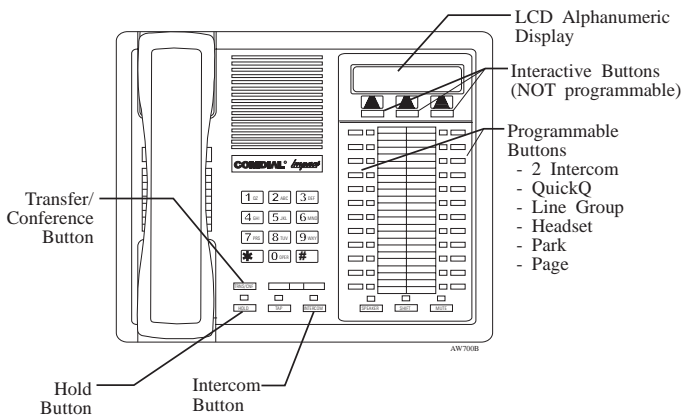## The Supervisor Telephone

- The QuickQ is designed to operate with Comdial digital LCD speakerphones. Your telephone technician will program a QuickQ button on your telephone. This button enables you to sign into the QuickQ.

- You do not need telephone lines appearing on your telephone in order for you to answer calls. The QuickQ will direct the ACD calls to one of your Intercom buttons.

LCD Alphanumeric Display

Interactive Buttons (NOT programmable)

Programmable Buttons
- 2 Intercom
- QuickQ
- Line Group
- Headset
- Park
- Page

Transfer/Conference Button

Hold Button

Intercom Button

AW700B

- The following features are programmed on the programmable buttons at your telephone:
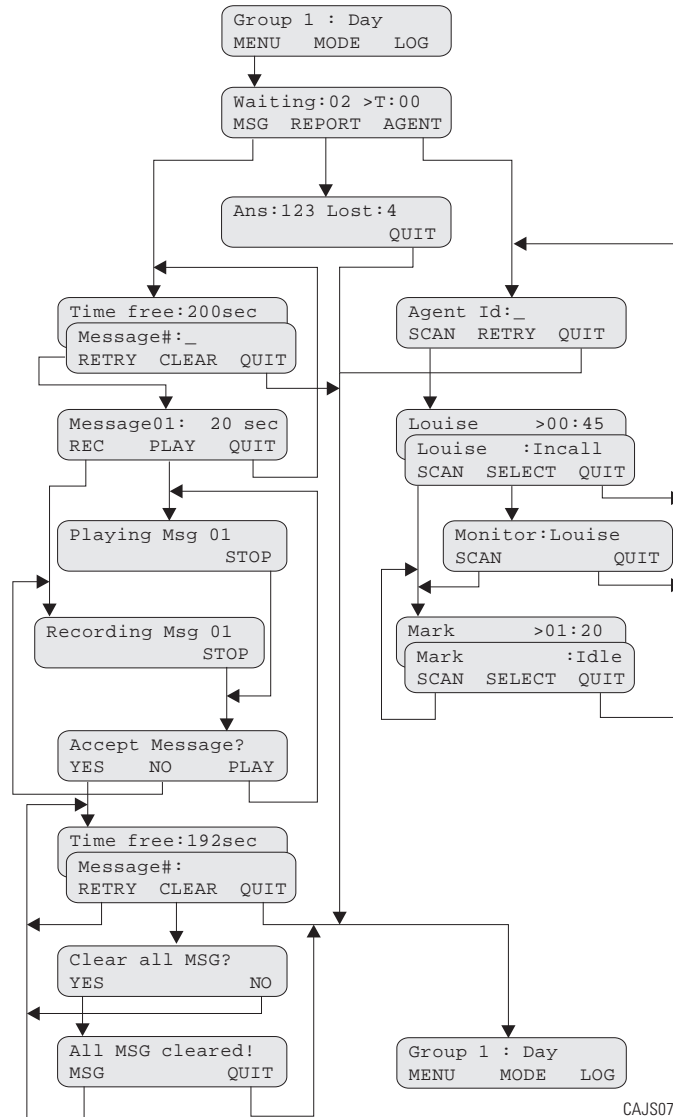
    - 2 Intercom   - Line Grp   - Page
    - QuickQ   - PARK   - Headset
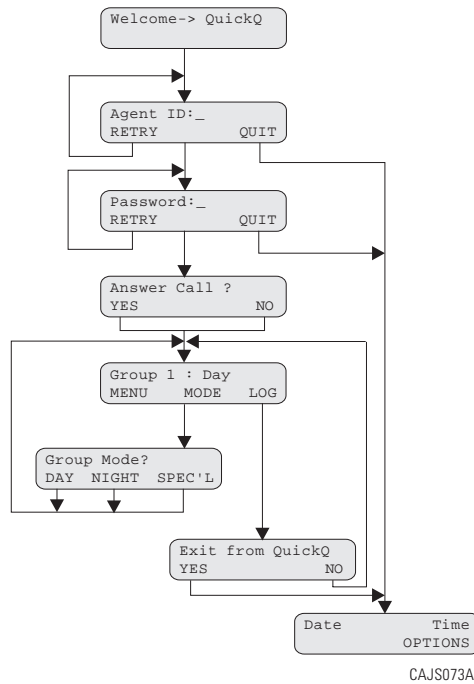
Description Of The Display (Idle Display)

```
QuickQ :     Day
MENU    MODE    LOG
```

This line indicates your present status.

This line indicates the function of the interactive buttons.

Supervisor's Menu


```
Group 1 : Day
MENU    MODE    LOG
```
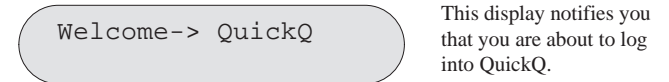
```
Waiting:02 >T:00
MSG  REPORT  AGENT
```

```
Ans:123 Lost:4
              QUIT
```

```
Time free:200sec
Message#:_
 RETRY  CLEAR  QUIT
```

```
Agent Id:_
 SCAN  RETRY  QUIT
```

```
Message01:  20 sec
REC    PLAY    QUIT
```

```
Louise      >00:45
Louise   :Incall
 SCAN  SELECT  QUIT
```

```
Playing Msg 01
              STOP
```

```
Monitor:Louise
 SCAN          QUIT
```

```
Recording Msg 01
              STOP
```

```
Mark        >01:20
Mark       :Idle
 SCAN  SELECT  QUIT
```

```
Accept Message?
YES    NO    PLAY
```

```
Time free:192sec
Message#:
 RETRY  CLEAR  QUIT
```

```
Clear all MSG?
YES              NO
```

```
All MSG cleared!
MSG          QUIT
```

```
Group 1 : Day
MENU    MODE    LOG
```

CAJS073

Log-in Procedure

```
        Welcome-> QuickQ


        Agent ID:_
        RETRY        QUIT


        Password:_
        RETRY        QUIT


        Answer Call ?
        YES            NO


        Group 1 : Day
        MENU    MODE   LOG


      Group Mode?
      DAY  NIGHT  SPEC'L


        Exit from QuickQ
        YES            NO


            Date       Time
                    OPTIONS
```

CAJS073A

Responding To Request For Help

```
    Request for Help
    Louise calling!
     ANSWER      REJECT


    Calling Louise
              CANCEL


    Louise   Line10
              QUIT


        Group 1  :  Day
        MENU    MODE   LOG
```

CAJS073B
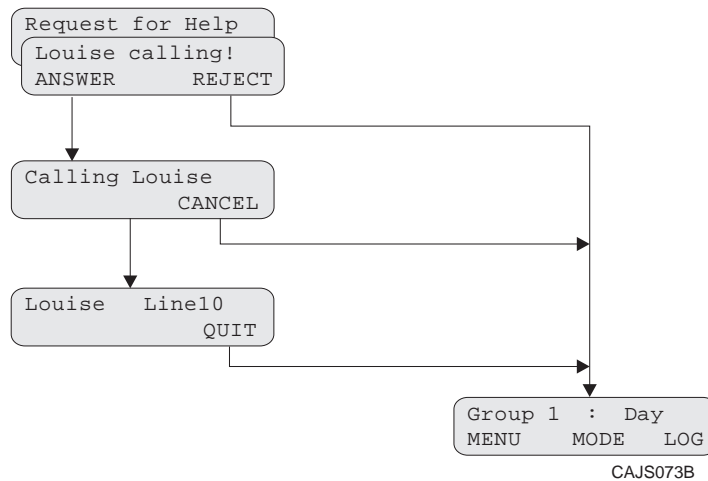
Signing In To QuickQ

- Press the QuickQ button.

```
    Welcome-> QuickQ
```
This display notifies you that you are about to log into QuickQ.

After 2 seconds

```
    Agent Id:_
    RETRY          QUIT
```
This display prompts you to enter your ID number.
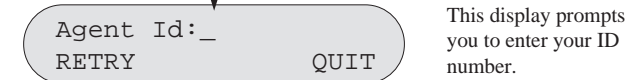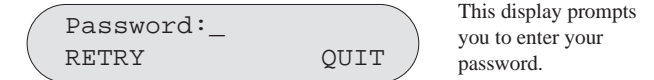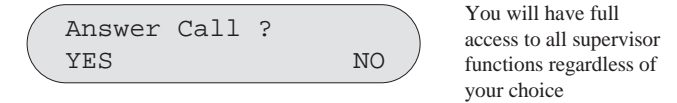
- Use the keypad to enter your ID number. Press the RETRY Interactive button if you enter an incorrect digit.

Valid ID

```
    Password:_
    RETRY          QUIT
```
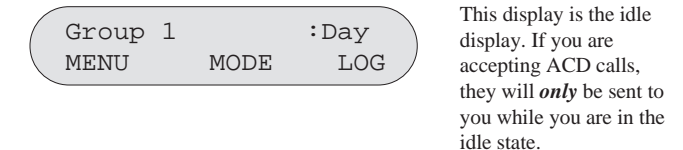This display prompts you to enter your password.

- Enter your password digits.

Valid password

```
    Answer Call ?
    YES              NO
```
You will have full access to all supervisor functions regardless of your choice

- IF you want to answer ACD calls for your group, press the YES Interactive button. ACD calls will be sent to you according to the agent availability and your priority level. If you do not want to be part of the answering group, press the NO Interactive button.

```
    Group 1        :Day
    MENU      MODE    LOG
```
This display is the idle display. If you are accepting ACD calls, they will **only** be sent to you while you are in the idle state.

- The above display indicates you are now signed into Group 1, and the group is in Day mode. To access the supervisor menu, press the MENU Interactive button. To change the mode of operation, press the MODE Interactive button. To log out of QuickQ, press the LOG Interactive button.

Changing The Mode Of Operation

- The idle display indicates the current mode of operation for the group.

```
 Group 1  :  Day
 MENU     MODE     LOG
```
The display indicates that group 1 is in day mode.

- To change the mode of operation manually for the group, press the MODE Interactive button.

```
Group Mode?
DAY    NIGHT    SPEC'L
```
Three modes of operation are available; day, night and special.

- Press the Interactive button that corresponds to the desired mode of operation for your group as follows:

  Day: day announcements and call routing
  Night: night announcement and disconnect
  Special: special announcement and disconnect

Recording Announcements

- To record the announcements for your group, press the MENU Interactive button from the idle display.

```
 Waiting:02 >T:00
 MSG    REPORT   AGENT
```
This is the supervisor's menu display. All supervisor features are accessible through this display.

- Press the MSG Interactive button. The system will then call the digital voice announcer to access a voice port. Once a voice port is available, the following display is shown.

```
 Time free:200sec
 RETRY    CLEAR    QUIT
```
Indicates how much time is currently available for recording.

↓ After 2 seconds

```
Message#:_
RETRY    CLEAR    QUIT
```
Clear all messages or choose a specific message to record.

Receiving ACD Calls

- When you sign into the QuickQ, you can choose to accept ACD calls, but you cannot transfer a call into any ACD queue. However, you can transfer a call to any individual agent using the agent's intercom number. Please refer to the *Agent's User Guide* for details on receiving ACD calls.

Placing Outgoing Calls

- Select an outgoing line and dial the number. Please refer to the *Agent's User Guide* for details on placing outgoing calls.

Assigning An Account Code

- Account codes can be assigned to both incoming and outgoing calls. Multiple account codes can be given to individual calls. Please refer to the Agent's User Guide for details on assigning account codes.
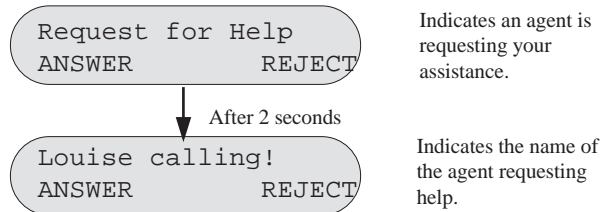
Things To Remember

- If your display is showing the time and date, your telephone is either not logged-in, or the QuickQ is suspended. Press the QuickQ button to resume.

- The agent cannot log out if he or she is the last one in the group to answer. To log out after answering last, the agent must change the mode of operation to Night or Special and then log out.

- If you choose to accept ACD calls, be sure to log out or press the menu Interactive button to make your station busy when you leave your desk or when you are unable to answer ACD calls.

Responding To Help

Note: You must be in the Idle state (see display below) to be available to your agents for help.
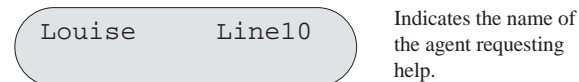
```
Group 1        :Day
MENU    MODE    LOG
```
Indicates Idle state with group 1 in the day mode.

- When an agent in your group requests help, your telephone will beep and this display will appear.

```
Request for Help
ANSWER         REJECT
```
Indicates an agent is requesting your assistance.

After 2 seconds

```
Louise calling!
ANSWER         REJECT
```
Indicates the name of the agent requesting help.

- To reject the call for help, press the REJECT Interactive button. The agent will be notified that you are unavailable.

- To answer, press the ANSWER Interactive button. The system will then call the agent.

```
Calling Louise
         CANCEL
```
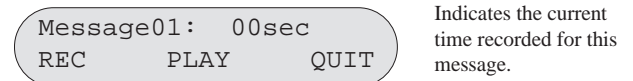Indicates the name of the agent requesting help.

- When the agent answers, you will either be connected to the agent and the caller, or just the agent (at the agent's discretion). The agent has the option to transfer the call to you, or disconnect you from the conversation. While connected to this call, your display will be as follows.
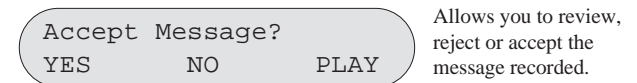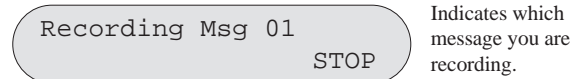
```
Louise      Line10
```
Indicates the name of the agent requesting help.

- To disconnect from the conversation, press QUIT.

- Enter the desired message number.

```
Message01:  00sec
REC     PLAY     QUIT
```
Indicates the current time recorded for this message.

- When you are ready to record the announcement, lift the handset and press the REC Interactive button. Wait for the tone, and then start speaking into the handset. Press the STOP Interactive button when you are finished recording.

```
Recording Msg 01
             STOP
```
Indicates which message you are recording.

```
Accept Message?
YES     NO     PLAY
```
Allows you to review, reject or accept the message recorded.

- To accept the message recorded press YES. You will then return to the Time free display to allow you to continue recording additional announcements. If you do not want this message, press NO. The system will immediately begin recording again.

- If you want to review the recorded announcement, press the PLAY Interactive button.

```
Playing Msg 01
             STOP
```
Indicates which message is being played.

- Once you press STOP, you will be prompted to accept, reject or review the message again. Press the appropriate Interactive button.

- To return to the Idle display, press QUIT.

- Refrain from recording messages during peak calling periods, since while you are recording you are using one of the voice ports. This could result in longer than usual ring delays for callers.

Reports

- The supervisor can view current reports on answered and abandoned call statistics. These statistics are based on line activity for the group.

Note: If your group does not have lines assigned to it, this report will show zeros.

- From the idle display press MENU.

```
Waiting:02 >T:00
MSG   REPORT   agent
```
This display is the supervisor's menu display.

- Press the REPORT Interactive button.

```
Ans:123  Lost:4
              QUIT
```
Indicates the cumulative answered and lost calls on the group's lines for the

- To return to the idle display, press QUIT.

Monitoring agents

- The group supervisor can monitor agent activity and silently monitor conversations. From the supervisor menu, press the agent Interactive button.

```
Agent Id:_
SCAN    RETRY   QUIT
```
Allows you to select the specific agent you want, or to have the system select an agent.

- Enter the ID number of the agent you want to monitor, or press SCAN, and the system will select an agent for you.

```
Louise:    >00.45
SCAN   SELECT   QUIT
```
Indicates the selected agent and the time the agent has been in his or her current state.

After 2 seconds

```
Louise   :Incall
SCAN   SELECT   QUIT
```
Shows the current state of the selected agent. This agent is on an incoming call.

- Press the SCAN Interactive button to view another agent, or press the QUIT Interactive button to enter another agent's ID.

- To silently monitor an agent's conversation, press the SELECT Interactive button. You will then be able to listen to the conversation without the agent or the caller hearing you.

```
Monitor: Louise
SCAN            QUIT
```
Indicates which agent's conversation you are monitoring.

- Press SCAN to have the system select another agent, or press QUIT to enter another agent's ID. Press QUIT twice to return to the idle display.

QuickQ
DXP

Supervisor's

User Guide

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