

Mitel MiContact Center Enterprise

PHONE AGENT USER GUIDE

Release 9.5



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MiContact Center Enterprise Phone Agent User Guide
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INTRODUCTION

Phone Agents are MiContact Center agents who do not have access privileges to the MiContact Center Agent application, or do not have access to a PC. Phone Agents can log on to MiContact Center Enterprise using the Logon Script for Phone Agents. This logon procedure is described in this document.

LOG ON

To log on to MiCC Enterprise:

1. Dial the Phone Agent logon device number .
2. Enter your PIN_____, when prompted. The PIN must be a numeric value.



Note: If the correct PIN is entered and a license is available, you will be logged on to MiCC Enterprise and placed in **Not Ready** state. You will remain in this state until you change your status.

TROUBLESHOOTING

See below for a list of possible logon errors and how to handle them.

- If an incorrect PIN is entered or if the entered PIN has already been used, an error message is played. Two more opportunities to enter a correct PIN remain.
- If the entered PIN is correct but a license is not available, an error message is played. Hang up and try again later.
- If the entered PIN is correct but a Logoff message is received, the extension has not been configured properly. Please contact your System Administrator.
- If another MiContact Center Agent is logged on to the extension, login will not be allowed. Select another extension.



Note: For each Phone Agent logon, one Phone Agent license is required. This license will be released only when the agent logs off or at forced logged off.

WHEN LOGGED ON TO MICC ENTERPRISE

AFTER SUCCESSFUL LOGON TO MICC ENTERPRISE:

1. A message stating the current status is played. For example “You are not ready for service calls”.
2. Available options based on the current status are presented, for example Press 1 to make yourself Ready or press 0 to make yourself Not Ready. Make the desired selection. After a successful logon, it is possible to hang up without changing the current status. The next time you dial the Phone Agent logon device number from the same extension number, you will immediately hear a message regarding your current status and be prompted by the options that are available without needing to enter your PIN again.



Note: Depending on the system configuration, it is possible for Phone Agents to logon with the same user PIN as a MiContact Center Agent. The Phone Agent will be prompted to take over the PIN if the user’s extension is idle. In this case, the MiContact Center Agent is logged off and the Phone Agent is logged on.

OTHER FEATURES ACCESSIBLE AFTER LOGON:

Calling the Phone Agent Logon device number while logged on allows access to the following features:

1. A message stating the current status is played. For example “You are not ready for service calls”.
2. To change your status from Not Ready to Ready, enter the configured Ready digit (default is “1”) after the prompt. A message stating that your status is now Ready will be played. Hang up to begin receiving service calls.
3. To change your status from Ready to Not Ready, enter the configured Not Ready digit (default is “0”) after the prompt. A message stating that your status is now Not Ready will be played. Hang up the call. When you are ready to receive service calls, dial the Phone Agent Logon device again.
4. To logoff from the MiCC Enterprise system, enter the configured Logoff digit (default is “#”) after the prompt. A message stating that you are now logged off is played.

CALL QUALIFICATION CODES

Phone Agents can enter a call qualification code at the end of a service call during the clerical time. Make sure the Call Qualification Code device is configured in the system configuration and that the service group has configured sufficient clerical time for the agent to enter the call qualification code. Re-record or copy the following voice prompts to the OAS Root Container directory under the path for the language to be used:

- EnterCQ.wav
- CQAccepted.wav
- CQFailed.wav

MULTIPLE CALL QUALIFICATION CODES AT A TIME

Follow the steps below to enter multiple call qualification codes at a time:

1. After you have completed a service call, dial _____.
2. A message that prompts for the entry of Call Qualification Codes will be played (for example "Please enter the Call Qualification codes"). If Clerical Time has expired, a different recording (for example The system is unable to register the CQ code due to expired clerical time or no entry, the call will be cleared) will be played and the call will disconnect automatically.
3. Enter the desired Call Qualification Code, use the phone keypad.
4. Press "*" to separate different codes.
5. Press "#" after the last entry. A confirmation message is played and the call will be cleared. If the system is unable to accept a Call Qualification Code due to clerical time-out, an error message is played and the call will be cleared.
6. If the system is configured to end clerical after call qualification code entry, the agent will be ready to receive another service call. Otherwise, the agent will be ready to receive another service call after the clerical time is expired.

PHONE AGENT FEATURES AVAILABLE

See 1 Features and availability on page 9 for a description of which features are available for Phone Agents.

Table 1 Features and availability

FEATURE	AVAILABLE
Adding/deleting an entry to/from the Personal Directory	No
Camping on to and calling back a busy party	Yes
Configuring Dynamic Data Exchange (DDE)	No
Customizing the columns of the Call window	No
Defining a Not Ready Reason for E-mail	No
Displaying the status of chat sessions in the Call window	No
Diverting a non-service call	No
Entering call qualification codes	Yes
Extending Clerical Time	No
Forcing agent status	No
Handling callback calls	No
Initiating a consultation call	Yes
Handling chat sessions	No
Making, answering, clearing, holding, retrieving, transferring and conference calls	Yes
Making yourself Ready or Not Ready for E-mail messages	No
Making yourself Ready or Not Ready for service calls	Yes
Monitoring agents	No
Participating in a call campaign	No
Providing assistance	No
Receiving and responding to E-mail messages	No
Recording calls	No

FEATURE	AVAILABLE
Rejecting service calls	No
Requesting assistance	No
Scheduling callbacks	No
Selecting skills for yourself and viewing information on skills	No
Sending messages	No
Terminating the Clerical state	No
Viewing real time statistics for service groups and self	No
Viewing information such as information log and error log	No



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