

ALCATEL 4035

CCD AGENT SET OPERATION

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NOTE

The availability of certain functions described in this user guide may depend on the version or configuration of your system. In case of doubt, contact the person in charge of your installation.

GLOSSARY

- **Log-On** : connect to CCD.
- **Log-Off** : disconnect from CCD.
- **Wrap-up** : at the end of the communication, period during which the set will not be called. This period can be extended by the manual "**Wrap-Up**" operation.
This period is separate from the pause between two calls.
- **Call tag** : label displayed on the agent set when the call is from an interactive voice response (IVR).
- **Pilot** : this is the call number of an CCD service reached by correspondents calling the number.
- **Pre assigned** : this concerns a set which can log-on but which is not part of an CCD call processing group.
- **Withdrawal** : a set which has withdrawn from the processing group to which it belonged. When the set returns to the group, it is re integrated in the same place occupied before withdrawal.
- **Business state** : agent set state as regards the "BUSINESS" facilities, namely whether CCD set is forwarded, padlocked, etc.
- **Private state** : state of the agent "private" set as regards the "BUSINESS" facilities, namely whether the "private" set is forwarded, padlocked, etc.

GENERAL

On an agent set, only the lower five dynamic function keys are used for CCD application management.

For the programmed keys, the functions available on your set are materialised by:

- **"Headset"** key,
- a general purpose **"Fwd"** key for putting any pilot on general forwarding or a **"Pilot x fwd"** key for putting a specific pilot on general forwarding,
- **"Close/Open"** key for closing/opening the processing group in which you are assigned.

Some dynamic function keys have a prefix equivalence:

- **"Withd"** : dial
followed by 1.
- **"WrapUp"** : dial
followed by 2.
- **"Superv"** : dial
followed by 3.
- **"Qinfo"** : dial
followed by 4.
- **"LogOff"** : dial
followed by 5.
- **"LogOn"** : dial
followed by 6.
- **"AgInfo"** : dial
followed by 90.
- **"Privat"** : dial
followed by 91.
- **"PresGd"** : dial
followed by 92.

SET CONNECTION

LOG-ON WITHOUT SIGNATURE

This function lets you log-on to the CCD.

It is accessible if your set is idle, declared "Authorized ACD" and associated with an agent number.

- **Ordinary agent**

| | | | |
|----------------|--------|------------------|----------------|
| Set rept. name | Assoc. | Agent rept. name | DD/MM/YY HH:MM |
| | | | LogOn |

Press the "LogOn" dynamic function key. The following is displayed:

| |
|----------------------------|
| Please your personal code: |
|----------------------------|

NOTE

The request for the personal code can be deleted by a management parameter.

Enter your personal code.

In this position you can activate the headset provided this function is available on your set (see ACTIVATING HEADSET FUNCTION ON LOG-ON).

Depending on the type of CCD management retained, the display can be:

- Pre-assigned agent:

| | | |
|------------------|---------------|----------------|
| Agent rept. name | Pre-ass Agent | DD/MM/YY HH:MM |
| | | LogOff |

- Agent assigned and present in an open processing group:

| | | | | |
|------------------|-----------------|----------------|-------|--------|
| Agent rept. name | Available Agent | DD/MM/YY HH:MM | | |
| Withd | WrapUp | Superv | Qinfo | LogOff |

- Agent assigned and withdrawn from an open processing group:

| | | | | |
|------------------|---------------|----------------|-------|--------|
| Agent rept. name | Withdr. Agent | DD/MM/YY HH:MM | | |
| ■ Withd | WrapUp | Superv | Qinfo | LogOff |

- Agent assigned and present in a processing group that has been closed manually:

| | | | | |
|------------------|---------------|----------------|-------|--------|
| Agent rept. name | PG Man. Clos. | DD/MM/YY HH:MM | | |
| Withd | WrapUp | Superv | Qinfo | LogOff |

SET CONNECTION (Continued)

- Agent assigned and withdrawn from a processing group that has been closed manually:

| | | | | |
|------------------|---------------|----------------|-------|--------|
| Agent rept. name | PG Man. Clos. | DD/MM/YY HH:MM | | |
| ■ Withd | WrapUp | Superv | Qinfo | LogOff |

- Agent assigned and withdrawn from a processing group that has been closed automatically:

| | | | | |
|------------------|---------------|----------------|-------|--------|
| Agent rept. name | PG Aut. Clos. | DD/MM/YY HH:MM | | |
| ■ Withd | WrapUp | Superv | Qinfo | LogOff |

• Self-assignable agent

| | | | |
|----------------|--------|------------------|----------------|
| Set rept. name | Assoc. | Agent rept. name | DD/MM/YY HH:MM |
| LogOn | | | |

Press the **"LogOn"** dynamic function key. The following is displayed:

| |
|----------------------------|
| Please your personal code: |
|----------------------------|

NOTE

The request for the personal code can be deleted by a management parameter.

Enter your personal code. The following is displayed:

| |
|------------|
| PG number: |
| List |

Enter either the repertory number or the name of the processing group in which you want to be assigned. You may also press the **"List"** dynamic function key, then select the processing group you want.

In this position you can activate the headset provided this function is available on your set (see ACTIVATING HEADSET FUNCTION ON LOG-ON).

Depending on the type of CCD management retained, the display can be:

- Agent assigned and present in an open processing group:

| | | | | |
|------------------|-----------------|----------------|-------|--------|
| Agent rept. name | Available Agent | DD/MM/YY HH:MM | | |
| Withd | WrapUp | Superv | Qinfo | LogOff |

SET CONNECTION (Continued)

- Agent assigned and withdrawn from an open processing group:

| | | |
|------------------|---------------|----------------|
| Agent rept. name | Withdr. Agent | DD/MM/YY HH:MM |
| ■ Withd | WrapUp | Superv |
| | | Qinfo |
| | | LogOff |

- Agent assigned and present in a processing group that has been closed manually:

| | | |
|------------------|---------------|----------------|
| Agent rept. name | PG Man. Clos. | DD/MM/YY HH:MM |
| Withd | WrapUp | Superv |
| | | Qinfo |
| | | LogOff |

- Agent assigned and withdrawn from a processing group that has been closed manually:

| | | |
|------------------|---------------|----------------|
| Agent rept. name | PG Man. Clos. | DD/MM/YY HH:MM |
| ■ Withd | WrapUp | Superv |
| | | Qinfo |
| | | LogOff |

- Agent assigned and withdrawn from a processing group that has been closed automatically:

| | | |
|------------------|---------------|----------------|
| Agent rept. name | PG Aut. Clos. | DD/MM/YY HH:MM |
| ■ Withd | WrapUp | Superv |
| | | Qinfo |
| | | LogOff |

LOG-ON WITH SIGNATURE (for mobile agent)

This function lets you log-on to the CCD.

It is accessible if your set is idle, declared **"Authorised ACD"** and not associated with an agent number.

| | |
|----------------|----------------|
| Set rept. name | DD/MM/YY HH:MM |
| | LogOn |

Press the **"LogOn"** dynamic function key. The following is displayed:

| |
|-----------------|
| Identification: |
|-----------------|

Enter your signature, namely your repertory number then, following system prompt, enter your personal code.

The remainder of the procedure is the same as the **"Log-on without signature"** function.

SET CONNECTION (Continued)

ACTIVATING HEADSET FUNCTION ON LOG-ON

This function is used to activate your headset when connecting to a processing group for which the "**force headset**" function has not been validated.

After the "**Log-on**" procedure, the system prompts you to validate your headset function.

The following is displayed:

| | |
|-----------------------------|--------|
| Activating Headset function | |
| Apply | Cancel |

Press the "**Apply**" dynamic function key.

IDLE SET

DYNAMIC FUNCTION KEYS

When idle, the display shows, for example:

| | | | |
|------------------|-----------------|----------|--------------|
| Agent rept. name | Available Agent | DD/MM/YY | HH:MM |
| Withd | WrapUp | Superv | Qinfo LogOff |

Each of the labels displayed corresponds to a facility activated by pressing the corresponding key:

- **"Withd"** : allows the agent to withdraw temporarily.
- **"WrapUp"** : allows the agent to carry out non telephone related work (optional).
- **"Superv"** : used to call a supervisor directly.
- **"Qinfo"** : displays information regarding queued CCD calls.
- **"LogOff"** : allows the agent to disconnect.

Depending on system configuration, other labels may be displayed and are accessible from the set navigation key:

- **"AgInfo"** : displays the type of forwarding or overflow programmed on the set if the agent is absent.
- **"Privat"** : allows agents to view the state of their private set.
- **"PresGd"** : allows agents to configure their welcome guide.
- **"ACRMng"** : allows agents to activate or deactivate their ISM skills in the context of the ACR application.

KEYS PROGRAMMED IN SYSTEM MANAGEMENT

Pressing the programmed keys provides access to the following facilities:

- **"Headset"** : used to validate the headset function on the set.
- **"Fwd"** : used to activate/de-activate the general forwarding of any pilot.
- **"Pilot x fwd"** : used to enable/disable the general forwarding of a specific pilot.
- **"Close/Open n"** : used to close or open processing group "n" manually.

IDLE SET (Continued)

VIEWING THE STATE OF YOUR SET

• **CCD state**

To view the state and identify of your CCD set, press the **i** key followed by the "WhoAml" dynamic function key. The first line displays your name and repertory number are displayed along with the "PG = <repertory number>" label corresponding to the processing group in which you are assigned or else "PRE-ASSIGNED" if you are not assigned in any processing group. The second line displays: "Private agent number = <ABPQMCDU>".

• **BUSINESS state**

To view momentarily the BUSINESS state of your CCD set:

- dial
followed by 90
or
- press the "→" and "AgInfo" dynamic function keys.

The display then provides information about the facility with the highest priority (e.g.: ImmFwd.) amongst those active on your set.

• **PRIVATE state**

To view momentarily the state of your "private" set:

- dial
followed by 91
or
- press the "→" and "Privat" dynamic function keys.

The display then provides information about the facility with the highest priority (e.g.: ImmFwd.) amongst those active on your "private" set.

QUEUE SUPERVISION ON LED

The state of the LED of the set provides information concerning the presence of queued calls or the saturation of one of the queues serviced by your processing group.

This information is as follows:

- "▷▼◁" red flashing : at least one queue is saturated,
- "▼" red steady : at least one call is queued,
- "▷▼◁" green flashing : at least one message (voice or text) and/or one call-back request queued on your set,
- "▽" off : no message and/or one call-back request queued on your set, no call queued and no queue is saturated.

IDLE SET (Continued)

TEMPORARY WITHDRAWAL

This function lets you withdraw temporarily from the processing group from the "idle", "Wrap-Up" or "Pause between calls" states.

Namely:

| | | | | |
|------------------|-----------------|----------------|-------|--------|
| Agent rept. name | Available Agent | DD/MM/YY HH:MM | | |
| Withd | WrapUp | Superv | Qinfo | LogOff |



Press the "Withd" dynamic function key.

Between 2 and 9 labels are displayed, depending on system management.

For all 9, the display is as follows:

| | | | | |
|---|---|---|---|---|
| 6 | 7 | 8 | 9 | |
| 1 | 2 | 3 | 4 | 5 |

Each of these dynamic function keys (labels or digits by default) represents a type of temporary withdrawal taken into account at statistics level.

Press the dynamic function key that corresponds to the type of withdrawal that you want your set to assume.

Once your operation has been accepted, the following is displayed:

| | | | | |
|------------------|---------------|----------------|-------|--------|
| Agent rept. name | Withdr. Agent | DD/MM/YY HH:MM | | |
| ■ Withd | WrapUp | Superv | Qinfo | LogOff |

To return to the previous state, press the "■ Withd" dynamic function key.

IDLE SET (Continued)

MANUAL WRAP-UP(*)

This function lets you carry out non telephone operation without being available for calls. You can change to manual wrap-up phase from the "idle" or "Pause between calls" states.

Namely:

| | | | | |
|------------------|-----------------|----------------|-------|--------|
| Agent rept. name | Available Agent | DD/MM/YY HH:MM | | |
| Withd | WrapUp | Superv | Qinfo | LogOff |



Press the "WrapUp" dynamic function key. The following is displayed:

| | | | | |
|------------------|------------|----------------|-------|--------|
| Agent rept. name | Wrap-Up | DD/MM/YY HH:MM | | |
| Withd | ≧ WrapUp ≦ | Superv | Qinfo | LogOff |

If you display the queues during wrap-up, the latter is re-activated (*) in this case where the display terminates by the expiry of the timer or by pressing the "Cancel" dynamic function key. If you press the "☛" fixed function key, the wrap-up is not re-activated and the set assumes "idle" state.

To return to the previous state, press the flashing "WrapUp" dynamic function key or wait for the end of the "Wrap-Up" timer.

NOTE(*)

If you carry out a telephone operation (off-hook and then on-hook, for example), your set immediately changes to "idle" state.

(*) If the "Eternal Wrap-Up" function is authorised, it systematically returns the set to "Wrap-Up" mode if the general timer has not expired, whatever type of operation is carried out in "Wrap-Up", (except for the switch-over to CCD communication).

IDLE SET (Continued)

SUPERVISOR CALL (free agent)

This function is used to call the supervisor directly from the "idle", "Wrap-Up" or "Pause between calls" states.

| | | | | |
|------------------|-----------------|----------|-------|--------|
| Agent rept. name | Available Agent | DD/MM/YY | HH:MM | |
| Withd | WrapUp | Superv | Qinfo | LogOff |



Press the "Superv" dynamic function key. The display then depends on the state of the supervisor.

- If no supervisor is present, the system will reject the call and the following will be displayed:

Missing supervisor

- If the supervisor is busy, the following is displayed, for example:

| | | | |
|-----------------|---------------|--------|--------|
| Available Agent | Superv. rept. | busy | |
| LS Int | CallBk | Intrus | CampOn |

- If the supervisor is in idle state, the supervisor set is rung and the following is displayed:

| | | |
|--------------|---------------|------|
| Superv. name | Superv. rept. | free |
| LS Int | CallBk | |

- When the supervisor off-hooks, the following is displayed:

| | | |
|--------------|---------------|-------|
| Superv. name | Superv. rept. | |
| Enquir | Record | Qinfo |

IDLE SET (Continued)

INFORMATION ON QUEUED CALLS

When idle, you can display on your set information concerning calls that are queued on your processing group if you are authorised.

For this, press the "Qinfo" dynamic function key. The following is displayed:

| | | | |
|-----------|-------------|-------------|--------|
| WAI = XXX | MAX = MM:SS | AVE = MM:SS | |
| REL = XXX | BUSY = XXX | WITHD = XXX | Cancel |

The meaning of the information displayed is as follows:

- "WAI" : number of calls queued in all the queues serviced by the processing group.
- "MAX" : longest queue time in one of the queues serviced by the processing group.
- "AVE" : average queue time during a given time period in the queue containing the call that has been queued the longest.
- "REL" : number of agents free in the processing group.
- "BUSY" : number of agents busy in the processing group.
- "WITHD": number of agents withdrawn in the processing group.

If the display is carried out during an idle or conversation phase, the set returns to the previous phase (idle state/conversation) after a timer or by pressing the "Cancel" dynamic function key. On the other hand, if this display is carried out during a wrap-up, see "AUTOMATIC WRAP-UP"/"MANUAL WRAP-UP", or during a pause, see "PAUSE BETWEEN CALLS".

IDLE SET (Continued)

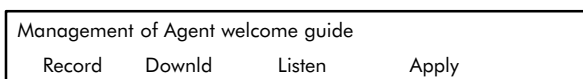
AGENT WELCOME GUIDE

This function allows you to program an agent welcome guide on your set. This guide will be broadcast to external callers when your set is off hooked.

With the set at idle, press the navigation key (right arrow). The display shows:



Press the "**PresGd**" dynamic function key. The following is displayed:



Welcome guide programming can be broken down into three phases with the following dynamic function keys:

- "**Record**": allows you to record the message(s) making up the agent welcome guide.
- "**Downld**": allows you to select the VG file for your agent welcome guide.
- "**Apply**": allows you to confirm broadcast of the selected agent welcome guide to external callers.

NOTE

The "**Listen**" dynamic function key allows you to hear the agent welcome guide activated on your set.

IDLE SET (Continued)

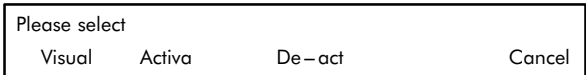
ACTIVATING/DEACTIVATING ISM SKILLS

This function allows you to activate or deactivate your ISM skills in the framework of the ACR application.

With the set at idle, press the navigation key (right arrow). The display shows:



Press the "**ACRMng**" dynamic function key. The following information is displayed:



The display offers the following dynamic function keys:

- "**Visual**" : allows you to view all your skills, one by one. For each skill, you can activate or deactivate it, depending on the state it is already in.
- "**Activa**" : allows global activation of your skills.
- "**De-act**" : allows global deactivation of your skills.

NOTE


The "**Cancel**" dynamic function key allows you to return to the previous state.

ISM (Individual Skill Mapping) skills are used by the ISM rule for agent selection or call distribution in the framework of the ACR application.

IDLE SET (Continued)



HEADSET FUNCTION

This function is used to validate the use of a headset on your set if you are authorised this choice.

Press the "**Headset**" programmed key, the icon associated with this key becomes "".

The "**Secret/Int**" fixed function key is used to validate or not automatic answer.

The icon associated with the "**Secret/Int**" fixed function key is:

- " " : the function is not valid, your set is idle. When a call arrives on your set, the icon associated with the "**HF**" fixed function key flashes. Press this key to take the call signalled by its associated fixed icon.
- " " : the function is valid, your set is idle. When a call is presented, you will hear 2 successive beeps in the headset and the call will be connected automatically. The icon associated with the "**HF**" fixed function key glows steadily.

You can release the communication by pressing the " " fixed function key.

PILOT GENERAL FORWARDING

• Activating general forwarding

- General purpose key

To activate pilot general forwarding, press the "**Fwd**" key. The display shows:

Pilot number:

List

Enter either the repertory number or the name of the pilot in question. You may also press the "List" dynamic function key, then select the pilot you want. The following is displayed:

Please your personal code:

After entering your personal code, the display shows:

Pilot forwarding: xxxxxxxx

Apply

Cancel

Validate to confirm activation of general forwarding for the pilot in question.

IDLE SET (Continued)

The following is displayed:

Gen. forw. registered

Calls to this pilot will be switched to its general forwarding device.

NOTE

The icon associated with the "Fwd" key displays "☛" at all times to indicate the position of the key.

- Programmed key

To enable general forwarding for a specific pilot, press the "**Pilot x fwd**" key. Enter your personal code and validate to confirm activation of the pilot general forwarding. The icon associated with the key displays "☛", indicating pilot general forwarding.

• Cancelling general forwarding

- General purpose key

To cancel general forwarding for a pilot, press the "Fwd" key. The following is displayed:

Pilot number:
List

Enter either the repertory number or the name of the pilot in question. You may also press the "**List**" dynamic function key, then select the pilot you want. The display shows:

Please your personal code:

Enter your personal code. The display shows:

Cancel pilot forward.: xxxxxxxx
Apply Cancel

Validate to confirm cancellation of general forwarding for the pilot in question.

The following is displayed:

Cancel gen. forw. registered

IDLE SET (Continued)

– Programmed key

To cancel general forwarding for a specific pilot, press the "**Pilot x fwd**" key. Enter your personal code and validate to confirm cancellation of the pilot general forwarding. The icon associated with the key displays "■□□□", indicating that the pilot is not forwarded.

MANUAL CLOSING/OPENING OF A PROCESSING GROUP

- **Manual closing of a processing group**

Press the "**Close/Open**" programmed key for the processing group in question. The following is displayed:

Please enter your personal code:

Enter your personal code. The display shows:

PG closure: xxxxxxxx

Apply

Cancel

Validate to confirm the request to close the processing group in question. The following is displayed:

PG closure registered

The icon associated with the "**Close/Open**" key for the processing group in question becomes: "🔒".

IDLE SET (Continued)

MANUAL CLOSING/OPENING OF A PROCESSING GROUP (Continued)

• Manual opening of a processing group

Press the "**Close/Open**" programmed key for the processing group in question. The following is displayed:

Please your personal code:

Enter your personal code. The display shows:

PG opening: xxxxxxxx

Apply

Cancel

Validate to confirm the request to open the processing group in question. The following is displayed:

PG opening registered

The icon associated with the "**Close/Open**" key for the processing group in question becomes: " ■ ■ ■ ■".

NOTE

The icon associated with the "**Close/Open**" programmed key also takes into account automatic Closing/Opening of the corresponding processing group, handled by the system:

- " ■ ■ ■ ■ " : processing group opened manually and automatically.
- " ⌚ " : processing group closed manually and opened automatically.
- " ☹ ☹ ☹ " : processing group opened manually and closed automatically.
- " ⌚ " : processing group closed manually and automatically.

SET IN RINGING

When your set rings, the following is displayed:

| | |
|-----------|-------------|
| < label > | WAI = MM:SS |
|-----------|-------------|

- "WAI = MM:SS" : caller waiting period (only displayed in the case of an CCD communication).
- < label > : depending on the type of call and system management of the "agent" sets.

Namely:

- **CCD call**

Depending on the system management selected, during an CCD call, the characteristics of the caller and the characteristics of the pilot will be displayed.

- **CCD direct call**

When your set rings, the following is displayed:

| | |
|-----------|-------------|
| < label > | DIRECT CALL |
|-----------|-------------|

- < label > : depending on the system management chosen, the characteristics of the caller and/or the characteristics of the pilot will be displayed.
- "DIRECT CALL" : this indicates that it is an CCD direct call (CCD call outside distribution).

- **Private call**

Depending on the system management, during a private call, the following will be displayed:

- the number of the caller and the name of the called party
or
- the name of the caller and the number of the called party
or
- the name of the caller.

NOTE

In the context of the CCD direct call, the sign ⇒ indicates private call.

SET IN RINGING (Continued)

- **Call forwarded to a pilot**

Depending on the system management selected, during a private call forwarded to a pilot, the following will be displayed:

- the number of the caller set and the name of the pilot
or
- the name of the caller set and the pilot number
or
- the name of the caller set.

- **Transfer to pilot**

Depending on the system management selected, during a call transfer to a pilot, the following will be displayed:

- the number of the source pilot and the name of the current pilot
or
- the name of the source pilot and the number of the current pilot
or
- the name of the source pilot.

- **"Call Tag"**

Depending on the system management selected, during a call from the interactive voice response (IVR), the following will be displayed:

yyyyyyyyyyyyyyyy

Pilot name

WAI = MM:SS

- **"yyyyyyyyyyyyyyyy"**: label from the **"IVR"** concerning the current call.

SET IN COMMUNICATION

When you are in CCD communication, the following is displayed:

| | | | | |
|-----------|--------------|--------|-------|--------|
| < label > | Conversation | MM:SS | | |
| Enquir | Help | Record | Qinfo | Superv |

- < **label** > : depending on the type of call and "**agent**" sets display system management.
- "**Conversation**" : CCD conversation (depending on the configuration, this display may be replaced by, for example, the display of charge).
- "**MM:SS**" : duration of the conversation in progress.
- "**Enquir**" : enquiry call.
- "**Help**" : request for supervisor help.
- "**Record**" : used to record the communication (Alcatel 4635).
- "**Qinfo**" : used to view information on the queued calls.
- "**Superv**" : used to call the supervisor directly.
- "**Hold**" : used to activate or not the manual Hold function (this label is displayed by pressing the navigator key).

REQUEST FOR SUPERVISOR HELP

This function is used, during an CCD call (or external non CCD call, if authorised), to request supervisor help so that the latter can listen in and/or intervene in the conversation.

| | | | | |
|-----------|--------------|--------|-------|--------|
| < label > | Conversation | MM:SS | | |
| Enquir | Help | Record | Qinfo | Superv |



Press the "**Help**" dynamic function key. The display is, according to the case:

- If the supervisor is absent:

Missing supervisor

- If the supervisor is not free:

Busy supervisor

In both cases and when the timer expires, the display will indicate "**conversation position**".

SET IN COMMUNICATION (Continued)

REQUEST FOR SUPERVISOR HELP (Continued)

- If the supervisor is free:

Supervisor help: yyyyyyyy

Cancel

- "yyyyyyyy" : depending on the system management of the supervisor set, the name or the repertory number of the supervisor will be displayed.

When the supervisor listens in on the conversation, the following is displayed:

Superv. listening: yyyyyyyy

When the supervisor intrudes on the conversation normally, the following is displayed:

Superv. normal intrusion: yyyyyyyy

When the supervisor intrudes on the conversation in a restricted manner, the following is displayed:

Superv. restricted intrusion: yyyyyyyy

NOTE

- During normal supervisor intrusion, a beep is sent to warn the correspondent.
- Depending on authorisation, these screens are also used to inform you of the presence of the supervisor when your set is being monitored.

CONVERSATION RECORDING

This function is used to record an CCD or personal communication provided the system is equipped with an Alcatel 4635 voice messaging system.

< label >

Conversation

MM:SS

Enquir

Help

Record

Qinfo

Superv



SET IN COMMUNICATION (Continued)

CONVERSATION RECORDING (Continued)

Press the **"Record"** dynamic function key. The following is displayed:

| | | |
|---------------------------------|-------|------|
| Recording conversation <number> | | |
| Restrt | Pause | Stop |

- **"Restrt"** : resets to zero then restarts the recording.
- **"Pause"** : suspends the recording. Pressing the **"CntRec"** dynamic function key restarts the recording.
- **"Stop"** : stops the recording.

SUPERVISOR DIRECT CALL (agent in conversation)

When you are engaged in an CCD conversation (or in a local or personal external conversation), you can call the supervisor directly.

| | | | | |
|----------------------|--------------|--------|-------|--------|
| xxxxxxxxxxxxxxxxxxxx | Conversation | MM:SS | | |
| Enquir | Help | Record | Qinfo | Superv |

Press the **"Superv"** dynamic function key. Depending on the case, the display will be:

- If no supervisor is present:

| |
|--------------------|
| Missing supervisor |
|--------------------|

You return to ordinary call mode after a time-out.

- If the supervisor is busy:

| | | | | |
|--------------|---------------|--------|--------|--------|
| superv. name | superv. rept. | busy | | |
| EnqOff | Broker | Intrus | LS Int | Transf |

You must cancel your enquiry call to return to ordinary conversation mode.

- If the supervisor is free:

| | | |
|--------------|---------------|--------|
| superv. name | superv. rept. | free |
| EnqOff | LS Int | Transf |

When the supervisor off-hooks, the following is displayed:

| | | | |
|--------------------|--------|-------------|--------|
| superv. rept. name | // | Bundle name | |
| EnqOff | Broker | Conf | Transf |

When the communication with the supervisor is released, you return to ordinary communication mode with your correspondent.

SET IN COMMUNICATION (Continued)

MANUAL HOLD/RETRIEVE

When you are in CCD conversation or personal external conversation, you can put your correspondent on hold, in order to carry out a non telephone operation.

- Dial
- or
- Press a function key programmed for this feature.
- or
- Press the "**Hold**" dynamic function key.

The following is displayed:

| | | |
|----------------------|-------------|-------|
| xxxxxxxxxxxxxxxxxxxx | Manual Hold | MM:SS |
| ■ Hold | | |

To retrieve your correspondent:

- Dial
- or
- Press the same programmed function key.
- or
- Press the " ■ **Hold**" dynamic function key.

If your correspondent on-hooks while on hold, the set assumes idle state in the case of a personal communication or else assumes the different end of call phases in the case of an "**CCD**" communication.

SET IN END OF COMMUNICATION

TRANSACTION CODE PHASE

This phase is used, at the end of an CCD communication, to enter parameters that are used for statistics purposes.

The following is displayed, for example:

| | | | |
|------------------------|--------|--------|--------|
| Transaction code (xx): | | | |
| Apply | Rubout | Delete | Cancel |

Enter a number from 1 to 15 digits and then press the **"Apply"** dynamic function key. The following is displayed:

| | | | |
|--------------------|--------|--------|--------|
| Business code (x): | | | |
| Apply | Rubout | Delete | Cancel |

Enter a number from 1 to 3 digits and then press the **"Apply"** dynamic function key. The following is displayed:

| |
|-----------------|
| Code registered |
|-----------------|

AUTOMATIC WRAP-UP(*)

This phase is used to carry out non telephone work after processing an CCD communication or following the **"Transaction code"** phase. The following is displayed:

| | | | |
|------------------|------------|----------|--------------|
| Agent rept. name | Wrap-Up | DD/MM/YY | HH:MM |
| Withd | ≧ WrapUp ≦ | Superv | Qinfo LogOff |

Pressing the flashing **"WrapUp"** dynamic function key or else waiting for the corresponding time-out will change your set to **"Pause between calls"** phase.

If you display the queues during wrap-up, the latter is re-activated (*) in the case where the display terminates by the expiry of the timer or by pressing the **"Cancel"** dynamic function key. If you press the "↔" fixed function key, the wrap-up is not re-activated and the set assumes **"idle"** state.

NOTE (*)

If you carry out a telephone operation (off-hook, followed by on-hook for example) your set immediately changes to **"idle"** state.

(*) If the **"Eternal Wrap-Up"** function is authorised, it systematically returns the set to **"Wrap-Up"** mode if the general timer has not expired, whatever type of operation is carried out in **"Wrap-Up"**, (except for the switch-over to CCD communication).

SET IN END OF COMMUNICATION (Continued)

PAUSE BETWEEN CALLS

This phase starts as soon as the **"Wrap-Up"** phase has terminated. During the pause between calls phase, the following is displayed:

| Agent rept. name | Pause | DD/MM/YY | HH:MM |
|------------------|--------|----------|--------------|
| Withd | WrapUp | Superv | Qinfo LogOff |

NOTE

- If you start the **"Wrap-Up"** (*) phase during the pause between calls, the latter is re-activated if the **"Pause after manual Wrap-Up in Pause"** function is authorised and the exit of the **"Wrap-Up"** phase terminates by the expiry of the timer or by pressing the **"WrapUp"** dynamic function key. Otherwise, your set immediately changes to **"idle"** state.
 - If you display the queues during pause, the return to pause is possible if the display terminates by the expiry of the timer or by pressing **"Cancel"** dynamic function key and if the general Pause timer has not expired. Otherwise, your set immediately changes to **"idle"** state.
- (*) If the **"Eternal Wrap-Up"** function is authorised, it systematically returns the set to **"Wrap-up"** mode if the general timer has not expired, whatever type of operation is carried out in **"Wrap-Up"**, (except for the switch-over to CCD communication).

SET LOG-OFF

LOG-OFF

This function lets you disconnect from CCD.

Press the "**LogOff**" dynamic function key. The following is displayed:

Please your personal code:

Enter your personal code. The following is displayed:

Log-Off registered

NOTE

- The personal code request can be deleted by a management parameter.
- Depending on system configuration, the agent may not be allowed to disconnect the set if he is the last assigned agent in the processing group.