# Call handling

This reference card addresses the most common procedures for taking calls. Your contact center may be configured to use different procedures.

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<td><strong>1.</strong> To answer a call:</td>
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<td><strong>1. During an active call, perform one of the following options:</strong></td>
<td><strong>1. During an active call, click to start a video call.</strong></td>
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<td>• If Auto-Answer is in effect, wait for the confirmation tone.</td>
<td>**1. On the action bar, click &gt; **</td>
<td>• Click &gt; Supervisor to conference the call with the supervisor.</td>
<td><strong>2. Use any of the following options during the video call:</strong></td>
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<td>• If Auto-Answer is not in effect, click to connect the call.</td>
<td><strong>2. In the Text Input field, enter the contact name or a valid telephone, or an extension number.</strong></td>
<td>• Click &gt; Speed Dial &lt;Contact Name&gt; to conference the call with the supervisor.</td>
<td>• Click to block your video broadcast.</td>
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<td>• If an agent greeting is in use, wait for it to finish playing.</td>
<td><strong>3. Click to initiate call.</strong></td>
<td>• Click &gt; Contact List and select a contact from the contact list window to a conference the call with a contact in the list.</td>
<td>• Click to unblock your video broadcast.</td>
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<td>• If an agent is idle, wait for agent to become available.</td>
<td><strong>To call a number from the contact list:</strong></td>
<td><strong>Click &gt; Text entry Field and enter the telephone or an extension number in the Text Input field to conference the call.</strong></td>
<td>• Click to acquire the remote camera.</td>
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<td>2. Speak into the headset, microphone, or handset.</td>
<td><strong>1. On the action bar, click .</strong></td>
<td>If Direct Conference is in effect, the system adds the contact to the conference directly.</td>
<td>• Click to release the remote camera.</td>
</tr>
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## Transferring calls

**1.** During an active call, perform one of the following actions:

- Click > Supervisor to transfer the call to the supervisor.
- Click > Speed Dial > <Contact Name> to transfer the call to a contact in the SpeedDial list.
- Click > Contact List and select a contact from the contact list window to transfer the call to a contact in the list.
- Click > Text entry field to transfer the call to an agent using the text entry field.

If Direct Transfer is in effect, the system transfers the call to the selected contact directly. The transfer ends.

**2.** If Consultative Transfer is in effect, wait for the third party to answer the call and announce the call transfer.

**3.** If the third party agrees to accept the impending call, click .

The system transfers the call to the selected contact.

## Holding and reconnecting

To place a call on hold, click .

**Note:** If auto-hold is in effect, the system puts current calls on hold automatically when you answer another call.

To return to a call on hold, click .

## Muting and Unmuting your workstation

On an active call or during conference, perform one of the following actions:

- To mute a call, on the top bar, click .
- To disengage mute, on the top bar, click .

## Conferencing callers

**1.** During an active call, perform one of the following options:

- Click > Supervisor to conference the call with the supervisor.
- Click > Speed Dial <Contact Name> to conference the call with the supervisor.
- Click > Contact List and select a contact from the contact list window to a conference the call with a contact in the list.

## Initiating video calls**

**1.** During an active call, click to start a video call.

**2.** Use any of the following options during the video call:

- Click to block your video broadcast.
- Click to unblock your video broadcast.
- Click to acquire the remote camera.
- Click to release the remote camera.

## Playing an agent greeting manually

**1.** When system recognizes an incoming call, click .

**2.** On the top bar, click and select the agent greetings recording for the incoming call.

The system starts the agent greeting first and then transfers the voice control to you. You can click if you want to bypass or stop the greeting playback.

## Ending calls

To end a call, perform one of the following actions:

- Click .
- Hang up the handset, if used.

**Note:** For calls on hold, you must reconnect to the call before you can end it.

* If must register through Avaya one-X Agent with Avaya Communication Manager and log in as an agent into the ACD service.
** If your company supports video feature.
## Common tasks and help

### Registering with Communication Manager

1. Click on your computer desktop.
2. On the Login dialog box, perform the following steps:
   a. In the Extension field, enter the telephone extension number.
   b. In the Password field, enter the password.
   c. To change the settings for your extension, password, save configuration, server address, telephone extension, and IP telephone address, as needed, click Change Settings.

   **Note:** If the Communication Manager feature is administered on the extension, select the CM Auto Answer Support Required option for the application to login with Auto Answer option enabled.

### Changing the answer settings

At any time, use any of the following options:

- To change the answer setting to Manual-Accept, in the Work List window, click Work List > .
- To change the answer setting to Auto-Accept, in the Work List window, click Work List > .

**Note:** The Auto-Accept setting requires you to be in off-hook mode all the time. Ensure that you are using a headset if you are using the My computer configuration or your telephone is in the off-hook state if you are using Desk Phone or Another Telephone configurations before changing the answer setting to Auto-Accept.

### Logging in as an agent

1. On the top bar, click Agent Status > Log In.
2. In the Agent field, enter the agent extension number.
3. In the Password field, enter the password.
4. Click Log In.

**Note:** If you have a voice phone, it rings. Answer the call immediately. If you do not answer the call or if you used a wrong number, log in again. Begin answering or making calls.

### Completing the work in the Follow-up work mode

1. On an active call, in the Work List window, click Change Work Completion > .
2. Wait for the caller to hang the phone.
3. Complete the work for the associated work item.
4. If you finish the task before the timer expires, click . If you require more time to complete the work, click . After completing the work, click .

   **Note:** Follow-up is equivalent to After call work.

### Logging out as an agent

- On the top bar, click Agent Status > Logout and choose an appropriate reason code from the list (if configured).

**Note:** If you attempt to log out while on an active call, the system logs you out from the ACD service only after you hang up the call. You can log back in at any time by clicking the agent login.

### Accessing your voice mails

1. When a new voice message arrives, the system changes the message-waiting lamp to green with a mail icon appearing on the top left-hand corner of the top bar.
2. Click .

**Note:** Voice mail service is available only for registered extensions registered with a voice mail system.

### Changing the agent state

On the top bar, perform one of the following actions:

- If you are ready for ACD calls, click Agent Status > Ready.
- If you are not ready for ACD calls, click Agent Status > Auxiliary and choose the appropriate reason code from the list.
- If you want to logout from the ACD, click Agent Status > Log Out.

### Getting help

- Move the cursor over the icons and other interface elements to display tooltips.
- Press F1 or click System Options > Help to display the Avaya one-X Agent online help.
- On any dialog box, click .
- See Using Avaya one-X Agent for procedures and detailed information.