



MERLIN LEGEND[®]

Communications System

Releases 3.1 and 4.0

Calling Group Supervisor's Guide

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Security Alert

Your Responsibility for Your System's Security

Toll fraud, the unauthorized use of your telecommunications system by an unauthorized party (for example, persons other than your company's employees, agents, subcontractors, or persons working on your company's behalf) can result in substantial additional charges for your telecommunications services. You are responsible for the security of your system. There may be a risk of toll fraud associated with your telecommunications system. Your system administrator should read all installation, instruction, and system administration documents provided with this product to fully understand the features that can introduce the risk of toll fraud and the steps that can be taken to reduce that risk. Lucent Technologies does not warrant that this product is immune from or will prevent unauthorized use of common-carrier telecommunication services or facilities accessed through or connected to it. Lucent Technologies will not be responsible for any charges that result from such unauthorized use.

Understanding Calling Groups

A calling group is a team of people who handle the same kind of calls, such as a telephone sales team or customer service department; they are assigned a single extension number.

Calling Group Calls

Calling group calls arrive on **SA** or **ICOM** buttons on members' telephones. They may be outside calls, inside calls, or transferred calls. Inside callers reach the calling group by dialing an extension number for the whole group. Outside callers dial a published telephone number that bypasses the system operator and connects directly to an available *agent* (calling group member).

Call Queues

Incoming calls are placed in a holding area (*queue*) where the system tracks the number of calls, the order in which they arrive, and the length of time that each call has been in the queue. As callers wait, they hear either Music On Hold or ringing; some systems also play a recording for waiting callers. As agents become available, calls are distributed on a first-in, first-out basis.

Calling Group Supervisors & Agents

Generally, a calling group supervisor has the responsibility for one or more teams of agents dedicated to handling specific types of calls. Responsibilities include: monitoring agent call handling, making sure the number of logged-in agents is sufficient to handle the volume of calls, and assuring that any calls the group is too busy to handle or that have been in the queue too long (called *overflow calls*) are properly re-directed.

About This Guide

This guide is designed to help you achieve the most from your system by presenting those features and settings intended for calling groups. Use it in conjunction with your Direct-Line Console (DLC) operator's guide. Agents have their own guides for their telephones. To help with their activities, see **Agent-Related Activities**, pp. 11–12.

Settings

Through system programming, your system manager programs system settings to best meet the needs of your calling group. This book explains these settings (see **Calling Group Settings**, pp. 6–7) to help you troubleshoot problems and to assist you with suggestions for improving group performance. Settings determine:

- How calls are distributed to agents
- The telephone that will receive messages for the group
- The calling group or QCC queue that will receive the overflow calls
- The maximum number of calls that can be waiting in the queue before being sent to the overflow receiver
- Whether extensions will be automatically signed in after a power failure
- The number of calls that can be waiting in the queue before an alarm is activated
- The amount of time a call can remain in the queue before being sent to the overflow receiver

Features & Buttons

Line buttons programmed with calling group features (see p. 9) can make both your and your agents' work easier, although agents may have single-line phones, which do not have programmable buttons. Features can also be used by entering feature codes (on any telephone) or by selecting them from the display (MLX display telephones only).

Monitoring agent status requires either DSS buttons or programmed inside **Auto Dial** buttons called **Agent** buttons.

Understanding Calling Groups

Rings

Rings

-  1 long ring
-  2 rings
-  3 rings

Meaning

- Inside call or inside transferred call
- Outside call
- Outside transferred call

Calling Group Button Lights

Light

Button/Meaning

Calls-in-Queue Alarm Button

- Off
- Steady

- Calls waiting are fewer than programmed maximum.
- Calls waiting are equal to or more than programmed maximum.

Agent Auto Dial Buttons (no DSS Supervisor Mode)

- Green steady on
- Green off
- Red steady on
- Red off

- Agent is available.
- Agent is unavailable.
- Agent is busy on a call.
- Agent is not busy on a call.

DSS Buttons (Supervisor Mode)

- Steady on
- Off

- Agent is available.
- Agent is unavailable.

(Normal Calling Mode)

- Steady on
- Off

- Agent is busy on a call.
- Agent is not busy on a call.

Telephones

Line Buttons

Supervisor	MLX display telephones:	
	MLX-20L™ telephone (1-2 DSSs optional)	20
	MLX-28D™ telephone (1-2 DSSs optional)	28
	Analog multiline telephones:	
	MERLIN II System Display Console with built-in DSS	34
	BIS-34D	34
	BIS-22 or BIS-22D	22
Agents	Any system phone: MLX, analog multiline, or single-line	

Calling Group Maximums

Calling groups	32
Telephones	20 per group
Total agents & supervisors	200 in system
Total Supervisors	8
Number of groups a line rings directly into	1
Groups per agent	1
Groups per supervisor	1 or more
Message-waiting receivers	1 per group*
Delay announcement devices	1 per group*
Calls waiting before alarm	1-99
Calls in queue alert	1 per group
Maximum calls in queue	108
Calls waiting before overflow	1-99
Call overflow receivers	1 per group*
Overflow time	0-900 seconds

* Can be shared by groups.

Feature Finder

This table shows where to look for information about performing specific telephone activities. There are many features available besides those described here. See your operator's guide for more information.

If you want to ...	Then
Change the method the system uses to distribute calls to agents.	After reading Hunt Type , p. 7, speak to your system manager.
Provide a recorded announcement to callers waiting in a queue for an available agent.	See Delay Announcement , p. 6. One announcement machine can be shared by more than one group.
Change the number of calls or the length of time that calls can wait in the queue before the overflow calls are handled elsewhere.	See Overflow Threshold , p. 7, then speak to your system manager.
Be notified when the number of callers waiting in the queue exceeds a programmed amount.	See Monitoring Calls in Queue , p. 10.
Be notified by a strobe light when the number of callers waiting in the queue exceeds a programmed amount.	See Calls-in-Queue Alert , p. 6, and then speak to your system manager.
Send calls to another group or QCC operator when the limit of waiting calls is reached.	See Overflow Receivers , p. 7.
Allow inside callers to send messages to a group.	See Message-Waiting Receiver , p. 7.
<p>Automatically change an agent's status from Available to Unavailable when he or she doesn't answer in 5 rings.</p> <p>Allow unanswered calls to ring at an agent phone until the caller hangs up.</p> <p>After a power failure, automatically log in equipment such as data stations or fax machines.</p>	See Auto Login & Auto Logout , p. 6.
See a record of information about group calling totals, types, and more.	Check with your system manager about getting an SMDR Direct Group Calling Information report.
Monitor the availability status of an agent.	See Agent-Related Activities , p. 11.

Troubleshooting

Problem	Suggestion
You are using a linear hunt pattern, and the agent who should take most calls is not in.	See your system manager about changing the extension designated to receive calls first. (This is the first extension that was designated as a calling group member.)
Callers are not hearing the delay announcement while waiting in line for an available agent.	To check the device, see Delay Announcement , p. 6. If it is not functioning, see your system manager. If it is working, your system manager may need to check the programming.
You have had a power failure, and agents and/or overflow receivers are not receiving calls.	See Auto Login & Auto Logout , p. 6, and then notify your system manager.
An agent complains that a call in progress has been disconnected.	If the agent has a programmed Available/Unavailable button, he or she may have pressed it during the call. For details about this feature, see Signing In & Out , p. 12.
A telephone rings constantly when the number of calls waiting in the queue is equal to or greater than the number allowed.	A telephone may have been incorrectly programmed as an external alert intended to warn you when too many calls are waiting in the queue. See your system manager to correct this.
Callers Waiting Too Long	
Callers are complaining. You inspect Calls-in Queue Alarm button (MLX display phones only) and decide that there are too many calls waiting in line for an available agent.	If possible, use Available/Unavailable (see Changing Agent Status , p. 12) to make another agent available or have the system manager decrease one of the overflow threshold number or time so calls can be handled by the overflow receiver.
Callers are complaining, and your Calls-in-Queue Alarm button or alert is not informing you.	The system manager needs to decrease the Calls-In-Queue Alarm threshold.
<i>You have a QCC overflow receiver, and:</i> Overflow calls do not seem to be going to the QCC overflow receiver, even though the QCC operator is not busy.	An operator may have activated the Position Busy button, which cancels overflow coverage by any QCC.
<i>You have a calling group overflow receiver, and:</i> Overflow calls are not being answered by the overflow calling group, even though at least one member is available.	Your overflow receivers may be logged out. If a call rings to an overflow calling group member and goes unanswered for 30 seconds, and if the system is set to Auto Logout, then the calling group member has to log back in before taking calls. See Auto Login & Auto Logout , p. 6, and then notify your system manager.
Too many callers are waiting, and you've tried all the ways to fix the problem.	You need either more agents or fewer lines into the group. If callers are getting a busy signal, you may need more lines into the group.

Call Handling

Answering Calls

To take calling group calls, agents must be logged into the calling group (see **Agent-Related Activities**, pp. 11–12).

Calling group calls come in on either **SA** or **ICOM** buttons. They can come in from the outside or be transferred to the group. One long ring indicates a call transferred from inside; two or three rings indicate an outside or outside transferred call (see p. 2).

Agents can answer calls in three ways: by lifting the handset, pressing the **Speaker** button (on phones equipped with such buttons), or using a headset (headset instructions for each type of phone are included in the user and operator guides).

Calling an Agent

From inside the system, people can call agents in two ways:

- By dialing the calling group extension or by pressing a programmed **Group Call** or DSS button to reach the next available agent
- By dialing the individual extension number for a specific agent or pressing an **Agent** or DSS button for the extension

Outside callers dial a published number. Your system manager programs one or more lines to ring directly into the calling group. A line can ring into only one calling group.

To transfer or direct a call to a calling group or specific agent, a person in your company should consult the operator or user guide for his or her console or telephone.

Covering Calls & Having Calls Covered

The *overflow threshold* (see p. 7) determines when too many calls are waiting for a calling group's attention. The *overflow threshold time* determines when a call has been waiting too long for a calling group's attention. When one of the overflow thresholds is reached, calls are sent to an *overflow receiver* (see p. 7), assigned during system programming. This is generally the way overflow calls are covered for calling groups.

Calls can also be covered by a voice mail system if your company has one installed.

However, the system provides several other features for covering calls. For complete information about these features, see your operator's guide. This section simply summarizes a few of them.

Calling groups can also cover calls for *coverage groups* in the company. Such calls wait in the calling group queue and cannot be distinguished from other calls that come in. A calling group can handle calls for up to 30 coverage groups but not for individual co-workers.

The Pickup feature also allows people to answer co-workers' calls. With or without a programmed **Pickup** button, agents can pick up a call ringing at another's extension or ringing on a specific line. If they are assigned to a Pickup group (which is different from a calling group), they can answer any call ringing at another extension in the group, just by using the Group Pickup feature or pressing a programmed **Group Pickup** button. They can also use Pickup to answer the next call waiting in the calling group queue on a specific line by activating the pickup feature and entering the line number.

Calling Group Settings

Your system manager can program the system to adjust calling group settings. In this section we describe these settings so that you can troubleshoot problems and ask your system manager to make changes when they are necessary.

Auto Login & Auto Logout

Your calling group (and any overflow calling group, if overflow calls are handled by such a group) is programmed for one of the following settings:

- **Auto Logout.** Automatically changes an agent's status from Available to Unavailable when an agent does not answer in five rings. The agent's status is retained after a power failure.
- **Auto Login.** Allows unanswered calls to ring at agent phones until the caller hangs up. This setting is often used for calling groups where agents are fax machines or data stations. Agents are logged in automatically after a power failure.
- **Voice Messaging Systems.** If a voice messaging system is assigned to one of your calling groups, a separate setting is used. If you have a voice messaging system for directing calls or taking messages, all agents (and the voice messaging system) are automatically logged in after a power failure.

Calls-in-Queue Alert

There are three ways you can monitor the calls waiting in the queue for the calling group. This section describes an optional method that your system manager must set up. (You can set up the other features yourself; see **Monitoring Calls in Queue**, p. 10, for additional information.)

An analog multiline telephone equipped with a Supplemental Alert Adapter can be connected to a strobe (called an *external alert*) that goes on when the number of waiting calls reaches or exceeds a programmed limit (the *Calls-in-Queue Alarm threshold*). Only one such external alert can be assigned to a calling group, and it can serve only that group.

Delay Announcement

Your system may have a delay announcement machine (similar to an answering machine) that plays a recorded announcement to callers who are waiting in the queue for an agent to answer. Callers hear the recording one at a time, starting with the caller waiting the longest, and each caller hears the delay announcement only once. If an agent becomes available while the announcement is playing, the recording is interrupted so that the caller is connected immediately.

Each group can have only one machine and one announcement. A device and announcement can be shared by other groups.

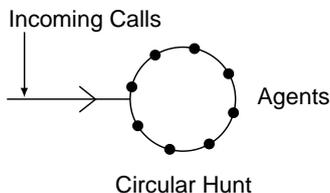
Each announcement device has its own extension number, allowing you to check or change the announcement. See your system manager for detailed instructions about the specific device.

Calling Group Settings

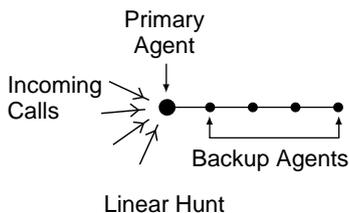
Hunt Type

The hunt type programmed for the calling group determines the method used by the system to distribute calls to agents. Note that a calling group providing overflow coverage (see **Overflow Receivers** on this page) is also assigned a hunt type.

If all group members are equally responsible for call handling, your group uses a **Circular Hunt** type. As calls arrive, the system searches for an available calling group member, starting with the extension after the last one that received a call. This method distributes calls evenly over the available agents in the group.



If it is important to distribute calls to one agent first, your group uses a **Linear Hunt** type. In a linear hunt, a call goes to the first extension assigned to the group through programming (the *primary agent*). When this agent is unavailable, the call is routed to a backup agent. A second incoming call is also routed to the primary agent, and so on. A voice messaging system may be assigned to the calling group and act as the primary agent or as a backup.



Message-Waiting Receiver

The message-waiting receiver is the extension designated to receive message-waiting indications for the calling group. This includes message-waiting indications sent from the system operator, from a display telephone using the Leave Message feature, or from a fax machine. Any type of telephone with a Message light can be assigned as a message-waiting receiver.

The extension selected as the message-waiting receiver does not have to be a member of the calling group. Each calling group can have only one extension assigned as its message-waiting receiver, but the same extension can be assigned as the message-waiting receiver for more than one calling group.

Message-waiting indications cannot be sent to the extension number assigned to the group unless this option is programmed. The message-waiting receiver cannot distinguish between messages left for the calling group and his or her own messages from other co-workers.

Overflow Receivers

When the number of calls waiting in the calling group queue reaches the *overflow threshold*, or the time that a call is held in queue exceeds the *overflow threshold time*, calls are sent to an *overflow receiver*. An overflow receiver can be either another calling group or a Queued Call Console (QCC) queue. A calling group can be assigned to only one overflow receiver. An overflow receiver can provide overflow coverage for more than one calling group. If no overflow receiver is available, the call continues to ring in the queue until it is answered or until the caller hangs up.

Overflow Threshold

Overflow threshold is the programmed number of calls (1–99) allowed in the queue before calls are sent to the overflow receiver. The *overflow threshold time* is the maximum amount of time (0–900 sec) that a call can be in the queue before it is sent to the overflow receiver. Setting the time to 0 turns off overflow based on time.

Using Features

Your system includes many features that are detailed in your operator's guide and in the user's guides provided to your agents. This section discusses features specific to calling group agents and supervisors and should be used in conjunction with your operator's guide.

You can either enter a feature by pressing a **Feature** button and then following the steps displayed on your console, or you can program a button with an often-used feature. Details about programming buttons are included on p. 9.

Analog Multiline Consoles

To use features without programmed buttons, you must program a **Feature** button, following the instructions in your operator's guide. When you have programmed a **Feature** button, follow the steps below.

1. Press the programmed **Feature** button.
2. Select the feature code from the list on this page or the one in your operator's guide; then dial it.

MLX Display Consoles

Some features must be entered by using a code, and some features are available from your display. See your operator's guide for details and then follow the steps below.

1. Press the **Feature** button.
2. Select the feature code from the list on this page or the one in your operator's guide; then dial it,

OR

Select the feature from the display. Press the **Home** button at any time to exit.

Feature Codes

Supervisor features

Enter supervisor mode ■	32 + Hold
Exit supervisor mode ■	32 + Drop
Change agent status to Available	762 + extension*
Change agent status to Unavailable	760 + extension*

Agent features

Multiple telephones:

Sign in/Log in (Available)	44
Sign out/Log out (Unavailable)	* 44

Single-line telephones:

Sign in/Log in (Available)	# 44
Sign out/Log out (Unavailable)	#* 44

Call-covering features

Pickup

group	88
extension (inside)	9 + extension number
line (outside)	9 + line number

■ Available only by using feature code.

* Press the DSS button or the **Auto Dial** button for the extension. You cannot dial the extension's digits.

Programming Buttons

Many features of your system can be programmed on unused line buttons for rapid access. Full details are included in your operator's guide. This book covers calling group features that can be or must be programmed on buttons for easy access.

Analog Multiline Consoles

To program a feature on an unused line button:

1. Label a button for the feature.
2. Slide the T/P switch to **P**.
3. Press the button you labeled.
4. Select the programming code from the list on this page or the one in your operator's guide; then dial it.
5. Repeat Steps 1, 3, and 4 to program other buttons.
6. Slide the T/P switch to center.

MLX Display Consoles

You can program buttons from the display, or you can use programming codes.

To program a feature on an unused line button:

1. Label a button for the feature.
2. Press the **Menu** button and select *Ext Program [Prog]*; then select *Start*, **OR** Press the **Feature** button and dial **00**.
3. Press the button you labeled.
4. Select *ListFeature [List]* and search for the feature name using *FindFeature [Find]*. Then select the feature, and select *Enter* to finish programming this feature, **OR** Select the programming code from the list on this page or the one in your operator's guide; then dial it.
5. Repeat Steps 1, 3, and 4 to program other buttons. If you are finished, do one of the following:
 - Press the **Home** button to exit.
 - Press the **Feature** button and dial ***00**.

Programming Codes

Supervisor console buttons

Agent buttons◆	* 22 + agent's extension number
Change agent status to Available	* 762
Change agent status to Unavailable	* 760

Agent telephone buttons

Sign in/Log in and Sign out/Log out	* 44
-------------------------------------	------

Supervisor or agent buttons

Calls-In-Queue Alarm button◆	* 22 + calling group extension number
Pickup	
general	* 9
group	* 88
extension (inside)	* 9 + extension number
line (outside)	* 9 + line number
Coverage Inside On	* 48
Coverage Inside Off	* * 48
Coverage off◆	* 49
Coverage VMS (voice mail) off◆	* 46

◆ Must be programmed onto a line button.

General Activities

Supervisor Mode

Your console can operate in supervisor mode or in the normal call-handling mode described in your operator's guide.

In normal mode, you can see agent status (Available or Unavailable) by checking the lights next to programmed **Agent** or DSS buttons (see p. 11).

You can use programmed **Available** and **Unavailable** buttons to change the status of agent phones (see p. 12).

In normal mode, the lights next to an **Agent** button indicate whether the phone is being used. You cannot change agent status.

Should your system lose power, the system automatically returns your telephone to the mode setting at the time of the failure.

MLX Display Consoles

To enter or exit supervisor mode:

1. Press the **Feature** button and dial **32**.
2. Press the **Hold** button to enter supervisor mode,
OR
Press the **Drop** button to exit supervisor mode.

The display shows *Entered GrpCI/CMS Supvr* or *Exited GrpCI/CMS Supvr*.

Analog Multiline Consoles

1. Press the programmed **Feature** button and dial **32**.
2. Press the **Hold** button to enter supervisor mode,
OR
Press the **Drop** button to exit supervisor mode.

Monitoring Calls in Queue

*To program a **Calls-in-Queue Alarm** button:*

See **Programming Buttons**, p. 9.

To assure that calls are being handled efficiently or to determine that additional agents should be logged in, you or an agent can monitor the calls waiting in the queue. There are three ways of doing this:

- **Calls-in-Queue Alarm Button.**
Monitor the red light next to a programmed **Calls-in-Queue Alarm** button (an inside **Auto Dial** button programmed with the extension for the calling group and labeled with the group name). The light goes on when the *Calls-in-Queue Alarm threshold* (see p. 6) is reached or exceeded.
- **Inspecting the Number of Calls-in-Queue** (MLX display phones only).
Press the **Inspect** button, then the programmed **Calls-in-Queue Alarm** button (labeled with the name of the calling group). The *Inspect* screen on your display shows the number of calls currently in queue.
- **Calls-in-Queue Alert.** An external strobe can be attached to an MLX telephone to alert you and your calling group when the *Calls-in-Queue Alarm threshold* is reached or exceeded. See **Calls-in-Queue Alert** on p. 6 for details.

Agent-Related Activities

To monitor agent status, use your DSS (Direct Station Selector) buttons if they are available at your console. If you do not have a DSS, use programmed **Auto Dial** buttons called **Agent** buttons. To monitor agent status, you must be in supervisor mode (see p. 10). Auto Logout, if programmed, changes agents' status to Unavailable after five rings (see p. 6 for more information) and logs them out automatically after a power failure. To take calls again, agents must sign in.

A calling group agent using a headset must press the **Headset Hang Up** button to complete a call in order to update the supervisor's **Agent** button.

Monitoring Agent Status with Agent Auto Dial Buttons

You can monitor agents' ability to take calls by looking at programmed **Agent** buttons, which are inside **Auto Dial** buttons. Agents sign in or out by using programmed **Available/Unavailable** buttons (see p. 12).

*To program an **Agent** button on an analog multiline console:*

1. Label a button with the agent's name.
2. Slide the T/P switch to **P**.
3. Press the button you labeled.
4. Dial ***22** and the agent's extension number.
5. Repeat Steps 1, 3, and 4 to program other buttons.
6. Slide the T/P switch to center.

*To program an **Agent** button on an MLX display console:*

1. Label a button with the agent's name.
2. Press the **Menu** button.
3. Select *Ext Program [Prog]* and *Start*.
4. Select *ListFeature* and *Auto Dial [AutoD]*.
5. Select *Inside [In]*.
6. Dial the agent's extension and select *Enter*.
7. Repeat Steps 1, 4–6 to program additional numbers.
8. Press the **Home** button to exit at any time.

The table below shows the meanings of the lights at programmed **Agent** buttons when you are in supervisor mode (see p. 10).

Light	Meaning
<input type="checkbox"/> Green steady on	Agent is available.
<input type="checkbox"/> Green off	Agent is unavailable.
<input checked="" type="checkbox"/> Red steady on	Agent is busy on a call.
<input type="checkbox"/> Red off	Agent is not busy on a call.

- Monitoring Agent Status with a DSS

You can monitor agents' ability to take calls by looking at DSS buttons for the agents' extensions when you are in supervisor mode (see p. 10).

The table below shows the meanings of the DSS button lights.

Light	Meaning
Supervisor Mode	
<input checked="" type="checkbox"/> Steady on	Agent is available.
<input type="checkbox"/> Off	Agent is unavailable.
Normal Calling Mode	
<input checked="" type="checkbox"/> Steady on	Agent is busy on a call.
<input type="checkbox"/> Off	Agent is not busy on a call.

Agent-Related Activities

Changing Agent Status

To program **Available** or **Unavailable** buttons:
See **Programming Buttons**, p. 9.

To change agent status, enter supervisor mode (see p. 10). If the call volume requires more agents, you can then sign additional agents into your group.

MLX Display Consoles

To sign an agent in or out:

1. Press the programmed **Available** or **Unavailable** button,
OR
Press the **Feature** button and select *ES2 On* [*ES2On*] for Available or *ES Off* [*ESOff*] for Unavailable.
2. Press the programmed **Agent** button labeled with the agent's name,
OR
Press the DSS button labeled with the agent's name.

Analog Multiline Consoles

To sign an agent in or out:

1. Press the programmed **Feature** button and dial **762** for Available or **760** for Unavailable.
2. Press the programmed **Agent** button labeled with the agent's name,
OR
Press the DSS button labeled with the agent's name.

Signing In & Out

To program an **Available/Unavailable** button:

See **Programming Buttons**, p. 9.

An agent signs (or logs) in and out in one of two ways:

- By using a feature code.
- By pressing a programmed **Available/Unavailable** button that changes the current status. Agents must not use this button during a call or the call may be disconnected.

The use of the feature code varies according to the type of agent telephone.

To sign in or out:

- On multiline phones, the agent presses the **Feature** button and dials **44** to sign in and ***44** to sign out.
- On single-line phones, the agent dials **#44** to sign in and **#*44** to sign out.

Current Settings

Use this page to record the current settings used in your calling group or groups. If you need a setting changed, refer to this page. Write in pencil so that you can keep your records up to date.

Group Name _____ Extension _____

Setting Name	Currently
Hunt Type	<input type="checkbox"/> Circular <input type="checkbox"/> Linear
Auto Login/Logout	<input type="checkbox"/> Logout <input type="checkbox"/> Login
Overflow Threshold	_____ (1–99)
Overflow Threshold Time	_____ (0–900 sec)
Overflow Receiver	<input type="checkbox"/> Group _____ <input type="checkbox"/> QCC
Message-Waiting Receiver	_____ (Name and Ext. No.)
Delay Announcement	<input type="checkbox"/> Yes _____ (Ext. No.) <input type="checkbox"/> No
External Alert for Calls Waiting in Queue	<input type="checkbox"/> Yes <input type="checkbox"/> No
External Alert Extension	_____ (Name and Ext. No.)
Calls-in-Queue Alarm Threshold	_____ (1–99)

Group Name _____ Extension _____

Setting Name	Currently
Hunt Type	<input type="checkbox"/> Circular <input type="checkbox"/> Linear
Auto Login/Logout	<input type="checkbox"/> Logout <input type="checkbox"/> Login
Overflow Threshold	_____ (1–99)
Overflow Threshold Time	_____ (0–900 sec)
Overflow Receiver	<input type="checkbox"/> Group _____ <input type="checkbox"/> QCC
Message-Waiting Receiver	_____ (Name and Ext. No.)
Delay Announcement	<input type="checkbox"/> Yes _____ (Ext. No.) <input type="checkbox"/> No
External Alert for Calls Waiting in Queue	<input type="checkbox"/> Yes <input type="checkbox"/> No
External Alert Extension	_____ (Name and Ext. No.)
Calls-in-Queue Alarm Threshold	_____ (1–99)

Feature Codes

Supervisor features

Enter supervisor mode ■	32 + Hold
Exit supervisor mode ■	32 + Drop
Change agent status to Available	762 + extension*
Change agent status to Unavailable	760 + extension*

Agent features

Multiple telephones:

Sign in/Log in (Available)	44
Sign out/Log out (Unavailable)	* 44

Single-line telephones;

Sign in/Log in (Available)	# 44
Sign out/Log out (Unavailable)	#* 44

Call-covering features

Pickup

group	88
extension (inside)	9 + extension number
line (outside)	9 + line number

■ Available only by using feature code.

* Press the DSS button or the **Auto Dial** button for the extension. You cannot dial the extension's digits.

Special Characters

Features that dial numbers automatically may need special characters to allow for correct dialing or system response.

Press...	See...	Means...
Drop	s	Stop. Halts dialing sequence to allow for system response.
Hold	p	Pause. Inserts 1.5-sec. pause in dial sequence. Multiple consecutive Pauses allowed.
Conference	f	Flash. Sends switchhook flash. Must be first entry in sequence.
##	#	For Extension Programming only (<i>Ext Program [Prog]</i>): End of Dialing. Use to signal end of dialing sequence or to separate grouped digits.
#	#	For dialing and Directory listings: End of Dialing. Use to signal end of dialing sequence or to separate grouped digits.