CLIENT USER GUIDE – BCT

Agent Status Toolbar

used to login or logout, take breaks, go on worktime, etc.

Button	Description	Shortcut
	Settings view	Ctrl+Alt+S
	List of calls	Ctrl+Alt+L
	Group lists	Ctrl+Alt+G
	List of voicemails	Ctrl+Alt+V
	Personal Directory	Ctrl+Alt+B
	Agent- or Operator lists	Ctrl+Alt+R (My Groups tab) Ctrl+Alt+T (My Routers tab)
	Dynamic Group Field	Ctrl+Alt+D
	Show (Multi)-Lines list	Ctrl+Alt+N
	Show list of recorded calls	Ctrl+Alt+I

Agent State	Icon
Ready	
Ready - Inactive	
Not Ready	
Not Ready - Inactive	
After Call Work Time	
After Call Work Time - Inactive	
Logged Off	

Presence Settings

Allows you to see the status and contacts of your coworkers and queues

User	Online	Away from computer	Offline	User Presence DT730
Idle				
In a call				
Ringing				
Forwarded				
Forwarded to voicemail				
Do not disturb				
Not Reachable				

User Presence on Lync

User Phone	Online	Away from computer	Offline	Busy	Do not Disturb
Idle					
In a call					
Ringing					
Forwarded					
Forwarded to voicemail					
Do not disturb					
Not Reachable					

Voicemail & Record Buttons

| Button	Description	Shortcut
	Play selected voicemail / recorded call	Alt+Y
	Pause playing selected voicemail / recorded call	Alt+A
	Stop playing selected voicemail / recorded call	Alt+T
	Delete the selected voicemail / recorded call	Delete
	Start/Stop Call Recording on/off (Agent or Operator role only)	Alt+R

To record a call:

- During the call, press the start recording button
- To finish recording, click the stops recording button

Call Handling Buttons and Shortcuts

Button	Description	Shortcut
	Answer a call *This button is not offered for Analogue and DECT terminals (or other sets not supporting SIP).*	F12
	Start a call (when a name/number is selected)	Enter
	End or reject a call	num. keypad division sign (/)
	Hold	num. keypad plus sign (+)
	Retrieve a call from hold	num. keypad plus sign (+)
	Transfer or camp a call	num. keypad minus sign (-)
	Shuttle between this call and the call on hold	num. keypad plus sign (+)
	3 party call	Alt+C
	Start/Stop Call Recording (Agent or Operator role only)	Alt+R
	Enter post-dialing digits during a call	None
	Set active/inactive for an agent/operator group in My Groups tab	Ctrl+Shift+D
	Show or hide the list of agents for a router in My Routers tab	Ctrl+Shift+A
	Show or hide the statistics for a router in My Routers tab	Ctrl+Shift+S
	End After call work time	Alt+W

Directory Buttons and Keyboard short cuts

Button	Description	Shortcut
	Details, reveal	Select entry and press Alt+I
	Dial (when a number or name is selected)	Enter
	Open the full directory	Alt+M
	Personal Details	Alt+P
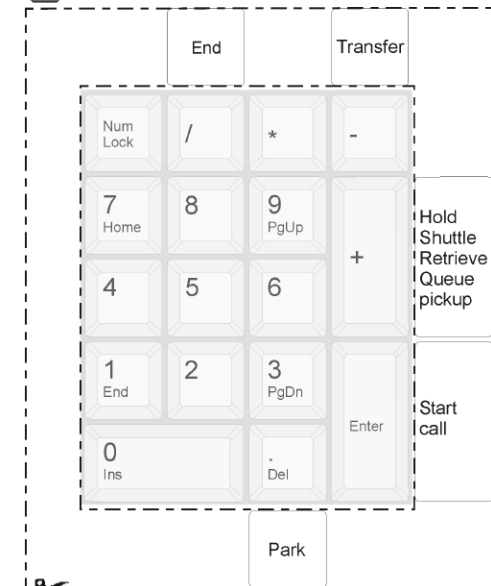
Logging into Queues

Logging in

- Start the application
- Use your windows credentials for user name and password
- Select Agent
- Click OK

Setting up Automatic Startup

- Click the Settings button
- Go to the General Tab
- Select the "Automatically start this application when I log on to Windows" check box
- Click Apply

Logging out

- Press Ctrl+Alt+U

Going on Break

- Click the "take a break" button
  OR
- Choose "Not ready" by selecting a reason in the presence dropdown menu

Returning from Break

- When you come back from your break, click the "take a break" button
  OR
- Choose "Ready" by selecting in the presence dropdown menu

Work Time

Call types may be entered at the end of a contact center call

- During the duration of the call or during after call work time the agent can select a call type for the call
- Click the "End after call work time" button when selection of call is finished

Queue Calls

Answering a Queue Call

- Click in the Talk-zone
- Click - Your telephone will switch to hands free-mode and you can talk to the connected party

Example: Agent screen after answer:
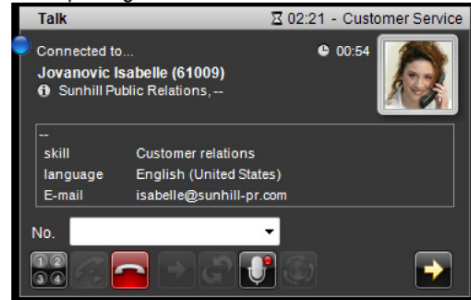
Ending a Queue Call

- Press on your keypad to end the call
  Or
- Click in the talk zone

Options for Working with a Call

Hold – Places the call on hold and keeps it on your line
Park – Places the caller on hold, but frees up your line to make another call
Transfer – Transfers to another person

Parking Calls

Parking calls on your extension

- Press Del on your keypad
  Or
- Click in the Talk-zone to park a call

Note: When a call is parked, the Park-queue tab shows the Park icon (P). This icon starts flashing after 30 seconds. The Park-queue tab also indicates how many calls are in the queue. For example "1/3" means from the 3 parked calls, there is 1 personally parked and 2 are parked by other operators. In the Park-queue, calls parked by you are marked

Park Retrieve

- Go to the Park-queue tab and double click on the call

Holding Calls

- Click on the hold button or drag the related marble and drop it into the hold/transfer zone
- To un-hold, click the retrieve button

Transferring a Call

Blind Transfer

- While connected with the call, double click on the person you wish to transfer to

Consult Transfer

- While on a call, right click the contact you wish to transfer to, select dial (ext.)
- Once you have spoken with the party,

  Press on your keypad to pass on the call to party B

Conferencing

While Connected with a caller and a party on hold; or while connected to a caller and a number is entered in the number field

- Click the "3 party conference" button

(Both Parties are represented in the talk zone)

Directory

To open the directory, click the Directory Icon
The phonebook is divided into:
Company Directory - contains system entries, accessible by all users and maintained by an administrator
Personal Directories - contains entries you entered, these are available only to you

- Search for desired contact
- Click on any number to dial it

Adding a new Personal Contact

- Click the Directory Button to open the full directory view
- Go to Personal Directory
- Click "Add New Entry"
- Enter the name and number information in the appropriate fields
- Click "Apply"

Call History

Use this to look at missed, dialed or answered calls

- Click the "list of missed calls" button
- This will reveal or hide a list of missed calls, last number redial, list of answered
- When you click the right mouse button while pointing at an entry in one of the lists, a menu will pop up revealing more options

The list of calls button turns red to indicate a new missed call

Agent Statistics

Both types of Agent Lists (Groups and Routers) display the statistics of the agent group by router

- On the groups list, the router statistics window is placed on the bottom of the agents list and displays data for all the routers (one by one) the agents is assigned to

- On the routers list, the Router statistics window is placed on the bottom of each router group and displays data for that router. Here is where you can select if the list of agents is shown and the router statistics is shown.

Statistics Icons

Number of calls waiting in the queue

Number of abandoned / Number of incoming calls today

Number of ready and active agents

The longest time a caller is waiting in the queue

Service level for today (stated as a percentage)

Training Links:

http://www.loffler.com/support/training/voice-solution-training/nec-telephony-phone-systems/

LOFFLER