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Issue 1
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MERLIN LEGEND TM
Communications System

Calling Group Supervisor's Guide

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Notice

Every effort was made to ensure that the information in this book was complete and accurate at the time of printing. However, information is subject to change.

Federal Communications Commission (FCC) Electromagnetic Interference Information

This equipment has been tested and found to comply with the limits for a Class A digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference when the equipment is operated in a commercial environment. This equipment generates, uses, and can radiate radio frequency energy and, if not installed and used in accordance with the instruction manual, may cause harmful interference to radio communications. Operation of this equipment in a residential area is likely to cause harmful interference, in which case the user will be required to correct the interference at his own expense.

Canadian Department of Communications (DOC) Interference Information

This digital apparatus does not exceed the Class A limits for radio noise emissions set out in the radio interference regulations of the Canadian Department of Communications.

Le Présent Appareil Numérique n'émet pas de bruits radioélectriques dépassant les limites applicables aux appareils numériques de la class A prescrites dans le Règlement sur le brouillage radioélectrique édicté par le ministère des Communications du Canada.

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The exclamation point in an equilateral triangle is intended to alert the user to the presence of important operating and maintenance (servicing) instructions in the literature accompanying the product.

IMPORTANT SAFETY INSTRUCTIONS

Always follow these basic safety precautions when using your telephone equipment. These precautions reduce the risk of fire, electrical shock, and injury to you and damage to the equipment.

- Read and understand all instructions.
- Follow all warnings and instructions marked on or packed with the telephone.
- Do not use the telephone near water, as in a wet basement. The telephone can be hazardous if immersed in water. To avoid the possibility of electrical shock, do not use it when you are wet. If you accidentally drop it into water, do not retrieve it until you have first unplugged the line cord from the modular wall jack. Do not plug the telephone back in until it has dried thoroughly.

-
- Do not use the telephone during electrical storms in your immediate area. There is a remote risk of electrical shock from lightning.
 - Unplug the telephone from the wall outlet before cleaning. Use a damp cloth for cleaning. Do not use liquid or aerosol cleaners on the telephone.
 - Never push objects of any kind into the telephone through openings or slots. Never spill liquid of any kind on the telephone.
 - Do not use the telephone near a gas leak. If you suspect a gas leak, report it immediately, but use a telephone away from the area in question. The telephone's electrical contacts could generate a tiny spark. While unlikely, it is possible that the spark could ignite heavy concentrations of gas.
 - To reduce the risk of electrical shock, do not disassemble the telephone. There are no user-serviceable parts inside. Opening or removing covers may expose you to hazardous voltages, and incorrect reassembly can cause electrical shock when the telephone is used.
 - Call your sales representative or authorized dealer when service or repair work is needed.

SAVE THESE INSTRUCTIONS

About This Guide

The MERLIN LEGEND™ Communications System supports the use of calling groups to distribute a high volume of incoming calls. A calling group consists of a number of people (referred to as agents) who perform a similar job, such as sales or customer service. This guide is for the supervisor of a calling group. It describes the telephones used by either a supervisor or agent and explains how these telephones are programmed and used.

For information on standard features available on your telephone, or for instructions and codes specific to your company, see your system manager. He or she is a co-worker responsible for managing the system.

Conventions

The following typographical conventions are used in this guide:

- **Bold type** is used for telephone buttons.

Press **Hold**.

- *Italic type* is used for emphasis and as a substitute for information for which you must supply a specific value.

Dial *feature* code.

- `Constant width type` is used for information on telephone display screens.

Select `Enter`.

- **Bold constant width** type indicates information that you enter exactly as shown.

Dial ***760**

- A smaller italic font is used for additional information provided after the step of a procedure:

The green light flashes.

Commenting on this Guide

We welcome your feedback on this guide. Please use the feedback form on the next page. If the form is missing, send your comments to A. Sherwood, AT&T, 99 Jefferson Road, Rm. # 2A25, Parsippany, NJ 07054.

Calling Group Overview

1

A calling group is a team of agents who handle the same kinds of calls. Usually, these calls are not meant for any particular agent and can be handled by anyone in the group.

Calling Group Capacity

Your system may have as many as 32 calling groups with up to 20 agents per group. An agent can be a member of only one group, and the total number of agents cannot exceed 144, which is the maximum number of telephones allowed in the communications system.

Telephone Programming

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

Calling Group Calls

Both inside and outside calls can come into a calling group. Inside callers can reach the calling group on a single extension. Outside callers dial a special published telephone number that bypasses the system operator and connects directly to an available agent. The system operator and other users can also transfer calls to a calling group.

Calling an Agent Directly

Each agent's telephone has its own extension number so inside callers can dial the agent directly. If your system has direct inward dialing (DID) lines, outside callers can also dial individual agents directly. Ask your system manager about DID lines.

Call Queue

When all agents in a calling group are unavailable, incoming calls are placed in a holding area (a queue) where the system tracks the number of calls and the order in which they arrived.

Depending on your system, callers entering the queue may hear a recorded announcement asking them to hold and wait for the next available agent. While waiting in queue, callers may hear Music-on-Hold or ringing. As agents become available, calls are distributed on a first-in, first-out basis.

NOTE:

If you use equipment that rebroadcasts music or other copyrighted materials, you may be required to obtain a copyright license from and pay license fees to a third party such as the American Society of Composers, Artists, and Producers (ASCAP) or Broadcast Music Incorporated (BMI). Or you can purchase a Magic On Hold® system from an authorized dealer, which does not require you to obtain such a license.

Agent Status

The availability of an agent to take calls is referred to as the agent's status. Agents sign in when they are ready to take calls (Available status) and sign out when they leave their telephones for lunch or breaks (Unavailable status).

Calling Group Features Summary

The following table summarizes the features that can be programmed for a calling group.

Feature	Description
Calling Group Hunt Type	Distributes calls to agents in either a circular or a linear order. Each agent phone is assigned a position number used by the system to track who receives the next call.
Delay Announcement	Plays a recorded announcement to one caller at a time waiting in queue. Calling groups can share an announcement device.
Calls-in-Queue Alarm	Alerts supervisors and agents that the programmed limit of calls in queue has been reached or exceeded. May be an external alert bell or strobe, or a lighted feature button on a multiline telephone.

Calling Group Overview

Feature	Description
Overflow Coverage	Sends calls to a designated calling group or Queued Call Console (QCC) operator when the programmed limit of calls in queue is reached.
Auto Logout	Changes the agent's status from available to unavailable and sends the call to another agent when an agent doesn't answer a call. When active, all agents are made unavailable following a power failure.
Auto Login	Allows unanswered calls to ring at an agent's telephone until the caller hangs up (agent status is not changed). When active, all agents are made available following a power failure.
Calling Group Message Receiver	Allows inside callers to send display messages to a designated receiver of messages for the calling group. This feature lights the message lamp on the designated telephone when a message exists in the Voice Mail Mailbox of the calling group. Calling groups can share the same message receiver.

About Your Calling Group Supervisor Telephones

2

This chapter describes the telephone equipment used to supervise calling groups. It explains how to use buttons to make and receive calls as well as monitor and track your calling group. The supervisor and agent telephones must be programmed with calling group buttons. This chapter provides the procedures for programming these buttons. For information on using the standard features of these telephones, see your telephone user's guide or quick reference card.

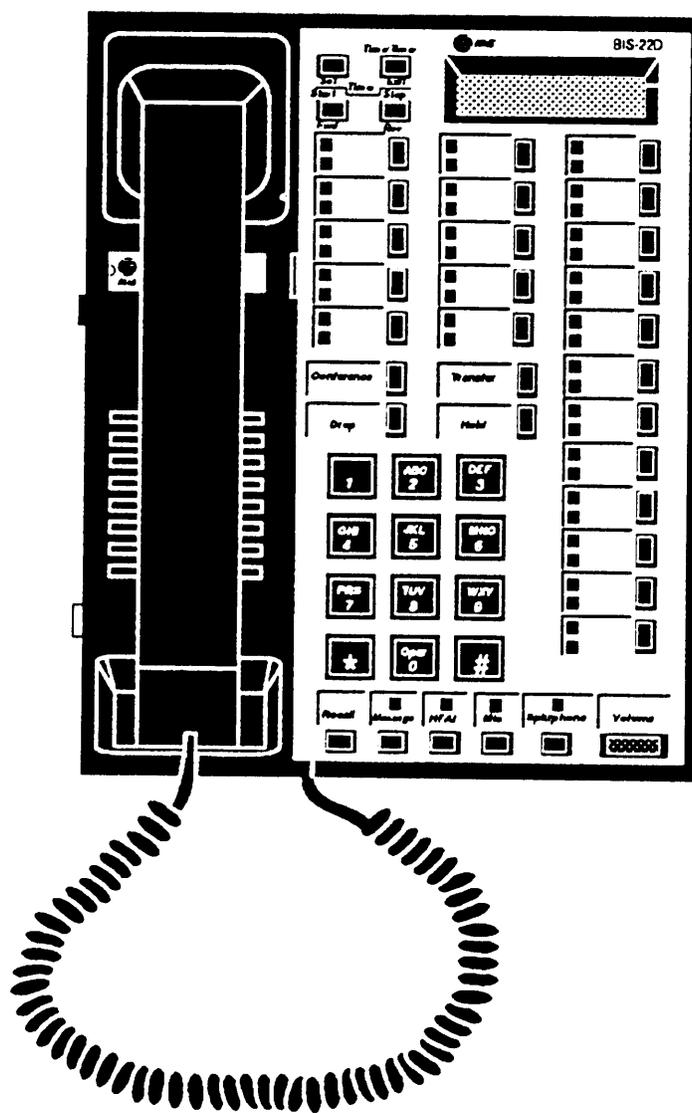
Calling Group Supervisor Telephones

Telephones that can be used to supervise your calling group are as follows:

- Analog multiline telephones
 - BIS 22 telephone with or without display
 - BIS 34 telephone with or without display
 - MERLIN® II System Display Console with built-in Direct Station Selector (DSS)
- MLX telephones
 - MLX-28D™ telephone with or without DSS
 - MLX-ZOL™ telephone with or without DSS

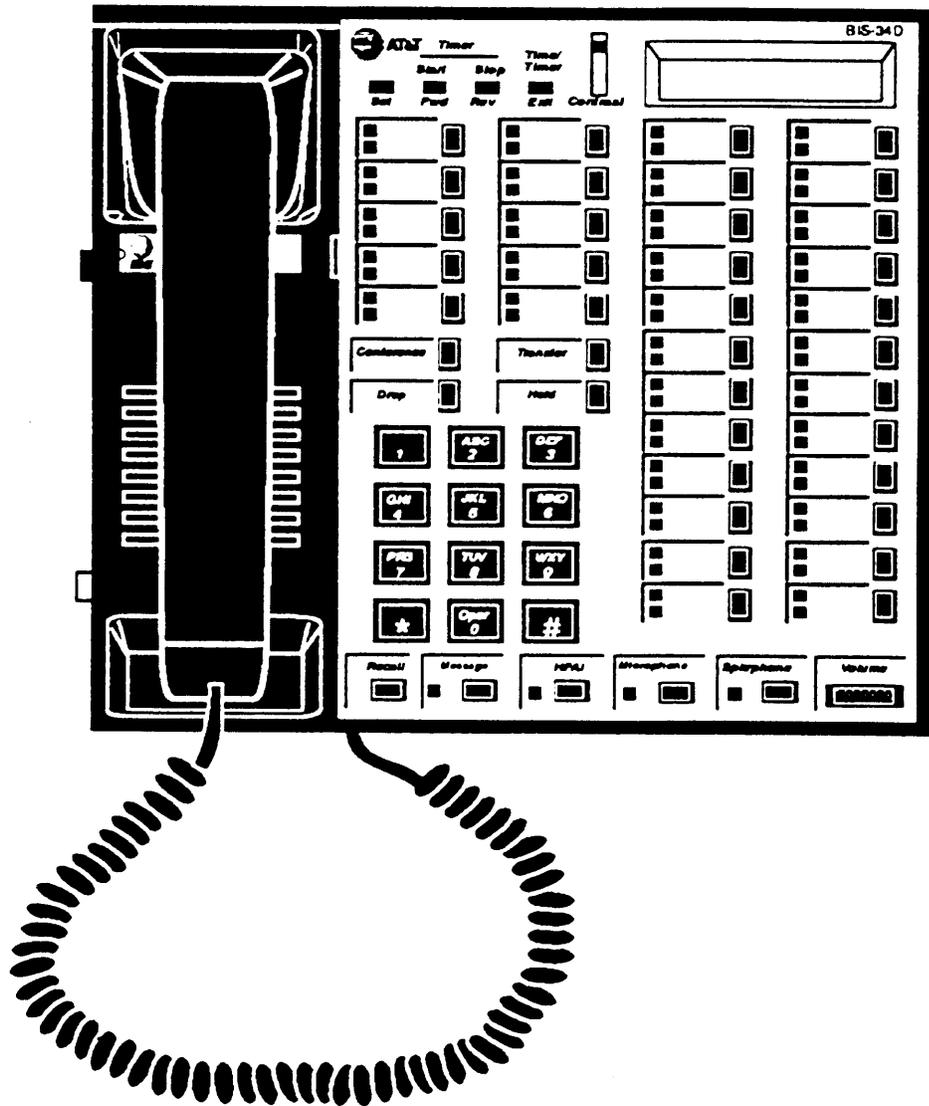
About Your Calling Group Supervisor Telephones

BIS-22D Telephone

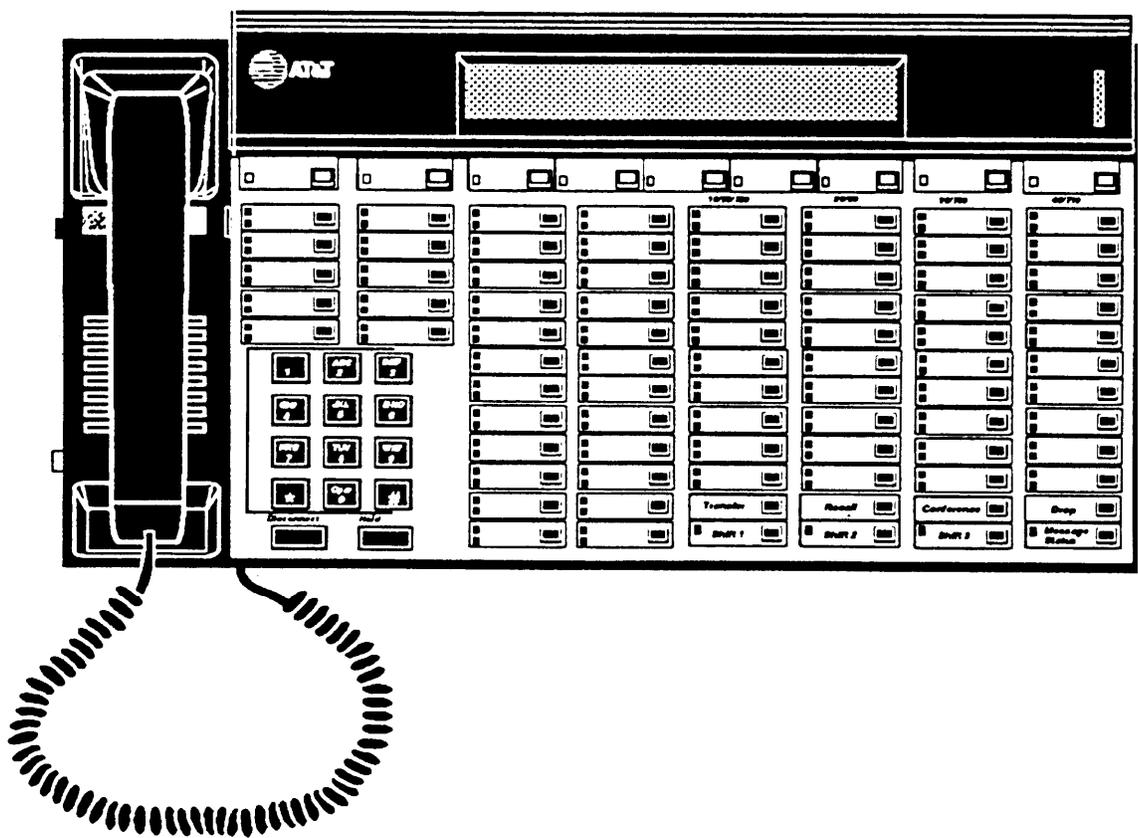


About Your Calling Group Supervisor Telephones

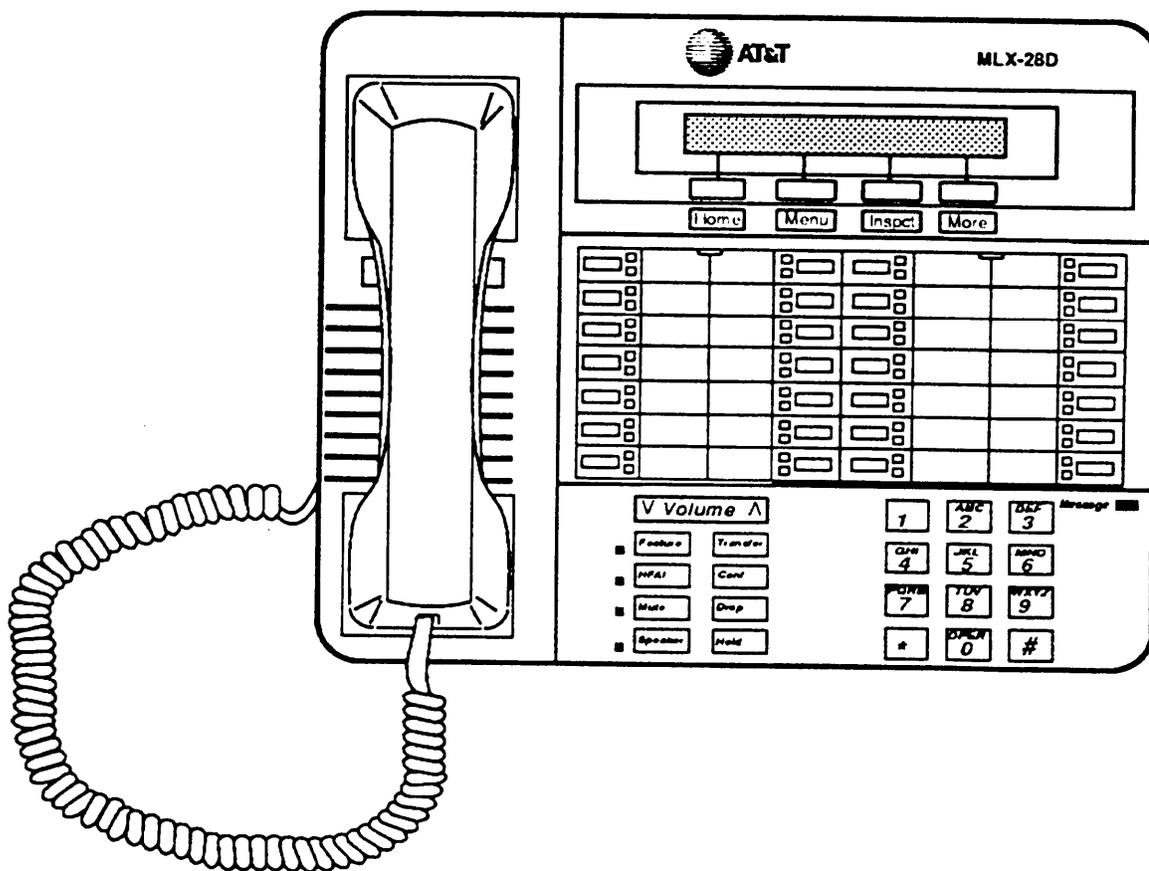
BIS-34D Telephone



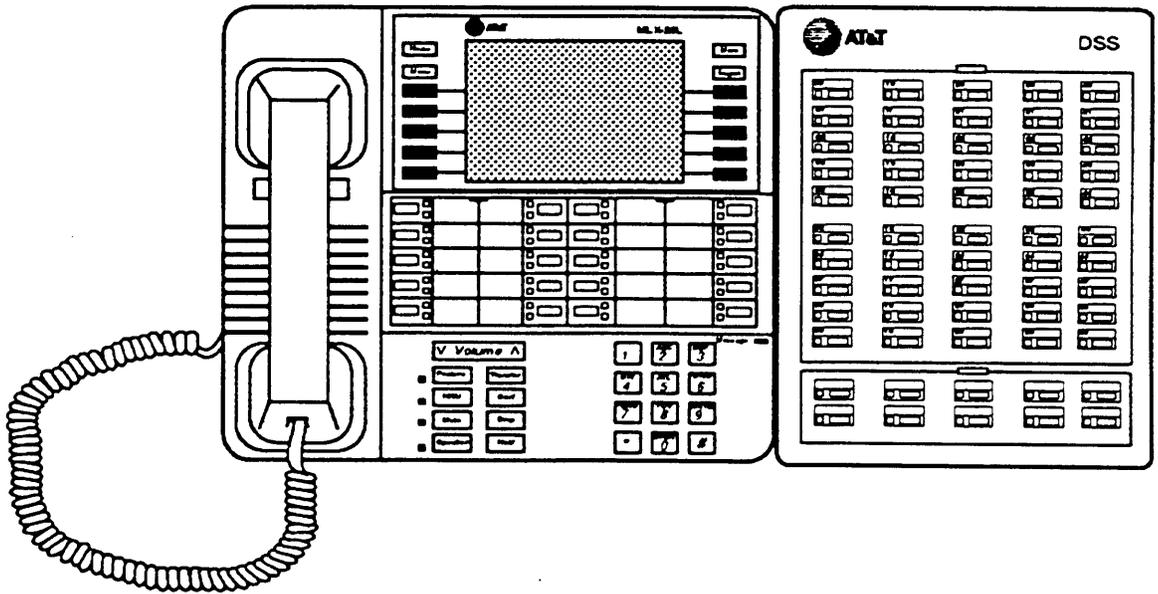
MERLIN II System Display Console



MLX-28D Telephone



MLX-20L Telephone with Direct Station Selector (DSS)



Telephone Accessories

Your system supports various headsets and headset amplifiers. This section describes these equipment options. For detailed information about the actual use of the equipment, refer to the equipment's accompanying documentation.

NOTE:

Not all consoles allow the use of headset, handset, and speakerphone at the same time. Check with your system manager before trying to use this equipment.

Headsets

Four headsets are available for use with your telephone:

- The **StarSet® Headset** has a single ear tip and is worn without a headband.
The **Mirage® Headset** has a single disk-shaped receiver and is worn without a headband.
The **Supra® Headset** has a single disk-shaped receiver and a headband.
- The **Supra NC Headset** has two disk-shaped receivers and a headband.

Amplifiers

The headsets described in the previous section work with any telephone connected to the system when combined with one of the following amplifiers:

- **Modular Amplifier.** Connects the StarSet, Mirage, Supra, and Supra NC headsets to virtually any telephone equipped with a modular handset.

NOTE:

The Modular Amplifier is the only one suitable for use with MLX telephones.

- **Plug Prong Amplifier.** Connects the StarSet, Mirage, Supra, and Supra NC headsets to operator consoles, telephones equipped with a headset adapter.

Both amplifiers have volume and mute controls.

Buttons

All calling group supervisor telephones need the same buttons to use the calling group features. Some of these buttons are on all the telephones; others must be programmed. The following illustrations show typical button layouts for a calling group supervisor using an MLX-20L telephone and BIS 22D telephone, respectively.

MLX-20L Telephone Sample Supervisor Button Layout

		999-1234					Charles	Ann		
		999-1235					Maria	David		
		SA OR 76 ONLY	POOL				Joan	Dobby		
		SA R7746	999-1237				Mark	Available		
		SA VOICE	999-1236				Sandy	Unavailable		

About Your Calling Group Supervisor Telephones

BIS-22D Telephone Sample Supervisor Button Layout

<input type="checkbox"/> 555-1235 <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> Anne <input type="checkbox"/>
<input type="checkbox"/> 555-1234 <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> Charles <input type="checkbox"/>
<input type="checkbox"/> 555-1233 <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> David <input type="checkbox"/>
<input type="checkbox"/> FCOM VOICE <input type="checkbox"/>	<input type="checkbox"/> 555-1237 <input type="checkbox"/>	<input type="checkbox"/> Maria <input type="checkbox"/>
<input type="checkbox"/> FCOM RING <input type="checkbox"/>	<input type="checkbox"/> 555-1236 <input type="checkbox"/>	<input type="checkbox"/> Jean <input type="checkbox"/>
		<input type="checkbox"/> Sandy <input type="checkbox"/>
		<input type="checkbox"/> Mark <input type="checkbox"/>
		<input type="checkbox"/> Sales <input type="checkbox"/>
		<input type="checkbox"/> Avail- able <input type="checkbox"/>
		<input type="checkbox"/> Unavail- able <input type="checkbox"/>
		<input type="checkbox"/> <input type="checkbox"/>
		<input type="checkbox"/> <input type="checkbox"/>

Line Buttons

The 20 or more buttons in the center of your telephone are line buttons which connect to system lines. You may have a different label on one or more of these buttons; consult your system manager for an explanation of their purpose and use. The number of line buttons depends on the type of telephone as follows:

- 20 on the MLX-20L telephone
- 22 on the BIS-22 and BIS-22D telephones
- 28 on the MLX-28D telephone
- 34 on the BIS-34 and BIS-34D telephones

Two or more of these buttons are labeled either **ICOM** (Intercom) or **SA** (System Access). You have either **ICOM** or **SA** buttons, but not both.

On telephones with **ICOM** buttons, you use **ICOM** buttons for inside calls and buttons labeled with telephone numbers for outside calls. On telephones with **SA** buttons, you can make both inside and outside calls on **SA** buttons. You must enter a dial-out code (usually **9**) before you make an outside call using an **SA** button. You can also use line buttons for outside calls.

You can program any unlabeled line buttons on your telephone with calling group features or with user features. See your telephone user's guide for more information on programming standard features on your telephone.

Telephones with SA Buttons

<input type="text"/>	■ ■	555-1234		■ ■	<input type="text"/>	<input type="text"/>
<input type="text"/>	■ ■	Shared SA Dan-Ring		■ ■	<input type="text"/>	<input type="text"/>
<input type="text"/>	■ ■	SA ORIG ONLY		■ ■	<input type="text"/>	<input type="text"/>
<input type="text"/>	■ ■	SA VOICE	POOL	■ ■	<input type="text"/>	<input type="text"/>
<input type="text"/>	■ ■	SA RING	555-1235	■ ■	<input type="text"/>	<input type="text"/>

These buttons are defined as follows:

- **SA Ring.** Use this button to make and receive both inside and outside calls, including calls to the calling group. Dial only the extension to make an inside ringing call. Dial a dial-out code (such as 9) before the telephone number to make an outside call.
- **SA Voice.** Use this button to make voice-announced inside calls. Your voice is heard over the person's speakerphone instead of the telephone ringing. You can also use this button to receive inside calls and make or receive outside calls, including calls to the calling group. To make an outside call, dial a dial-out code (such as 9) before the telephone number.

- **SA Originate Only.** Use this button to make inside and outside calls. You will not receive calls on this line. To make an outside call, dial a dial-out code (usually 9) before the telephone number.
- **Shared SA.** Use this button to answer a co-worker's calls or join conversations. When you share job responsibilities or screen calls for another person, you may be assigned **Shared SA** buttons. Each **Shared SA** button corresponds to your co-worker's **SA Ring** or **SA Voice** button. When you use these buttons to make calls, they work the same as your own **SA Voice** or **SA Ring** buttons.
- **555-1234.** Use any button labeled with a telephone number to make or receive outside calls only. This is called a personal line. It is a direct outside line to your telephone. A dial-out code is not needed before dialing a telephone number. Calls to the calling group do not come in on these lines.

Telephones with ICOM Buttons

		555-1235				
		555-1234				
		ICOM ORIG ONLY	POOL			
		ICOM VOICE	555-1237			
		ICOM RING	555-1236			

These buttons are defined as follows:

- **ICOM Ring.** Use this button to make ringing inside calls. On this button, you can receive inside calls, calls to the calling group, and outside calls transferred to you. However, it cannot be used to make outside calls.

About Your Calling Group Supervisor Telephones

- **ICOM Voice.** Use this button to make voice-announced inside calls. Your voice is heard over your co-worker's speakerphone instead of the telephone ringing. Using this button, you can receive inside calls, calls to the calling group, and outside calls transferred to you. However, it cannot be used to make outside calls.
- **ICOM Originate Only.** Use this button only to make inside calls. You will not receive calls on this line.
- **555-1234.** Use any button labeled with a telephone number to make or receive outside calls only. It is a direct outside line to your telephone, and it works like your telephone at home. If a telephone number appears on your telephone or a specific group of telephones, it is called a personal line.
- **POOL.** Selects an outside line from a group of outside lines. You may have a different label on one or more of these buttons; consult your system manager for an explanation of their purpose and use.

Feature Button

The **Feature** button on your telephone is for using and programming your telephone's features, including calling group features on all telephones.

On an MLX telephone, this button is an imprinted, dedicated button.

NOTE:

You *must* program a **Feature** button on a line button in order to use calling group features and other telephone features on an analog multiline telephone. See "To Program a Feature Button on Analog Multiline Telephones" later in this chapter.

Calling Group Feature Buttons

For more information on programming and using calling group feature buttons for calling group supervisor activities, also see Chapter 4. These buttons are defined as follows:

- **Agent.** Use these buttons to monitor agent availability (status) by looking at the lights beside the buttons on your telephone, labeled with either the agent's name or extension. Each agent's extension in the calling group requires a button on your telephone or, if you have one, on your DSS. (The DSS is an adjunct to the MLX display telephones or is built in to the MERLIN II System Display Console.) You can also use these

buttons as Auto Dial buttons to dial the agents' extensions automatically. See your user's guide or quick reference card for information on the Auto Dial feature.

- **Agent Status.** Use these buttons to change the status of an agent's extension from your telephone. Your telephone needs two status buttons: **Available** and **Unavailable**.

The agents in your calling group can also use programmed buttons to change their own status. However, agents need only an **Available** button to switch in and out of available status.

Programmed Calling Group Feature Buttons

<input type="checkbox"/>	<input type="checkbox"/>	■	Charles	Anne	■	<input type="checkbox"/>
<input type="checkbox"/>	<input type="checkbox"/>	■	Marie	David	■	<input type="checkbox"/>
<input type="checkbox"/>	<input type="checkbox"/>	■	Jean	Debby	■	<input type="checkbox"/>
<input type="checkbox"/>	<input type="checkbox"/>	■	Mark	Available	■	<input type="checkbox"/>
<input type="checkbox"/>	<input type="checkbox"/>	■	Sandy	Unavailable	■	<input type="checkbox"/>

You can also change the status of agents' telephones, and agents can change their own status, by using feature codes instead of programmed buttons. See Chapter 4 for instructions for programming **Agent Status** buttons.

- **Calls-in-Queue Alarm.** This button is programmed with the extension number for the calling group so you can monitor the queue for that group. You need one **Calls-in-Queue Alarm** button for each calling group you supervise. When the number of calls in the queue reaches a programmed limit, the light beside the button lights and remains on until the number drops below the limit.

Agent telephones can also be programmed with a **Calls-in-Queue** Alarm button for monitoring the queue. These buttons can also be used to dial the calling group's extension automatically.

Programming a Telephone

The supervisor and agent telephones may or may not have been programmed with calling group buttons when the system was installed. Use the following procedures to program the telephones, if necessary.

For a DSS, you do not need to program **Agent** buttons. The DSS is set up with all the extensions in the system, including the calling group agents' extensions. Also, the buttons may be already labeled with the agents' names, extension numbers, or another identifier chosen by your system manager. Check with your system manager if you're not sure which extensions are included in your calling groups.

To Program an Agent Button on Supervisor MLX Display Telephones

1. Label the button with the agent's name or extension.
2. Press **Menu**.
3. Select `Ext Program [Prog]`.
*If this feature is not displayed, press **More**.*
4. Select `Start`.
5. Press the button labeled with the agent's name or extension.
6. Select `ListFeature [List]`.

About Your Calling Group Supervisor Telephones

7. Select `Auto Dial[AutoD]`.
8. Select `Inside`.
9. Select `Enter`.
10. Dial the extension number.
11. Select `Enter`.
12. Repeat Steps 5 through 11 to program additional buttons.
13. Press **Home**.

To Program an Agent Button on Supervisor Analog Multiline Telephones

1. Label the button to be programmed with the agent's name or extension.
2. Slide the **T/P** switch to the **P** position.
3. Press the button labeled with the agent's name or extension.
4. Dial `*22` .
5. Dial the extension number.
6. Repeat Steps 3 through 5 to program additional buttons.
7. Slide the **T/P** switch to the center position.

To Program an Agent Status Button on Supervisor MLX Display Telephones

1. Label the buttons to be programmed as **Available** or **Unavailable**.
2. Press **Menu**.
3. Select Ext Program [Prog] .
*If this feature is not displayed, press **More**.*
4. Select Start.
5. Press the button labeled **Available** or **Unavailable**.
6. Select ListFeature [List].
7. Select Operator ES [Op ES].
*If this feature is not displayed, use FindFeature [Find] or press **More**.*
8. Select ES2 for **Available** or ES off for **Unavailable**.
9. Select Enter.
10. Repeat Steps 5 through 9 to program the other button.
11. Press **Home**.

To Program an Agent Status Button on Supervisor Analog Multiline Telephones

1. Label the buttons to be programmed as **Available** or **Unavailable**.
2. Slide the **T/P** switch to the **P** position.
3. Press the button labeled **Available** or **Unavailable** .
4. Dial ***762** for **Available**, or ***760** for **Unavailable** .
5. Repeat Steps 3 and 4 to program the other button.
6. Slide the **T/P** switch to the center position.

To Program an Available Button on Agent MLX Display Telephones

1. Label the button to be programmed as **Available**.
2. Press **Menu**.
3. Select Ext Program [Prog] .
*If this feature is not displayed, press **More** .*
4. Select Start .
5. Press the button labeled **Available**.
6. Select ListFeature [List].
7. Select Status [ES].
*If this feature is not displayed, use FindFeature [Find] or press **More**.*
8. Select ES2 .
9. Select Enter .
10. Press **Home**.

To Program an Available Button on Agent MLX Non-Display Telephones

1. Label the button to be programmed as **Available**.
2. Press **Feature** and dial 00.
3. Press the button labeled **Available** and dial *44.
4. Press **Feature** and dial *00.

To Program an Available Button on Agent Analog Multiline Telephones

1. Label the button to be programmed as **Available**.
2. Slide the **T/P** switch to the **P** position.
3. Press the button labeled **Available** and dial *44.
4. Slide the **T/P** switch to the center position.

To Program a Calls-in-Queue Alarm Button on Supervisor and Agent MLX Display Telephones

1. Label the button to be programmed with **Calls-in-Queue Alarm** and specify the name of the calling group, for example, Sales.
2. Press **Menu**.
3. **Select** Ext Program [Prog].
*If this feature is not displayed, press **More**.*
4. Select Start.
5. Press the button labeled **Calls-in-Queue Alarm** for the calling group.
6. Select ListFeature [List].
7. **Select** Group Call [GrpCl].
*If this feature is not displayed, use FindFeature [Find] or press **More**.*
8. Dial the calling group's extension number.
9. Select Enter.
10. Press **Home**.

To Program a Calls-in-Queue Alarm Button on Supervisor and Agent MLX Non-Display Telephones

1. Label the button to be programmed **Calls-in-Queue Alarm** and specify the name of calling group, for example, Sales.
2. Press **Feature** and dial 00 .
3. Press the button labeled **Calls-in-Queue Alarm** for the calling group.
4. Dial *22 .
5. Dial the calling group's extension.
6. Press **Feature** and dial *00 .

To Program a Calls-in-Queue Alarm Button on Supervisor and Agent Analog Multiline Telephones

1. Label the button to be programmed **Calls-in-Queue Alarm** and specify the name of calling group, for example, Sales.
2. Slide the **T/P** switch to the **P** position.
3. Press the button labeled **Calls-in-Queue Alarm** for the calling group.
4. Dial *22 .
5. Dial the calling group's extension number.
6. Slide the **T/P** switch to the center position.

To Program a Feature Button on Analog Multiline Telephones

1. Label the button to be programmed **Feature**.
2. Slide the **T/P** switch to the **P** position.
3. Press the button labeled **Feature**.
4. Dial *20.
5. Slide the **T/P** switch to the center position.

Features

3

This chapter describes calling group features that may be programmed by your system manager. Features are listed alphabetically. Ask your system manager for the calling group features available to your group.

Auto Login and Auto Logout

Calling groups can be programmed with Auto Logout to change the status of an agent's telephone automatically. The status changes from available to unavailable if the call is not answered within five rings. Then, the unanswered call is sent to an available agent or to the front end of the calling group queue if no agents are available. When the status of a telephone is changed to unavailable, it remains unavailable for subsequent calling group calls until it is again signed in.

Another function of Auto Logout is to make all agents unavailable after a power failure. They must sign in when the system starts up again.

Auto Login does the opposite of Auto Logout. When a calling group is programmed with Auto Login, a call continues to ring at an agent's telephone until the call is answered or the caller hangs up. In addition, after a power failure, Auto Login automatically makes all agents in the calling group available. They do not need to sign in when the system starts up again.

Calling Group Message Receiver

Your system manager can program a calling group to receive messages and choose a particular display telephone as the message receiver. Any display telephone, such as your telephone, an agent telephone, or the telephone of a co-worker who is not part of the group, can be chosen to be the message receiver. Calling groups can share the same message receiver.

The system operator or any other inside caller can leave a display message for the group. Inside callers waiting in the calling group queue can leave a message by dialing-the feature code for leaving a message (pressing **Feature** and dialing **53**, followed by the calling group's extension number. The system operator can leave a message by using either the feature code or the **Send/Remove Message** button on his or her console.

The designated message receiver's message lamp will light if there is a voice mail message in the calling group's mailbox.

A calling group without a message receiver cannot receive messages at the calling group's extension. A caller who tries to leave a message hears an error tone or sees `Can't Send/Remove Message` on a display telephone.

Call Queues

Calling groups can receive outside, inside, and transferred calls. Outside callers dial the published telephone number for the group. Inside callers dial the extension number for the group. The system operator or any other user can transfer a call to the extension number for the group.

If all agents in the calling group are unavailable, calls are automatically put in queue. As agents become available, calls are put through to the agents' telephones on a first-in, first-out basis.

Your system can use the following three queue features to facilitate the handling of calls in queue:

- Delay Announcement
- Calls-in-Queue Alarm
- Overflow Coverage

Delay Announcement

Callers waiting in queue can be greeted by an announcement that explains the delay: "All our agents are busy; your call will be handled by the next available agent." This announcement is recorded on an announcement device, similar to an answering machine, which answers the call and plays the recorded message. Calling groups can share announcement devices.

The delay announcement is played only once while a call is in queue, and only to one caller at a time. If the device is unavailable, callers hear ringing until the announcement is played. Transferred outside callers hear Music-on-Hold, if your company uses it.

If an agent becomes available while the caller is listening to the delay announcement, the system immediately routes the caller to the agent. The announcement device is then free for another queued call.

After the announcement, callers hear ringing or Music-on-Hold, if your company uses it, until the call is answered by an agent. (Only outside callers hear Music-on-Hold; inside callers always hear ringing.)

Calls-in-Queue Alarm

When the number of calls in queue equals or exceeds the limit programmed for your system, you and your agents can be alerted by the Calls-in-Queue Alarm so that they can try to handle calls more quickly or you can assign more people to take calls.

The alarm can be the light next to the **Calls-in-Queue Alarm** button or an external alert such as a strobe light or bell.

Calls-in-Queue Alarm Button

The green light next to **Calls-in-Queue Alarm** on your telephone and agent telephones lights when the number of calls in queue equals or exceeds the programmed limit. When the number of calls in queue drops below the limit, the green light goes off.

See Chapter 2 for information on how to program your telephone and agent phones with **Calls-in-Queue Alarm**.

External Alert

Your company can assign an external alert, such as a strobe light or bell, to the calling group's extension number. If the number of calls in queue equals or exceeds the programmed limit, the external alert is activated and stays on (the strobe light continues to flash or the bell continues to ring) until the number of calls in queue drops below the programmed limit. Calling groups cannot share external alerts.

Overflow Coverage

To prevent long delays, the system can be set up so that calling group calls waiting in queue can be sent to another calling group or to the system operator in systems with QCCS. When the number of calls reaches the programmed limit, calls are sent to the overflow calling group or the QCC, starting with the call that has been in the queue the longest, until the number of calls drops below the programmed limit.

Calls are sent to overflow coverage when the following conditions exist:

- The number of calls in queue equals or exceeds the programmed overflow coverage limit.
- An operator is available to receive calls sent to a QCC.
- The overflow calling group has an available agent.

If any of the conditions are not met, the call continues to wait in the original calling group queue until a calling group agent is available or until the overflow conditions are met and the call can be directed to the overflow calling group.

Calling Group Hunt Type

Calling group hunting distributes calls to agents in a calling group. Each agent is assigned a position within the calling group. For example, the first agent telephone is assigned position 01, the second agent telephone is assigned position 02, and so on. As incoming calls arrive for the calling group, the system searches for an available agent using the position numbers assigned to the agents.

An agent is considered available if all the following conditions are met:

- Telephone is signed into the calling group (available status).
- Telephone handset is down and speakerphone is off.
- Telephone is not ringing or active on another call.
- Telephone does not have a call on hold, unless it's on hold for transfer.
- Telephone is not in programming mode.
- An **SA** or **ICOM** button is available to receive calls.
- Do Not Disturb feature is not activated.

There are two kinds of hunting for distributing calls within a calling group:

- **Circular hunting** distributes calls to agents in sequential order. This method is the most common and is used when all agents have the same responsibilities for handling calls.

- **Linear hunting** distributes calls starting at the first position every time so that most calls are handled by the first agent in line. This method is used, for example, when a top salesperson needs to handle most of the calls or when the first agent is responsible for taking calls and other agents provide backup.

If you are not sure which kind of station hunting is programmed on your system, ask your system manager.

Circular Distribution

When a call comes in, a system with circular distribution searches for an available agent starting with the first agent (position 01) in the group. If agent position 01 is unavailable, the system checks position 02, 03, and so on, until it finds an available agent.

The system tracks which agent took the call so when the next call comes in, it starts the search with the next agent position. For example, if agent position 02 accepted the last call, the search starts with agent position 03. This process continues with each call that comes into the group until the circle is completed and the next call goes to agent position 01.

Linear Distribution

When a call comes in, a system with linear distribution starts searching for an available agent with the first agent (position 01) in the calling group, regardless of which agent took the last call.

As you assign agents to telephones in a calling group with linear distribution, be aware that the first several agents are likely to handle most of the calls.

Calling Group Supervisor Activities

4

As a calling group supervisor, you are responsible for managing one or more calling groups. You can enter and exit supervisor mode, monitor the number of calls in queue and track the availability of agents. This chapter describes these activities.

Entering and Exiting Supervisor Mode

Your telephone can operate as either a supervisor telephone or a normal telephone.

In the supervisor mode, the lights next to each **Agent** button show agent status (available or unavailable) so you know who is available for incoming calls. When your telephone is in the normal mode, these lights show whether or not agents are using their telephones.

In the supervisor mode, you can use the **Agent Status** buttons to change the status of agent phones. In normal mode, you cannot change agent status.

Unless you are a backup calling group supervisor, you should always leave your telephone in supervisor mode to avoid a slight delay when switching modes.

If the system loses power while your telephone is in supervisor mode, it automatically returns to supervisor mode when the system starts up.

To Change Modes on MLX Display Telephones

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

The display shows Entered GrpC1/CMS Supvr and Exited GrpC1/CMS Supvr to confirm.

To Change Modes on Analog Multiline Telephones

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

Monitoring Calls in Queue

By monitoring the calls in a calling group's queue, you can ensure that calls are handled efficiently. You can also determine whether additional agents are needed to handle call volume.

There are two ways to monitor calls in queue:

- Using Calls-in-Queue Alarm. The light next to the **Calls-in-Queue Alarm** button lights when the queue limit is reached, and the external alert is activated if your system has one.
- Inspecting the number of calls in queue. Press **Inspct** and then **Calls-in-Queue Alarm** (labeled with the name of the calling group). The Inspect screen on your display shows the number of calls currently in queue. (This feature is available only on MLX display telephones.)

To Inspect the Number of Calls in Queue (MLX Display Telephones Only)

1. Press **Inspct.**
2. Press the button labeled with **Calls-in-Queue Alarm** and the name of calling group.
The following information is displayed on the screen:
 - GrpCl followed by name of group (if system is set up to show names)
 - the number of calls in queue

NOTE:

The number of calls in queue on the display is not updated automatically. To see the current number of calls, you must repeat Step 2.

Monitoring Agent Status

Agent Status is the availability of an agent to take calls. Agents must sign in to let the system and the supervisor know that they are ready to take calls (Available status). Agents must sign out when they leave their telephones for lunch or breaks (Unavailable status). Agents sign in and out using programmed **Available** buttons or by dialing feature codes.

If the calling group is programmed for Auto Logout, a built-in safeguard automatically changes the Agent's Status from Available to Unavailable if the telephone is not answered in five rings. When the Agent's Status is changed to Unavailable, the telephone remains unavailable for all calling group calls until the agent signs in.

Monitoring Status Using a Telephone without a DSS

In addition to Available/Unavailable status, agents have a busy/not busy (on-a-call/not-on-a-call) status. The red and green lights next to the **Agent** buttons on telephones without a DSS show both kinds of Agent Status:

<u>Light</u>	<u>Status</u>	<u>Meaning</u>
Green	On	Agent available (signed in)
	Off	Agent unavailable (signed out)
Red	On	Agent busy
	Off	Agent not busy

NOTE:

Busy status indicates one of several states: the telephone is busy (agent is on a call), the telephone is in programming mode, or the Do Not Disturb feature is active. For information on Do Not Disturb, see the user's guide for your telephone.

Monitoring Status Using a Telephone with a DSS

If you have an MLX display telephone with a DSS or a MERLIN II System Display Console with a built-in DSS, each **Agent** button has only one light instead of two. The lights are green on a MERLIN II System Display Console and red on an MLX DSS. They show the Available/Unavailable status of the agents as shown in the following table:

<u>Light</u>	<u>Meaning</u>
On	Agent available (signed in)
Off	Agent unavailable (signed out)

To see the busy/not busy status of the agents, press **Message Status** on the DSS. The lights indicate the following:

<u>Light</u>	<u>Meaning</u>
On	Agent busy
Off	Agent not busy

NOTE:

Busy status indicates one of several states: the telephone is busy (agent is on a call), the telephone is in programming mode, or the Do Not Disturb feature is active. For information on Do Not Disturb, see the user's guide for your telephone.

To return to monitoring Available/Unavailable status, press **Message Status** again.

Changing Agent Status

As a calling group supervisor, you can change the status of agents in your group. For example, if call volume increases, you can sign in additional agents from your telephone to meet the demand.

The simplest way to change agent status is to use programmed **Agent Status** buttons. If you don't have programmed **Agent Status** buttons you can change status using feature codes.

To Change Agent Status

1. Change Agent Status:
 - On telephones with **Agent Status** buttons, press programmed **Available** or **Unavailable** button.
 - On MLX display telephones without **Agent Status** buttons, press **Feature** and dial **762** for Available, or **760** for Unavailable.
 - On analog multiline telephones without **Agent Status** buttons, press the programmed **Feature** button and dial **762** for Available, or **760** for Unavailable.
2. Press the appropriate **Agent** button.

Calling Group Agent Activities

5

The agents in a calling group are responsible for handling calls that come into the group. To handle calls, agents must know how to do the following:

- use line buttons to answer calling group calls
- sign in and sign out of the calling group to indicate when they are available to take calls
- use a headset

Agents can use any of the MLX, analog multiline, or single-line telephones for your system.

Answering a Calling Group Call

Inside and outside calls to the calling group come in on either **SA** or **ICOM** buttons on multiline telephones. An incoming call rings one, two, or three times, depending on the type of call, as described in the following table:

<u>Call Type</u>	<u>Number of Rings</u>
Inside	One
Inside transferred	One
Outside	Two
Outside transferred	Three

Each agent telephone has its own extension number, which inside callers can dial directly. If your company has DID lines, outside callers can also dial agent extensions directly. Ask your system manager about DID lines.

Calls intended for specific agents ring in the same way as calling group calls. MLX display telephones identify calling group calls by the abbreviation `GrpCl` on the display, or if the calling group has a label, that is displayed instead. Analog multiline telephone displays do not distinguish calling group calls from other incoming calls.

Signing In and Out of the Calling Group

Agents with multibutton telephones can use either programmed **Available** buttons or feature codes to sign in and out of the calling group.

Agents with single-line telephones must use feature codes to change between Available and Unavailable status.

To Sign In and Out Using Programmed Buttons

1. To sign into the calling group, press the programmed **Available** button.
The light next to this button goes on. The light next to the button for that agent on the supervisor's telephone also lights.
2. To sign out of the calling group, press the programmed **Available** button.
The light next to this button goes off. The light next to the button for that agent on the supervisor's telephone goes off also.

NOTE:

Pressing **Available** during a call changes the agent's status and may disconnect the call.

To Sign In and Out Using Feature Codes

1. To sign into the calling group:
 - On MLX telephones, press **Feature** and dial **44**.
 - On analog multiline telephones, press the programmed **Feature** button and dial **44**.
 - On single-line telephones, lift the handset and dial **#44**.
2. To sign out of the calling group:
 - On MLX telephones, press **Feature** and dial ***44**.
 - On analog multiline telephones, press the programmed **Feature** button and dial ***44**.
 - On single-line telephones, lift the handset and dial **#*44**.

Using a Headset

Agents with MLX telephones and analog multiline telephones can use a headset to answer calls.

To Use a Headset on Analog Multiline Telephones

An agent using a headset on an analog multiline telephone must program an **Auto Answer All** button to receive calls automatically through the headset. Also, to answer calls using a headset, the agent needs to have a General Purpose Adapter (GPA) or headset adapter from the system manager.

To Program an Auto Answer All Button

1. Label the button to be programmed **Auto Answer All**.
2. Slide the **T/P** switch to the **P** position.
3. Press the button labeled **Auto Answer All**.
4. Dial ***754**.
5. Slide the **T/P** switch to the center position.

To Use Auto Answer All

1. If you are using a GPA, make sure the switch is in the Auto position.
2. To turn on, press the programmed **Auto Answer All** button on the telephone.
The green light next to the button goes on.
3. To turn off, press the programmed **Auto Answer All** button.
The green light next to the button goes off.

Using a Headset on MLX Telephones

Agents using headsets with MLX telephones should have two buttons on their telephones:

- **Headset Status** to activate the headset if they are going to use both the headset and the handset
- **Headset Hang Up** to disconnect calls

Agents can program a **Headset Status** button, but a **Headset Hang Up** button must be programmed by your system manager.

Agents can also program a **Headset Auto Answer** button and have calls sent to the headset automatically. As each call comes in, the agent hears a tone and can begin speaking immediately.

In addition, agents can program a **Headset/Handset Mute** button that temporarily deactivates the microphone in the headset so the agent can have a conversation in the office without being heard by the caller.

To Program Headset Buttons on MLX Display Telephones

1. Label the button to be programmed as **Headset Status, Headset Auto Answer, or Headset/Handset Mute**.
2. Press **Menu**.
3. Select Ext Program [Prog].
*If this feature is not displayed, press **More**.*
4. Select Start.
5. Press the button to be programmed.
6. Select List Feature [List].
7. Select Hdset.
*If this feature is not displayed, use FindFeature [Find] or press **More**.*
8. Select *one* of the following:
 - Status [Stat] for Headset Status
 - Auto Answer [Auto] for Headset Auto Answer
 - Mute for Headset/Handset Mute
9. Select Enter.
10. To program another button, repeat Steps 5 through 9.
11. Press **Home**.

To Program Headset Buttons on MLX Non-Display Telephones

1. Label the button to be programmed **Headset Status**, **Headset Auto Answer**, or **Headset/Handset Mute**.
2. Press **Feature** and dial 00.
3. Press the button to be programmed.
4. Dial *one* of the following:
 - *782 for Headset Status
 - *780 for Headset Auto Answer
 - *783 for Headset/Handset Mute
5. To program another button, repeat Steps 3 and 4.
6. Press **Feature** and dial *00.

To Use Headset Buttons

1. Unplug handset.
2. Plug headset into telephone.
3. Press the programmed **Headset Status** button.
The green light goes on. You can talk and be heard through the headset.
4. Press a line button to answer calls or press the programmed **Headset Auto Answer** button to activate automatic call delivery.
*When using **Headset Auto Answer**, you can begin talking after you hear the tone.*
5. Press the programmed **Headset Hang Up** button to disconnect the call.

NOTE:

- You can activate Headset Auto Answer during a call to be in effect for the next call.
- For outside calls, you should press the programmed **Headset Hang Up** button to disconnect the call, even if the caller hangs up.

Deactivating the Headset

An agent can deactivate the headset during a call using the following buttons:

- **Headset/Handset Mute.** Press once to deactivate the microphone in the headset. Press again to resume the call.

Speaker. Press once to transfer the call from the headset to the speakerphone. Press again to use the headset.

Headset Auto Answer is disabled when the speaker is engaged. The agent must press **Speaker** again to return to automatic call delivery.

Calling Group Feature Codes



Many calling group features can be used by dialing feature codes instead of pressing programmed buttons. One procedure, entering and exiting supervisor mode, can be done only by using feature codes.

Calling Group Feature Codes

Following are the calling group features and their corresponding feature codes.

<u>Feature/Procedure Name</u>	<u>Feature Code</u>
Supervisor features: Enter supervisor mode Exit supervisor mode Change agent status — Available Change agent status — Unavailable	32 + Hold 32 + Drop 762 760
Agent features: (MLX and Analog telephones) Sign in (Available) Sign out (Unavailable)	44 *44
Agent features: (Single-line telephones) Sign in (Available) Sign out (Unavailable)	#44 #*44

† For single line telephones, you must lift the handset first, and then dial your code.

Programming Codes

B

Programming codes are used to program a feature onto an unlabeled line button for one-touch feature use or to set up how your telephone works. Appendix B contains programming codes.

Programming Codes

Feature	Programming Code
Agent Button (on supervisor telephone)	*22 + extension
Agent Status Button (on supervisor telephone) Available Unavailable	*762 *760
Auto Answer All button	*754
Available Button (on agent telephone)	*44
Calls-in-Queue Alarm (on supervisor and agent telephones)	*22+ calling group's extension
Feature Button (on analog multiline telephones)	*20
Headset Buttons Headset Status Headset Auto Answer Headset/Handset Mute	*782 *780 *783

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