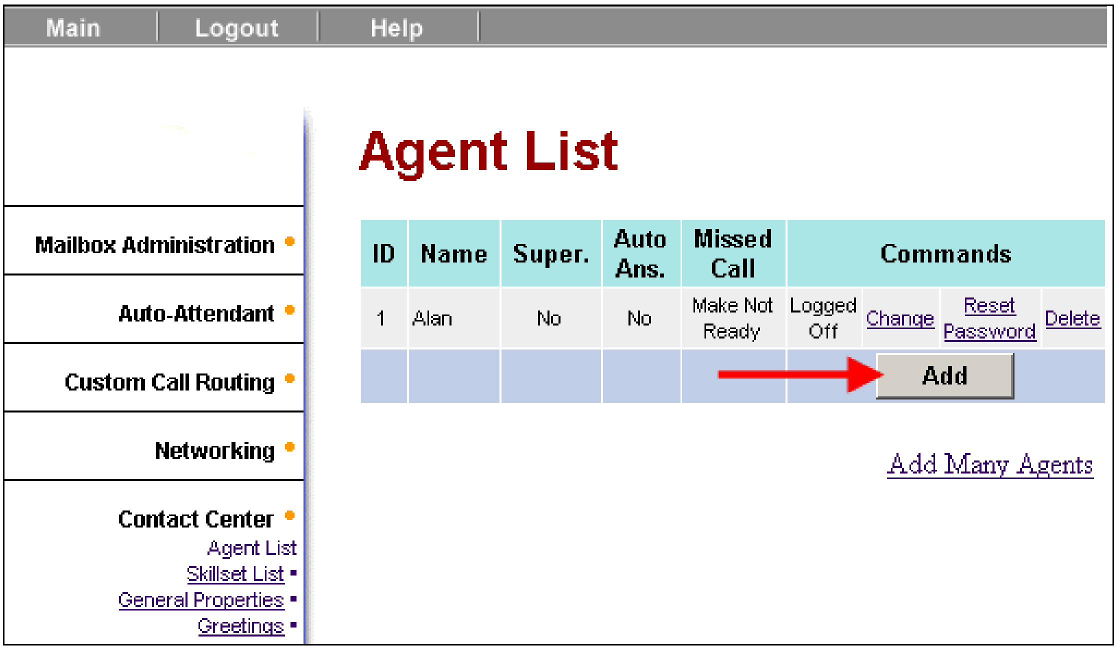
1. Start CallPilot Manager.

2. Click the **Contact Center** heading.

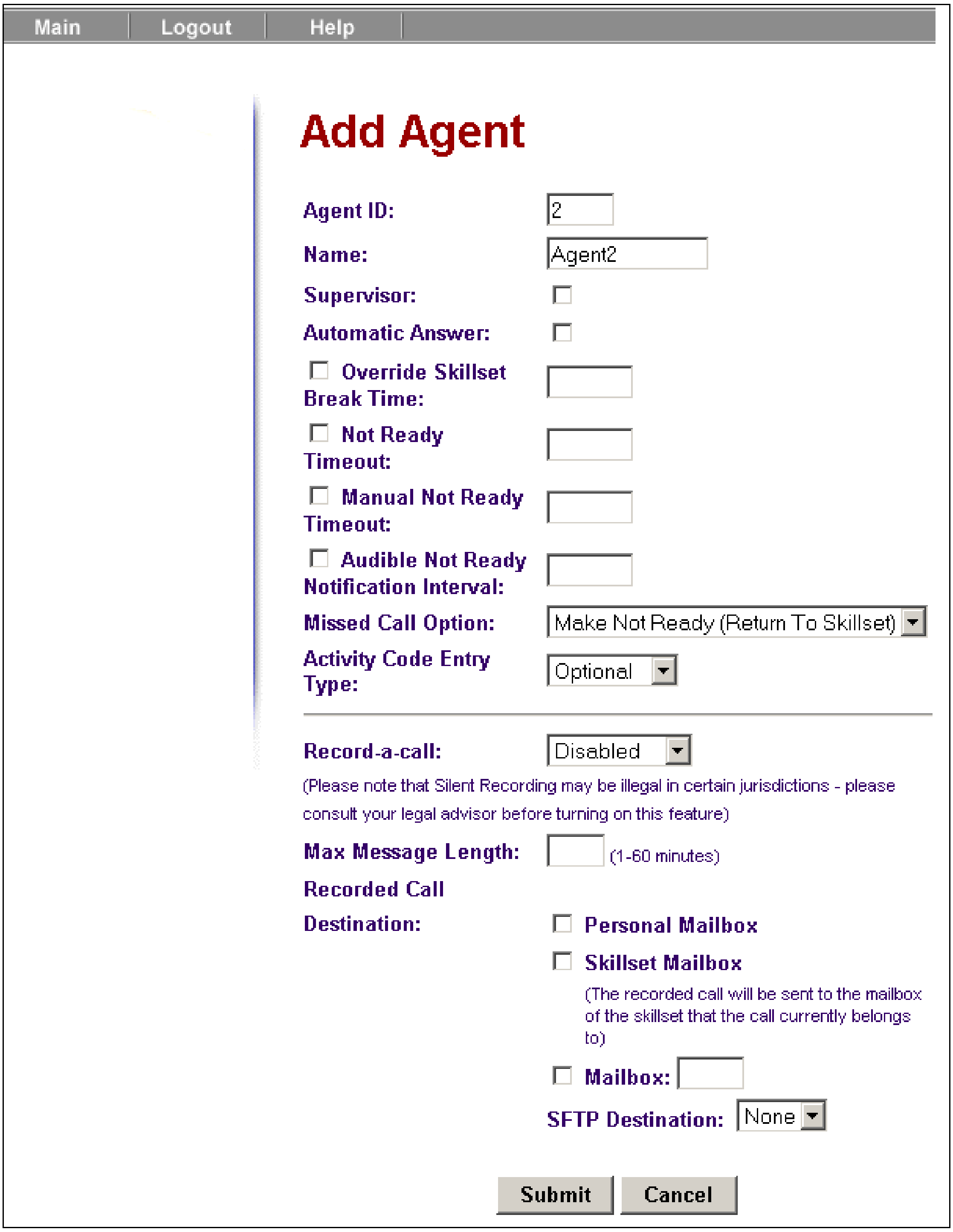
3. Click the **Agent List** link. The Contact Center Agent List appears.



4. Click the **Add** button.



5. The **Add Agent** page appears.



6. If you want to change the Agent ID number, in the **Agent ID** box type the new Agent ID number or else use the number given.

7. In the **Name** box type the name of the Agent. Do not use the same first seven characters for any two Agent names. Only the first seven characters are displayed in Contact Center Reporting and therefore these really need to be unique.

8. Select the **Supervisor** check box if you want to give the Agent Supervisor functionality. The default is not selected. The Supervisor has the ability to monitor agent calls.

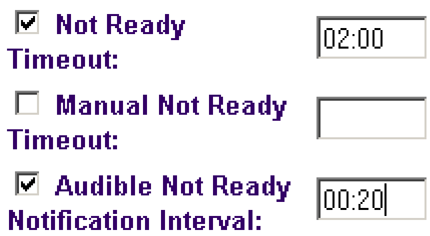
9. Select the **Automatic Answer** check box if you want calls to be force-delivered to the Agent. This should be used with headsets only. The Agent hears a brief tone then the call is connected. The default is not selected.

10. Select **Override Skillset Break Time** if you want to configure the agent's break time on an individual basis. The default is not selected.

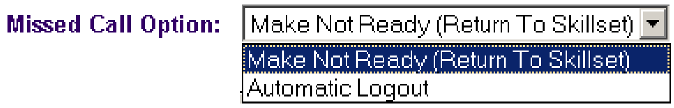
11. Select **Not Ready Timeout** if you want the agent's status to be automatically returned to an available state once the time out period has expired. The agent must first be in a Not Ready state before using this feature.

12. Select **Manual Not Ready Timeout** if you want the agent to be forced back into the available state after the specified time, when they have manually placed themselves in the not ready state.

13. Select **Audible Not Ready Notification Interval** if you want to enhance the **Not-Ready Timeout** feature. The agent is notified, through the telephone set, when they are in the Not-Ready state by periodic tones played in the configured intervals. This feature must be used in conjunction with the **Not Ready Timeout** facility.



14. From the **Missed Call Option** list box select Make Not Ready (Return to Skillset) or Automatic Logout.



NOTE: The Missed Call Option controls how a call is treated if an agent does not answer the call. Make Not Ready assigns an agent's telephone to respond as it does with the Not Ready feature enabled. Automatic Logout Automatically logs an agent out of their skillset if they do not answer a call.
The default is Make Not Ready (Return to Skillset).
To assign how many rings before the Missed Call Option, change the timer for Transfer Callback Timeout. Refer to **Feature Settings** section of the ***Telephony Services Guide***.

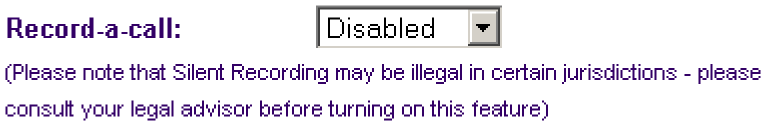
15. If you use **Activity Codes**, from the **Activity Code Entry Type** drop down list select **Optional** or **Prompted**.

Agents use Activity Codes to allocate calls to one or more activities. The codes may be related to a product enquiry or to identify calls generated as a response to a marketing campaign for example.

They can be manually entered by the agent using F907 during the call or the agents can be prompted on their telephone display to enter the code on the completion of the call. With the prompted setting the F907 session is active until the agent enters an Activity Code or, if the agent does not enter an Activity Code, until:

a. the agent releases the session by pressing the **Release** or the **Feature** button
b. the active peg period ends

16. Select **Record-a-call** if you want active calls to be recorded by the agent entering F989. The options available are **Disabled** (default) **Announced** and **Silent**. If **Announced** is selected the caller and agent will hear an audible prompt to state that recording will take place. If **Silent** is selected then no recording prompt will be played.

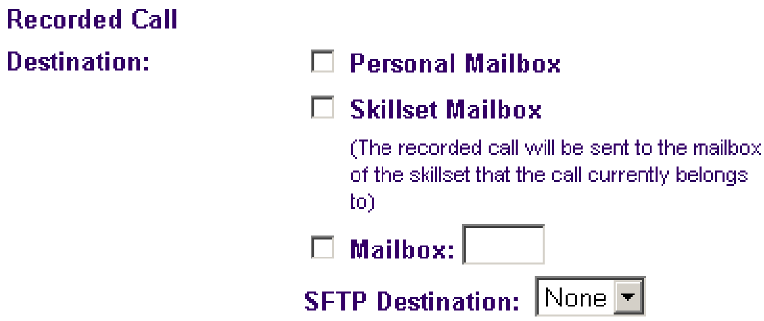


> **Note**: Silent Recording may be illegal in certain jurisdictions - please consult your legal advisor before turning on this feature.

> **Note:** The agent's DN can also be configured for the Professional Call Recording feature. This configuration is performed on a per-DN basis. Refer to the ***Professional Call Recording Guide*** for more information.

17. The **Maximum Message Length** of the recording can be set from a range of 1 to 60 minutes.

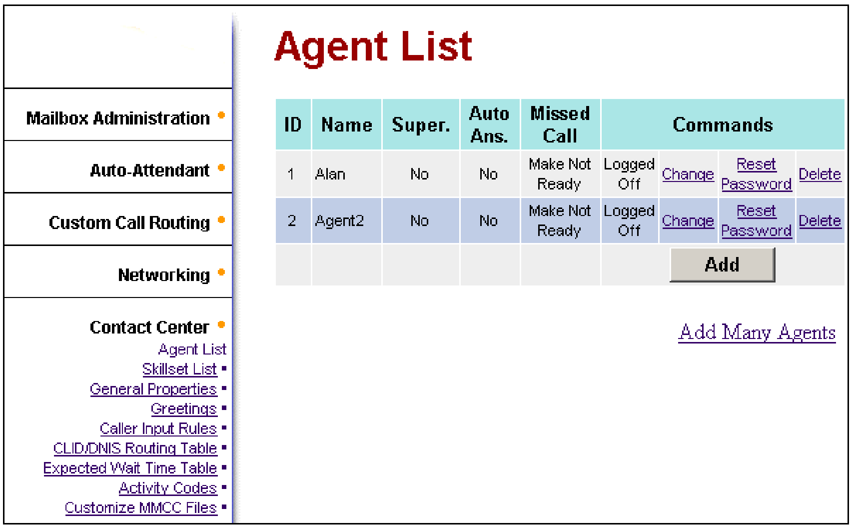
18. The **Recorded Call Destination** can be defined. The available destinations are the agents own Personal Mailbox, the Skillset Mailbox, another mailbox within the system or a centralised SFTP destination. SFTP destinations can be specified using Element Manager (refer to the **Adding an External Network Location for the Silent Record-a-Call Facility** section of this guide). When an SFTP folder is defined as a storage location on the network, these storage locations must be on an SCP server.



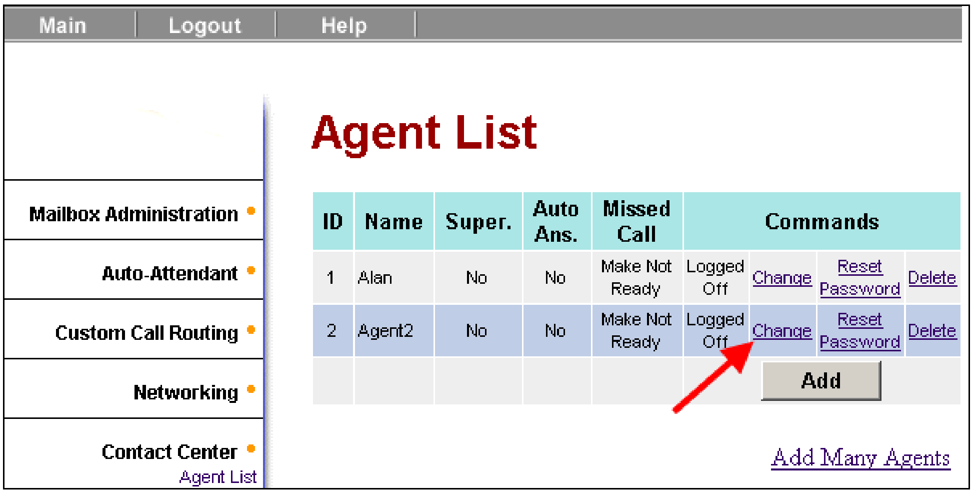
19. From the **Accepted Call Types** list box select Voice, Voice Button or Both.

> **Note:** If you do not have Multimedia Contact Center enabled, Accepted Call Types does not appear.

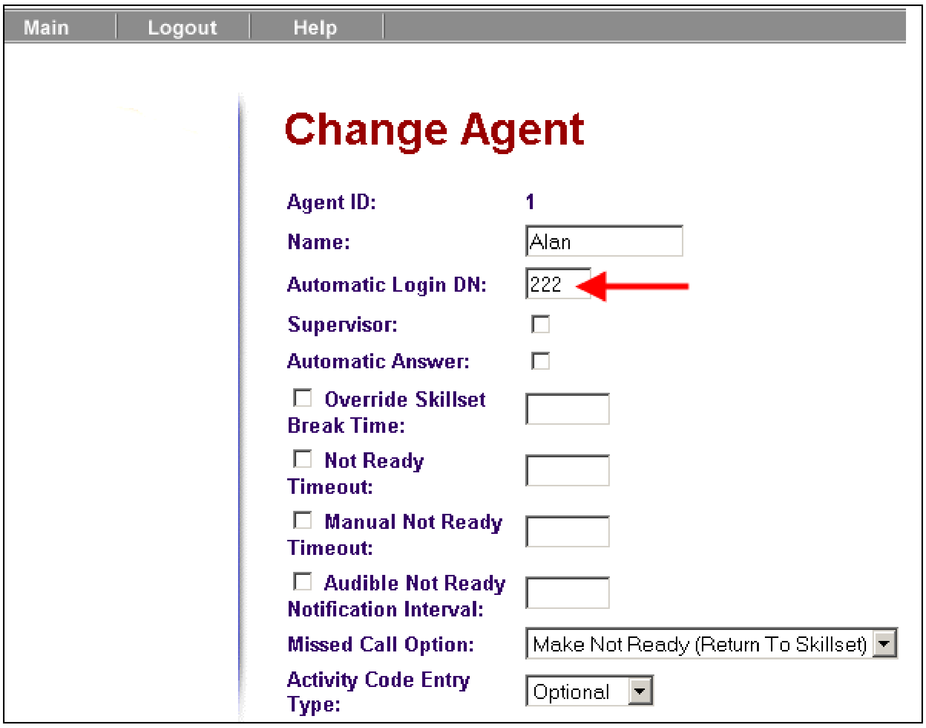
20. Click the **Submit** button. The configured agent will be displayed.



21. If the **Change** link is selected the agents details can be edited.

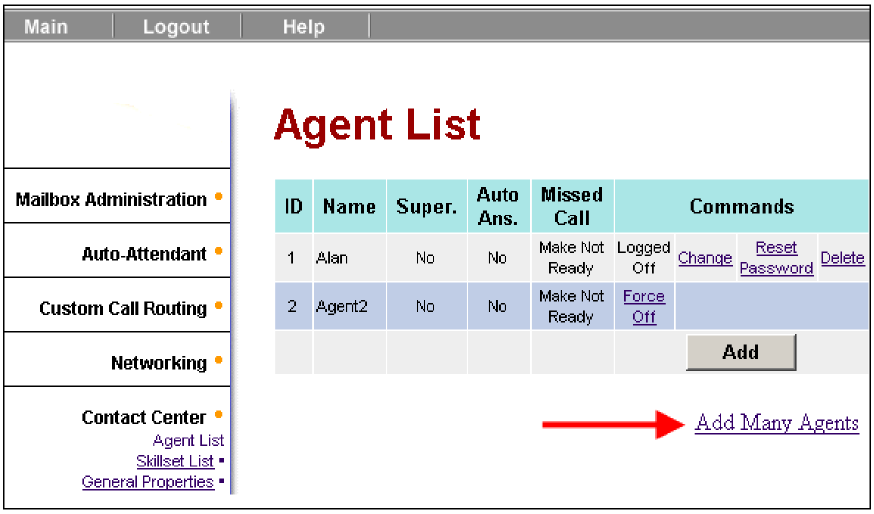


22. When agent's details are viewed by selecting the **Change** link an additional parameter becomes available. The **Auto Login DN** option configures an agent to be automatically logged in to a defined DN after a system reboot.

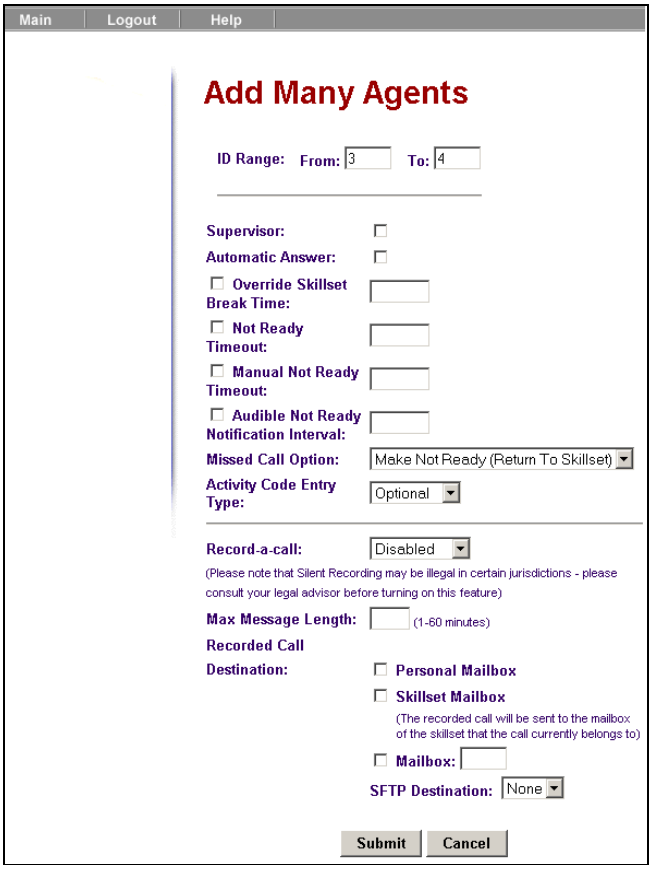


Adding Many Agents

1. Start CallPilot Manager. Click the **Contact Center** heading.



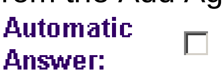
2. Click the **Add Many Agents** List link. The Add Many Agents dialogue box appears.



3. Specify the Agent Ids that you wish to add in the **From** and **To** boxes.

4. Select the **Supervisor** check box if you want to give the Agent supervisor functionality (This can be amended individually from the Add Agent List afterwards if necessary).

5. Select the **Automatic Answer** check box if you want calls to be force-delivered to the Agent. Functionality (This can be amended individually from the Add Agent List afterwards if necessary).

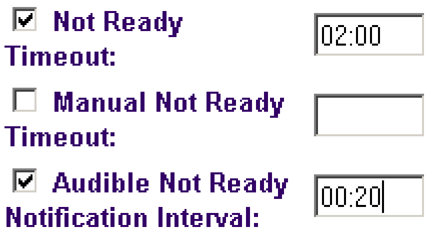


6. Select **Override Skillset Break Time** if you want to configure the agent's break time on an individual basis. The default is not selected.

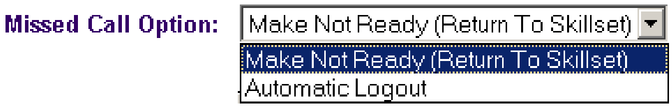
7. Select **Not Ready Timeout** if you want the agent's status to be automatically returned to an available state once the time out period has expired. The agent must first be in a Not Ready state before using this feature.

8. Select **Manual Not Ready Timeout** if you want the agent to be forced back into the available state after the specified time, when they have manually placed themselves in the not ready state.

9. Select **Audible Not Ready Notification Interval** if you want to enhance the **Not-Ready Timeout** feature. The agent is notified, through the telephone set, when they are in the Not-Ready state by periodic tones played in the configured intervals. This feature must be used in conjunction with the **Not Ready Timeout** facility.

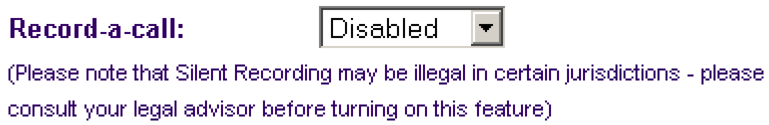


10. From the **Missed Call Option** list box select Make Not Ready (Return to Skillset) or Automatic Logout.



11. If you use **Activity Codes**, from the **Activity Code Entry Type** drop down list select **Optional** or **Prompted**.

12. Select **Record-a-call** if you want active calls to be recorded by the agent entering F989. The options available are **Disabled** (default) **Announced** and **Silent**. If **Announced** is selected the caller and agent will hear an audible prompt to state that recording will take place. If **Silent** is selected then no recording prompt will be played.

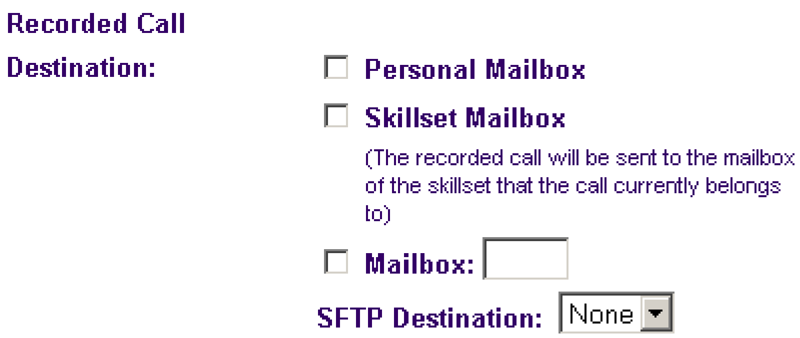


Note: Silent Recording may be illegal in certain jurisdictions - please consult your legal advisor before turning on this feature.

Note: The agent's DN can also be configured for the Professional Call Recording feature. This configuration is performed on a per-DN basis. Refer to the ***Professional Call Recording Guide*** for more information.

13. The **Maximum Message Length** of the recording can be set from a range of 1 to 60 minutes.

14. The **Recorded Call Destination** can be defined. The available destinations are the agents own Personal Mailbox, the Skillset Mailbox, another mailbox within the system or a centralised SFTP destination.. SFTP destinations can be specified using Element Manager (refer to the **Adding an External Network Location for the Silent Record-a-Call Facility** section of this guide).. When an SFTP folder is defined as a storage location on the network, these storage locations must be on an SCP server. The BCM supports OpenSSH 3.7.



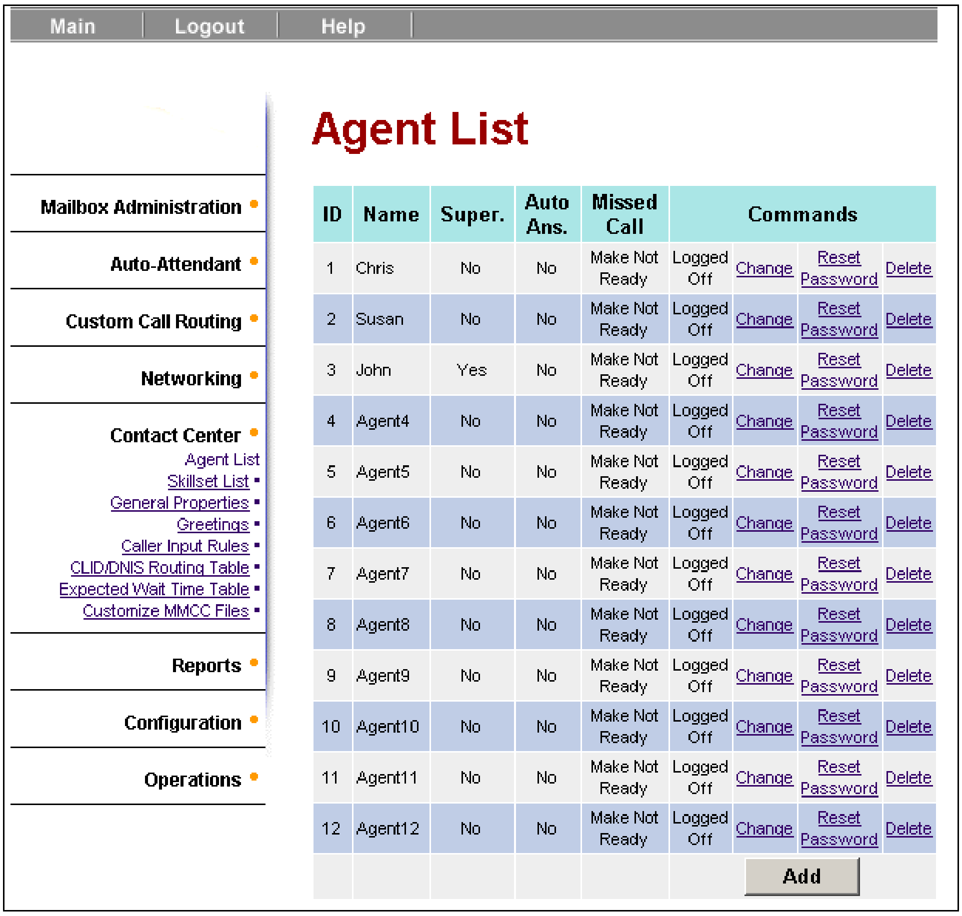
15. From the **Accepted Call Types** list box select Voice, Voice Button or Both.

Note: If you do not have Multimedia Contact Center enabled, Accepted Call Types does not appear.

16. Click the **Submit** button.

17. You will be notified that you have successfully created the agents. Click **OK.**

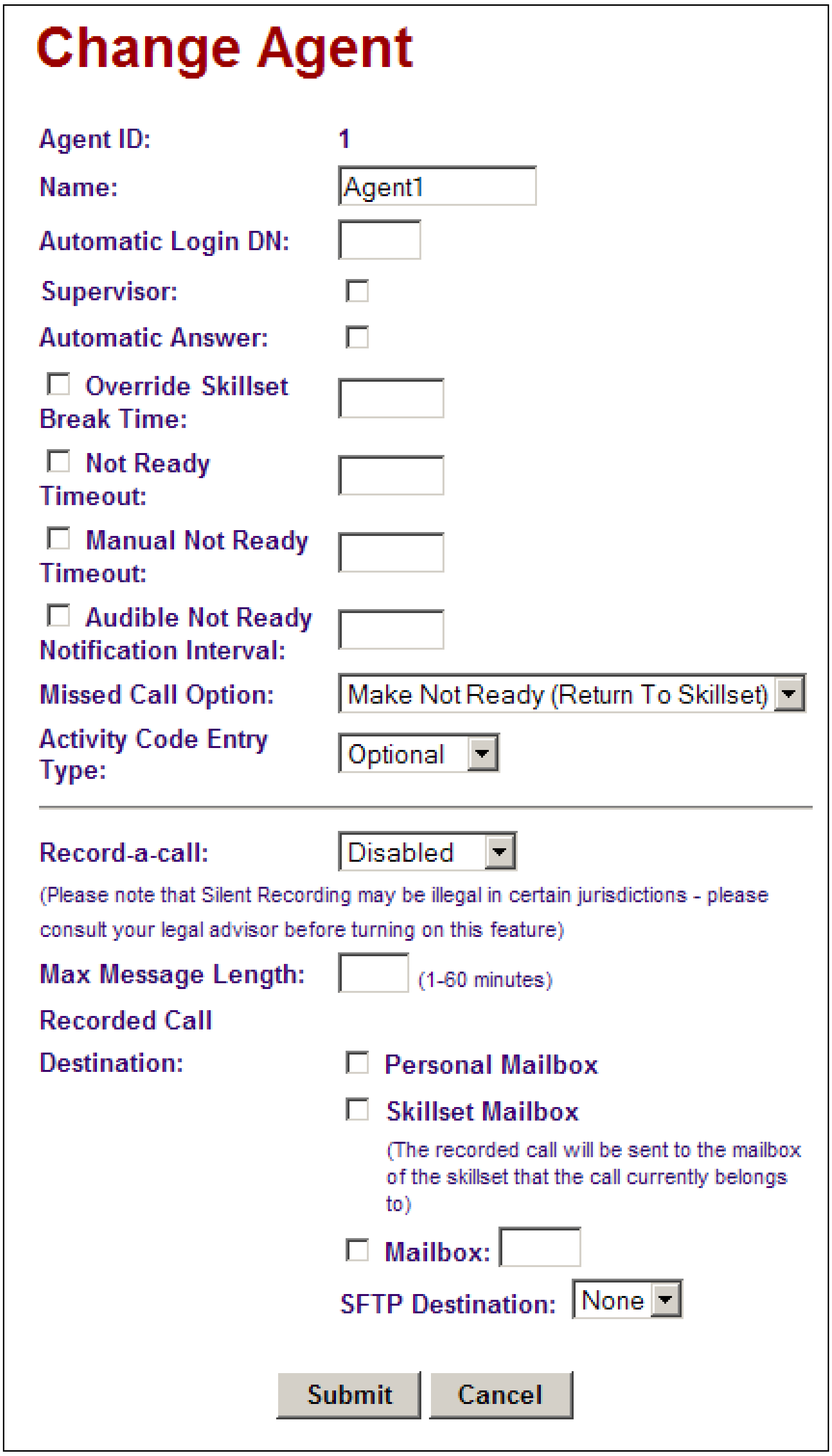
18. You will be presented with the **Agent List** screen.



ID	Name	Super.	Auto Ans.	Missed Call	Commands			
1	Chris	No	No	Make Not Ready	Logged Off	Change	Reset Password	Delete
2	Susan	No	No	Make Not Ready	Logged Off	Change	Reset Password	Delete
3	John	Yes	No	Make Not Ready	Logged Off	Change	Reset Password	Delete
4	Agent4	No	No	Make Not Ready	Logged Off	Change	Reset Password	Delete
5	Agent5	No	No	Make Not Ready	Logged Off	Change	Reset Password	Delete
6	Agent6	No	No	Make Not Ready	Logged Off	Change	Reset Password	Delete
7	Agent7	No	No	Make Not Ready	Logged Off	Change	Reset Password	Delete
8	Agent8	No	No	Make Not Ready	Logged Off	Change	Reset Password	Delete
9	Agent9	No	No	Make Not Ready	Logged Off	Change	Reset Password	Delete
10	Agent10	No	No	Make Not Ready	Logged Off	Change	Reset Password	Delete
11	Agent11	No	No	Make Not Ready	Logged Off	Change	Reset Password	Delete
12	Agent12	No	No	Make Not Ready	Logged Off	Change	Reset Password	Delete

19. To edit details of individual agents select the **Change** link.

20. The **Change Agent** screen will appear for editing.



21. Once you have made the appropriate changes, e.g. giving the Agent a **Name**, click the **Submit** button.

Recording Contact Center Greetings

Greetings are recorded in numbered greeting slots. Greeting numbers are then assigned to Day and Night Routing Greeting Steps, when configuring Skillsets.

You can record different types of greetings for Contact Center. Before you record your greeting, determine what information the greeting includes. Keep greetings as short and concise as possible. Use the following examples of greetings as a reference.

General company greeting: The general company greeting informs callers that they have reached the correct company. It can also include the location and business hours of your company:

> *"Thank you for calling Bridgestone Computers. We are located at 52 Main Street. Our hours of service are Monday to Friday from 8:00 until 5:00.Please stay on the line and an agent will be with you as soon as possible. Or press _ to leave a message and one of our agents will return your call."*

Please wait greeting: Please wait greetings encourage callers to stay on the line:

> *"All our agents at Bridgestone Computers are currently busy, but please hold as your call is very important to us."*

Information greeting: An information greeting provides messages and announcements to callers:

> *"Thank you for calling Bridgestone Computers. This week we have extended our hours until we sell all spring merchandise. We will be open until 9:00 pm Monday through Thursday, and we will be open until midnight on Friday! Please come in and see us at 52 Main Street."*

Transfer greeting: A transfer greeting lets a caller transfer their call:

> *"Please press 1 to leave a message and one of our agents will return your call. Press 2 to return to the previous choices."*

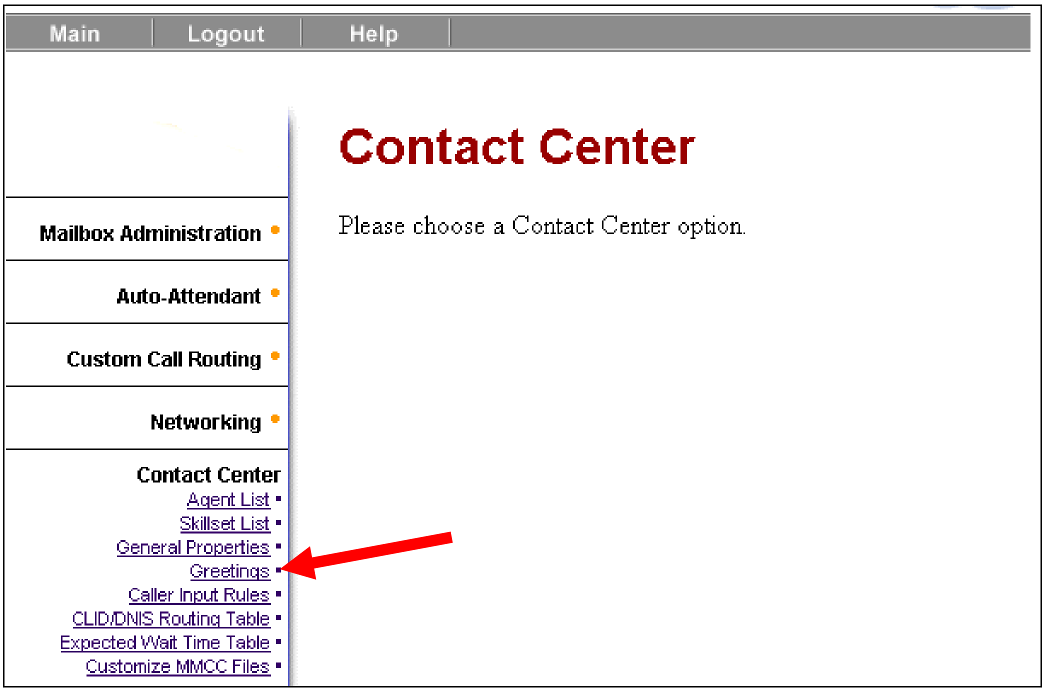
Non-business hours greeting: Your non-business hours greeting will be played after your business is closed:

> "You *have reached Bridgestone Computers. Our hours of service are Monday to Friday from 8:00 until 12:00 and 1:00 until 5:00. To leave a message, please press zero. An agent will return your call when we re-open. Thank you for calling."*

Recording a Greeting

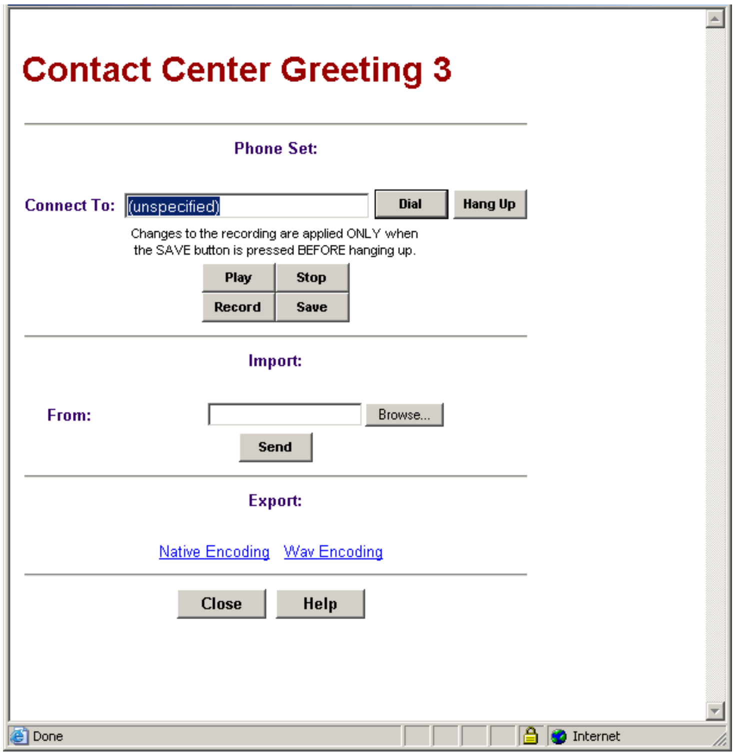
1. Launch CallPilot Manager.

2. Click the **Contact Center** heading and Click the **Greetings** link. The Contact Center Greetings page appears.



3. Click the **Voice** link for the number of the greeting you want to record.

4. The **Record** screen will appear for the selected greeting.



5. In the **Connect to** box, type the extension number or telephone number you are using to record the greeting or prompt. For a local extension, just type the extension number. For a telephone number that is not a local extension, type the sequence of digits that dial the telephone number from the CallPilot system. For example, you might need to dial 9, the area code, and then the telephone number.

6. Click the **Dial** button.The telephone rings.

7. Pick up the handset. Click the **Record** button. After the tone, record your greeting, prompt or mailbox name.

8. After you finish recording, click the **Stop** button.

9. To listen to the prompt, click the **Play** button
   or
   to save the recording, click the **Save** button.

10. The recording replaces the original prompt or greeting.

11. Click the **Close** button and replace your telephone handset (It may be necessary to refresh the screen to show that the greeting has been recorded).

12. Click on the **Add Caption** link if you wish to apply a description to the greeting. Enter the description and click **Submit**.

Importing & Exporting Greetings

With Business Communications Manager, you can import a previously recorded greeting or prompt.

To import a previously recorded greeting or prompt:

1. Start CallPilot Manager.

2. Click the **Contact Center** heading.

3. Click the **Greetings** link. The Contact Center Greetings page appears.

4. Click a **Voice** link from the **Contact Center Greetings** screen.

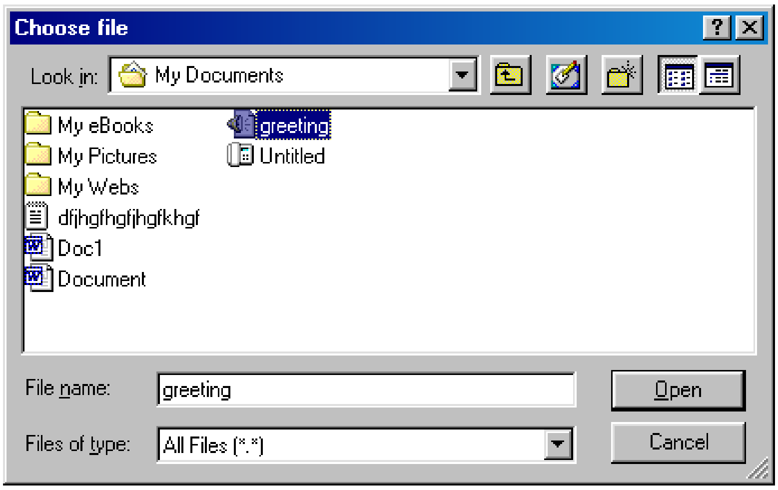
5. The **Record** screen will appear.

    - If you know the location of the greeting or prompt, in the **From** box type the location of the file and click the **Send** button.

    Or

    - If you do not know the location of the greeting or prompt, at the **Import** option click the **Browse** button and follow steps 7 to 9.

6. The Choose File box appears.

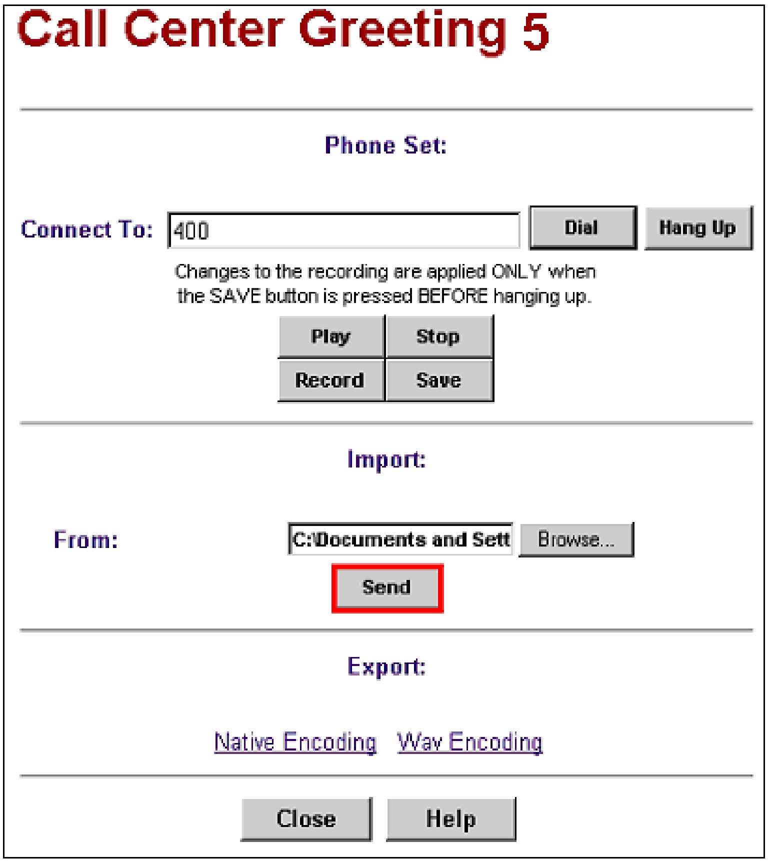


7. From the **Look in** list, select the location of the file.

8. Select the file and it will be displayed in the **File Name** box.

9. Click the **Open** button.

10. The path of the file will be inserted in the **From** box. Click the **Send** button.



11. The **From** box will then clear.

12. To play the greeting or prompt, in the Connect to box type an extension or telephone number and click the **Play** button.

13. Your telephone rings.

14. Answer the phone to listen to the greeting or prompt.

15. Click the **Save** button to save the greeting or prompt.

16. The greeting or prompt you save replaces the original prompt or greeting.

17. Click the **Close** button and replace the telephone handset.

Exporting a Greeting, Name or Prompt

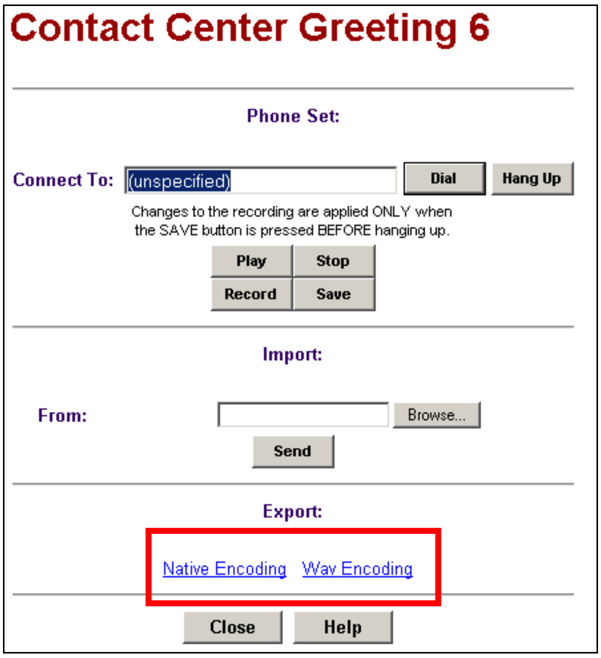
If you use Business Communications Manager, you can export a previously recorded greeting or prompt to a computer file, in WAV or in its native format.

Export the greeting or prompt in its native format if you want to re-import the file later. Export the file in its native format if you want to use the same company greetings or Auto Attendant prompts at different company locations.

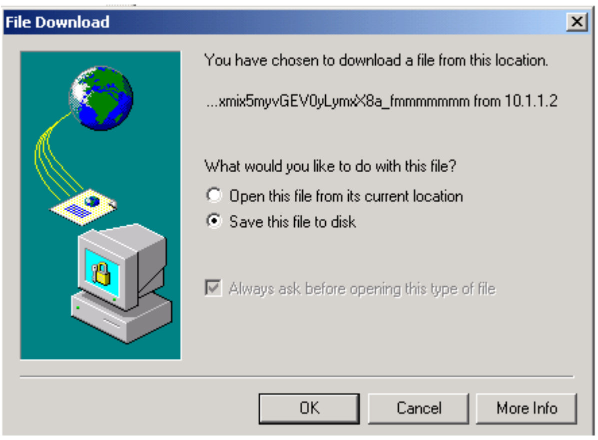
If you keep the file in its native format, you avoid converting the file to another format, which can lessen its sound quality. Export the greeting or prompt in WAV format if you want to edit the sound file on your computer.

To export a previously recorded greeting or prompt:

1. Start CallPilot Manager.
2. Click the **Contact Center** heading.
3. Click the **Greetings** link. The **Contact Center Greetings** page appears.
4. Click the **Voice** link for the greeting you wish to export.
5. The **Record** screen will appear.
6. At the **Export** option click either **Native Encoding** or **WAV Encoding**. (In this example WAV encoding has been selected.)

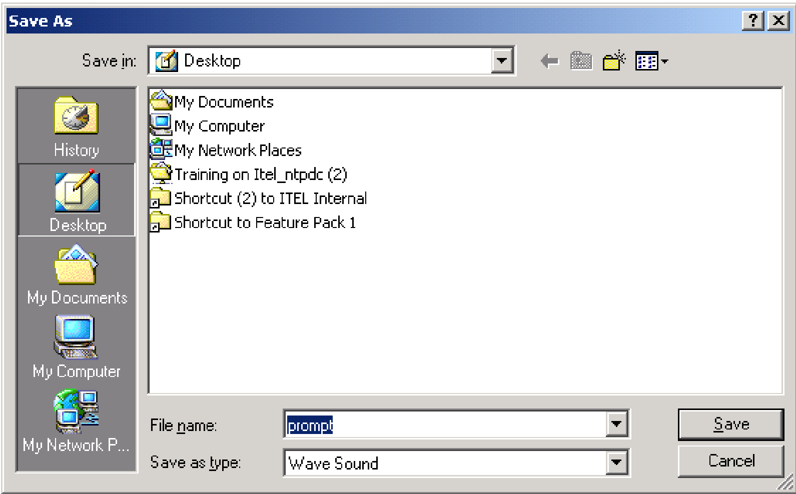


7. The **File Download** dialogue box appears.

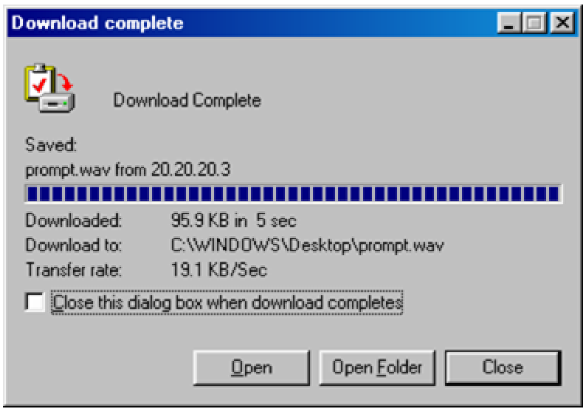


8. Click **Save this file to disk** and click the **OK** button.

9. The Save As dialogue box appears. From the **Save in** list box, navigate to the location you want to save the file and click the **Save** button.



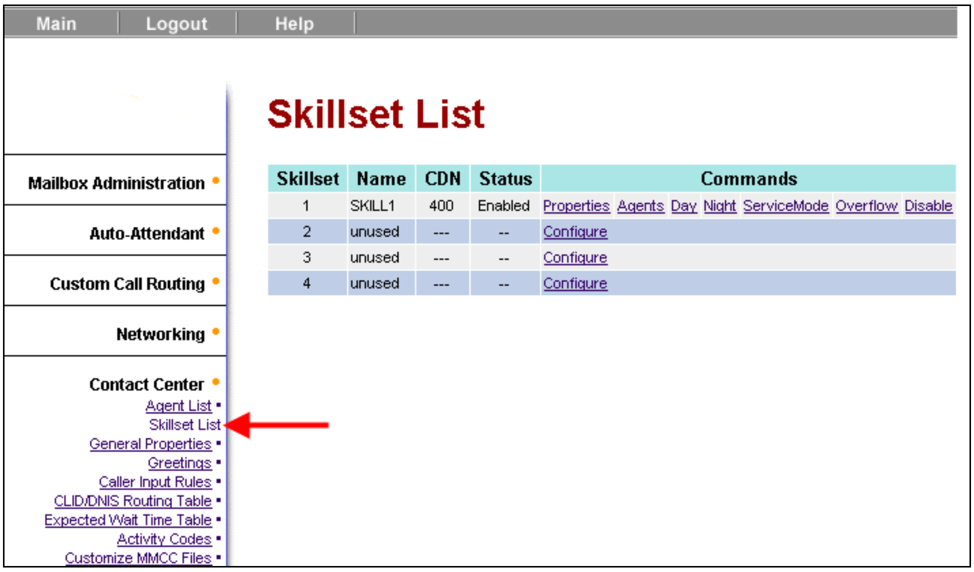
10. The **Download Complete** screen will appear. Click the **Close** button.



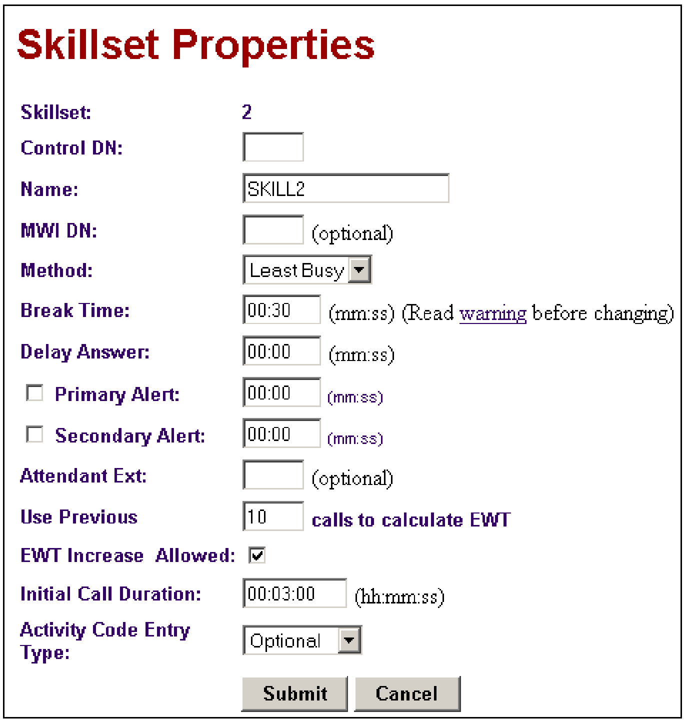
Skillset Configuration

Setting the Skillset Properties

1. Start CallPilot Manager and click the **Contact Center** heading. Click the **Skillset List** link. The Skillset List page appears.



2. Click **Configure** for the appropriate Skillset. The **Skillset Properties** page appears.



3. In the **Control DN** box, type the chosen CDN for the Skillset.

4. In the **Name** box type the name for this Skillset. The Skillset name can be a maximum of 16 characters.

5. In the **MWI DN** box, type the extension of the telephone that you want to display the Message Waiting Indicator for the Skillset Mailbox. If you select a message waiting DN, this extension will no longer be able to have its own mailbox.

6. From the **Method** list box, select **Least Busy** or **Preferred** (priority). The default is Least Busy. Least Busy routes the call to the agent who has been available the longest. Preferred routes the call to the agent with the highest priority (best qualified agent is 1). If there are several agents with the highest priority, the agent available longest with that priority will be selected. If you use Contact Center Professional you can assign agents different priorities depending on the skillsets they belong to.

7. In the **Break Time** box enter the Break Time period. The default Break Time is 00:30. The Agent will remain “busy” for this length of time after call completion.

8. In the **Delay Answer** box enter the delay answer time. The default delay answer time is 00:00. When a call comes in on a line belonging to a skillset that has no free agents, the call is not answered until either the Delay Answer time elapses or an agent becomes available, whichever happens first. During the Delay Answer time, the waiting callers hear ringing tone.

9. The **Primary Alert Time** can be utilised to display any waiting calls in the Contact Center under a programmed F909 (Display Waiting Calls) button. To enable the Primary Alert time select the Primary Alert check box and enter the Primary Alert time. If a call exceeds the Primary

Alert Time the F909 and Agent Login (Feature 904) memory buttons flash slowly. The Feature 909 button flashes based on the status of all the calls in the Contact Center. The Feature 904 button flashes based on the status of the calls for the skillsets an agent is logged on to. The indicator stops flashing when the calls are handled.

10. To enable the **Secondary Alert** time select the Secondary Alert check box and enter the Secondary Alert Time. The Secondary Alert time must be greater than the Primary Alert time. The Secondary Alert time is a time limit for calls waiting in skillsets. If a call exceeds the Secondary alert time the Feature 909 button and F904 button flash quickly. The Feature 909 flashes based on the status of all the calls in the Contact Center. The Feature 904 key flashes based on the status of the calls for the skillsets an agent is logged on to. The indicator stops flashing when the calls are handled.

11. If you want to assign an attendant to the Skillset, in the **Attendant Ext** box type the extension of the attendant. This is the extension or Operator that will be called in response to a Routing step in the Day or Night Routing Table. If you do not assign an attendant extension, the call is sent to the system attendant extension.

12. **Use Previous**: If you use Expected Wait Time (EWT), enter the number of calls you want to use to calculate EWT in the **Use Previous Calls to calculate EWT** box. This is the number of previous calls that are used to calculate the average call duration of a skillset. The number can range from 2 to 256. The default is 10.

13. **EWT Increased Allowed:** If you use Expected Wait Time, select the **EWT Increase Allowed** check box if you want the system to recalculate the EWT if it increases and continue to play the current EWT greeting. If you do not select the check box, callers will not hear recalculated expected wait times if the wait time increases. Whether you select the check box or not, callers will hear the appropriate EWT greeting if the wait time decreases.

14. **Initial Call Duration:** If you use Expected Wait Time, in the **Initial Call Duration** box enter the initial average call duration that is used to compute EWT. The average call duration is updated whenever a call is released from an agent. The default is 00:03:00.

Note: Refer to the **Expected Waiting Time** section of this guide for more information on EWT features.

15. **Activity Code Entry Type:** Agents use Activity Codes to allocate calls to one or more activities. The codes may be related to a product enquiry or to identify calls generated as a response to a marketing campaign for example. (Refer to the **Activity Codes** section of this guide for more information.)

    The codes can be manually entered by the agent using F907 during the call or the agents can be prompted on their telephone display to enter the code on the completion of the call. With the prompted setting the F907 session is active until the agent enters an Activity Code or, if the agent does not enter an Activity Code, until:

    a. the agent releases the session by pressing the **Release** or the **Feature** button
    b. the active peg period ends

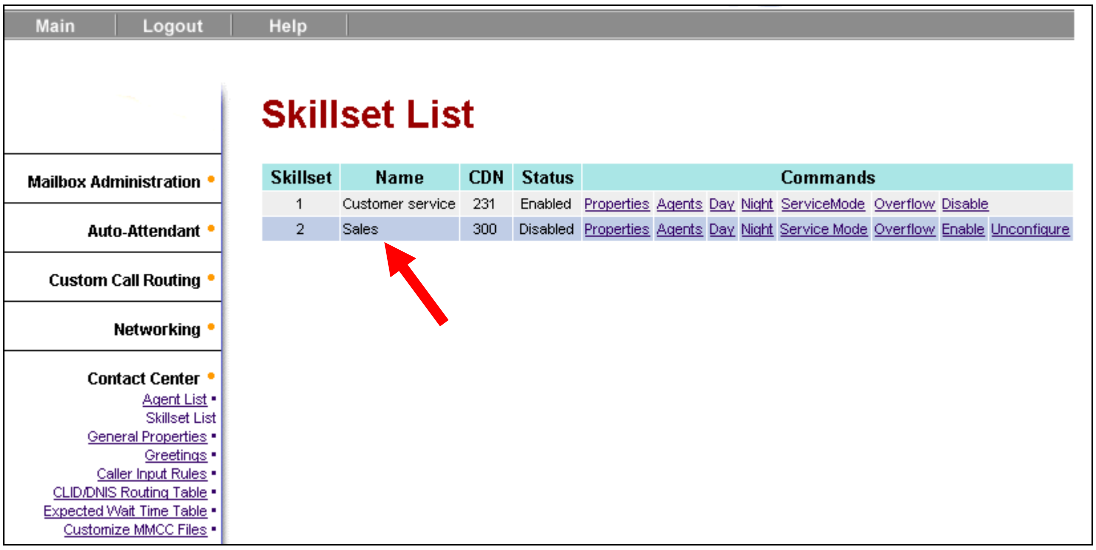
    If you use Activity Codes, from the **Activity Code Entry Type** list box select **Prompted** or **Optional**. The default is Optional.

16. Click the **Submit** button.

17. A message appears that says a new mailbox has been created, and that you must initialise it before you enable the Skillset.

18. Click the **OK** button.

19. The Skillset will be added to the **Skillset list**.

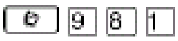


Skillset Mailbox Initialisation

In order for the Skillset to function the Skillset Mailbox must be initialised.

The Mailbox number will be the same as the Control DN for the Skillset.

The Skillset Mailbox can be configured using the same procedures required to configure a standard Subscriber/User mailbox.

1. Press  (or Feature 981 or Fx 981 depending on which telephone is being used).

2. Log on by following the voice prompts and select **Other** or # (if using a single line display telephone) then enter the Skillset mailbox number and 0000, which is the default password.

3. A display appears briefly to indicate that you must change the password.

4. Enter a new Skillset mailbox password from four to eight digits long that does not start with zero. Press **OK** or #.

5. Re-enter the Skillset mailbox password and press **OK** or #.

6. At the tone, record the Skillset mailbox name in the Company Directory. Do not use hands free. Include the Skillset mailbox number in the recording. For example, “Sales, mailbox 5813.” Press **OK** or # to end the recording.

7. Press **OK** or # to accept the recording or press **PLAY** or **1** to listen to the recording or press **RETRY** or **2** to re-record your name.

8. The recorded name plays and the Skillset mailbox name are displayed. The Skillset mailbox name is the name you entered when you set up the Skillset properties.

9. Press the **Release** key to end the session.

If it is intended for calls to be routed to the Skillset Mailbox it is advisable to record an appropriate primary greeting.

Assigning Agents to Skillsets

When you add agents to Contact Center you assign them a priority. The priority can be used to determine which of your agents receives an incoming call. If the method of call distribution for the skillset is Preferred, the agent with the highest priority receives the call. The agent priority ranges from 1 to 20. 1 is the highest agent priority for the most qualified agents. The default value is 10.

Dynamic Agent Priority

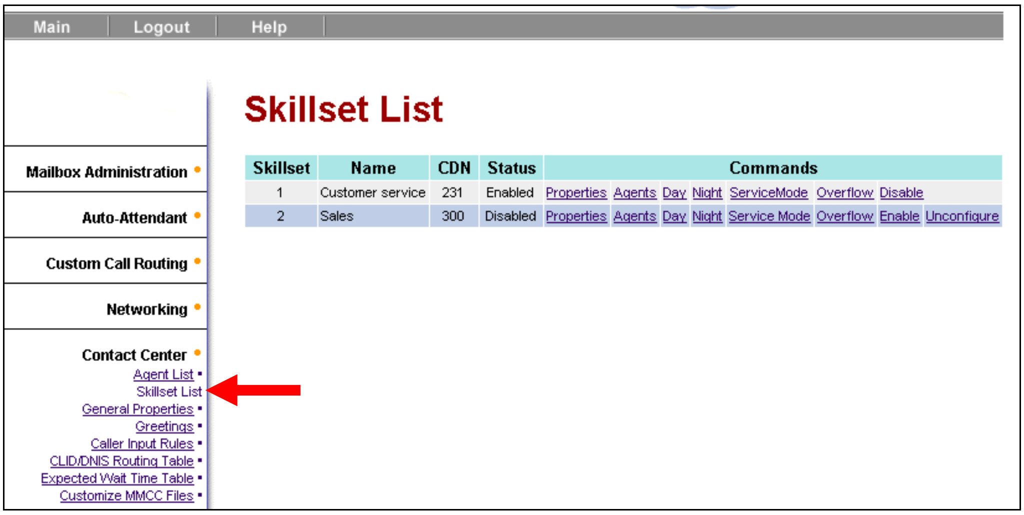
With Dynamic Agent Priority an agent can have a different priority depending on which skillset the agent is logged on to. You assign Dynamic Agent Priority when you assign the agent to a skillset.

To assign an Agent to a Skillset

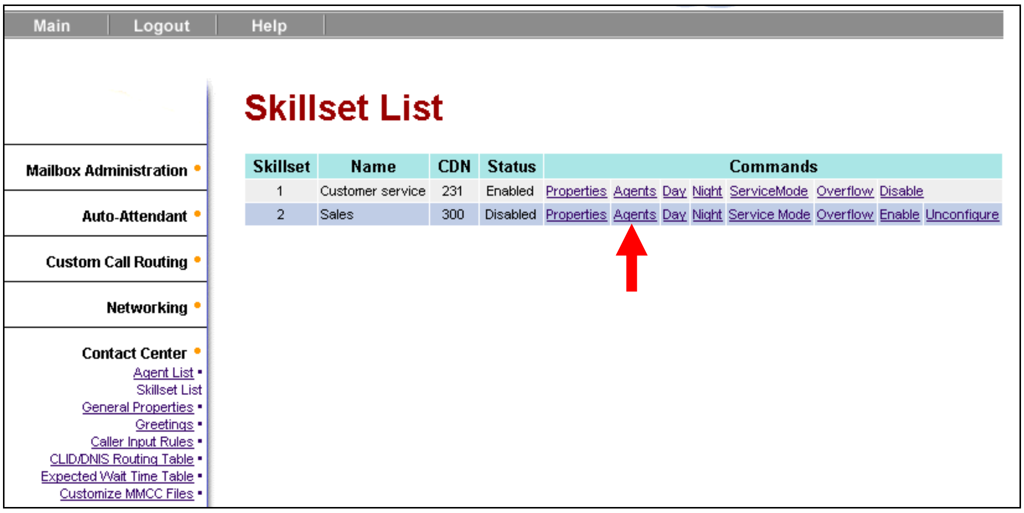
1. Start CallPilot Manager.

2. Click the **Contact Center** heading.

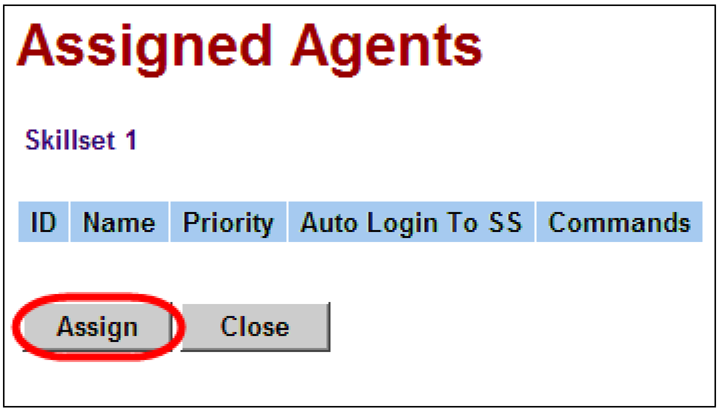
3. Click the **Skillset List** link. The Skillset List page appears.



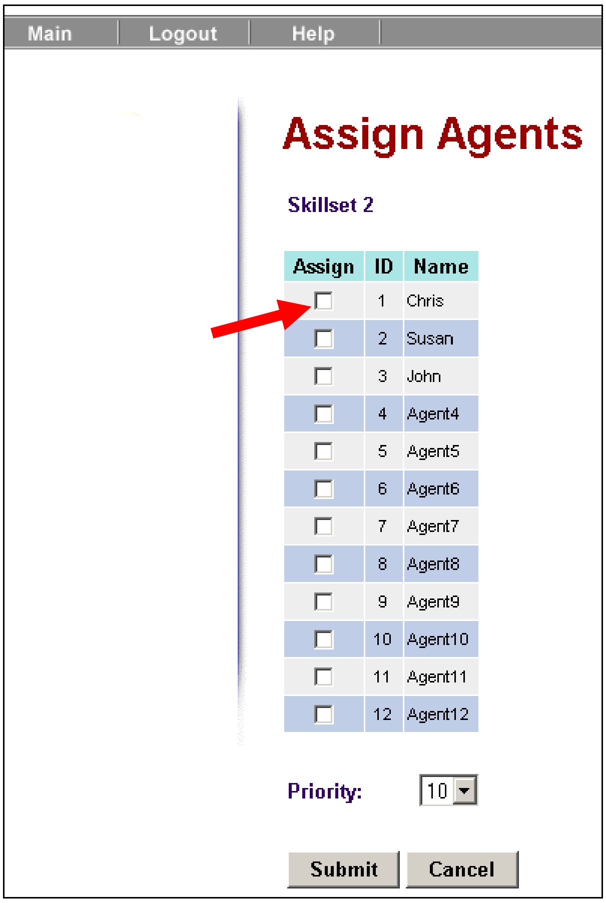
4. Click the **Agents** link for the Skillset that you want to add Agents to. The Skillset must be configured before the Agents link appears.



5. The **Assigned Agents** page appears. Click the **Assign** button.

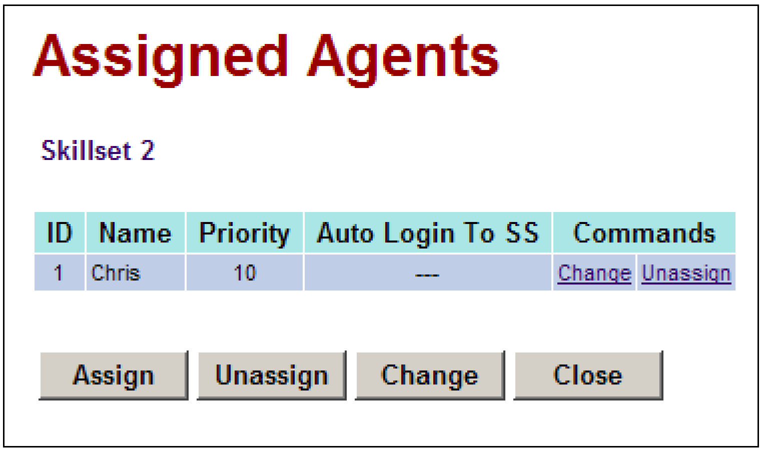


6. The **Assign Agents** page appears with the available Agents displayed. Click the **Assign** check box for each Agent that you want to add to the Skillset.



7. From the **Priority** list box, select the Priority of the Agent. 1 is the highest priority.

8. Click the **Submit** button. The Agent you selected appears on to the Assigned Agents page. If you want to assign another Agent to this Skillset, click on the **Assign** button.



9. Click the **Close** button to return to the Skillset List page.

10. To change an Agents priority at a later date or unassign Agents from the Skillset, repeat steps 1-4 above and then select **Change** or **Unassign** as required.

Note: The Skillset should be disabled to allow these changes.

Day/Night Routing Tables

The Skillset Routing Tables are the announcements (greetings) and other routing options that the caller encounters upon dialling the Skillset and waiting to be answered.

In addition to listening to greetings the caller can:

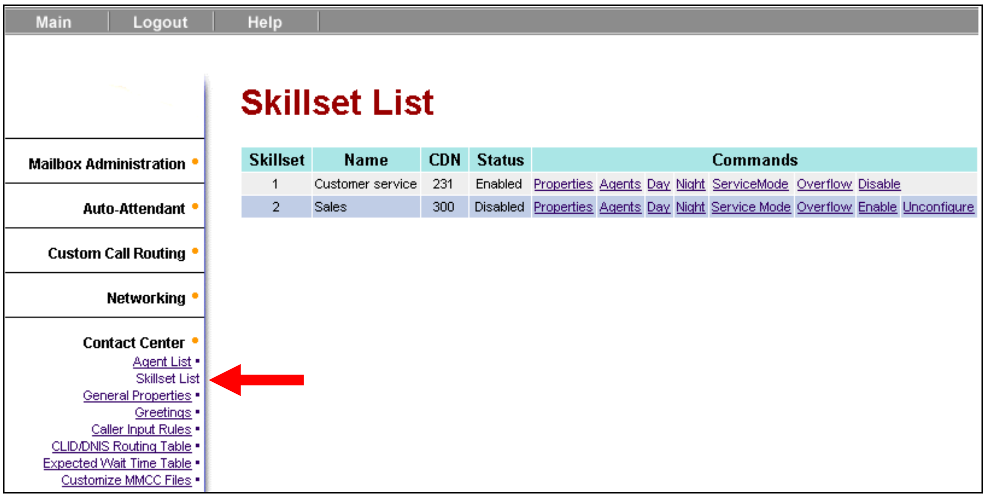
- Be put on hold (a distribute step)
- Transferred to:
    - extensions
    - mailboxes
    - external numbers
    - auto-attendant
    - operator
- Be disconnected

The same options are available in the Day and Night Routing tables. There are two possible tables due to different requirements during office hours and out-of-office hours.

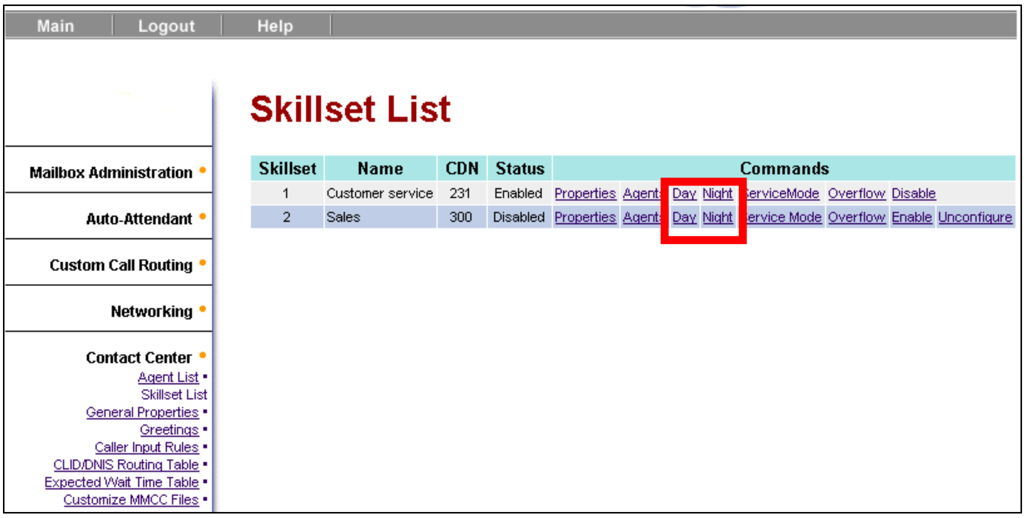
It is possible to ensure that callers listen to the first greeting by making that greeting “forced”.

To Create Day/Night Routing Tables

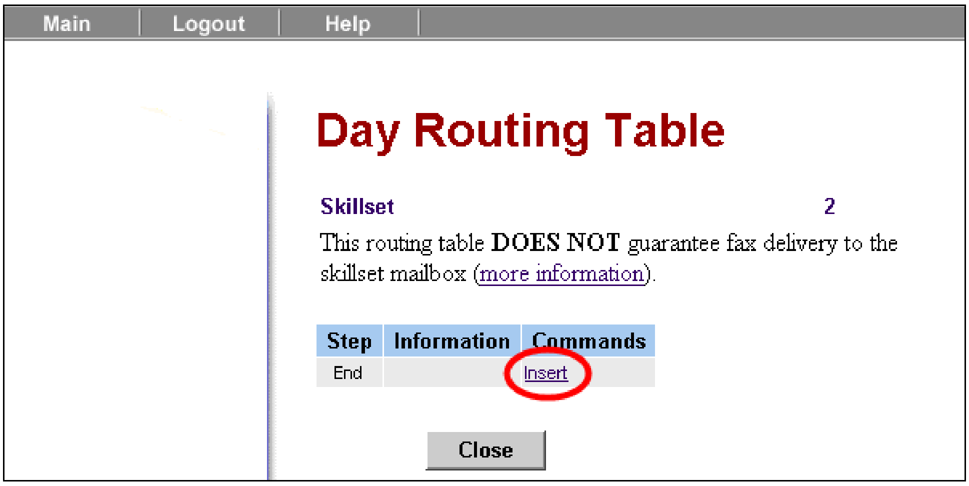
1. Start CallPilot Manager.
2. Click the **Contact Center** heading.
3. Click the **Skillset List** link. The Skillsets List page appears.



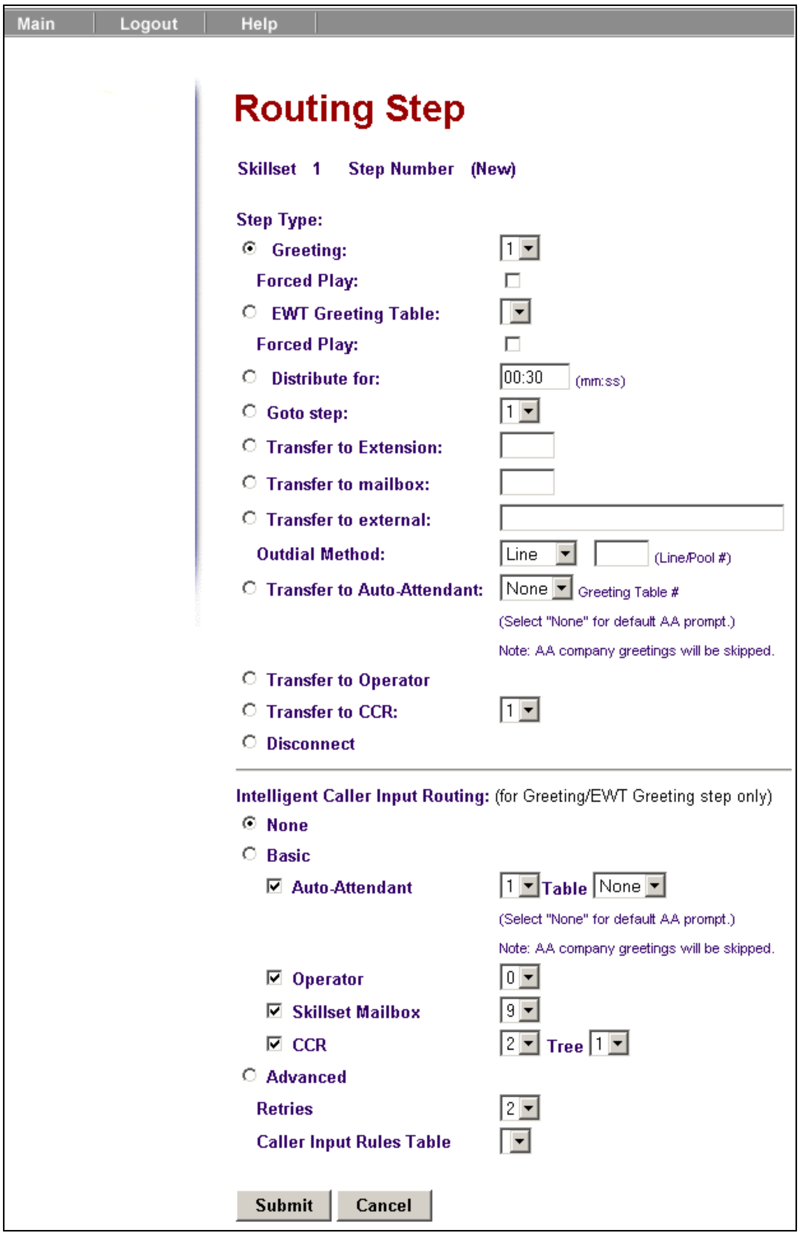
4. Click the **Day** or the **Night** link for the Skillset to which you want to add a routing step.



5. The **Day** or the **Night Routing Table** page appears. Click the **Insert** link.



6. The **Routing Step** page appears.



7. You may only choose **ONE** option at a time from the **Step Type** option list.

NOTE: To build up Day/Night routing tables you need to create and submit each individual step separately.

The following are examples of **INDIVIDUAL** steps that can be used:

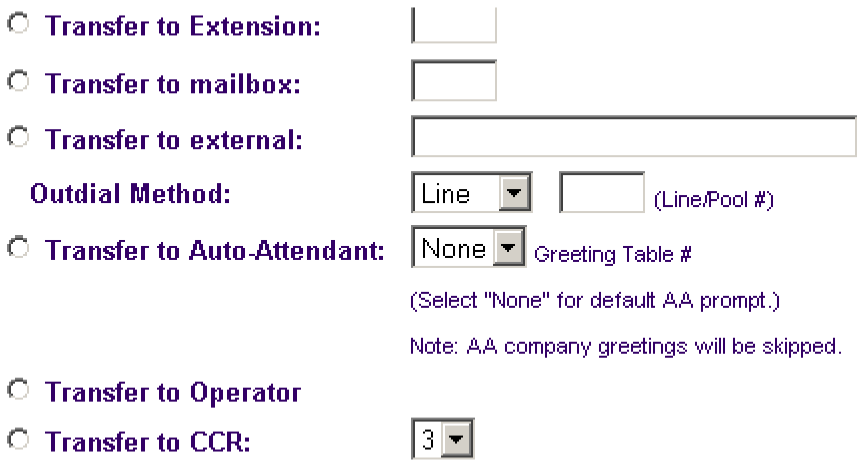
a) **Greeting**: Give the Greeting number from the Contact Center Greetings list. This may also be selected as **Forced Play**, which means that the caller will always hear this greeting even if agents are available.

b) **EWT Greeting Table:** Select the EWT to be used. This will inform the caller the Expected Waiting Time of the Skillset (refer to the **Expected Waiting Time** section of this guide for information on how to create EWT tables).

c) **Distribute**: Enter a time for the call to be on Hold. Distribute steps put callers on hold while they wait for an agent. If no agents are available before the distribution time expires, the call goes to the next step in the routing table. If there is no next step in the routing table, the call ends.

d) **Goto**: If selected, this will be the last step in a routing table. The purpose of a Goto step is to return to a previous step in the routing table, to cycle through the subsequent steps until the Goto step is reached again.

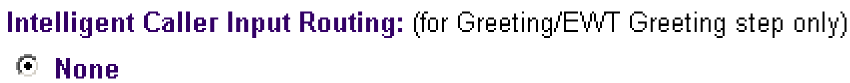
e) **Transfer to**:
- Extension
- Mailbox
- External number
- Choose Outdial method: Line, Pool or Route. If using a line or pool specify the line or pool number (pool A = 1, B = 2 etc)
- Auto-Attendant
- Operator
- CCR Tree



f) **Disconnect:** A Disconnect step releases a call from the skillset it is in. If the first step in a routing table is a Disconnect step, Contact Center does not answer the line.

8. If you select to play a Greeting or an EWT Greeting Table, you can also configure the **Intelligent Caller Input Routing** option,:

a) Select **None** if you **do not** want callers to be able to transfer their calls.



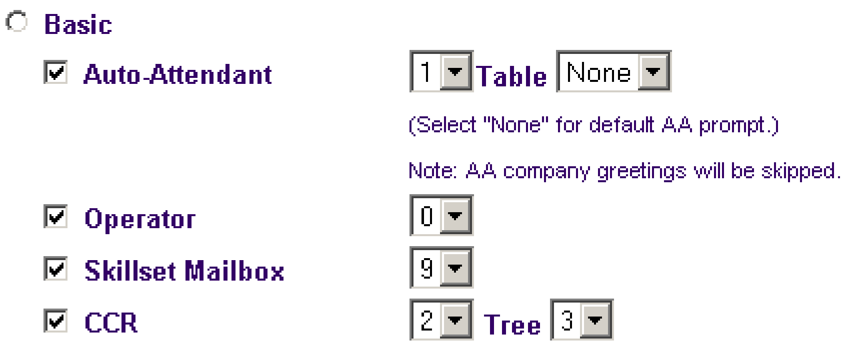
b) Select **Basic** if you want callers to be able to transfer to the Automated Attendant, Operator, Skillset mailbox or a CCR Tree. Select the transfers available to callers:

i) Select the **Auto Attendant** check box if you want callers to be able to transfer to the Automated Attendant.

ii) Select the **Operator** check box if you want callers to be able to transfer to the Operator.

iii) Select the **Skillset Mailbox** check box if you want callers to be able to transfer to the Skillset mailbox.

iv) Select the **CCR** check box if you want callers to be able to transfer to a CCR Tree.

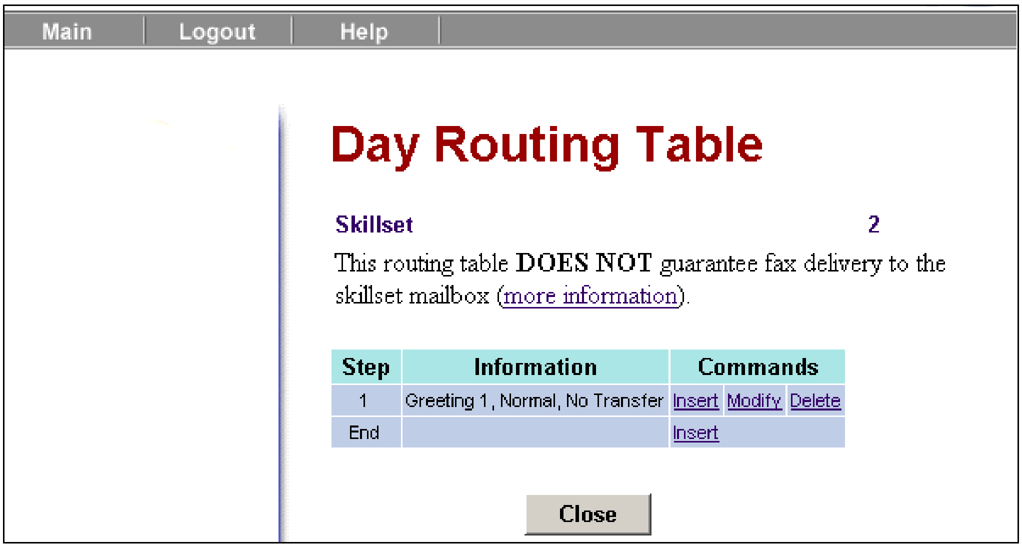


c) Select **Advanced** if you want callers to be able to enter multiple digits such as a pass code entered in a Caller Input Rules Table.

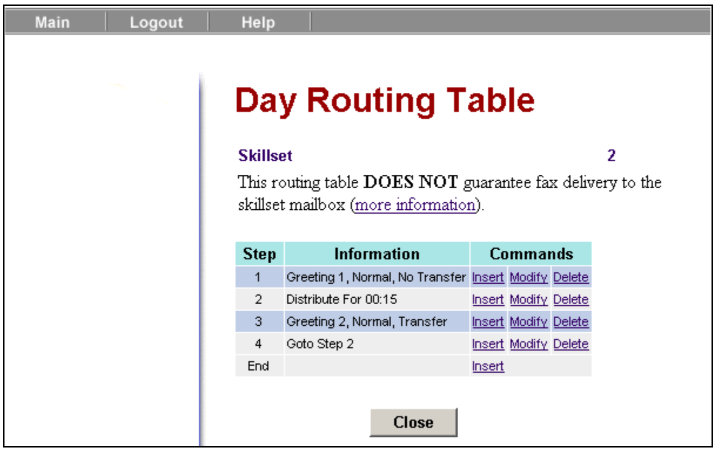
i) From the **Retries** list box select a number between 0 and 5. The default is 2. This is the number of times a Data Entry step repeats itself on a caller entry error.

ii) From the **Caller Input Rules Table** list box select a rule table to use. This is the rule table used for processing this route step. You must have created rules in the Caller Input Rules Table (refer to the **Caller Input Rules Tables** section of this guide for information on configuring these tables).

9. Click the **Submit** button. The individual routing step appears in the Routing Table list.



10. Repeat steps 5 – 9 for each individual step required, to complete the routing table.



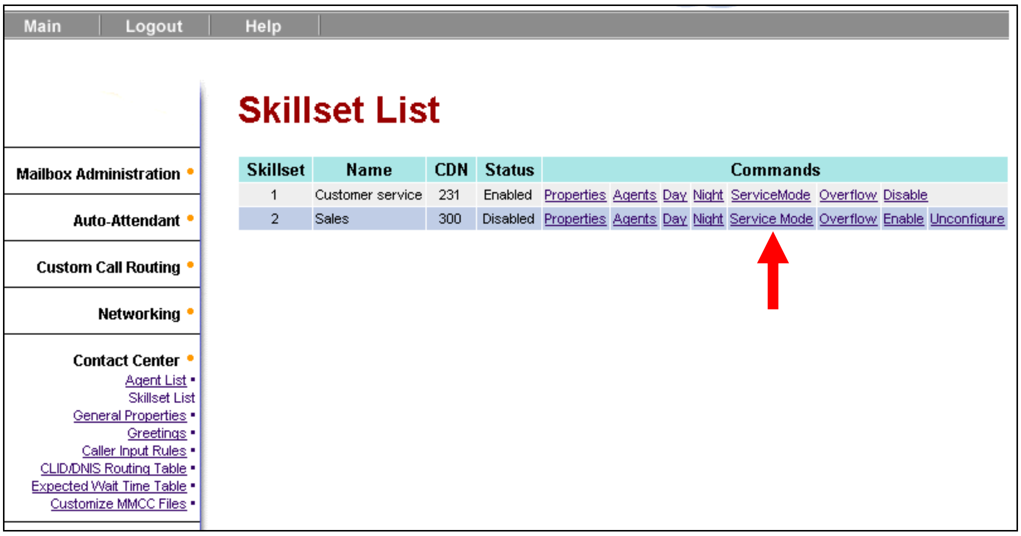
11. Click the **Close** button to return to the Skillset list.

Note: It is good practice to end a Routing Table with a "Goto" step, to return the caller to an earlier point in the Routing Table. Alternatively for the Night Routing Table, a "Disconnect" step after an informative greeting is also a good way to end the routing table.

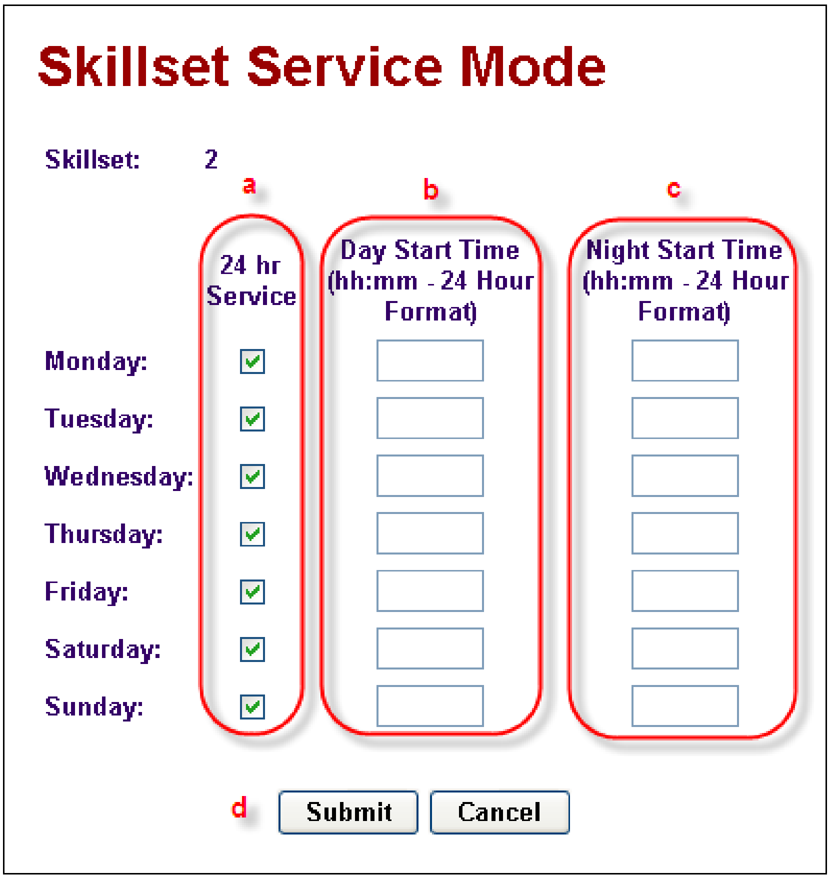
Configuring Service Modes

The Service Modes settings define when the Day and Night Routing Tables are presented to callers. If 24 hour mode is selected then the Day Routing Table will be presented for the duration of the day selected. If a Night Routing Table has not been configured then only 24 hour routing modes will be used.

1. Open CallPilot Manager.
2. Click the **Contact Center** heading.
3. Click the **Skillset List** link. The Skillset List page appears.
4. Click the **Service Mode** link for the Skillset you want to configure.



5. The Skillset Service Mode page appears. The default setting is 24 hour service.



6. For each day of the week set the hours of operation for the Skillset:

   a) To have the Skillset operate in 24 hour mode, leave the **24 hr Service** check box selected for that day.

   b) To set the start time for the Day Routing Table, in the **Day Start Time** box enter the start time in 24 hour format i.e. hh:mm

   c) To set the start time for the Night Routing Table, in the **Night Start Time** box enter the start time in 24 hour format i.e. hh:mm.

   d) Click the **Submit** button.

7. You will be notified of the current service mode. If you have configured both Day and Night routing tables, then the mode setting can be manually changed using the F982 Operator Setting (refer to the **Setting the Service Mode for Skillsets** section of this guide).

Setting the Service Mode for Skillsets

You must set the Service Mode the skillset uses so that calls are answered correctly. Before you set the Service Mode you must:

- Configure a skillset
- Set up at least a Day Routing Table for the skillset

The default Contact Center Service Mode is 24 hour operation. You can change the hours of operation using the Operator Feature Code F982. There are six possible Service Modes:

Auto : The skillset uses the Automatic Service Mode. You must configure both the Day and Night Routing Tables before you can assign the Automatic Service Mode to the skillset.

Day: The skillset uses the Manual Service mode and the Day Routing Table. You must configure the Day Routing Table before you can assign the Manual Service Mode and the Day Routing Table.

Night: The skillset uses the Manual Service mode and the Night Routing Table. You must configure the Night Routing Table before you can assign the Manual Service Mode and the Night Routing Table.

24 Hour The skillset uses the Day Routing Table only.
You must configure the Day Routing Table for 24 hour operation to use this Service Mode.

Uninit: The skillset is not configured. You must configure the skillset before you can assign the Service Mode.

Invalid: You have only partially configured the skillset. You cannot enable this skillset.

Note: If you originally configure the skillset with a Day Routing Table only and enable the skillset, Contact Center will recognize the Service Mode as Day. Afterwards, if you add a Night Routing Table, Contact Center still recognizes the Service Mode as Day. You must set the Service Mode to **Auto** to get Contact Center to function in the Auto Service Mode.

To set the Service Mode:

1. Enter **Feature 982** on a two-line display telephone handset.

2. Enter the default Operator password **67372867** (operator) and press **OK.**

   Or

   If you changed the default Operator password, enter the new password and press **OK**.

3. Press **MODE**.

4. The display shows the Service Mode for Skillset 1.

5. Press **CHNG** if you want to change the Service Mode to Day or Night or Auto

   Or

   Press **VIEW** if you want to view the details for the Service Mode

   Or

   Press **NEXT** if you have a Day Routing Table for skillset 2.

6. The display shows the Service Mode for skillset 2.

7. Press **CHNG** if you want to change the Service Mode to Day or Night or Auto

   Or

   Press **VIEW** if you want to view the details for the Service Mode

   Or

   Press **NEXT**.

8. The session ends when the Service Modes for all skillsets has been displayed.

Configuring Overflows

Overflows are used in situations where Agents are not logged in to a Skillset, and/or a call has been waiting in the Queue for an excessive time.

When Intelligent Overflow Routing determines that a condition is met for the call, the call goes to the destination you specify.

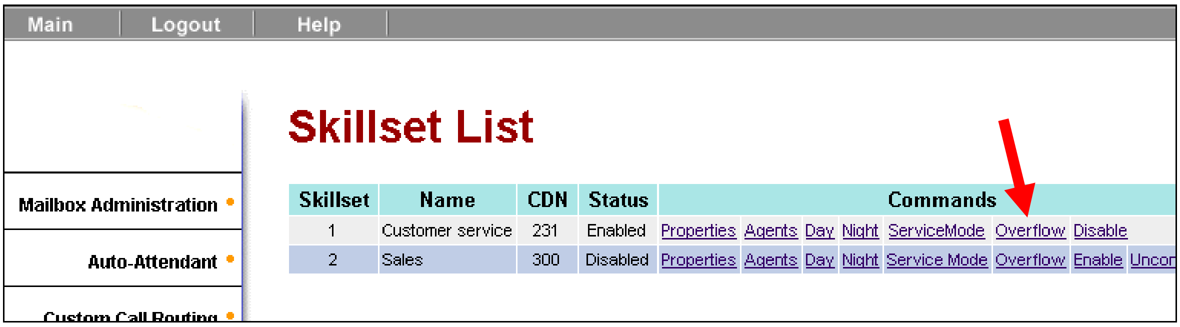
Possible actions are:

- Moving the call to a new skillset: The caller hears the greetings for the new skillset.
- Overflowing the call to one or more skillsets: The caller continues to hear the greetings from the original skillset.
- Sending the call to the skillset mailbox.
- Transferring the call to an extension, external number, mailbox, Automated Attendant, CCR Tree or operator.
- Changing the priority of the call. The default priority is 10.

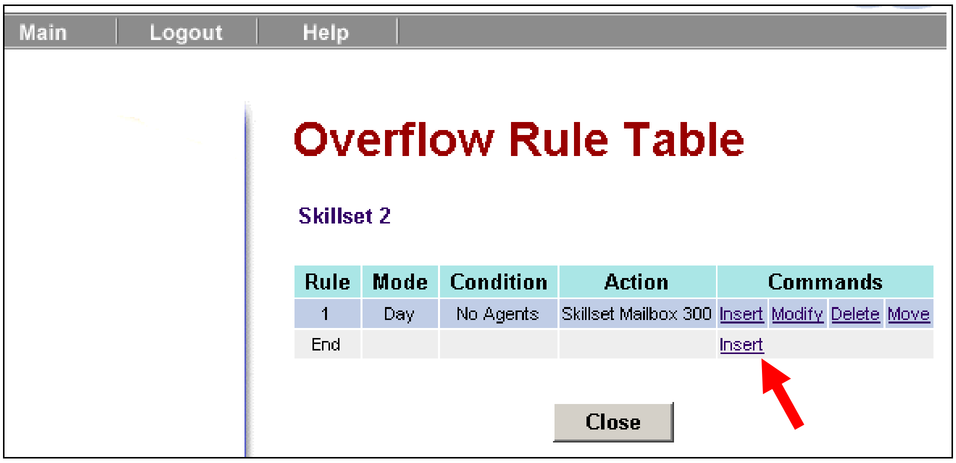
Overflow rules can apply at different times of the day defined by which setting is selected in the Service Mode list box.

Note: Each Overflow Rule has to be created and submitted individually.

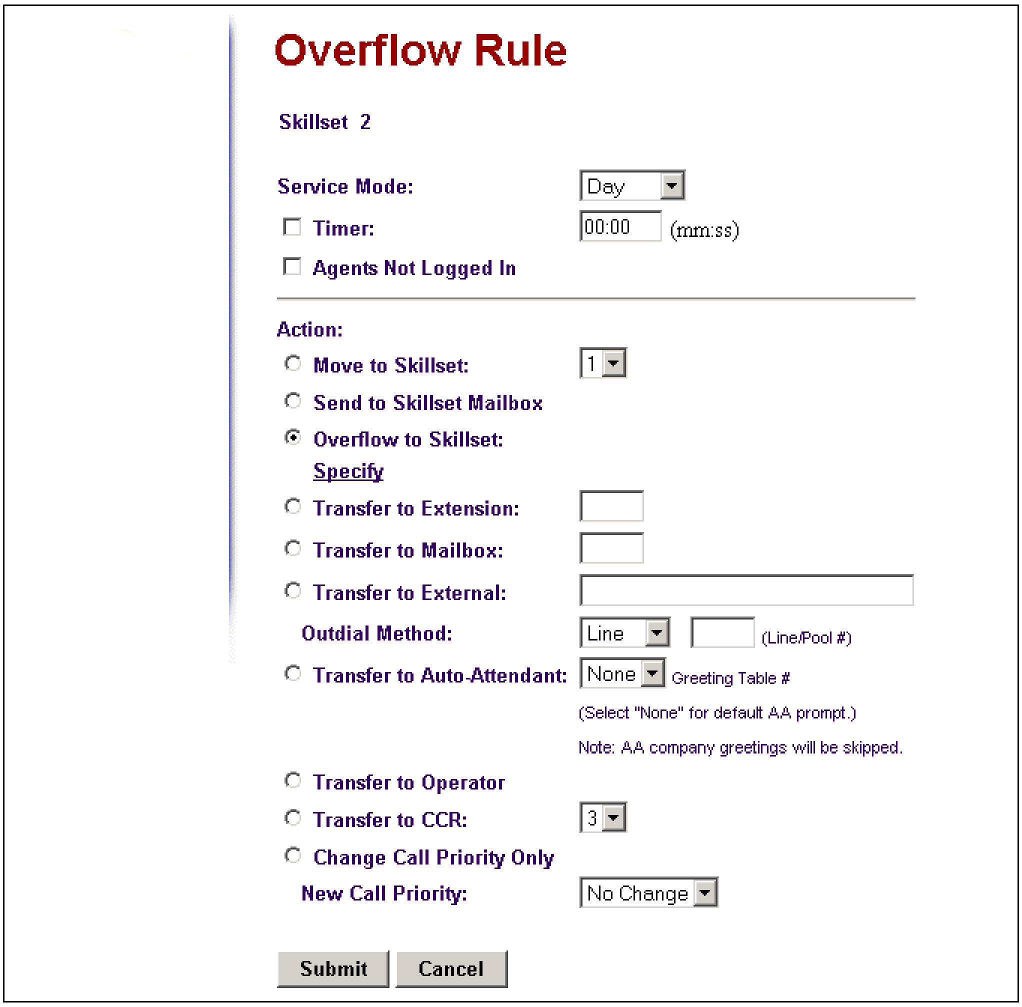
1. Open CallPilot Manager.
2. Click the **Contact Center** heading.
3. Click the **Skillset List** link. The Skillset List page appears
4. Click the **Overflow** link for the Skillset you want to add Intelligent Overflow Routing to.



5. The **Overflow Rule Table** page appears with the default overflow **Rule1** displayed. (Skillset Mailbox). If this default overflow rule is not required it can be deleted. To add a new rule, click the **Insert** link.



6. The **Overflow Rule** page appears.



7. From the **Action** options, select **one** of the following destinations:

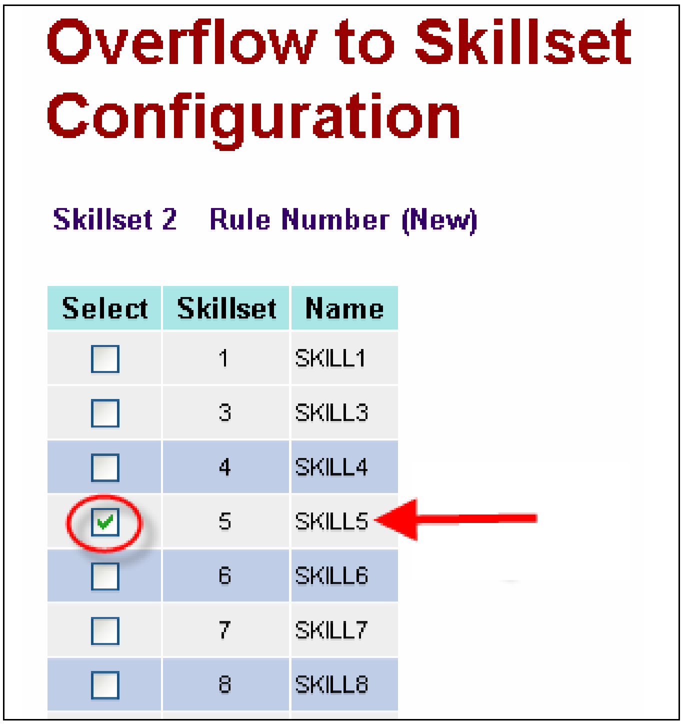
   a) To send the call to another Skillset, select **Move to Skillset**, and from the list box select the Skillset you want to move the call to.

Note: If only one skillset is configured then this option will not be available.

   b) To send the call to the Skillset mailbox, select **Send to Skillset Mailbox**.

   c) To overflow the call to another Skillset, select **Overflow to Skillset** and click the **Specify** link.

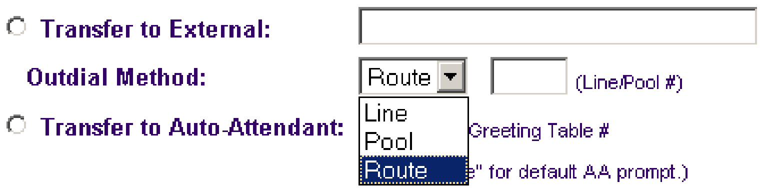
   d) The **Overflow to Skillset Configuration** page appears. Select the check box for the Skillset you want to overflow to and click **Submit.**



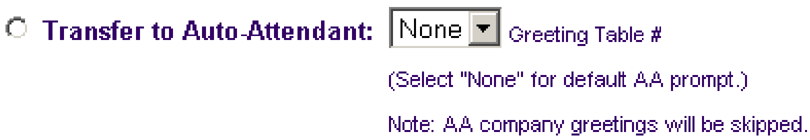
e) To transfer the call to an extension, select **Transfer to Extension** and enter the extension number

f) To transfer the call to a mailbox, select **Transfer to Mailbox** and enter the mailbox number

g) To transfer the call to an external number:
   i) Select **Transfer to External**
   ii) Enter the external number
   iii) From the **Outdial** list box select Line, Pool or Route
   iv) If you select Line or Pool, enter the line or line pool number (Pool A = 1 B = 2 etc)



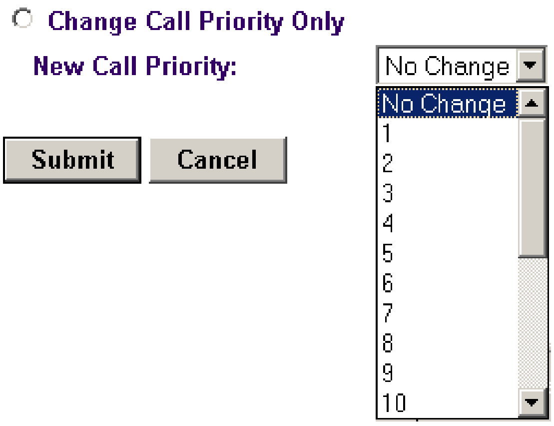
h) To transfer the call to the Automated Attendant, select **Transfer to Auto Attendant**.



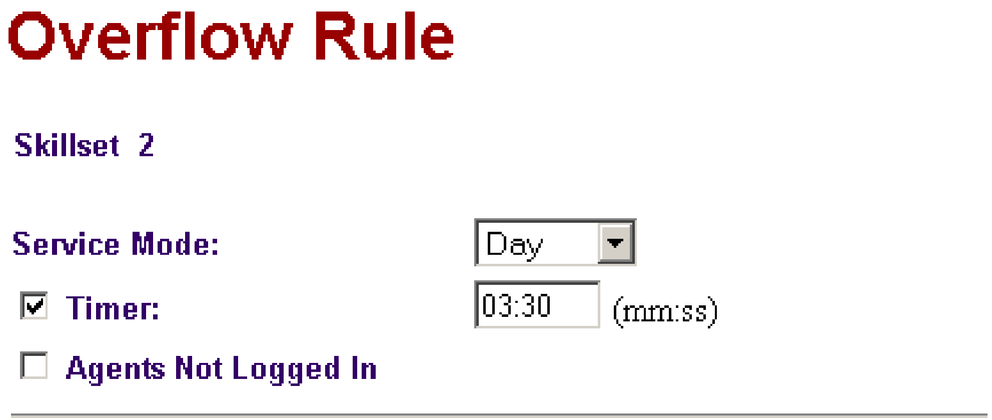
i) To transfer the call to the operator select **Transfer to Operator**.

j) To transfer the call to a CCR Tree, select **Transfer to CCR** and from the list box select the number of the CCR Tree you want to transfer the call to.

k) To change the call priority, enter the **New Call Priority** from the drop down list.



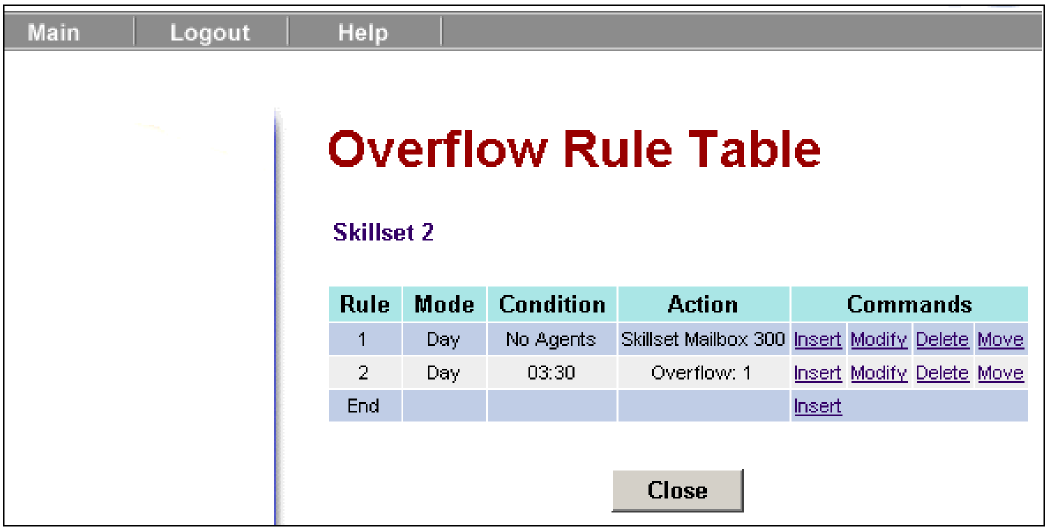
8. From the **Service Mode** list box select Day, Night or 24 Hour.



9. Select the **Timer** check box if you want Intelligent Overflow Routing to time how long the call waits, and enter the time that a call waits in the Skillset before it goes to the destination that you specify.

10. Select the **Agents Not Logged In** check box if you want Intelligent Overflow Routing to check whether there are Agents logged on to the Skillset, or do not select the **Agents Not Logged In** check box and Intelligent Overflow Routing does not check to see if Agents are logged on to the Skillset.

11. Click the **Submit** button. In this example an overflow rule has been created that when the skillset is in day mode will overflow a call to skillset 1 after 3 minutes and 30 seconds. There is also the default overflow rule that when in day mode and no agents are logged in, will overflow a call to the skill set mailbox.



Rule	Mode	Condition	Action	Commands
1	Day	No Agents	Skillset Mailbox 300	Insert Modify Delete Move
2	Day	03:30	Overflow: 1	Insert Modify Delete Move
End				Insert

12. Repeat steps 4 – 10 to add the number of Overflow rules required (max 20, lowest number Overflow condition to be met will action first).

13. Click **Close** to return to the Skillset list.

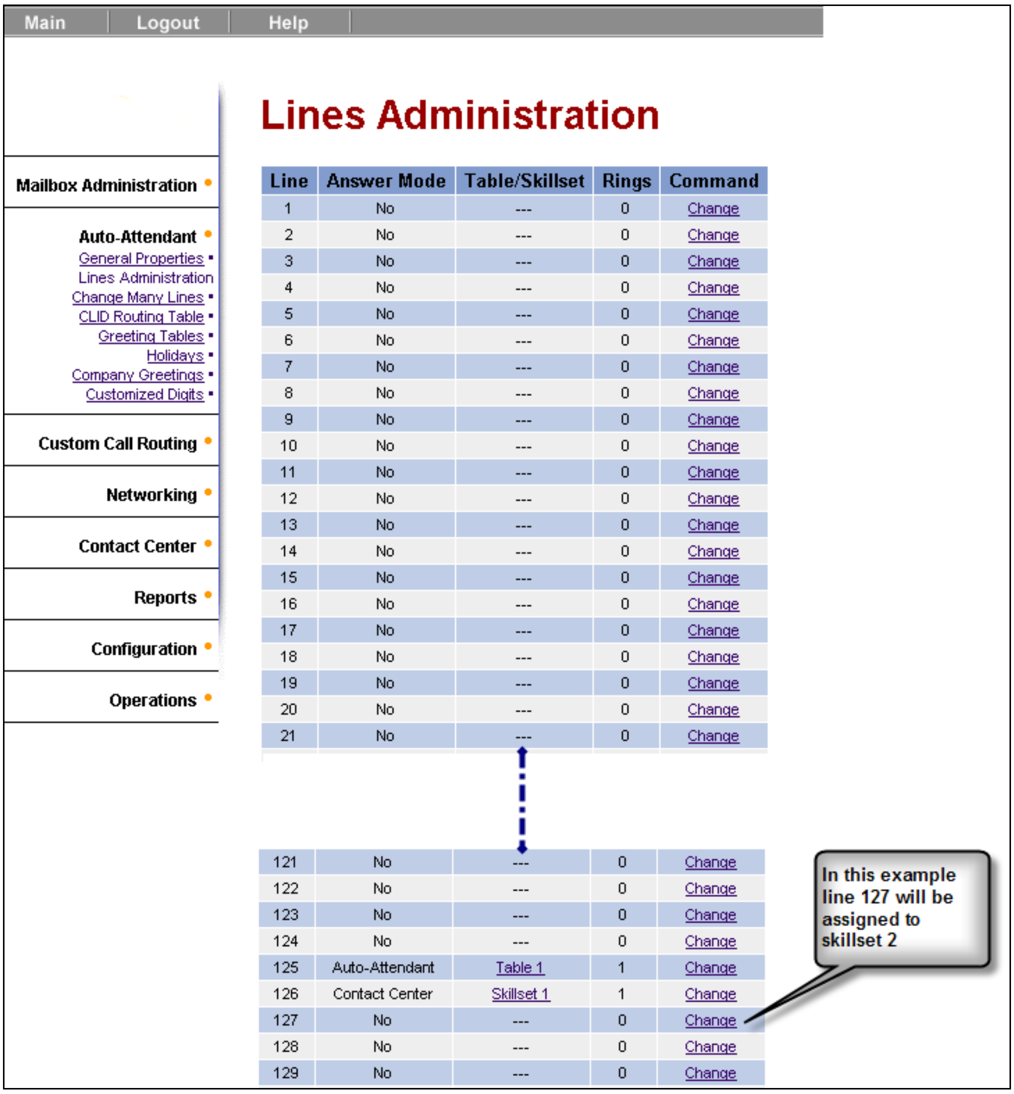
Assigning Lines to the Skillset

In order for calls to reach the required Skillset, BCM line numbers should be assigned to the Skillset. This programming is performed in the Auto-Attendant area of CallPilot Manager.

Note: It is also possible to transfer a call from a CCR Tree to the Skillset (refer to the **CCR Trees and the Contact Center** section of this guide, and by transferring the call to the Skillset DN.

1. Start CallPilot Manager.

2. Click the **Auto-Attendant** heading. The Lines Administration page appears. Click the **Change** link for the line you want to assign to a Skillset.



Line	Answer Mode	Table/Skillset	Rings	Command
1	No	---	0	Change
2	No	---	0	Change
3	No	---	0	Change
4	No	---	0	Change
5	No	---	0	Change
6	No	---	0	Change
7	No	---	0	Change
8	No	---	0	Change
9	No	---	0	Change
10	No	---	0	Change
11	No	---	0	Change
12	No	---	0	Change
13	No	---	0	Change
14	No	---	0	Change
15	No	---	0	Change
16	No	---	0	Change
17	No	---	0	Change
18	No	---	0	Change
19	No	---	0	Change
20	No	---	0	Change
21	No	---	0	Change
121	No	---	0	Change
122	No	---	0	Change
123	No	---	0	Change
124	No	---	0	Change
125	Auto-Attendant	Table 1	1	Change
126	Contact Center	Skillset 1	1	Change
127	No	---	0	Change
128	No	---	0	Change
129	No	---	0	Change

3. The **Line Properties** page will be displayed.

4. From the **Answer Mode** list box, select **Contact Center**.

5. In the **Table/Skillset Number** box type the number of the Skillset you want to answer this line.

6. From the **Number of rings** box select the number of rings before Contact Center answers. You must select a number from 0 to 12.

7. Click the **Submit** button.

Note: The Skillset must be disabled to allow line assignment. Also, if you need to change line assignment from one Skillset to another, then all Skillsets involved must be in the disabled state.

Enabling the Skillset

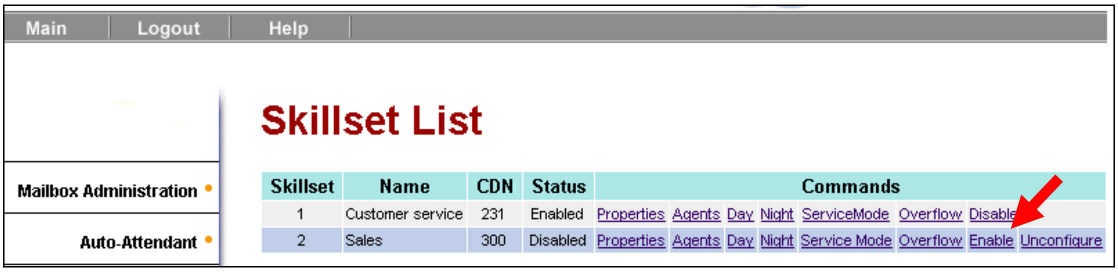
After all programming has been performed and lines assigned, the Skillset must be enabled for it to operate.

1. Start CallPilot Manager.

2. Click the **Contact Center** heading.

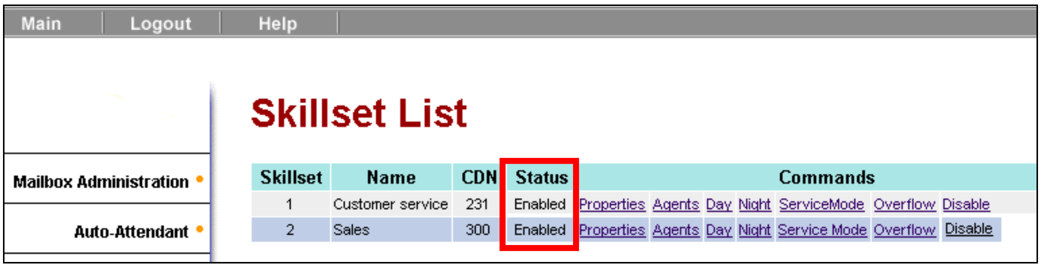
3. Click the **Skillset List** link. The **Skillset List** page appears.

4. Click the **Enable** link for the Skillset you want to enable.



5. If you have not initialized the skillset mailbox you will be presented with the following warning screen. The skillset mailbox should then be initialized. (Refer to the **Skillset Mailbox Initialisation** section of this guide for details of how to initialize the Skillset mailbox).

6. If the Skillset mailbox has been initialised, on the Skillset List page in the Status column the Skillset changes from Disabled to **Enabled.**

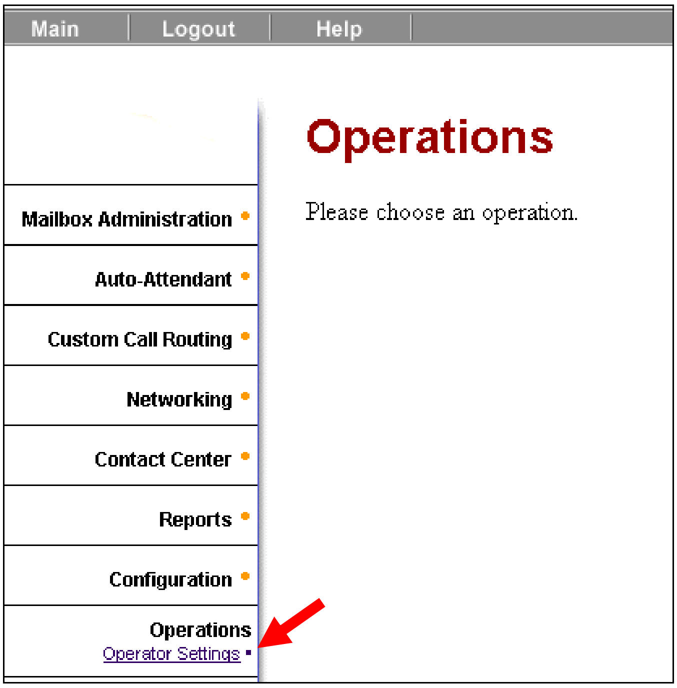


Ensuring Lines Are Answered by Contact Center

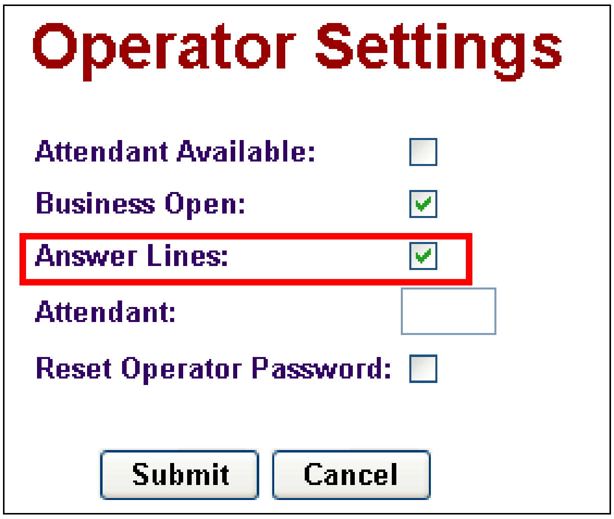
To ensure that the Contact Center does answer the lines assigned to it, the Answer Line status under Operator Settings must be set to **Enabled** (ticked).

1. Start CallPilot Manager.

2. Click **Operations.** Click **Operator Settings**.



3. The **Operator Settings** page appears.



4. Ensure the **Answer Lines** checkbox is ticked.

5. Click **Submit**.

The Answer Lines status can also be set under Feature 982, using the same procedure required to switch on/off lines answered by Auto-Attendant. Setting the Answer Lines status to “No” (or de-selecting it) ensures that Auto-Attendant, CCR, and Contact Center will not answer lines assigned to these functions.

Advanced Configuration

This section describes advanced options that not all Contact Center' may require.

Expected Waiting Time (EWT)

Expected Wait Time (EWT) is a greeting step that plays an expected wait time greeting to the caller. With EWT you can play a greeting based on the expected wait time of the call in a skillset.

If you use Multimedia Contact Center, the expected wait time is displayed in the caller's browser.

Each EWT greeting table can contain up to 11 greetings. Up to 10 of these are wait time intervals that you define with greetings for the expected wait time.

The last greeting is a general greeting that can cover any wait time situation. This is the greeting that plays when there are no wait time intervals defined or if the EWT exceeds all the configured wait time intervals.

Expected Waiting Time Calculation

The expected waiting time for a caller is calculated on the following basis:

- Average call duration: the time when a caller is on the phone with an agent. This is an average for a predefined number of calls, based on the settings for the skillset.
- The number of higher priority calls ahead of the caller in all the skillsets that the same agents are assigned to.
- The number of agents in a skillset.
- The availability of agents for a skillsets calls.

Expected Waiting Time Configuration

There are four stages to the configuration:

1. Record EWT Greetings.
2. Set up the EWT Table.
3. Create a Greeting step that uses a EWT Table.
4. Set the EWT parameters.

Recording the Expected Waiting Time Greetings

The first step in setting up a EWT Table is recording EWT greetings. EWT greetings notify callers of their expected wait time in a skillset.

For example:

> **Greeting 50:** *"Based on the current volume of calls, the next agent will be available in a minimum of two minutes".*
>
> **Greeting 51:** *"The expected wait time for your call is approximately three minutes".*
>
> **Greeting 52**: *"Due to higher than normal call volumes. The expected waiting time will be approximately five minutes".*
>
> **Greeting 53:** *"Thank you for continuing to hold. We are experiencing high call volumes. Please stay on the line and your call will be answered by the next available Agent".*

In this example, greetings 50 to 52 are wait time intervals. Greeting 53 is the last greeting in the table that covers any wait time situation.

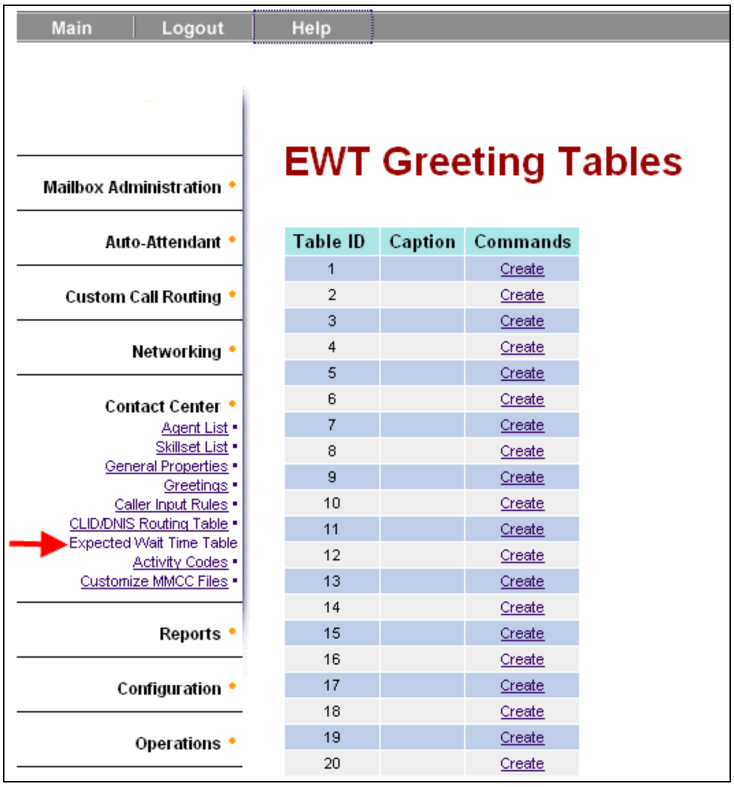
All of the options available for a normal Greeting Step are available for the EWT greeting, such as Forced Play as well as Basic and Advanced Intelligent Caller Input Routing.

Callers can interrupt a EWT greeting the same way they interrupt a normal greeting.

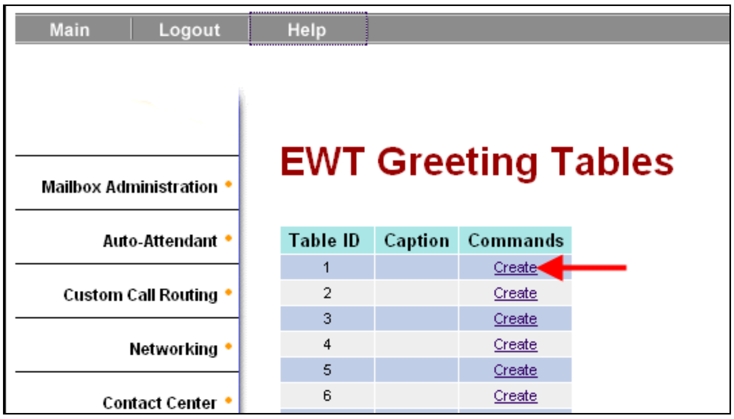
To record greetings refer to **Recording Contact Center Greetings** section of this guide.

Creating an Expected Waiting Time Table

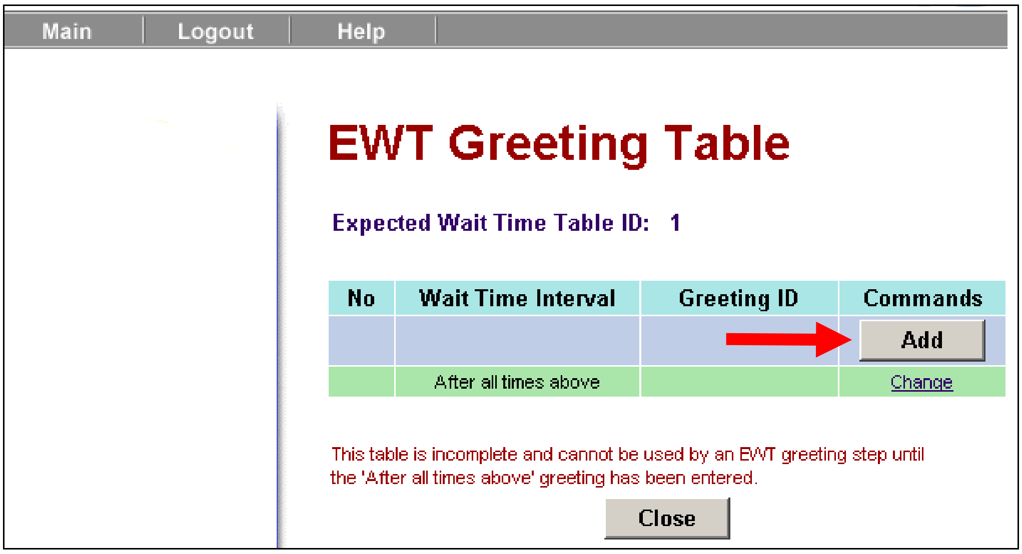
1. Log into CallPilot Manager:
2. Click the **Contact Center** heading.
3. Click the **Expected Wait Time Tables** link. The **EWT Greeting Tables** page appears.



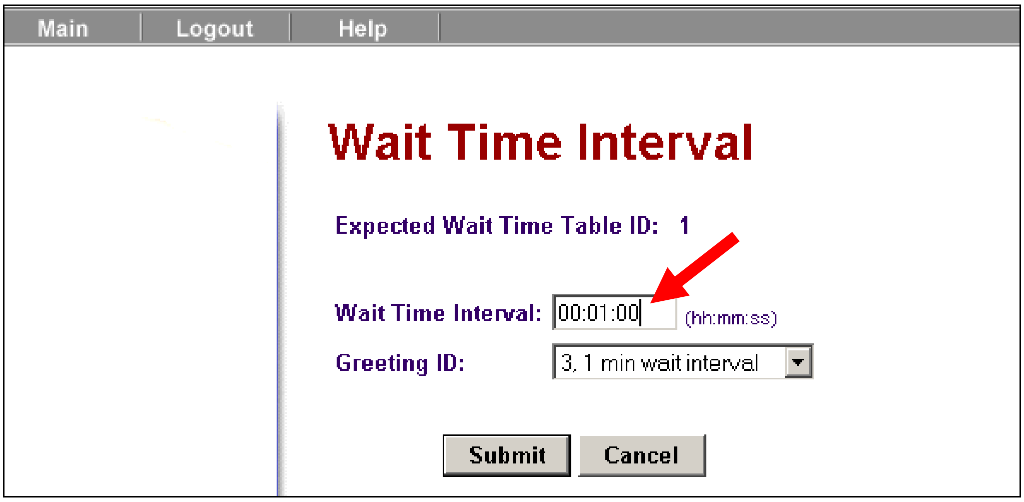
4. Click the **Create** link.



5. The **EWT Greeting Table** page appears. Click the **Add** button.

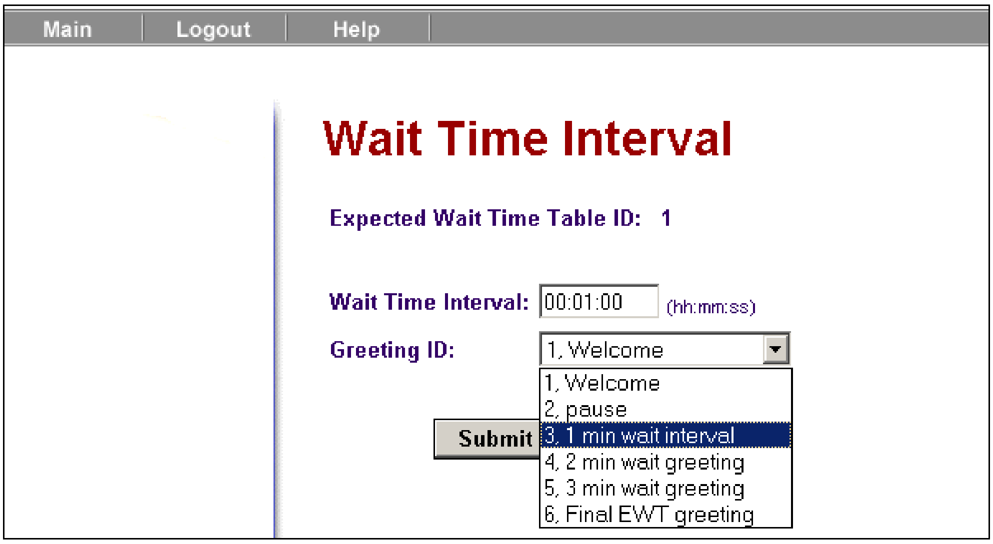


6. The **Wait Time Interval** page appears. In the Wait Time Interval box enter the first EWT value in the format **hh:mm:ss** where:
   a. **hh** is number of hours from 0 – 24
   b. **mm** is number of minutes from 0 – 59
   c. **ss** is number of seconds from 0 – 59



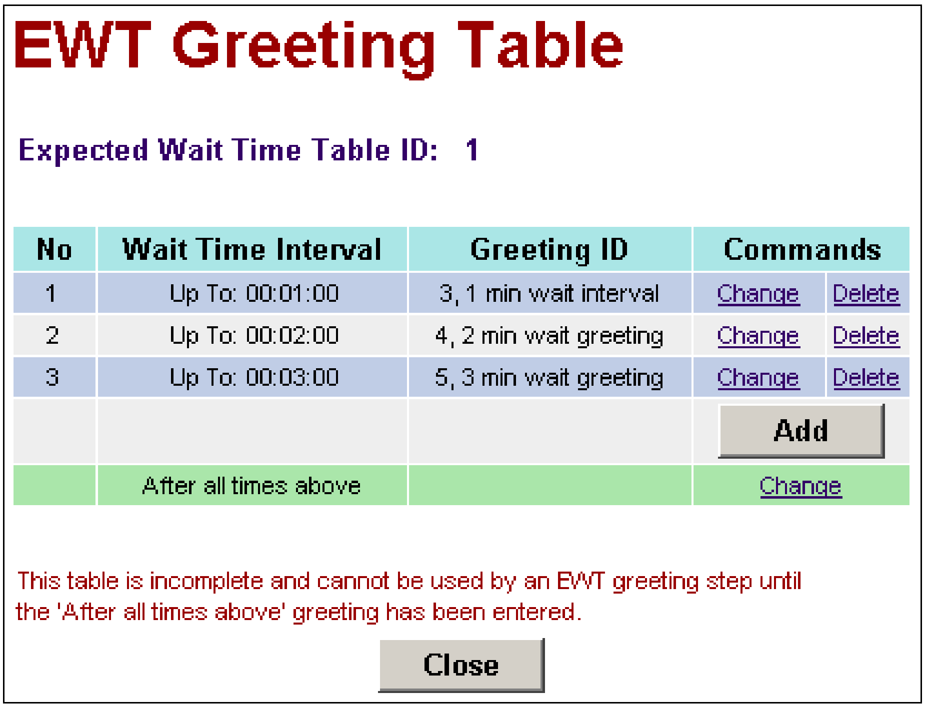
7. Each EWT table has a maximum of 11 entries: 10 wait time intervals and 11 greeting numbers. You enter a wait time and choose a greeting that plays during the wait time. **Greetings must be recorded before you can select them for a EWT interval**.

8. In the **Greeting ID** box enter the greeting number you want to use for this EWT.

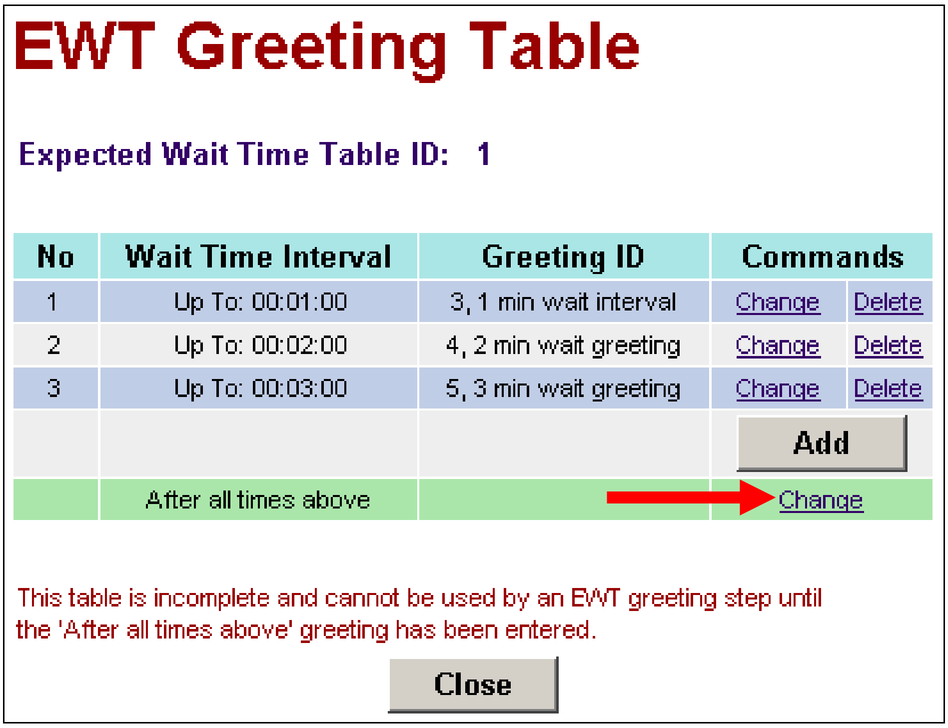


9. Click the **Submit** button.

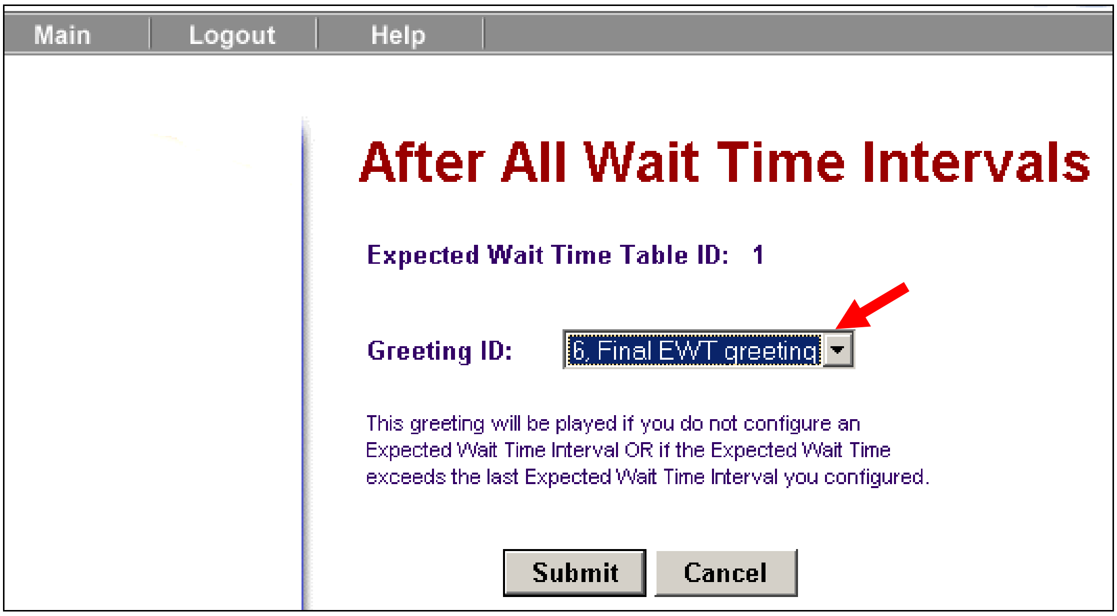
10. The **EWT Greeting Table** page appears. Continue to configure the table adding in the appropriate wait time intervals and greeting ID's as required.



11. At the bottom of the table, click the **Change** link for "**After all times above**".



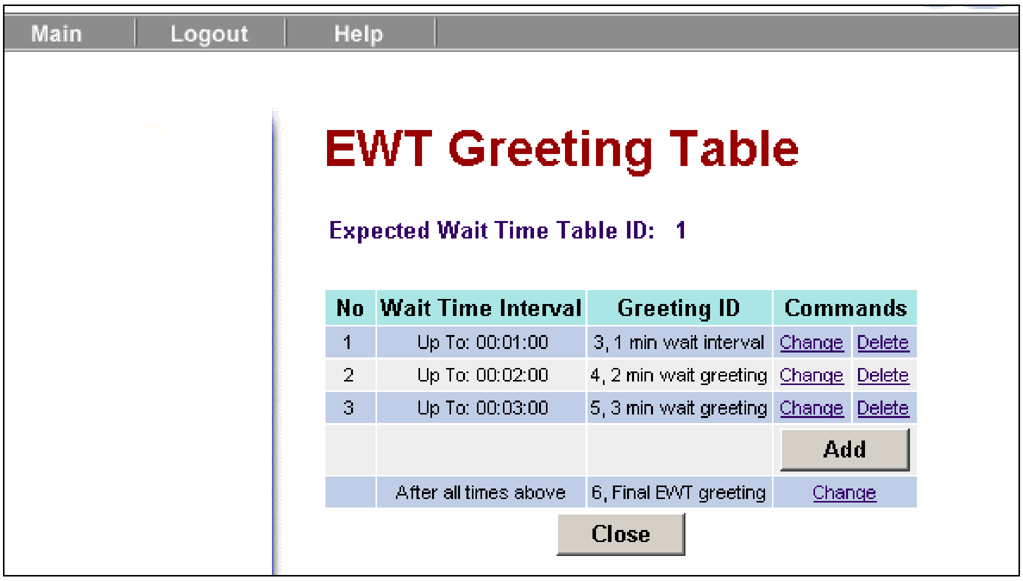
12. The After all wait time intervals page appears. In the **Greeting ID** box enter the number of the greeting you want to use if the EWT exceeds the configured wait time intervals.



> **Note**: The after all the times above value is mandatory. You must enter a value for the greeting that plays if the EWT exceeds the configured wait time intervals.

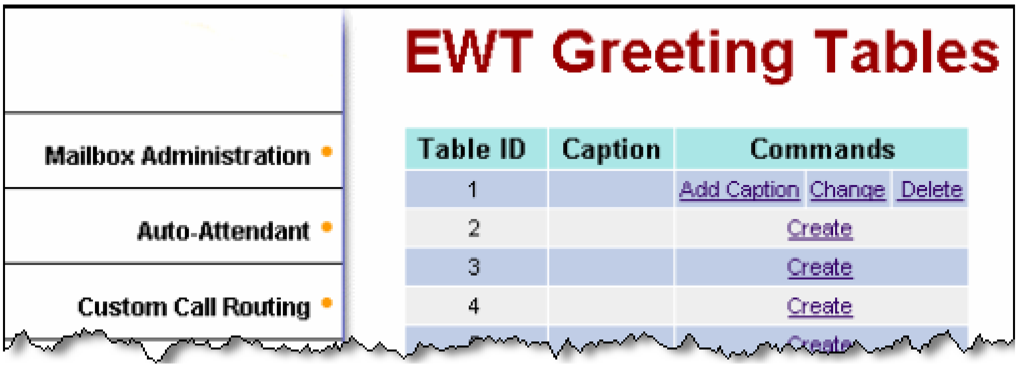
13. Click the **Submit** button.

14. The **EWT Greeting Table** page appears.

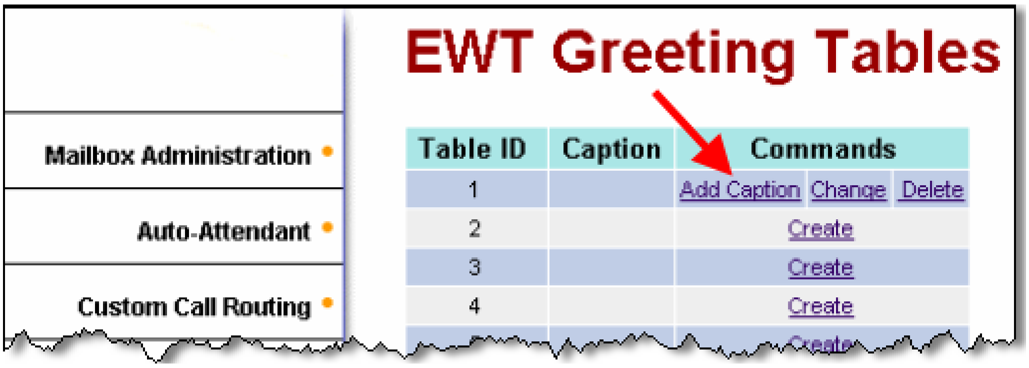


15. Click the **Close** button.

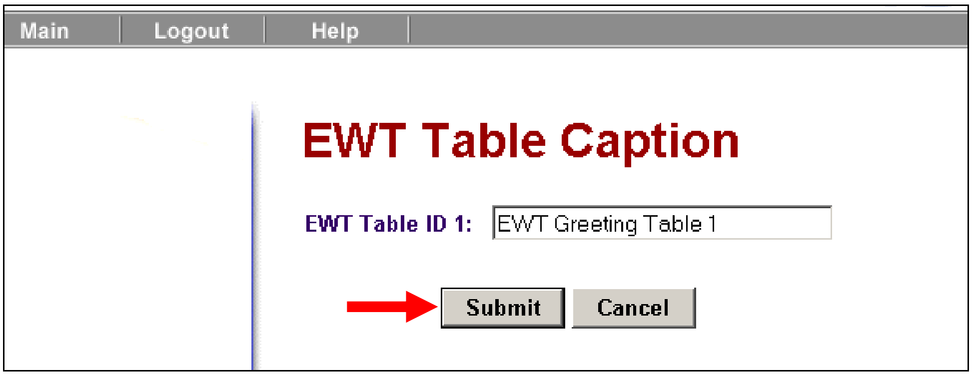
16. The **EWT Greeting Tables** screen will be displayed.



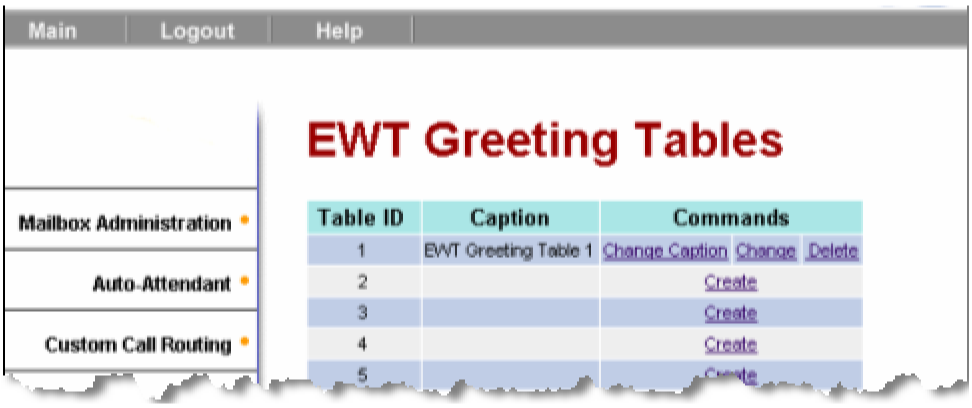
17. A caption can be added for the table by clicking the **Add Caption** link.



18. A description can then be added for the table. Then click the **Submit** button.



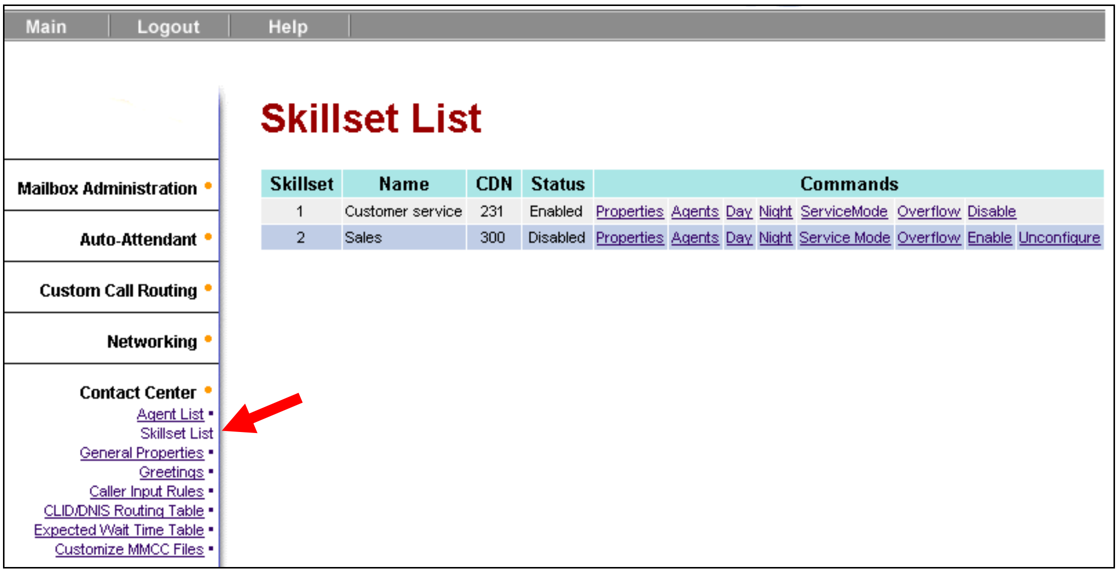
19. The completed EWT Table can now be used with a Greeting step of a Day or Night routing table.



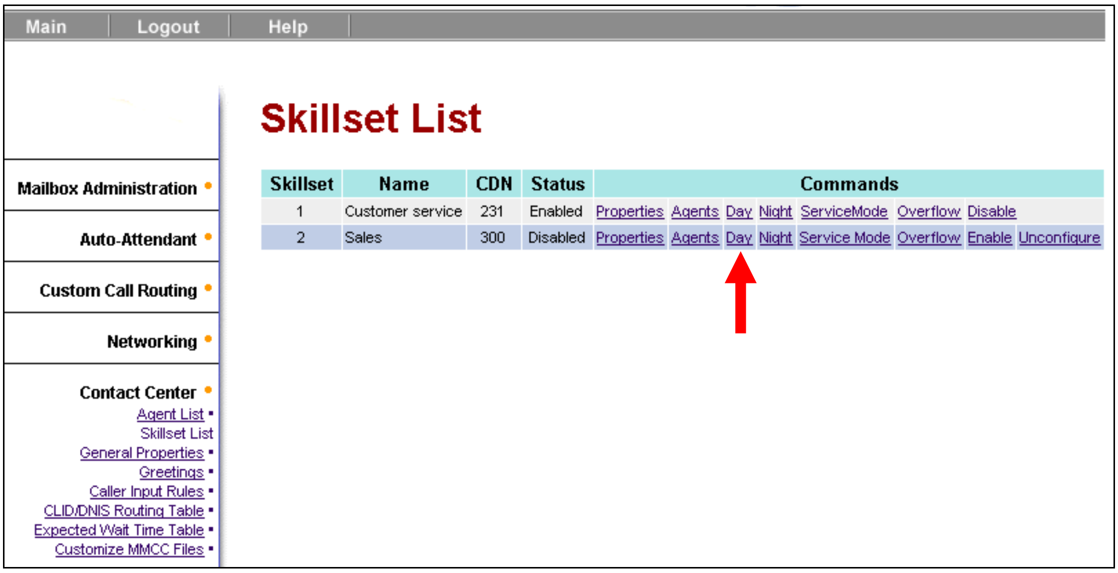
Configuring an Expected Waiting Time Table to Utilise a Greeting Step of a Day/Night Routing Table

1. Log into CallPilot Manager: If an existing Routing Table is to be changed, ensure that the Skillset to be edited is disabled

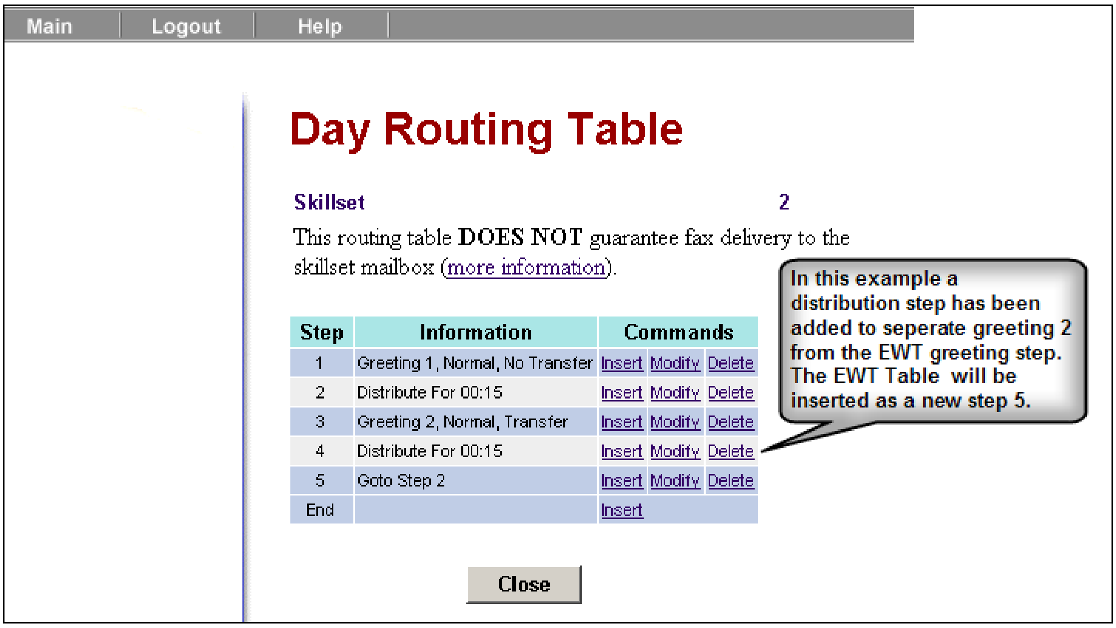
2. Click the **Contact Center** heading. Click the **Skillset List** link. The **Skillset List** Screen appears.



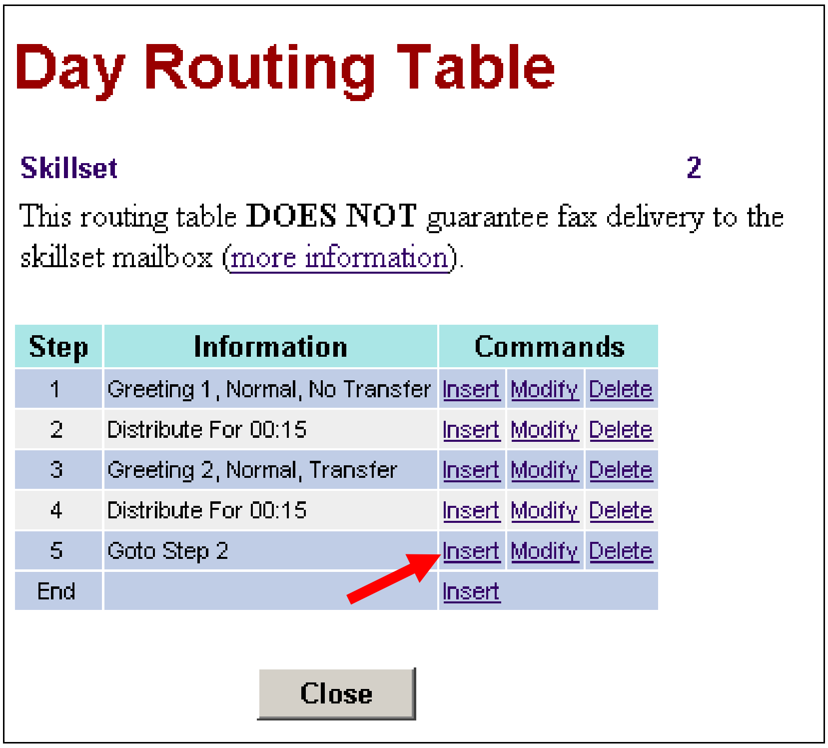
3. Click the Day or the Night link for the skillset to which you want to add a greeting step.



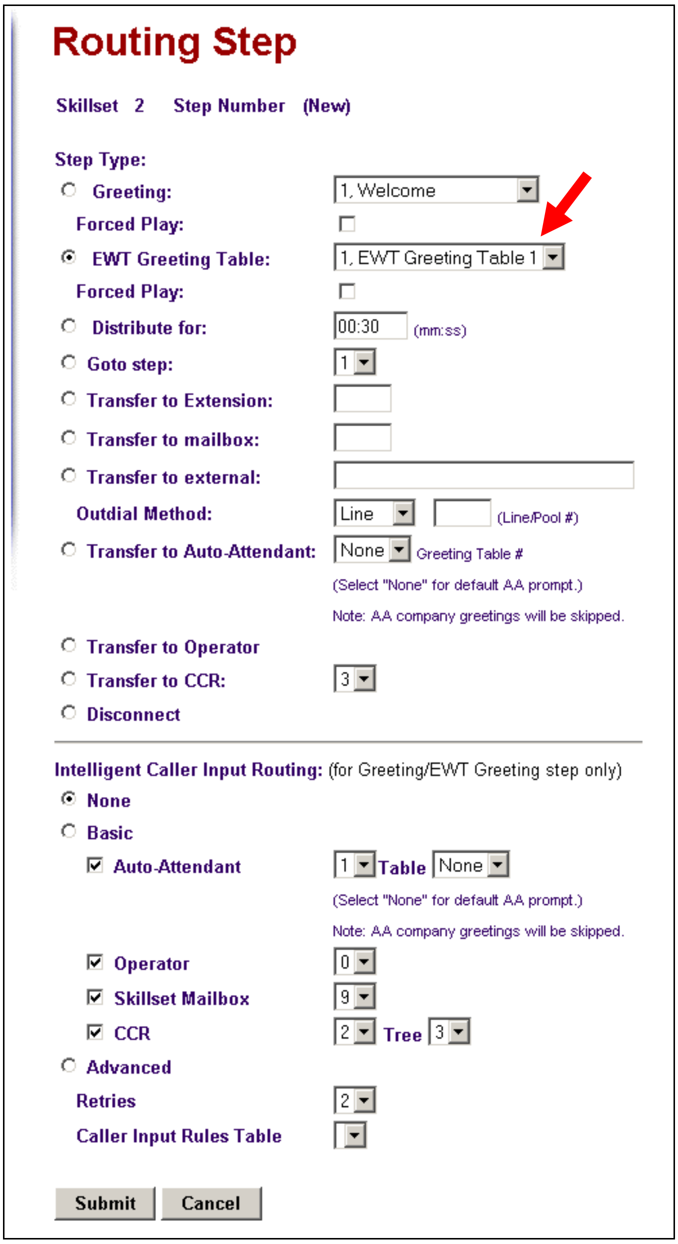
4. The Day or the Night Routing Table page appears.



5. Click the **Insert link** at the step that the EWT Table will be inserted into the routing table. Or select **Change** to modify an existing step.

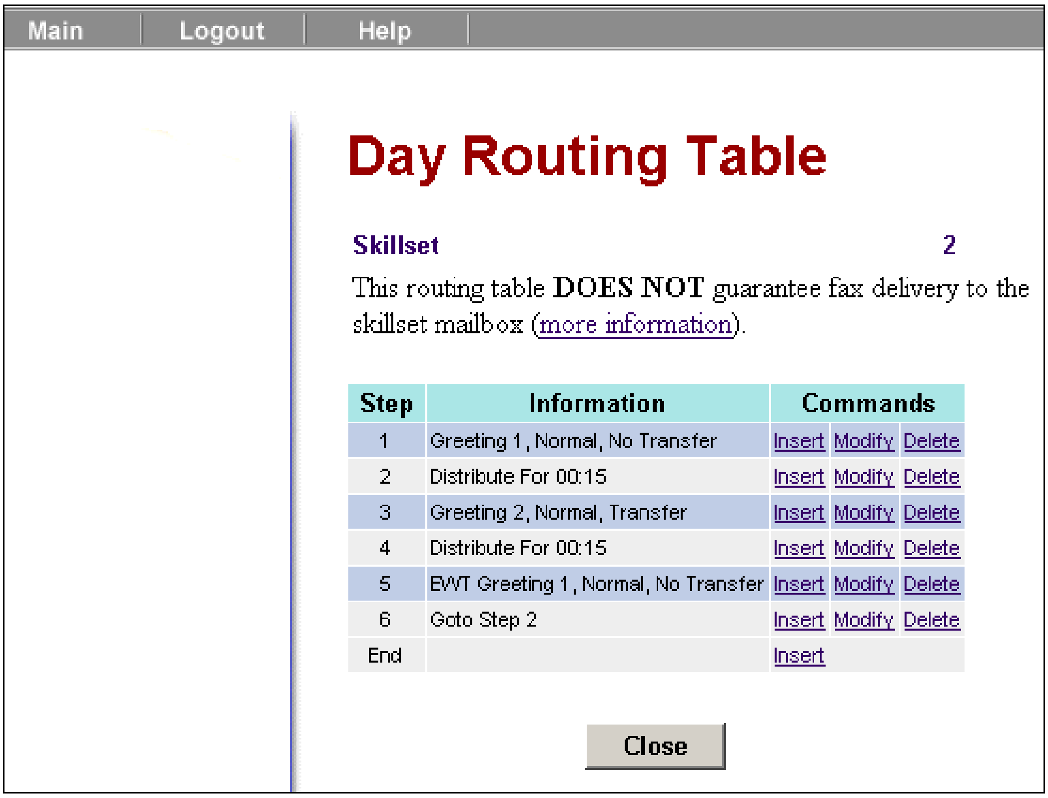


6. The **Routing Step** page appears. Select the **EWT Greeting Table** radio button.



7. Click the **Submit** button.

8. The **Day Routing Table** screen will appear.



9. Click the **Close** button.

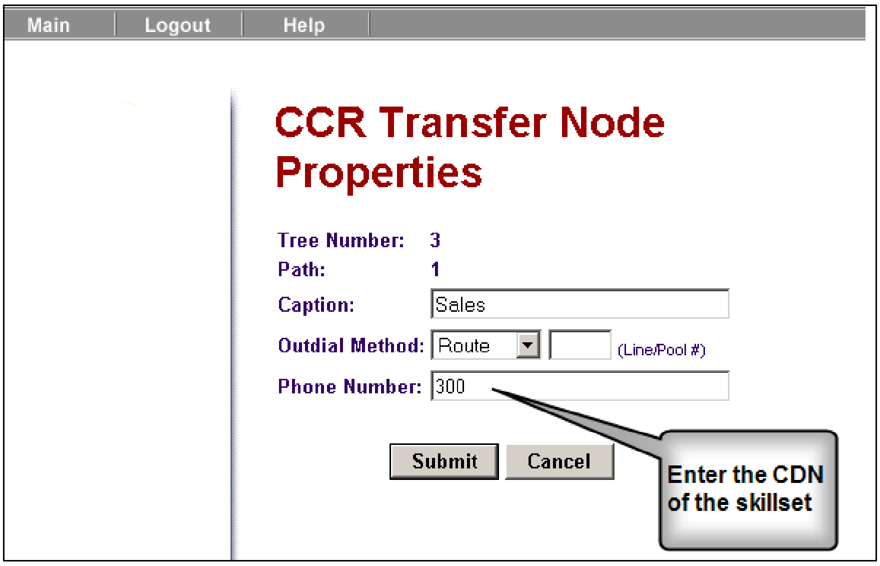
CCR Trees and the Contact Center

It is possible to transfer of calls from a CCR tree to a Skillset. The configuration process would involve five key phases:

1. Creation of Auto-Attendant Greeting table.

2. Creation of CCR tree with appropriate home menu greetings recorded.

3. Configure a CCR tree Node to transfer to a Skillset Control DN.



4. Assign the CCR tree to the Auto-Attendant Greeting Table.

5. Assign lines to Auto-Attendant Greeting Table.

For details of creating CCR Trees refer to the ***Custom Call Routing Guide***.

CLID & Dialled Number Routing

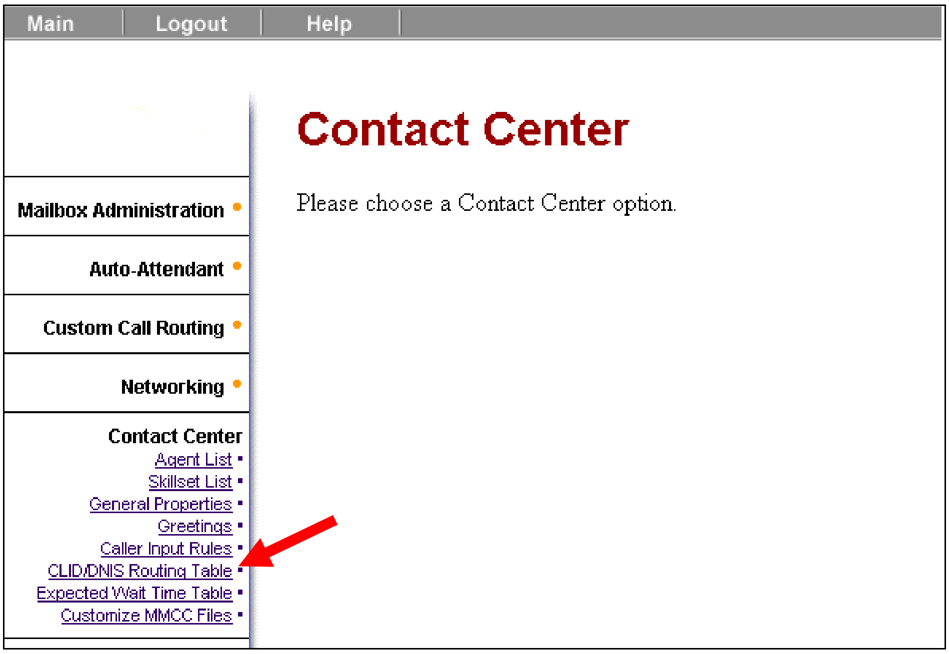
Professional Contact Center offers the ability to route calls based on either CLID number of the calling party, the line dialed, or the number dialed (DNIS).

Calls can be routed to Skillsets, or be given a higher or lower priority.

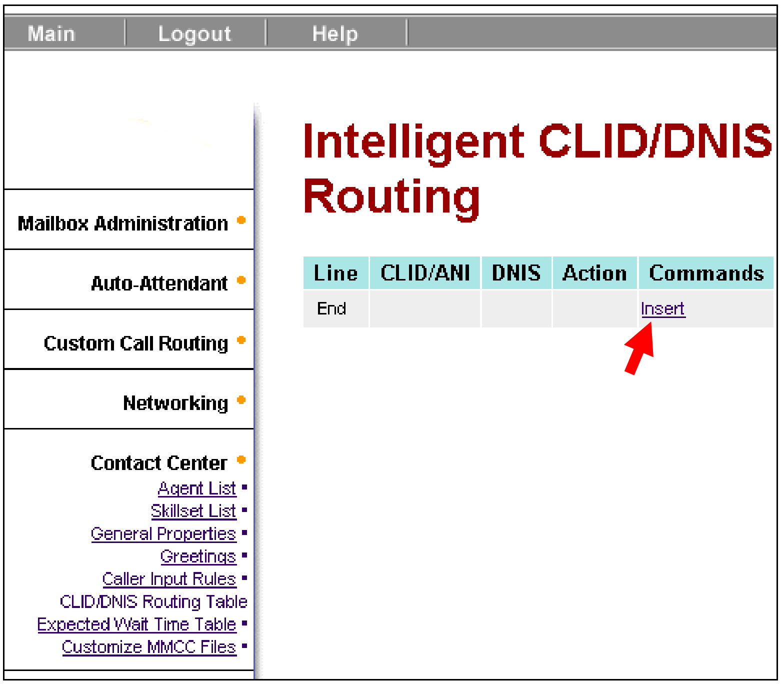
An example of how the priority capability can be used to practical effect would be in a situation where a Skillset is fed by a number of telephone numbers (target lines). Different telephone numbers can relate to different customer bases, which can be given different call priorities, ensuring that valued customers are answered first.

1. Start CallPilot Manager.

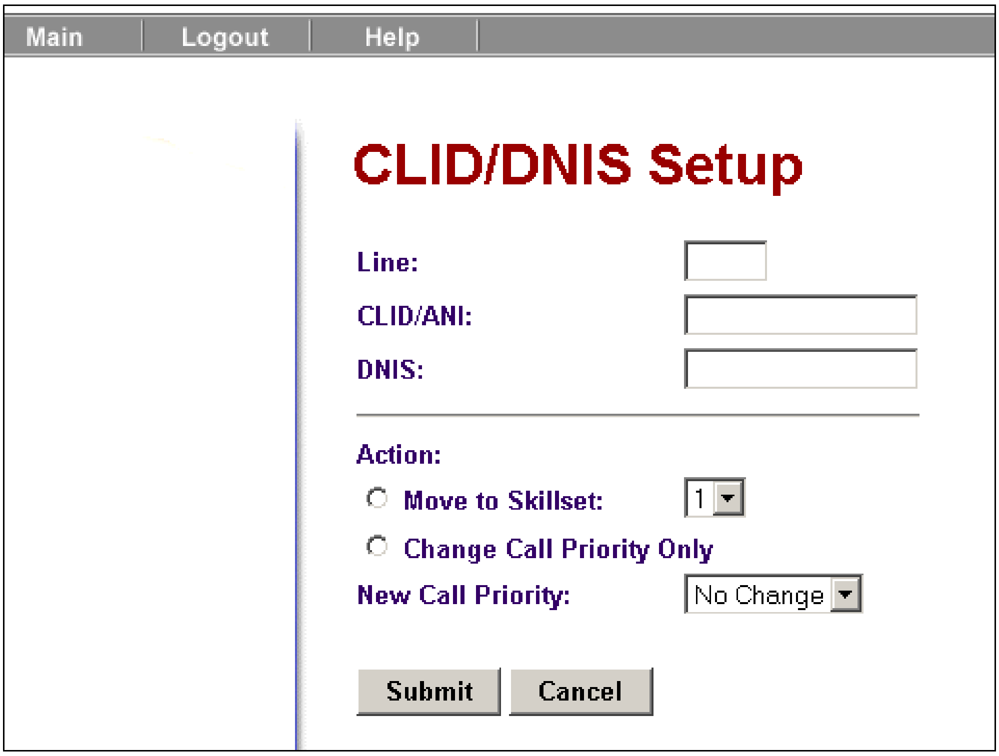
2. Click the **Contact Center** heading. Click the **CLID/DNIS Routing Table** link.



3. The Intelligent **CLID/DNIS Routing** page appears. Click the **Insert** link.



4. The **CLID/DNIS Setup** page appears.



5. Set the method to identify the call:

   a) If you want to create a rule based on the line a call comes in on, enter the line number in the **Line** box.

   b) If you want to create a CLID (Calling Line ID) or ANI (Answered Number Information) rule, in the **CLID/ANI** box type the CLID or ANI number you want to assign this routing to. The CLID or ANI number identifies the caller or the location the call was made from.

   c) If you want to create a DNIS (number the caller dials) rule, in the **DNIS** box type the DNIS number you want to assign to this route. The DNIS number identifies the number the call is made to.

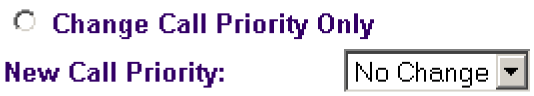
   d) Select the Multimedia Calls check box if you want Multimedia Contact Center calls assigned to this route. You must use Business Communications Manager and have Multimedia Contact Center enabled. Incoming Multimedia Contact Center calls are assigned the Priority you select. If you select the Multimedia Calls check box, you must enter a CLID/ANI number or an asterisk (*). If you do not select the Multimedia Calls check box, you must enter one of CLID/ANI, DNIS, or Line number.

6. Select the type of routing you want to apply to the call:

   a) If you want to move the call to another Skillset, select **Move to Skillset** and from the **Skillset** list box select the number of the Skillset you want to route the call to.

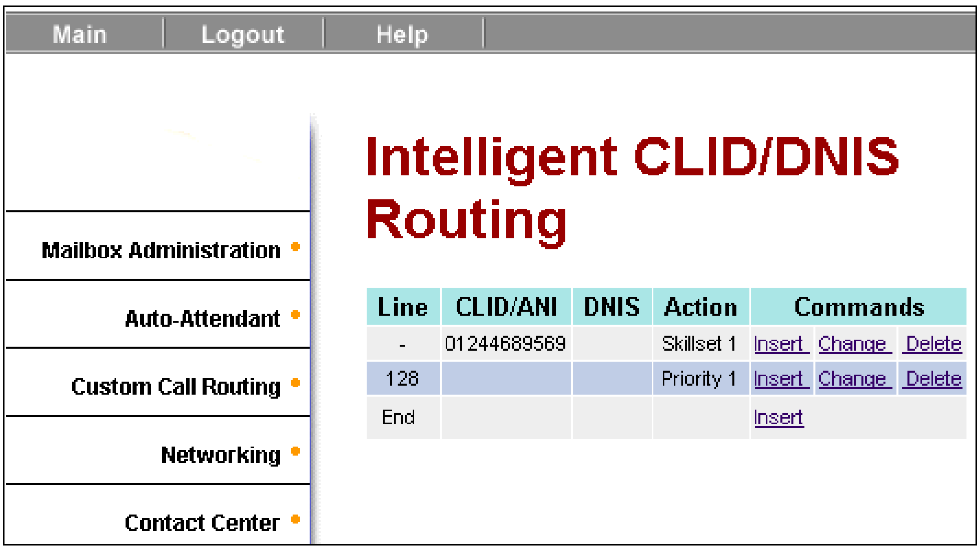
   b) If you want to move the call to another Skillset and assign it a different priority:
   select **Move to Skillset** from the **Skillset** list box select the number of the Skillset you want to route the call to from the **New Call Priority** list box select a priority for the call.

   c) If you want to change the priority of the call, select **Change Call Priority Only** and from the **New Call Priority** list box select a priority for the call.



7. Click the **Submit** button.

8. The **Intelligent CLID/DNIS Routing** table will be displayed.



9. In this example a rule has been created that will route calls to Skillset 1 when the CLID of 01244689569 is presented to the Contact Center. There is also a second rule that will give a priority of 1 to calls that are presented on line 128. (This line must be assigned to the skillset via the Auto Attendant line administration.)

Caller Input Rules Tables

Caller Input Rules Tables offer the caller the option of entering a Personal Identification Number (PIN) to be routed through to a pre-defined destination. Possible destinations include: extensions, external numbers, mailboxes, operator, and Auto-Attendant. The call priority can also be changed.

PIN numbers may only be entered by callers when listening to a Skillset queue announcement. Therefore, a Caller Input Rules Table should be assigned to a Greeting Step in a Skillset Day Routing Table.

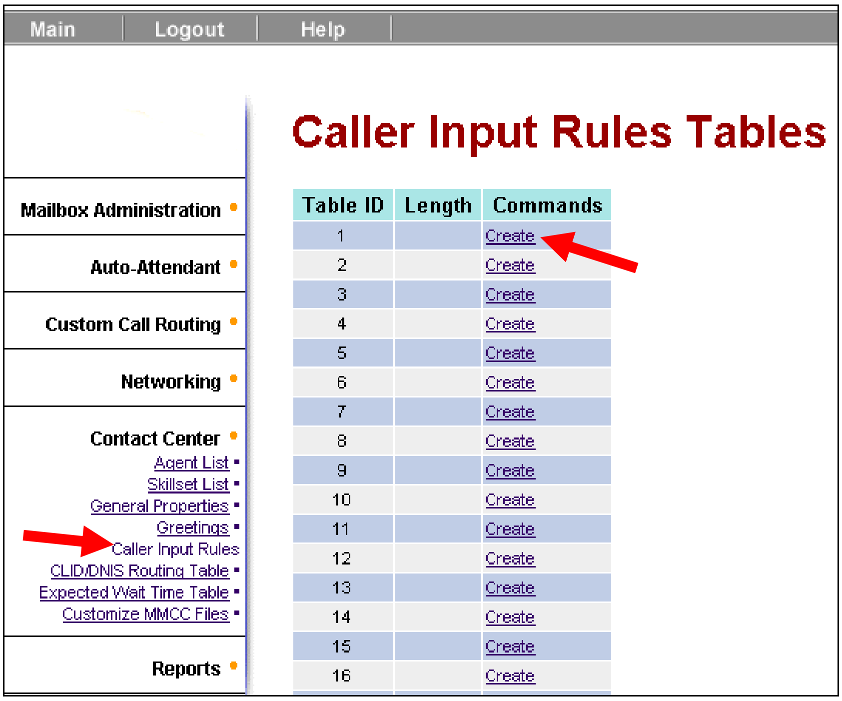
Each Caller Input Rules Tables can contain up to 2000 Match Strings (PIN numbers).

Caller Input Rules tables can contain Match Strings of fixed digit length, e.g. 4 digits, or can contain Match Strings of variable digit length, e.g. between 5 and 15 digits.

1. Start CallPilot Manager.

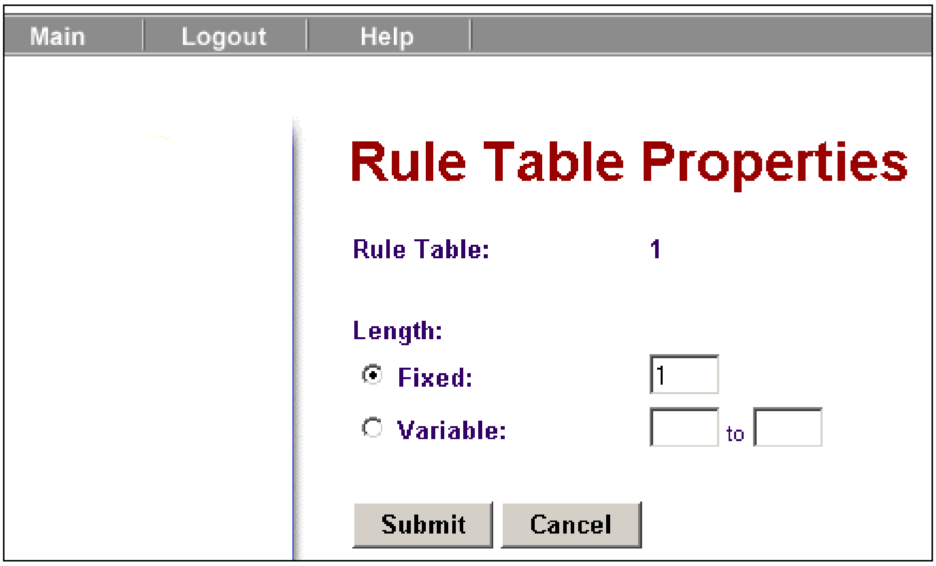
2. Click the **Contact Center** heading.

3. Click the **Caller Input Rules** link. The **Caller Input Rules Tables** page appears.



4. Click the **Create** link for the Caller Input Rules Table you want to add a rule to.

5. The **Rule Table Properties** page appears.



6. Select **Fixed** or **Variable**, depending on whether you want to create a rule that applies to a dial string of a fixed or variable length:
   a) If you select **Fixed**, in the **Fixed** box enter the number of digits allowed. The fixed length can be from 1 to 50 digits.
   b) If you select **Variable**, in the **Variable** boxes type the minimum to the maximum range of caller input digits. The minimum value must be 1 or greater. The maximum value must be anything greater than the minimum value, up to 50.

7. Click the **Submit** button. You return to the **Caller Input Rules Tables** page.

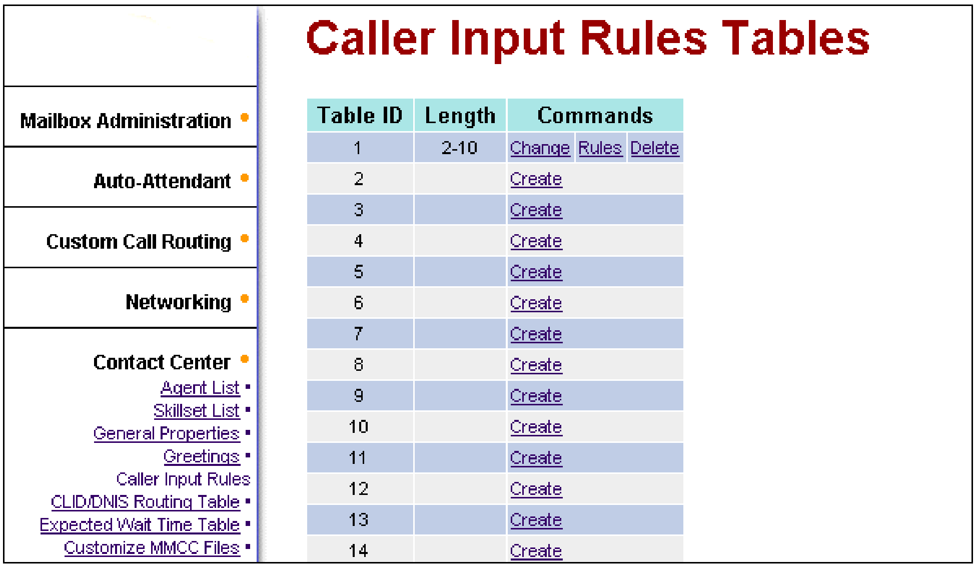
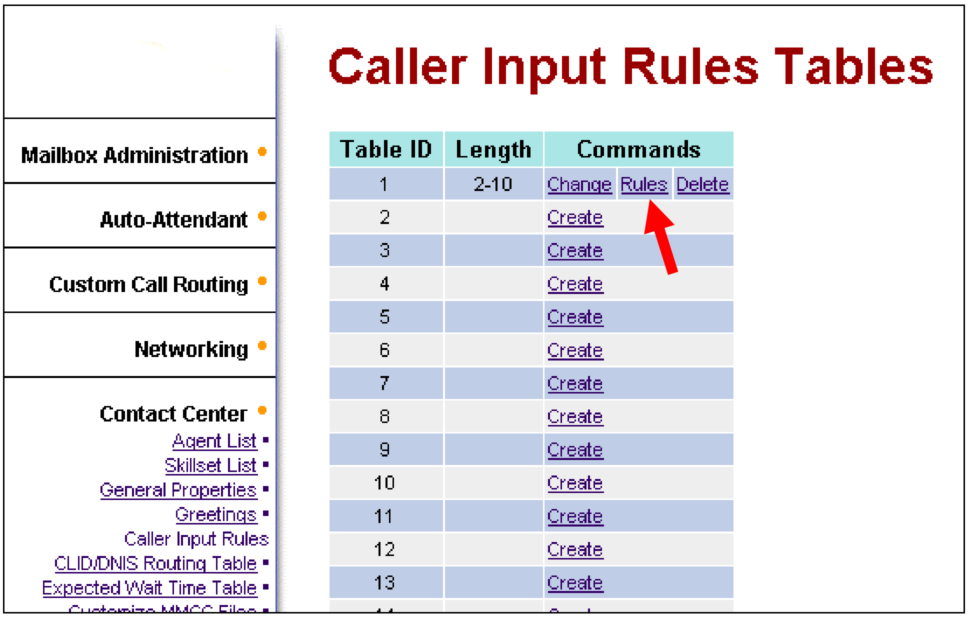
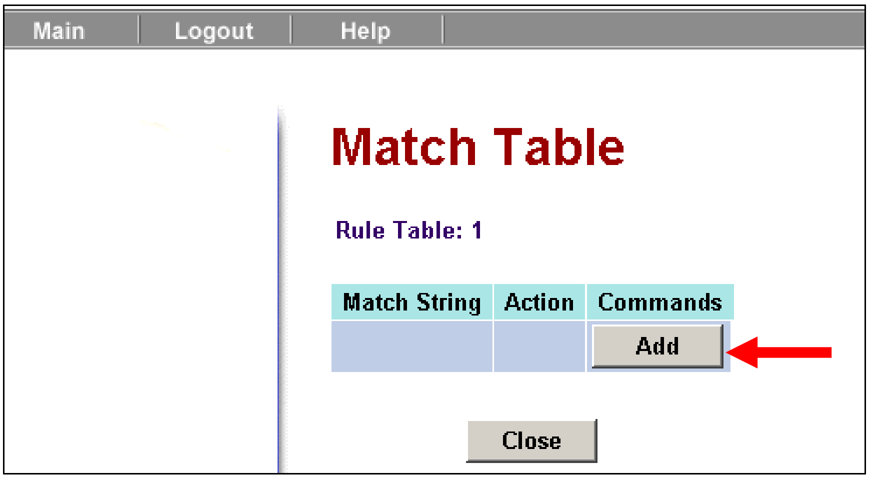


Table ID	Length	Commands
1	2-10	Change Rules Delete
2		Create
3		Create
4		Create
5		Create
6		Create
7		Create
8		Create
9		Create
10		Create
11		Create
12		Create
13		Create
14		Create

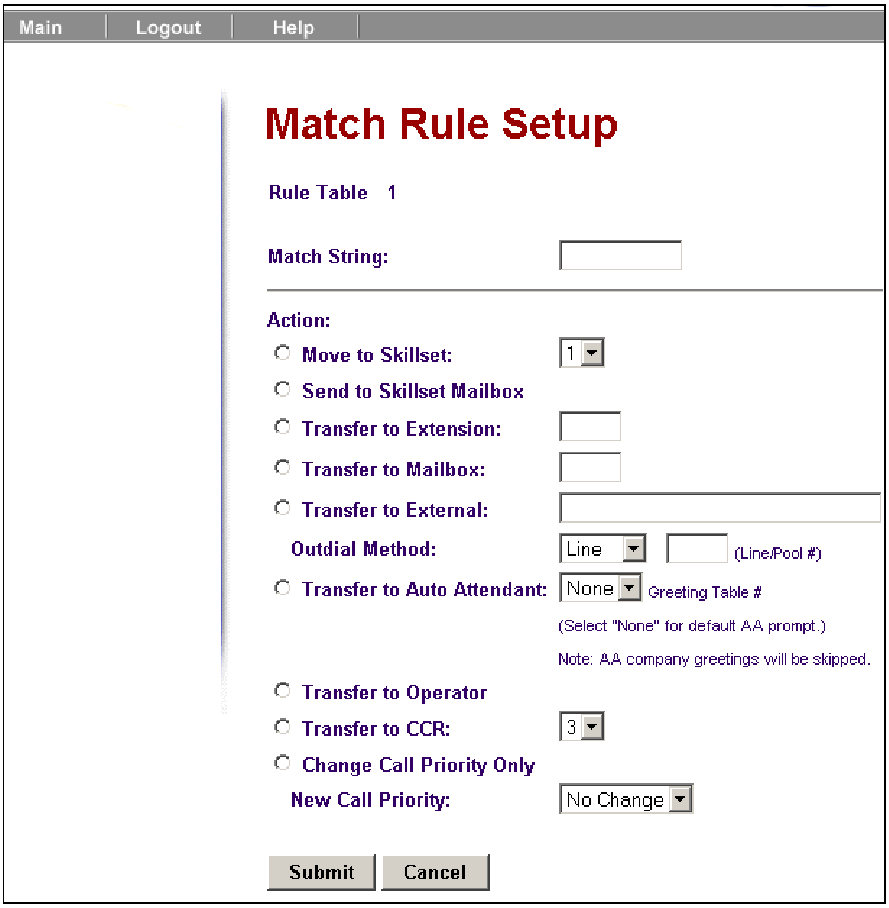
8. Click the **Rules** link for the table you want to create a rule for.



9. The **Match Table** screen appears. Click the **Add** button.



10. The Match Rule Setup page appears.



11. In the **Match String** box type the string you want to match (digits the caller must enter).

12. Select an action for how you want to route the call:

    a) if you want to transfer the call to another Skillset:
        i) Select **Move to Skillset**
        ii) From the list box select the number of the Skillset you want to transfer the call to.

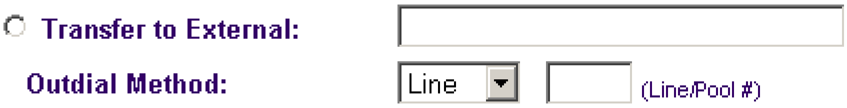
    b) If you want to transfer the call to the Skillset mailbox, select **Send to Skillset Mailbox**.

c) If you want to transfer the call to an extension, select **Transfer to Extension** and in the box type the extension number you want to transfer the call to.

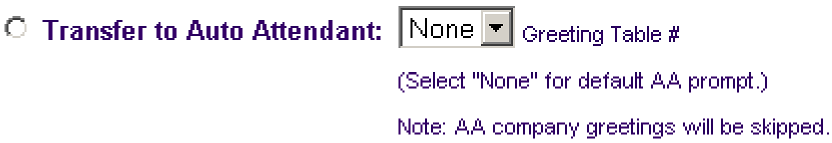
d) If you want to transfer the call to a mailbox, select **Transfer to Mailbox** and in the box type the mailbox number you want to transfer the call to.

e) If you want to transfer the call to an external number:

i) select **Transfer to External**
ii) in the box type the number you want to transfer the call to
iii) from the **Outdial Method** list box select an Outdial method
iv) If you select Line or Pool, in the **Line/Pool#** box type the line or line pool number used.



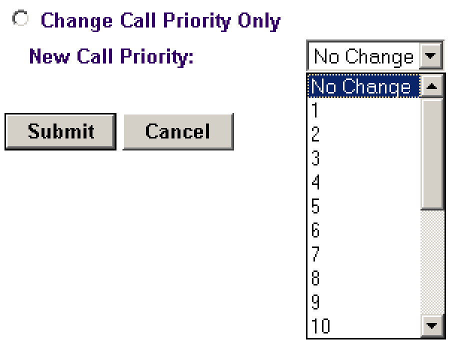
f) If you want to transfer the call to the Automated Attendant, select **Transfer to Auto Attendant**.



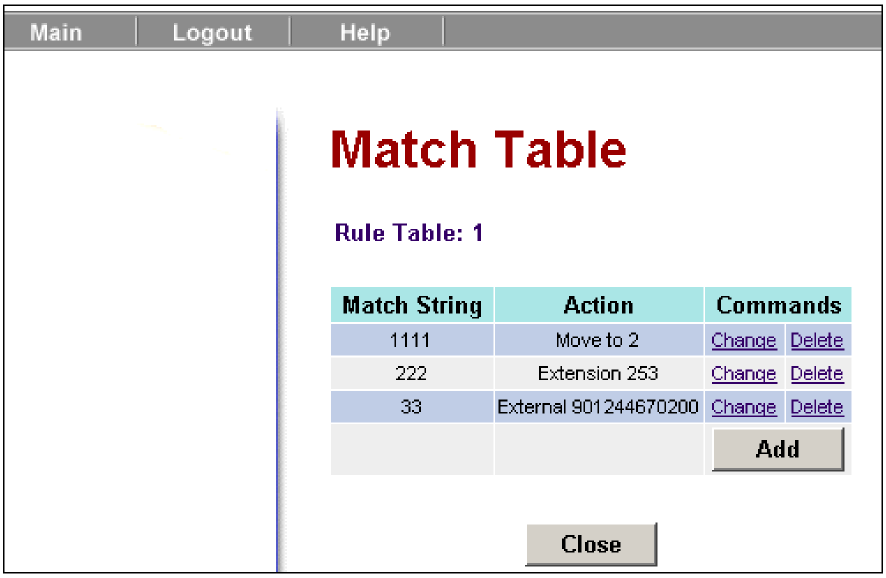
g) If you want to transfer the call to the operator, select **Transfer to Operator**.

h) If you want to transfer the call to a CCR Tree, select **Transfer to CCR** and from the list box select the number of the CCR Tree you want to transfer the call to.

i) If you want the call to remain in its Skillset but you want to change the call’s priority within the Skillset, select **Change Call Priority Only** and from the **New Call Priority** list box select a priority between 1 and 20 for the call.



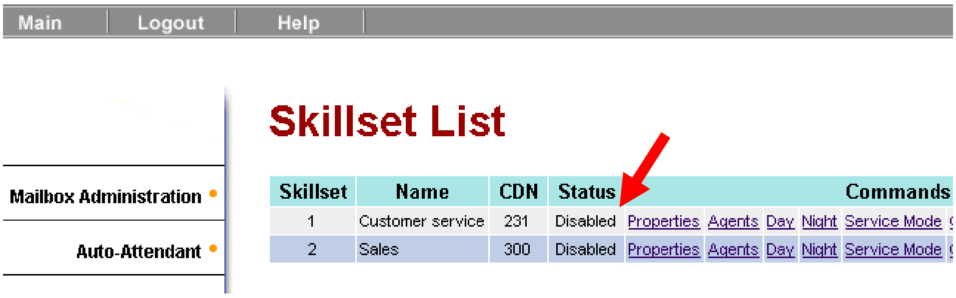
13. Click the **Submit** button. The rule you created appears in the Match Table.



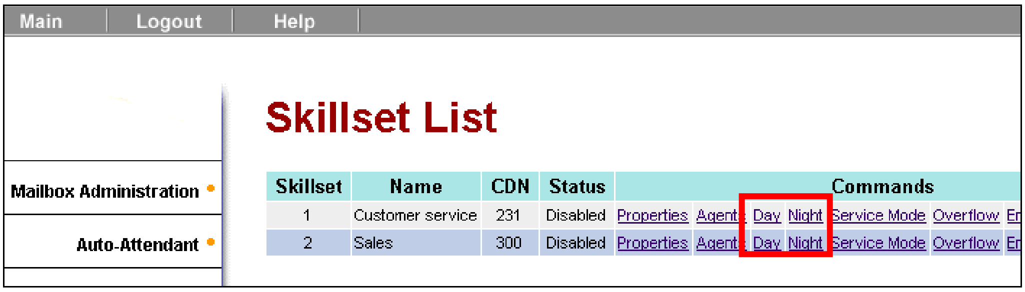
14. Repeat steps 8 to 13 if you want to add another rule to the table, or click the **Close** button to return to the Caller Input Rules Tables page.

15. The Input Rule now has to be attached to a greeting step contained in a routing table. In the following example the rule will be enabled in the **Day Routing Table** of Skillset 1, against **Greeting 1**.

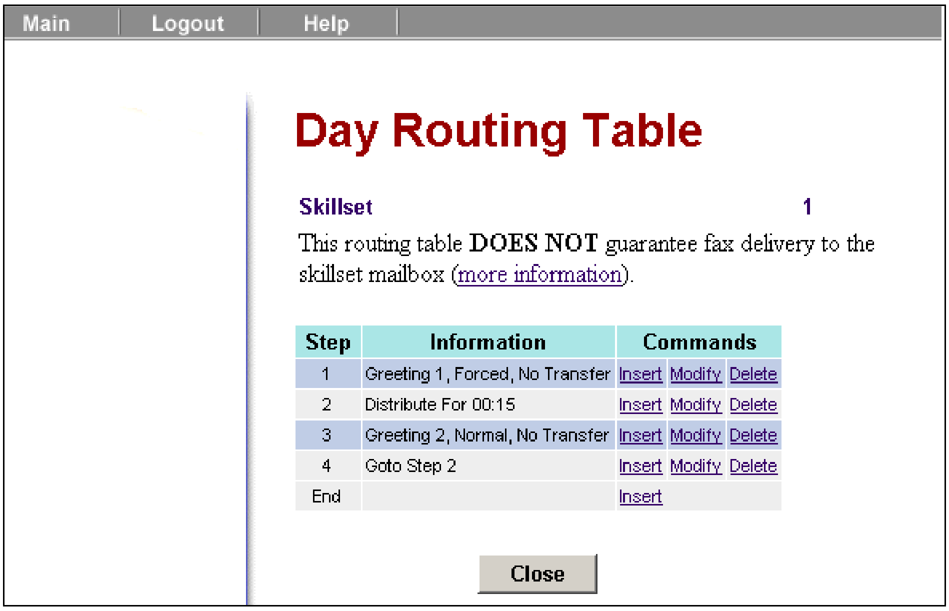
16. Select the **Skillset List** link and ensure that the Skillset is disabled to allow configuration to take place.



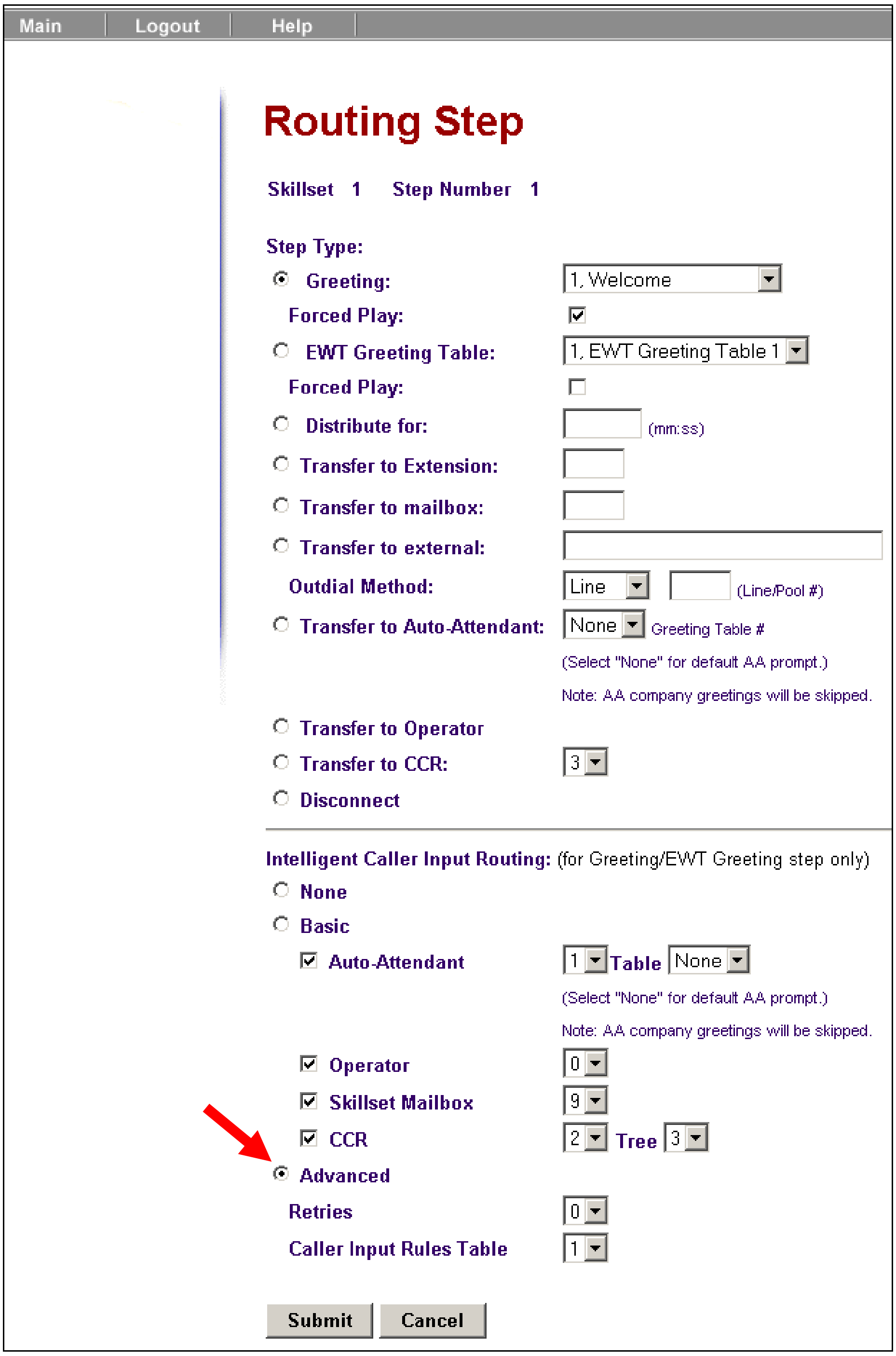
17. Select the **Day** or **Night** link for the appropriate Skillset.



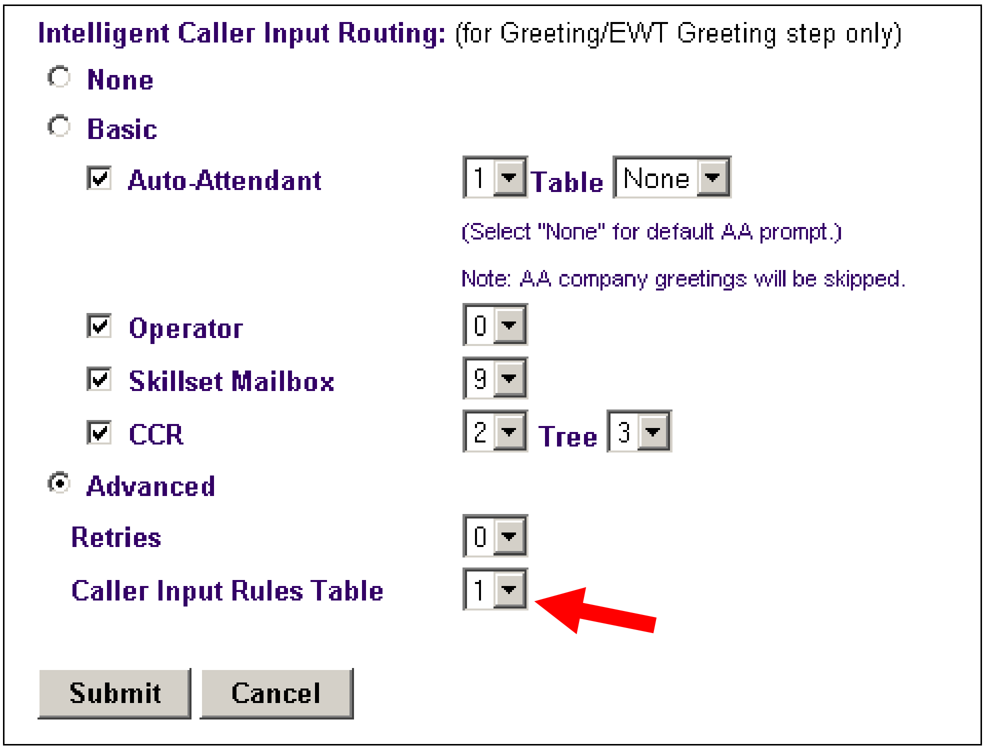
18. The **Day/Night Routing Table** will be displayed. Select **Modify** for the greeting that you wish to attach the Input Rule to.



19. The **Routing Step** will be displayed. Under the Intelligent Caller Input Routing section of the screen, select the **Advanced** radio button.



20. Then select the **Caller Input Rules Table** that you wish to use.



21. Click the **Submit** button and you will be returned to the Day/Night Routing Table screen.

22. Select **Close**. Once the configuration of the skillset has been completed and the appropriate line assigned to it, the skillset should be enabled.

Activity Codes

Agents use Activity Codes to associate calls to one or more activities. For example you may have activity codes entered in relation to marketing campaigns that you have been conducted as advertisements in a number of publications for example Code 111 for Daily Herald, 112 Weekly Star etc. This would allow you to see which advertisements have generated the most business for your company.

Contact Center stores the amount of time allocated to an Activity Code and the number of times an Activity Code is entered. You can generate reports that show the length of time the caller and agent discussed the topic designated to the corresponding Activity Code.

Note: To use Activity Codes, you must have Reporting for Contact Center enabled.

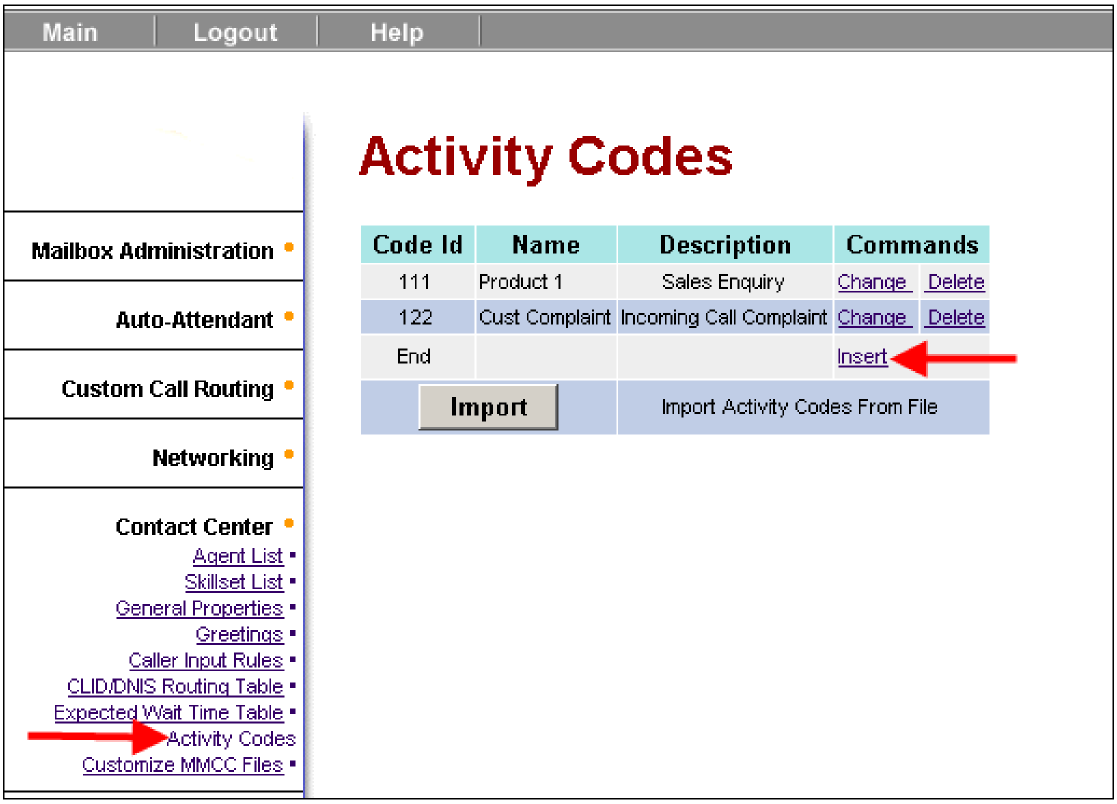
An Activity Code has:

- A digit numeric value between 1 to 16 digits
- A name of up to 16 characters that is displayed on agent telephones, and in Reporting for Contact Center Activity Code reports
- A description of the activity of up to 50 characters
- Activity Codes can be used for Contact Center calls only. If an agent receives a non-Contact Center call or initiates an outgoing call, Activity Codes do not apply. The Activity Codes table can have a maximum of 2,000 entries.
- The feature code for entering activity codes is F907

Creating or Changing an Activity Code

To create an Activity Code:

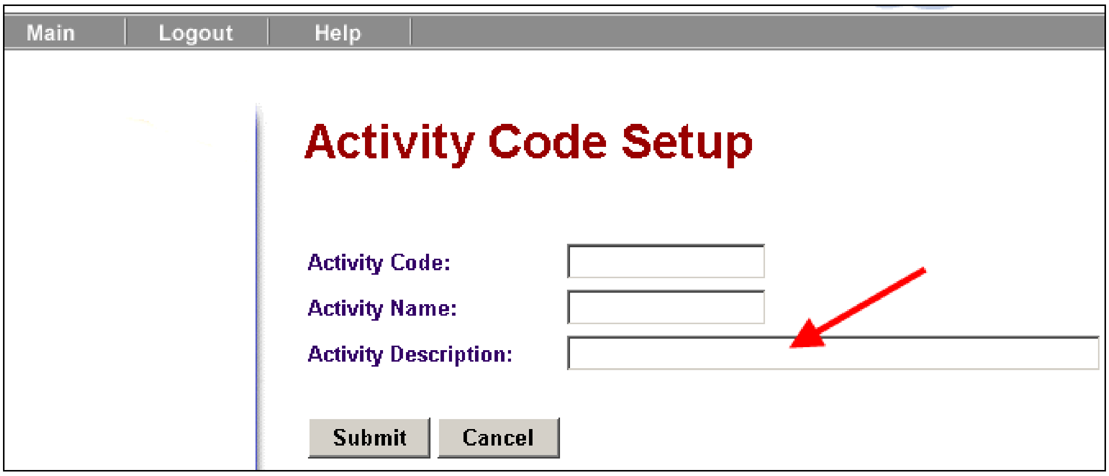
1. Within CallPilot Manager click the **Contact Center** heading and select the **Activity Code** link. The Activity Codes page appears. Click the **Insert** link.



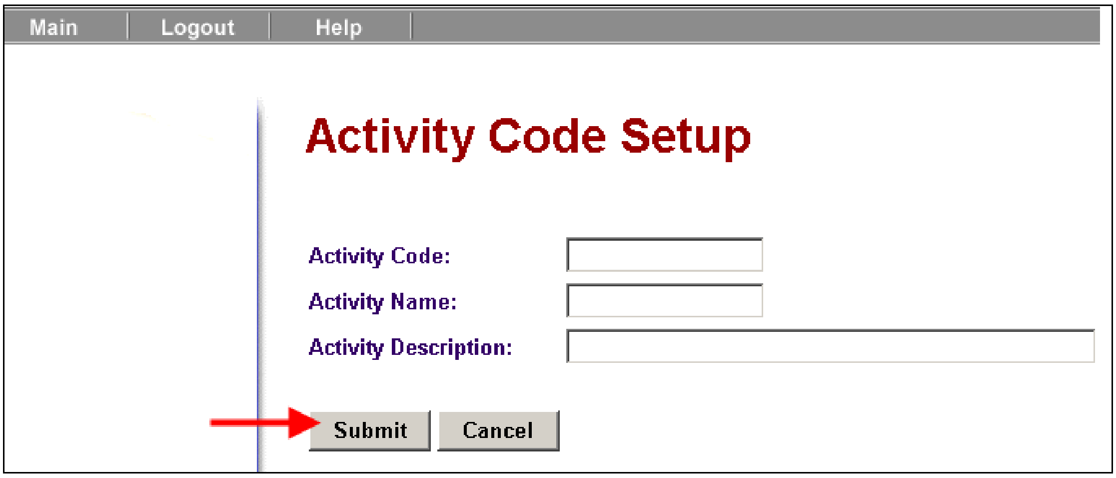
2. The **Activity Code Setup** page appears. In the **Activity Code** box type the number of the activity code, for example, 123. The number can be a maximum of 16 digits long.

3. In the **Activity Name** box type the name for the activity code, for example, PC Sales Enquiry. The name can be a maximum of 16 alphanumeric characters long.

4. In the **Activity Description** box type a description for the Activity Code, for example PC Sales ABC Product. The description can be a maximum of 50 alphanumeric characters long.



5. Click the **Submit** button.



6. The new Activity Code appears in the Activity Codes table.

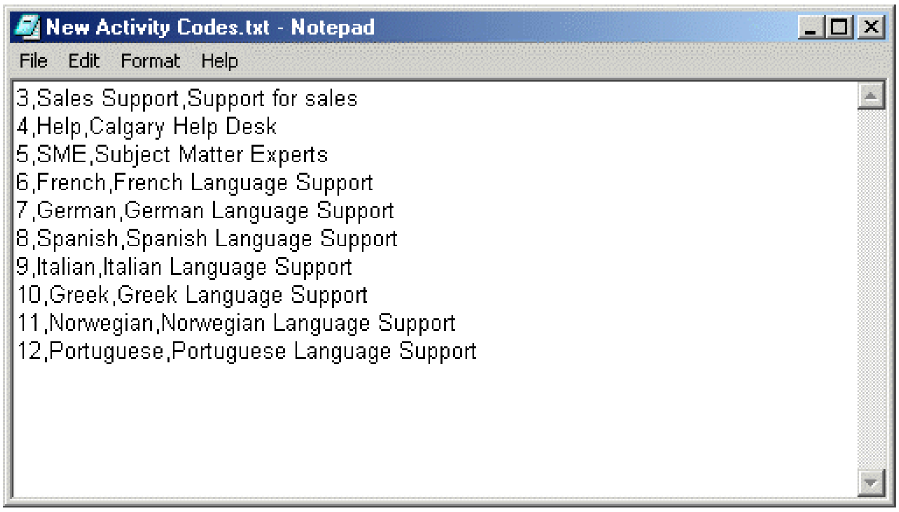
Importing Activity Codes

You can import Activity Codes as a file. You can update the Activity Code table with a spreadsheet or other file. You specify whether the file replaces the Activity Code list, or is added to it.

The file you create to import must:

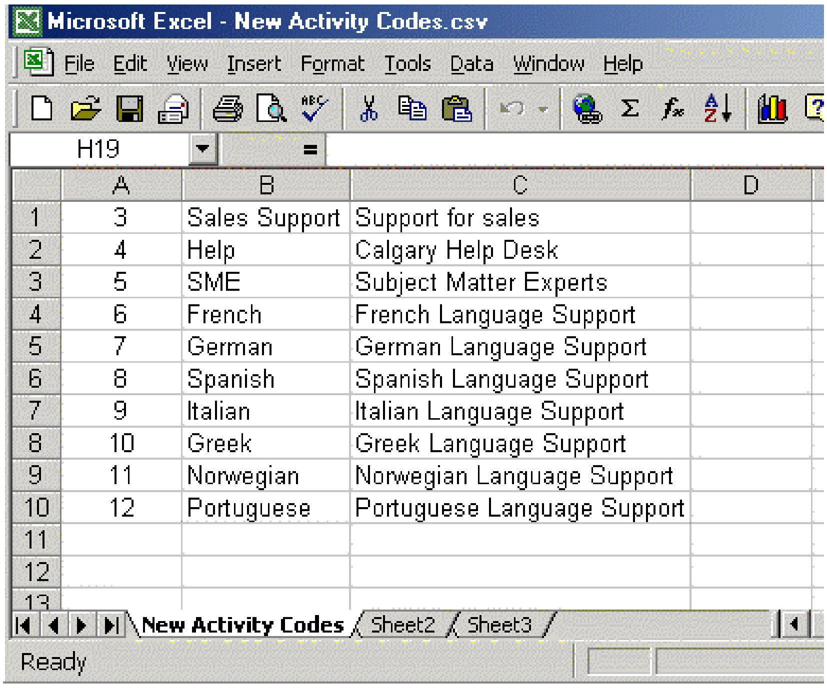
- be in ASCII format. If you create the list in Notepad, save it in ANSI format. If you create the list in Excel, save it in .csv format.
- have one Activity Code per line, comprised of the ID, name, and description, separated by commas.

Example of Notepad format.




```
3,Sales Support,Support for sales
4,Help,Calgary Help Desk
5,SME,Subject Matter Experts
6,French,French Language Support
7,German,German Language Support
8,Spanish,Spanish Language Support
9,Italian,Italian Language Support
10,Greek,Greek Language Support
11,Norwegian,Norwegian Language Support
12,Portuguese,Portuguese Language Support
```

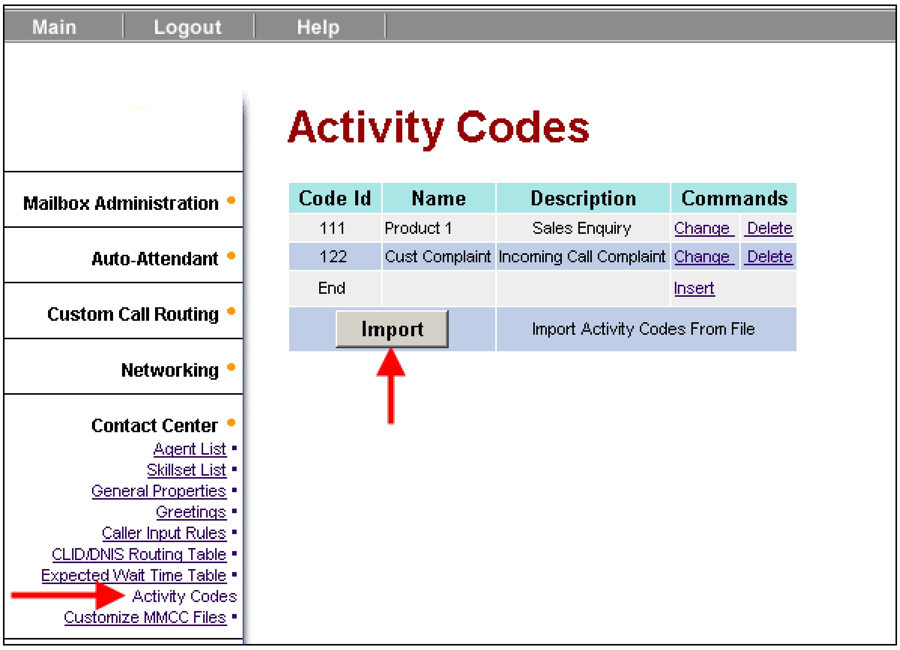
Example in Excel format.



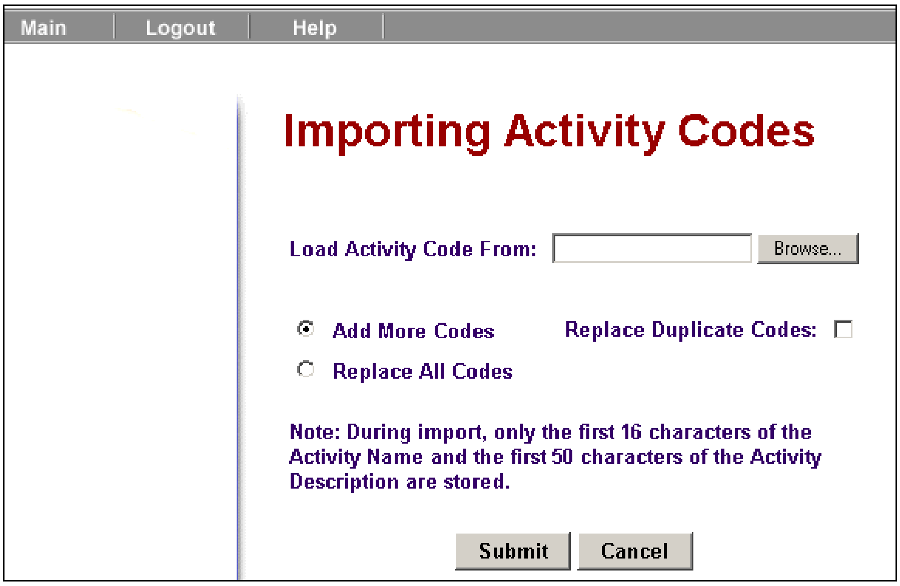
	A	B	C	D
1	3	Sales Support	Support for sales	
2	4	Help	Calgary Help Desk	
3	5	SME	Subject Matter Experts	
4	6	French	French Language Support	
5	7	German	German Language Support	
6	8	Spanish	Spanish Language Support	
7	9	Italian	Italian Language Support	
8	10	Greek	Greek Language Support	
9	11	Norwegian	Norwegian Language Support	
10	12	Portuguese	Portuguese Language Support	
11				
12				
13				

To import a list of Activity Codes:

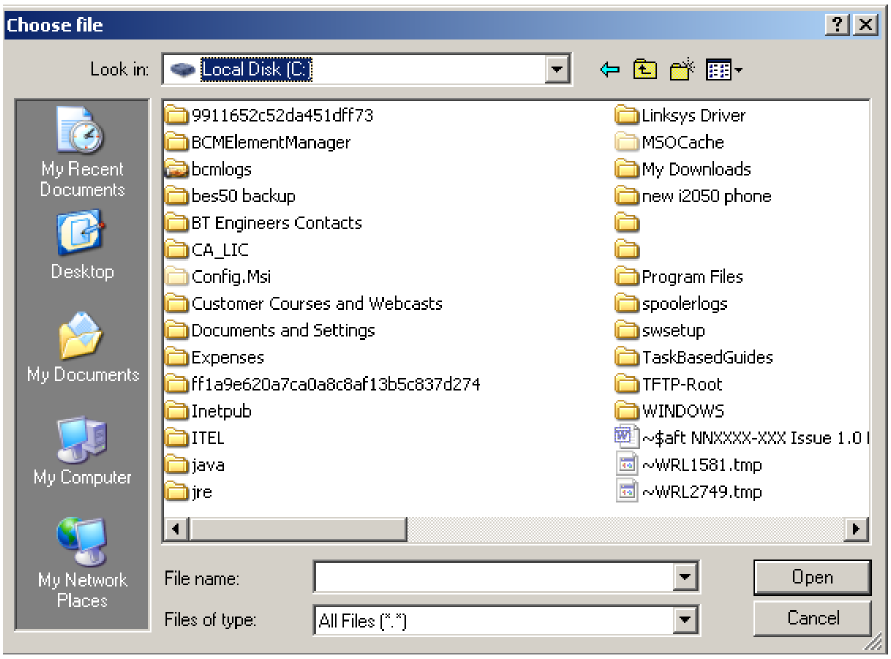
1. Click the **Contact Center** heading and click the **Activity Codes** link. The Activity Codes page appears. Click the **Import** button. The Importing Activity Codes page appears.



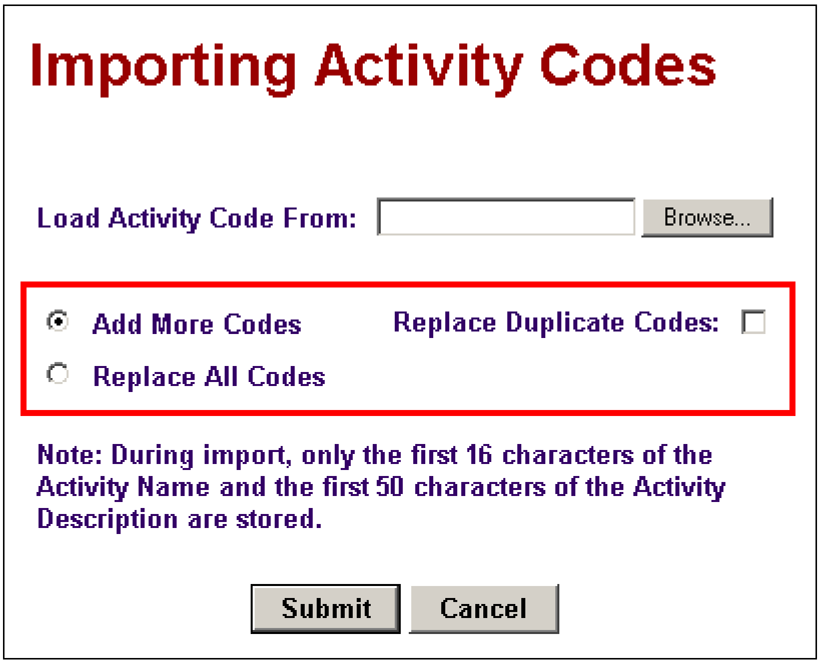
2. In the **Load Activity Code From** box, enter the path of the file you want to import



3. Or click the **Browse** button and locate the file.



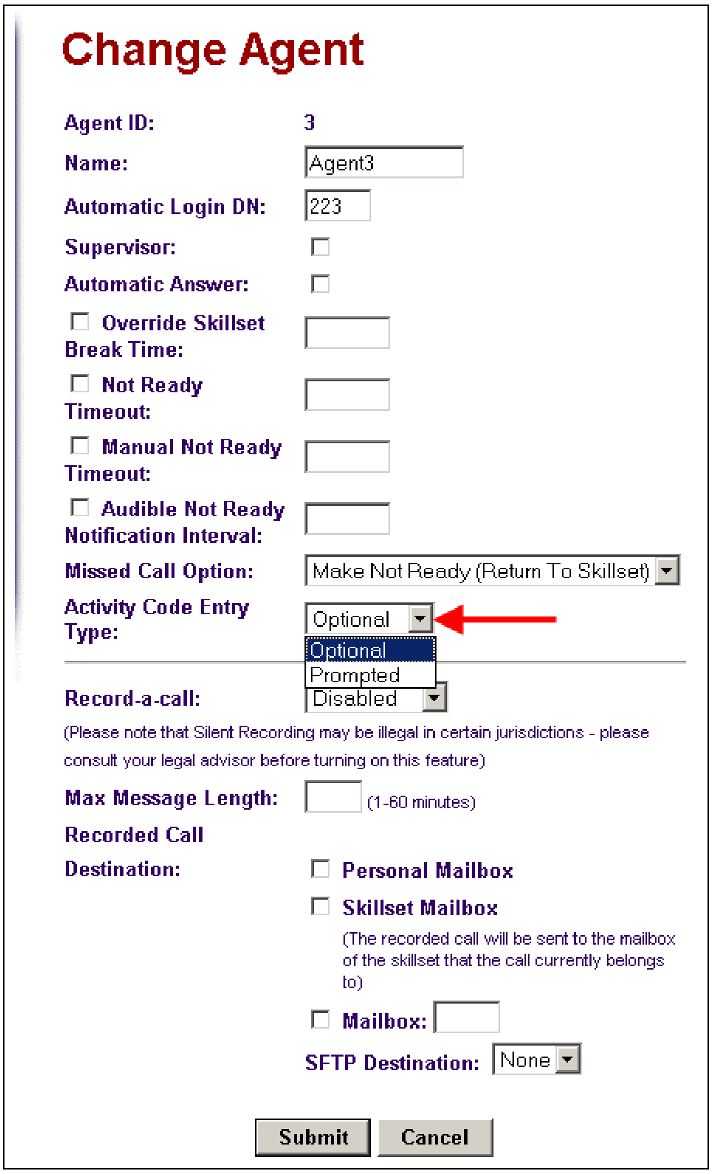
4. Choose the **Add More Codes** option if you want to add the list of Activity Codes to your existing Activity Codes, and select the **Replace Duplicate Codes** check box if you want to replace any duplicates in the Activity Code table with the new values in your list, or choose the **Replace All Codes** option if you want to replace your table of Activity Codes with the new list.



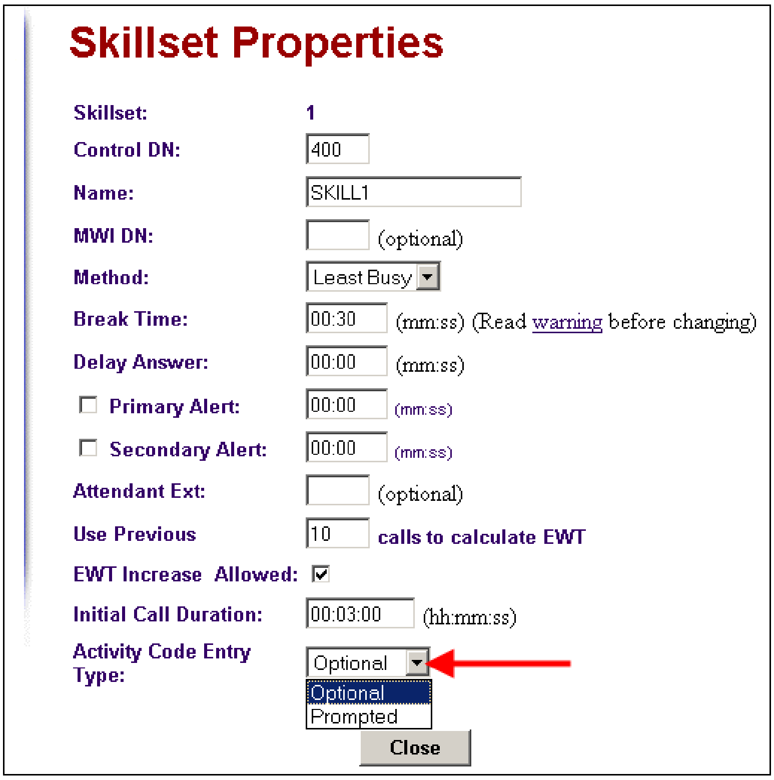
5. Click the **Submit** button.

6. If you chose to replace all codes, a message appears that asks you to confirm that you want to replace all the Activity Codes in the table. Click the **Yes** button.

The Agents settings can be configured for prompted or optional activity code entry. These settings are configured when the agent is created. Please refer to the **Creating Agents** section of this guide for details relating to the Activity Code Entry Type options.



The skillset can also be configured to include optional or prompted activity code entry. If the skillset is assigned as prompted this settings takes priority over any activity code setting at agent level. Please refer to the **Setting the Skillset Properties** section of this guide for details relating to the Activity Code Entry Type options.



Note: If either the skillset or the agent setting is Prompted, entering Activity Codes for calls is prompted. If both skillset and agent are optional, entering Activity Codes is optional.

Monitoring Call Activity

A Supervisor can monitor all of an agent's incoming and outgoing calls, including their personal calls. More than one supervisor can log on to the same skillset, but an agent can be monitored by only one supervisor at a time. While you are on a call, do not initiate a monitoring session.

Note: You cannot monitor an agent who is:
• On a conference call
• On a held call

There are two ways that you can monitor call activity at your Contact Center:

1. Monitoring agent calls using F905
2. Monitoring skillsets using F909

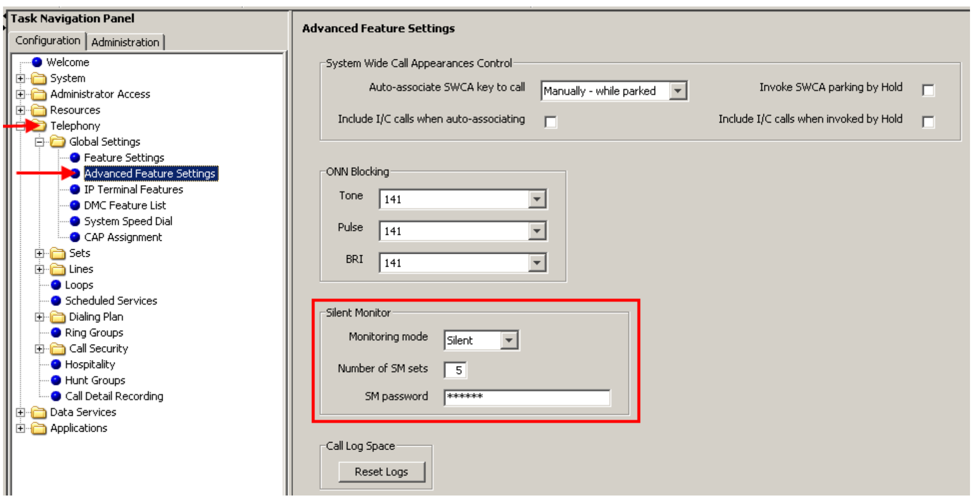
Monitoring Agent Calls

When you monitor calls, the agent or callers do not detect you unless **Non Silent Monitoring** has been enabled from within Element Manager. You monitor all of the calls on an agent's telephone, rather than on a call-by-call basis. When the current call is completed, the monitoring session of the agent continues. You do not have to reestablish the monitoring session.

Setting up Silent Monitoring

To set up Silent Monitoring for your system:

1. In Element Manager **Configuration, Telephony, Global Settings, Advanced Feature Settings**. The **Silent Monitor** screen appears in the right frame.



2. Choose one of the following options:
    - **Silent -** Choose Silent if you want supervisors to be able to break into a conversation without giving an indication of their presence.
    - **Non-silent** - Choose Non silent if you want the Agent and the caller to hear a conference tone when a supervisor breaks into a conversation.

Note: This is a global setting that will also affect Hunt Group Monitoring. Refer to the ***Telephony Services Guide*** for information on Hunt Group Monitoring.

Feature 905 - Monitoring Agents

You can monitor calls by using memory buttons that you program with the Feature Codes for monitoring.

NOTE: To use F905 you must program it to a memory button and press the F905 button to monitor agent calls.

Factors for Monitoring Agents

- More than one supervisor can log on to the same skillset.
- An agent can be monitored by only one supervisor at a time.
- While you are on a call, do not initiate a monitoring session.
- You **must** use a **two line display** telephone.
- Use a headset rather than hands free when you monitor calls. This ensures call privacy and reduces the office noise level. The headset must be plugged into the headset port on the bottom of the telephone. If you pick up the handset when the headset is plugged in, the handset does not work.

Silent Monitoring of Agents

- When you monitor calls, you are not detected by the agent or callers.
- You monitor all of the calls on an agent's telephone, rather than on a call-by-call basis.
- When the current call is completed, the monitoring session of the agent continues.
- You do not have to reestablish the monitoring session.
- You must be logged on before you can monitor calls.
- While you monitor an agent’s calls you monitor all of their calls, including their personal calls.
- Tell agents that if they make a call that they do not want monitored, they must first log off as an agent, then log on again when they complete the call.
- You do not have Contact Center calls sent to you while you use F905.

1. Enter **Feature 904**.

2. Enter your Agent ID number and press **OK** or **#**.

3. Enter your password and press **OK** or **#**.

4. The default password you enter to log on for the first time, or if your password is reset, is **0000.** If you enter the default password, you must change your password. Enter a new password from four to eight digits long and press **OK**.

5. Enter your new password again and press **OK**.

6. Press **IN** to log on to one or more skillsets that you want to monitor. You can monitor only the agents who are logged on to the same skillset as you. If **IN** does not appear, you are already logged on to all the skillsets or there are no skillsets available.

7. To begin monitoring agent calls press the memory button programmed with **F905.** After you press **F905** Contact Center does not route calls to you.

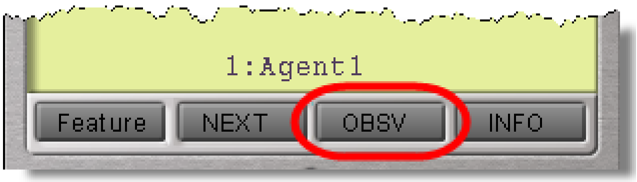
8. Press **OK** to accept the skillset shown or press **NEXT** or **PREV** to find the skillset you want to monitor.

9. Enter the Agent ID of the agent you want to monitor and press **OK**. Invalid Agent appears if the agent is not assigned to you. You can press **DIR** to find the Agent ID in the Agent directory. You can monitor any agent logged into a skillset assigned to you.

10. Press **INFO** to display the Agent ID number, agent name, call state and the time in minutes and seconds that the call has been in this state. Call states include **Idle, Not Ready**, and **Break** (**InCall, OutCall, Browse, AnsDN, Ringing**).

11. Press **INFO** a second time to display the Agent ID number, agent name, and monitoring options again.

12. Press **OBSV** to monitor an agent. If another supervisor is monitoring the agent the **OBSV** button does not appear. At any time you can press the **CANCL** button to exit the monitoring session without logging off. If the agent has no active call, has a call on hold, or is on a conference call, you hear silence. You do not begin to monitor the agent until the agent takes a call, takes the call off hold, or ends the conference call.



13. If you want to join the call, press **JOIN**. You can press **MUTE** to mute your voice while you monitor.

14. To end the monitoring session press **CANCL**. If you want to monitor another agent in the skillset press **NEXT** until you see the agent you want to monitor, and then press **OBSV**.

Agents Requesting Help During a Monitoring Session

While you monitor an agent, the agent can request Supervisor Help if it is available on your system. If an agent requests help, you are automatically selected to help and assumed to have accepted the request. When help has finished, the Supervisor Help session ends and your original monitoring session resumes where it left off.

Requesting Help from a Supervisor

With Supervisor Help an agent can request help from a supervisor while they are on a call by pressing a programmed feature button. (F906).

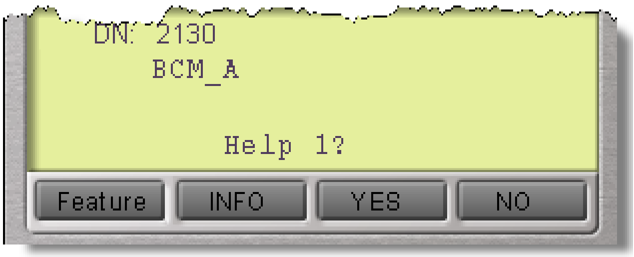
The agent can send an urgent request for help without interrupting the call, and without the caller being aware of your help request.

An agent must be logged on to Contact Center and on a Contact Center call to use Supervisor Help.

To use Supervisor Help you must have a memory button programmed with the Supervisor Help feature code (F906).

The programmed key must have an LCD indicator.

A supervisor, who receives a request for help can either, accept, refuse or ignore the request. A request that is ignored escalates to a larger group of supervisors.



When a request for help is accepted, the system invokes a silent monitoring session. The supervisor begins monitoring the agents call. The agent is informed when the monitoring session begins so that they know that help has been provided.

The supervisor can enter the conversation as required. The maximum number of simultaneous Silent Monitoring sessions that can be supported is 8.

The supervisor can enter the conversation as required.

Requesting Help – Agents View

1. The Agent will log into the skill set and receive a call.

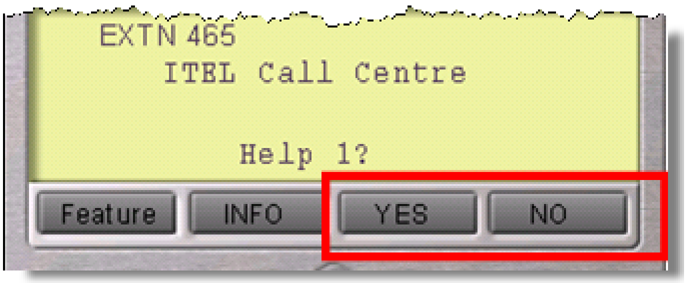
2. The agent can request help by entering Feature 906.

3. The supervisor receives the request and if accepted the agent is given help. In this example Agent 2 is the supervisor.

4. Or if refused the agent continues with the Contact Center call.

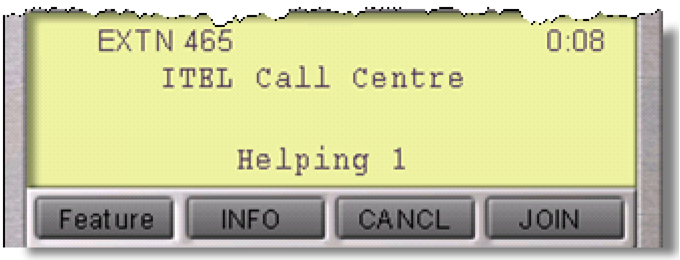
Requesting Help – Supervisors View

1. The supervisor will receive a request for help.



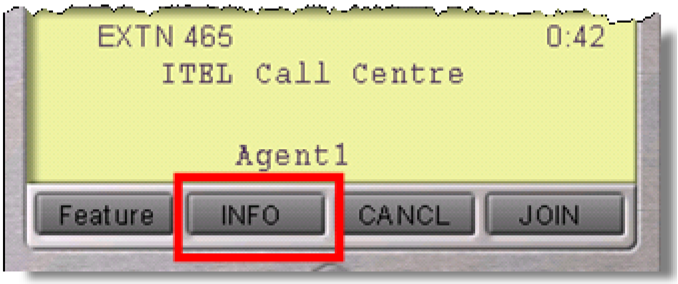
2. The supervisor can either accept **Yes** or refuse the request **No**.

3. If the supervisor accepts the request, the name of the agent being helped will display on the supervisors telephones LCD display.



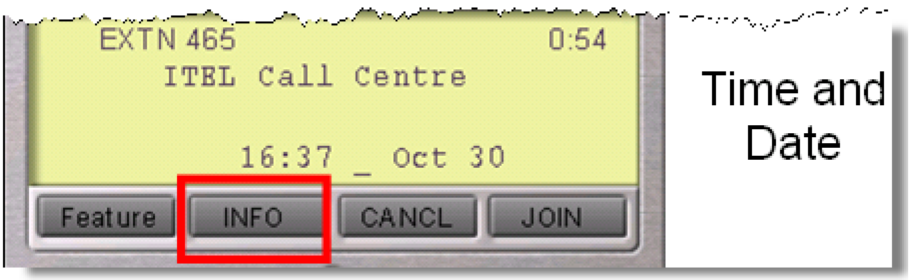
4. If the supervisor refuses help then the agent will continue with the call. The supervisor can also obtain information regarding both the agent and caller.

5. The supervisor would press the **INFO** key.



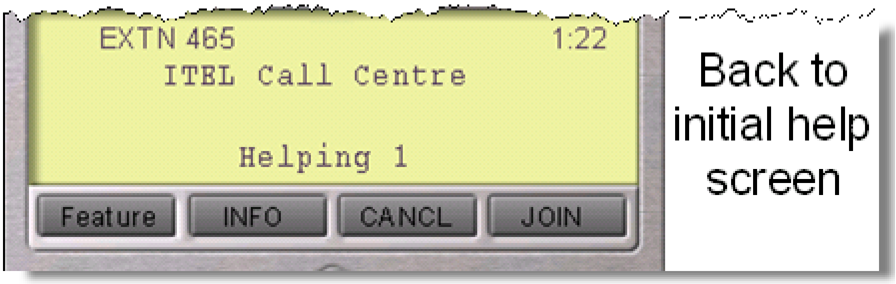
6. The agent's name would be displayed.

7. If they selected **INFO** again the time and date would be displayed.



8. If they selected **INFO** again the caller's details would be displayed.

9. If they selected **INFO** again the supervisor would be returned to the initial help screen.



Monitoring Skillsets

Use **F909** (Display Waiting Calls) to view information about skillsets and the calls waiting in skillsets. Display Waiting Calls lets you know when a skillset in your Contact center gets very busy. You can then ask qualified agents to log on to the busy skillset.

To monitor skillsets:

1. Press **F909**.
2. The skillset display for skillset 1 appears.
3. Press **SKILL** to view information about the next skillset.
4. Press **NEXT** to view the next Display Waiting Calls display.
5. Press Release key to exit.

The following table describes the information in each display.

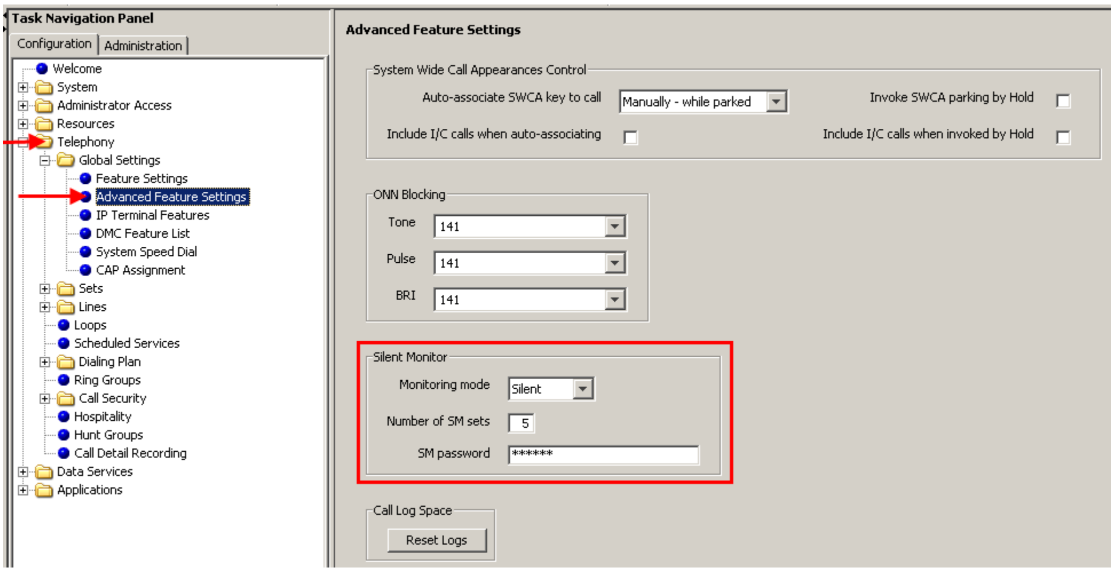
Display	**Description**
Skill 1: Enabled	Shows the skillset number and the status of the skillset. The status can be Enabled, Disabled or Uninit (un-initialised).
1: 6 agents	Shows the skillset number and how many agents are currently logged on to the skillset
1: 10 Calls	Shows the skillset number and the number of calls waiting in the skillset
1: wait 9:45	Shows the skillset number and the time of the call waiting longest in the skillset.

Silent Record-a-Call

Silent Record-a-Call enables an agent to enter a feature code (F989) and record the contact Center telephone conversation they are having with another party. The recording can be announced along with a recording tone, or silent recording can be invoked.

Note: Silent Record a Call is a call recording method with distinct configuration and usage procedures to the Professional Call Recording feature. Professional Call Recording is not described in this guide. Please refer to the ***Professional Call Recording Guide*** for more information on this feature.

1. To determine whether the F989 feature plays a conference tone, login to Element Manager and select the **Configuration** tab and open the **Telephony** folder followed by **Global Settings** folder and select **Advanced Feature Settings** link. The **Silent Monitor** settings will be displayed on the right of the screen.



   a. **Silent -** Choose Silent if you the recording to take place without a recording tone to play.

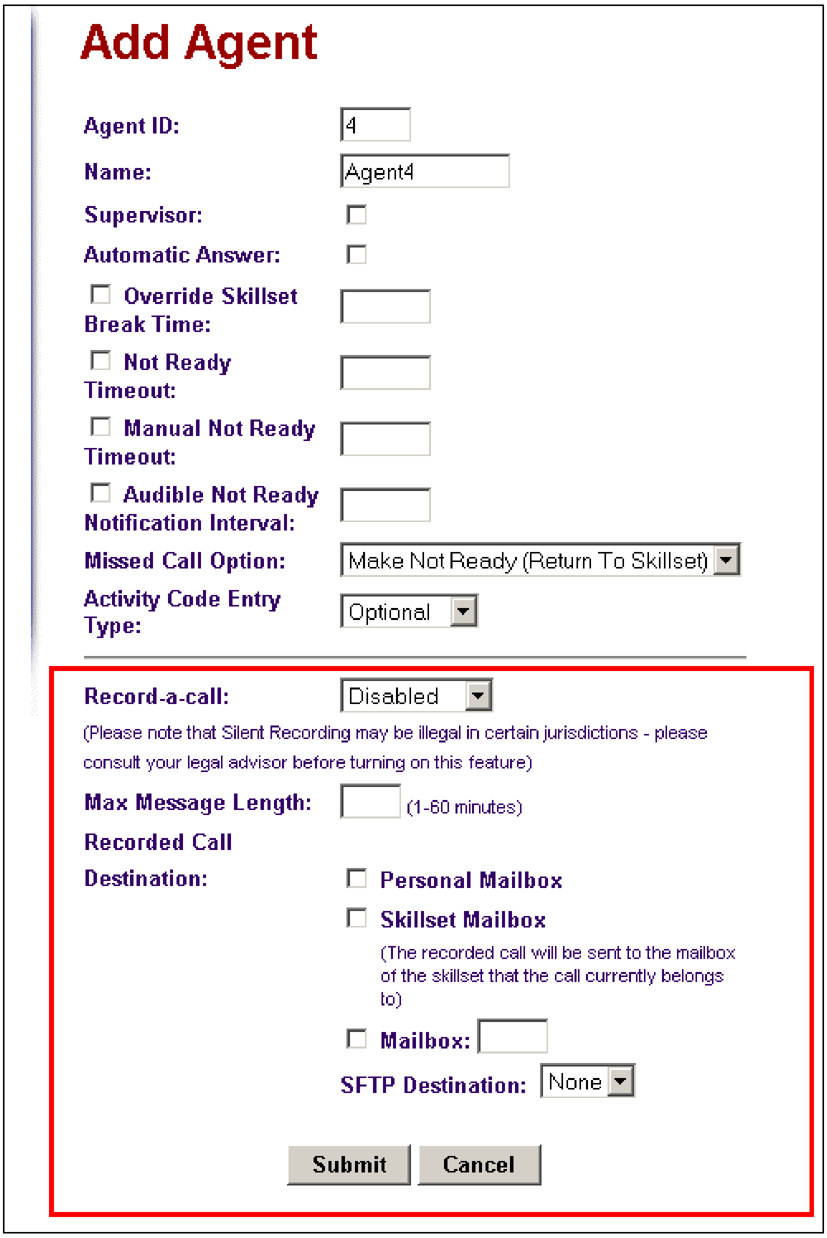
   b. **Non silent** - Choose Non silent if you want the Agent and the caller to hear a conference tone when recording is due to commence.

Note: This is a global setting that will also affect Hunt Group Monitoring. Refer to the ***Telephony Services Guide*** for more information on Hunt Group Monitoring.

When the agent is created options are available for the record call facility. The options include settings that determine whether the recording is

Announced or **Silent**. If **Announced** is selected the caller and agent will hear an audible prompt to state that recording will take place. If **Silent** is selected then no recording prompt will be played.

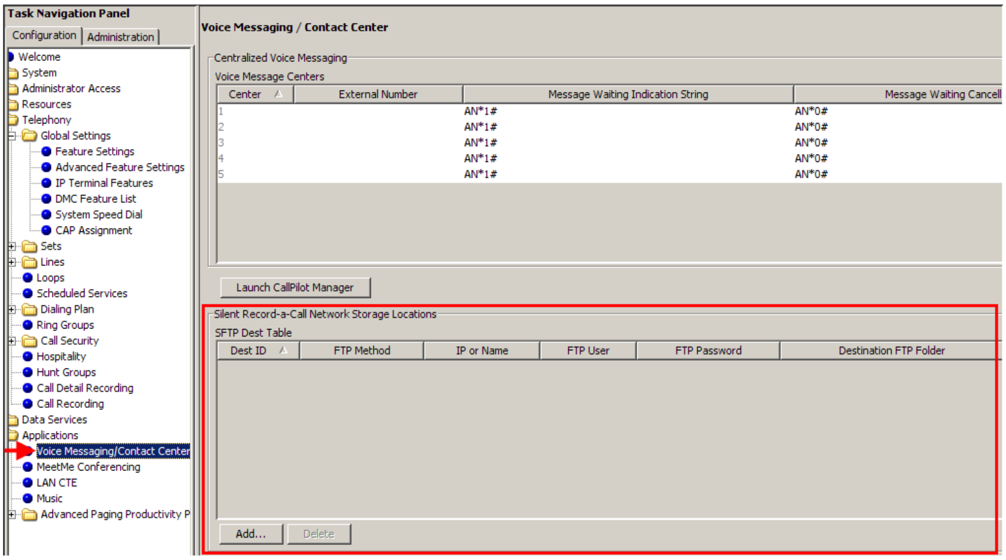
Further options determine where the recorded call will be saved. The available destinations are the agents own Personal Mailbox, the Skillset Mailbox, another mailbox within the system or a centralised SFTP destination. An SFTP destination appears only if Intelligent Contact Center (ICC) keycode is installed. SFTP destinations can be specified using Element Manager. When an SFTP folder is defined as a storage location on the network, these storage locations must be on an SCP server.



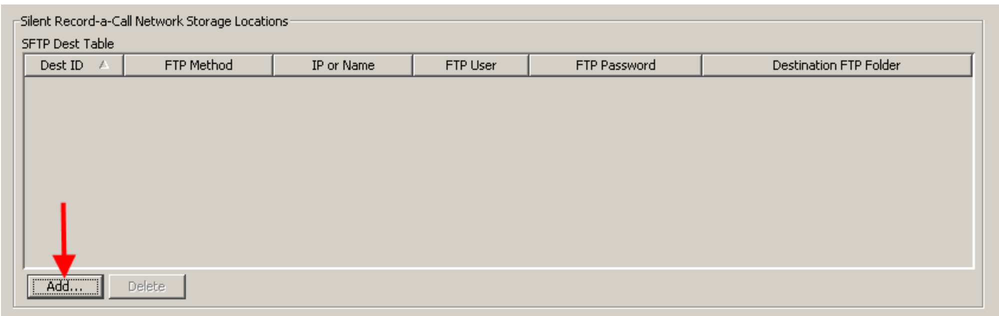
Please refer to the **Creating Agents** section of this guide for details of how to create an agent and assign the Record-a-Call facility to an agent.

Adding an External Network Location for the Silent Record a Call Facility.

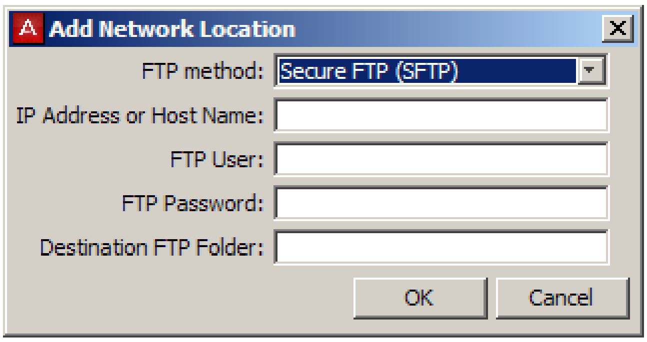
1. From within Element Manager open the **Applications** folder and select the **Voice Messaging/Contact Center** link. The **Silent Record a Call Network Storage Locations** settings will be displayed on the right of the screen.



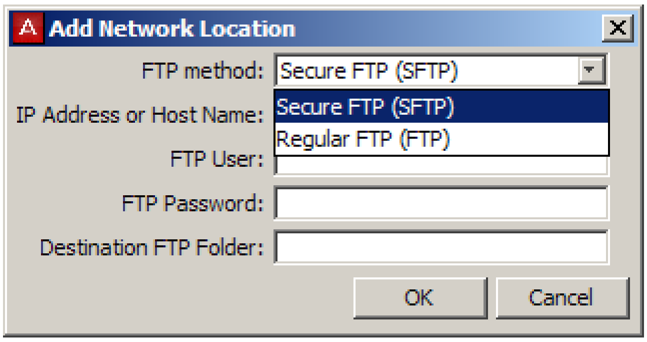
2. Click the **Add** button.



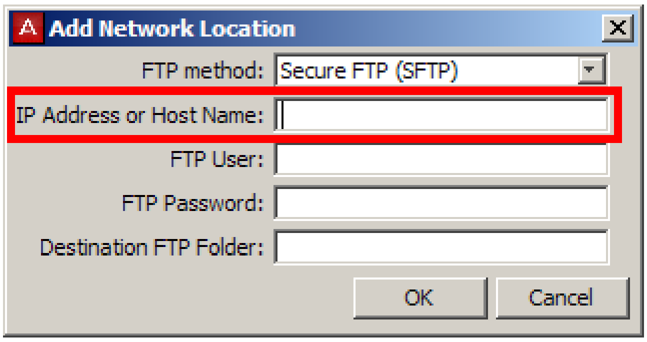
3. The **Add Network Location** dialog box will be displayed.



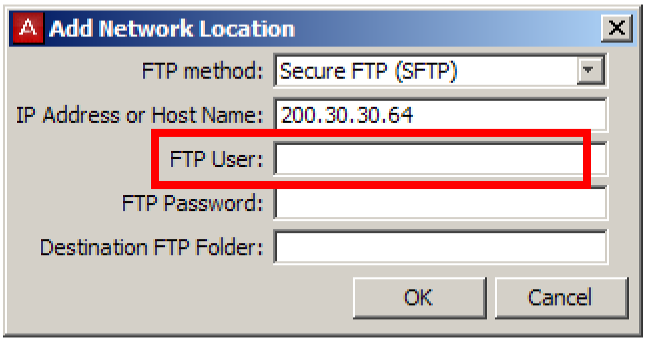
4. From the **FTP Method** drop down box select Secure FTP or regular FTP. The default is Secure FTP (SFTP).



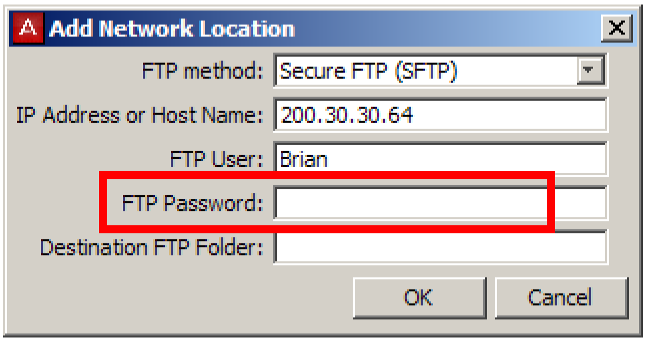
5. In the **IP Address or Host Name** field enter IP Address or valid Host Name of the FTP or SFTP server where the recordings will be transferred (.WAV format).



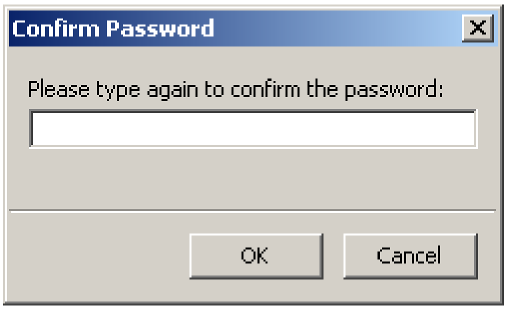
6. In the **FTP User** field enter the user name that is required to login to the specified FTP or SFTP server.



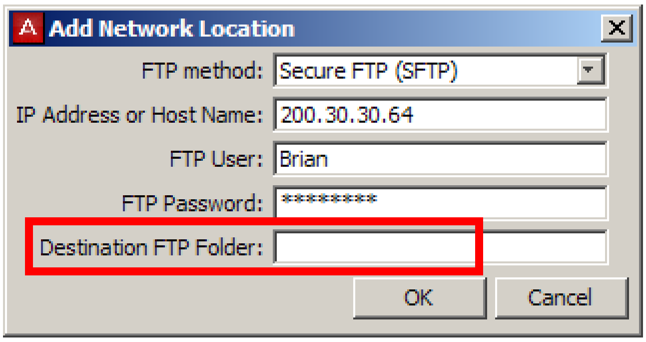
7. In the **FTP Password** field enter the password required to login to the specified FTP or SFTP server. Note that this setting is not required when using SFTP.



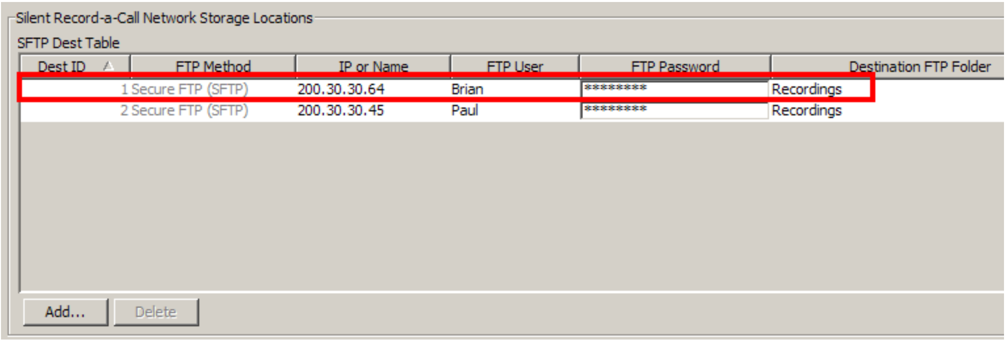
8. You will be prompted to confirm the password you have entered.



9. In the **Destination FTP Folder** field enter the folder / directory on the specified FTP or SFTP server where the recorded files will be transferred.



10. The destination will now be added to the SFTP Dest Table as a Destination ID. The Destination ID (e.g. 1 or 2) can be selected when configuring SFTP in the Add or Change Agent screen (refer to the **Creating Agents** section of this guide).

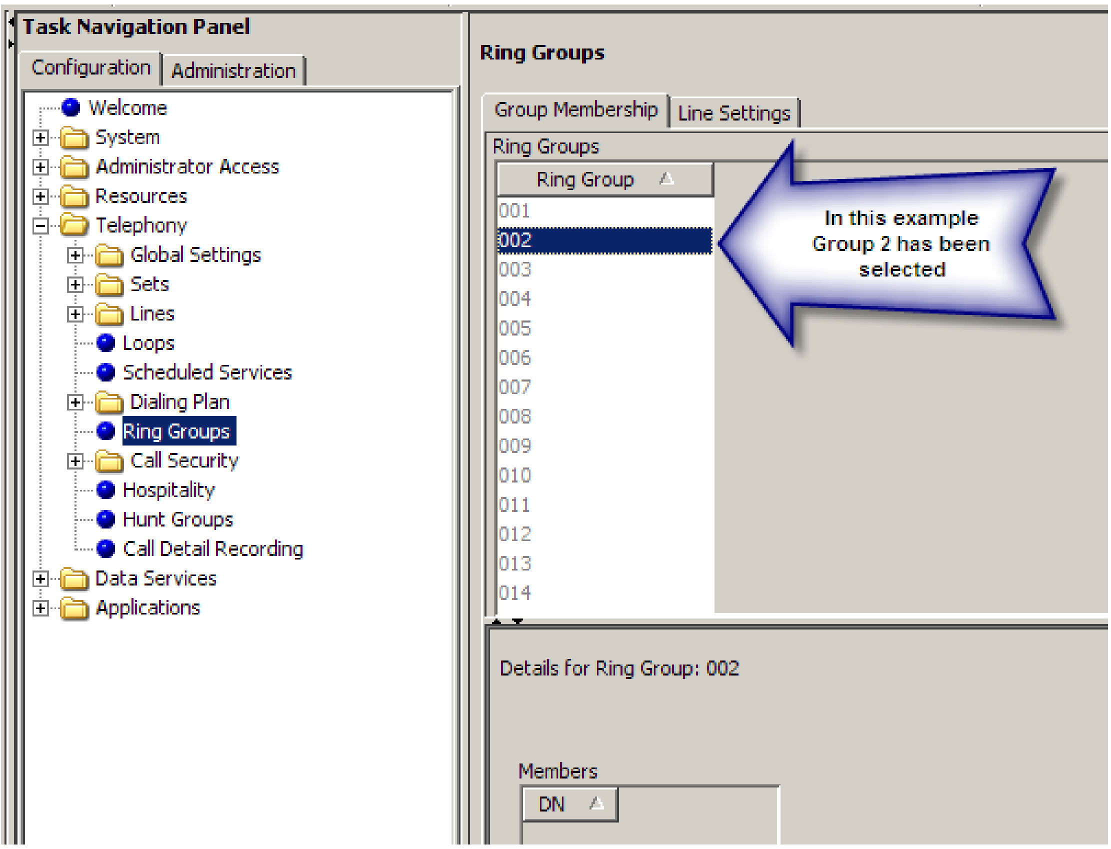


Fallback Configuration

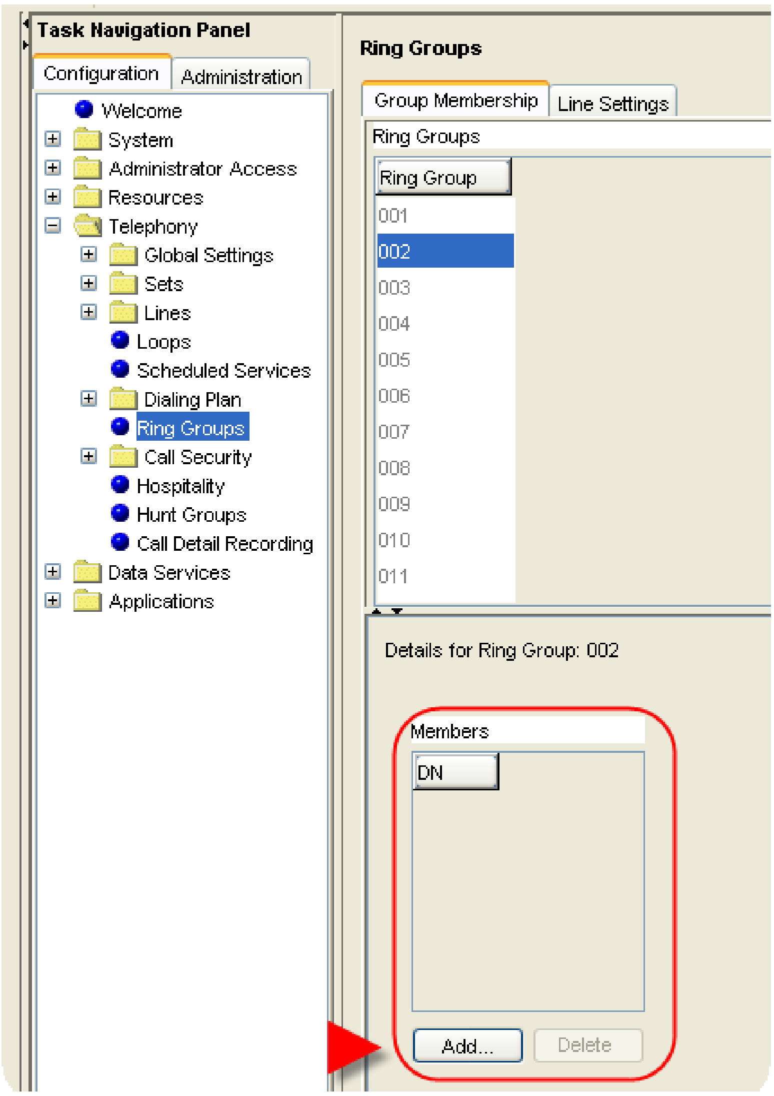
It may be necessary to create a Fallback Schedule for situations where the Contact Center is not operational. This can be achieved for example by creating a Ring Group that will be presented with calls when the Contact Center is not answering calls. This would be linked to an appropriate schedule.

1. A Ring Group would be created within Element Manager. It would be recommended that ring group 1 should **not** be used as this has all lines assigned to it by default.

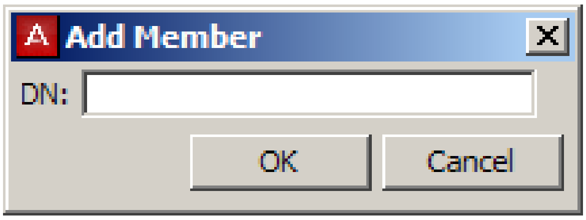
2. The ring group is selected from the **Telephony** folder and **Ring Groups.** In this example ring group 2 has been selected.



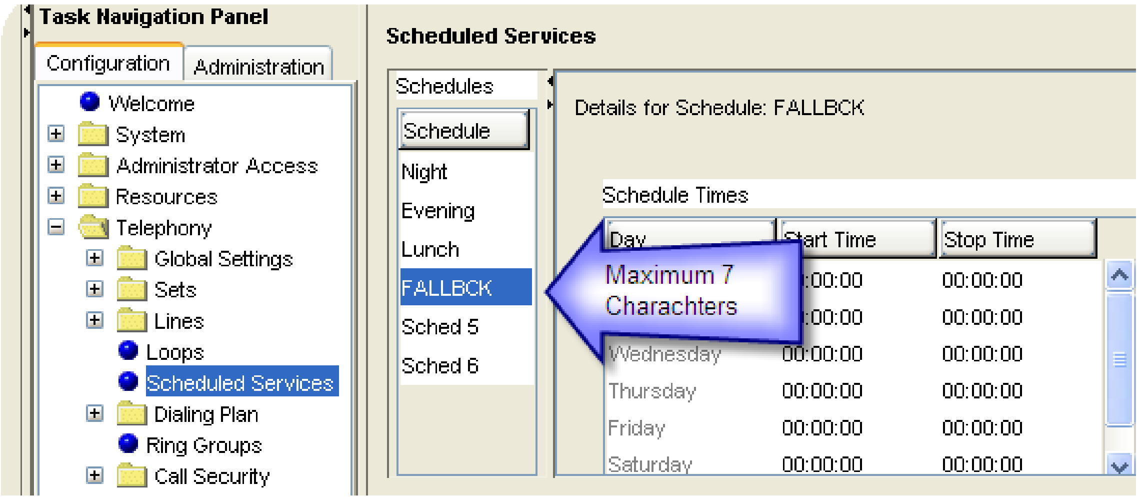
3. Member extensions for the group would be added. These would be the extensions that the agents are using to log into the skillset.



4. To add an agents extension to the ring group select **Ring Groups** and then click the **Add** button**.** Ensure that only extensions used in the Contact Center are included in the ring group.

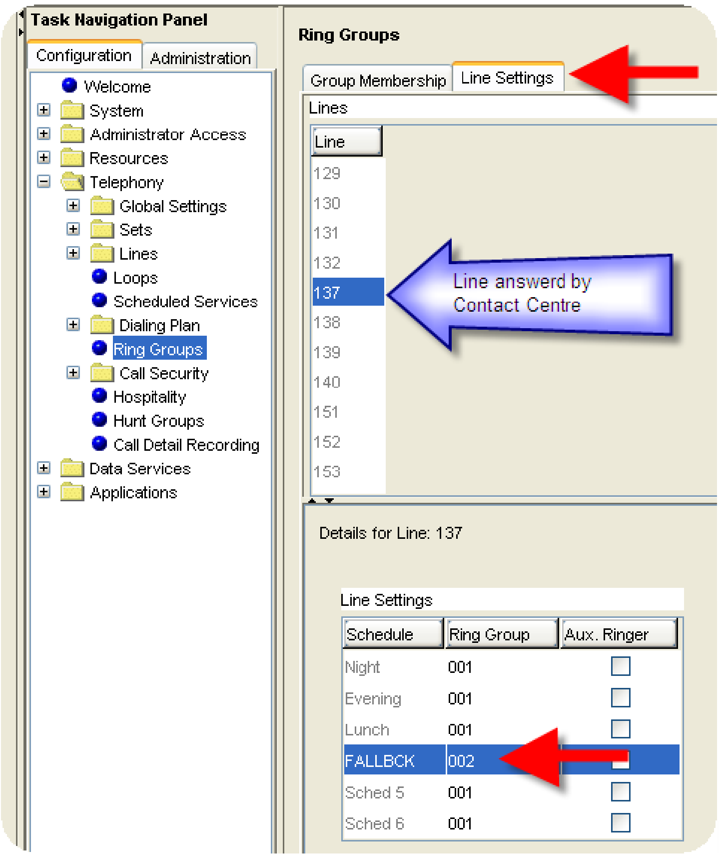


5. A schedule now needs to be named for the ring group. Select the **Telephony** folder and **Schedule Services**. Double click on the Schedule that you wish to use and give this schedule a name.



6. Any lines normally used by the Contact Center should now be added to the Ring Group.

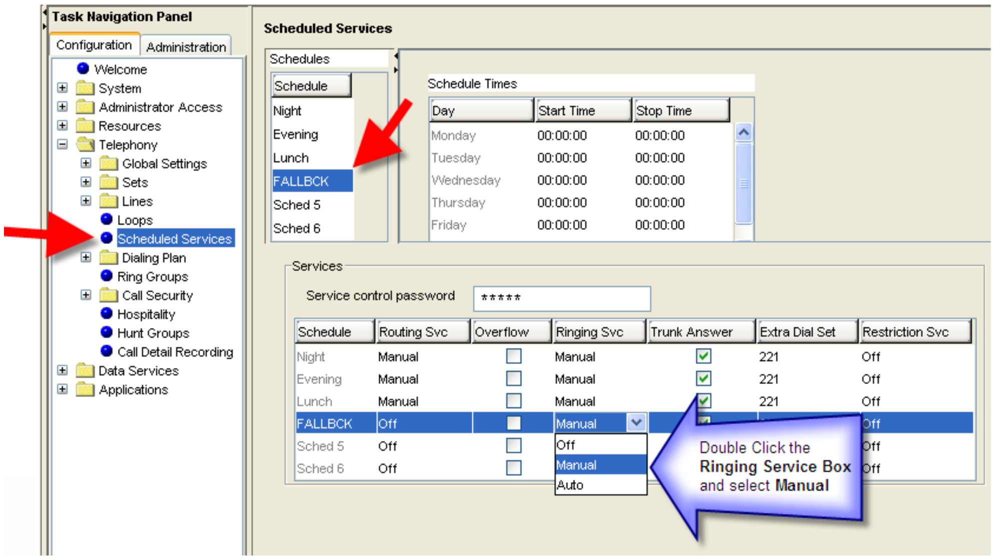
7. Open the **Telephony** folder and select **Ring Groups** followed by the **Line Settings** tab. Then select the line to be answered by the Contact Center skillset.



8. Under the **Line Settings** section of the screen enter the appropriate Ring Group for the schedule to be utilised. In this example Line 137 has been assigned to ring group 002 for the ***FALLBCK*** schedule. This schedule could then be utilised in circumstances where the Contact Center is disabled or not operational. Add any other lines that are answered by the Contact Center to the appropriate Ring Group.

9. The service setting for the fallback schedule now needs to be set to manual so that ring group can be manually activated from the Control Set.

10. Open the **Telephony folder** and select **Scheduled Services** followed by the **Schedule** you have named. In this example ***FALLBCK*** has been selected. Then double click the **Ringing Service** box and select **Manual.**



Note: **Manual** allows you to turn the service on and off at any time from a control telephone. The control telephone allows you to access the services menus and add or change when the services run. Manually-activated services take precedence over automatic services. The control telephone for each DN is configured under the Capabilities and Preferences tab for the DN.

11. The control set would now have to be programmed with a key that can manually activate the scheduled service for the ring group. The ringing services feature code is F871.

To use the Fallback schedule:

1. Disable the Skillset and put the system into Fallback mode via the control extension that you have programmed with the F871 key.

2. Make calls in to the skillset, to test the Fallback Mode.

3. Once the required changes have been made to the skillset, enable the skillset and take the system out of Fallback mode via the Control Extension.

4. Make another call in to the skillset to ensure that the Contact Center is functioning.

Troubleshooting

General Tips

- To change the Skillset configuration the Skillset must be disabled first.

- Ensure that Day or Night restrictions are set to auto. Use Feature 982 password Operator, option Mode and check each Skillset which appears as Mode 1 for Skillset 1, Mode 2 for Skillset 2 etc. This ensures that the day and night routing tables change over when they should.

- Resetting the Operator password.
  You can reset the Operator password if it is lost or forgotten.
  F982 is used by the receptionist, Operator and Contact Center Administrator.
  If you reset the Operator password it is reset to (Operator).

- To reset the Operator password using CallPilot Manager:

  1. Start CallPilot Manager.
  2. Click the Operations heading.
  3. Click the Operator Settings link.
  4. The Operator Settings page appears.
  5. Click the Reset Operator Password check box.
  6. Click the Submit button.
  7. The password is reset to **67372867** (Operator).

- Agents that need to log in to multiple (but not all) Skillsets require a two line display handset. If they login via a single line display handset and the agent belongs to multiple skillsets, they will be logged into all of the skillsets.

- Agent log on problems.
  If an agent cannot log on at their phone:
  Ensure the agent ID and password match
  Check to see if the agent is already logged on to a different phone
  Check to see if a different agent is logged on to this phone

- Supervisors require a two line display handset.

- Normally Agent handsets would have DND on Busy =Y so they are not presented with an internal call whilst on a Contact Center call. However this does stop the Supervisor from monitoring (listening in to) that Agent. To enable monitoring of that Agent DND on Busy needs to be No. This means the Agent may receive a second call from an internal number.

Contact Center General Parameters

- Do not assign all the available voice channels as reserved channels. Contact Center can use any voice channel, but reserved channels are never used by voicemail.

- A reserved or voice channel is used when:
  1. A Contact Center greeting is played to a caller.
  2. Off-premise Message Notification notifies you of a message in a skillset mailbox.

Features Not to use While You are Logged on

1. **Call Park**
   Instead of using Call Park:

   - Send the call to a specific Agent, enter the Transfer Feature Code F70 and enter the Agent's extension number.

   - Send the call to a Skillset, enter the Transfer Feature Code F70 and enter the mailbox number of a Skillset to send the call to a Skillset.

2. **Call Forward**
   Do not use Call Forward (F984 or F4) to forward calls.

3. **Call Pickup**
   Instead of using Call Pickup:

   - Let the call ring at the Agent's phone until the number of rings for Transfer Callback Timeout is reached.

   Or
   - Enter the Not Ready Feature Code (F908) on the other Agent's phone.

4. **Do Not Disturb**
   Instead of using Do Not Disturb, use the Not Ready Feature Code (F908).

5. **Call Forward No Answer**

   You can use Call Forward All Calls, Call Forward No Answer, and Call Forward on Busy only to the voicemail extension.

6. **Answer DN**

   Do not use the Answer DN feature for any set that you are using as a Contact Center Agent.

Avaya Documentation Links

- Intelligent Contact Center Set Up and Operation guide
- Intelligent Contact Centre Telephone Administration guide
- Intelligent Contact Center Supervisor guide
- Intelligent Contact Center Agent guide