



Nortel Communication Server 1000

IP Softphone 2050

Call Center User Guide



Revision history

December 2007

Standard 02.01. This document is up-issued to support IP Softphone 2050 Release 3.

May 2007

Standard 01.01. This document is issued to support Communication Server 1000 Release 5.0. This document contains information previously contained in the following legacy document, now retired: IP Softphone 2050 Call Center User Guide (NN-10300-053).

June 2006

Standard 6.00. This document is up-issued to reflect additional information about reserved keyboard keys.

March 2006

Standard 5.00. This document is up-issued to support Nortel Communication Server 1000 Release 4.5, for the IP Softphone 2050 Version 2.

August 2005

Standard 4.00. This document is up-issued to support Nortel Communication Server 1000 Release 4.5.

September 2004

Standard 3.00. This document is up-issued for Nortel Communication Server 1000 Release 4.0.

October 2003

Standard 2.00. This document is up-issued to support Succession 3.0 Software.

September 2002

Standard 1.00. This document is issued to support Meridian 1 Release 25.40 and Succession Communication Server for Enterprise 1000, Release 2.0.

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IP Softphone 2050 overview

The IP Softphone 2050 is a business telephone application that you can use to make and take calls over your computer. Using a headset or handset connected to your PC, you control calls with the click of the mouse pointer, from your PC keyboard, or from the USB Audio Adapter.

Designed to work with IP-based phone systems, the IP Softphone 2050 provides Voice over IP (VoIP) services using a telephony server and your Local Area Network (LAN) or Wide Area Network (WAN).

The server that supports your IP Softphone 2050 determines the features you can access, such as Call Conference, Call Transfer, and Call Forward.

Features

The IP Softphone 2050 supports the following features:

- Twelve user-defined feature keys: six Programmable Line (DN)/Feature Keys (self-labeled) and six lines/features accessed by pressing the shift key
- Four soft keys that provide access to a maximum of 10 features
- Four-line display
- Directory capabilities stored locally on your PC or linked to external directories, such as Lightweight Directory Access Protocol (LDAP), Microsoft Outlook, and Windows Address Book (WAB) contact management software
- CS 1000 Directory features (Personal Directory, Redial List, Callers List, and Password Administration) stored on the application server for systems running CS 1000 Release 4.0 or 4.5 software
- One-click direct dialing from various windows and applications
- Five specialized fixed keys:
 - Directory
 - Inbox (Message)

- Shift (Outbox)
- Services
- Expand
- Dedicated call processing keys:
 - Hold
 - Goodbye
 - Answer
 - Volume
 - Mute
 - Navigation
 - Message Waiting
- User-selected ringer that lets the PC speakers or the headset ring for incoming calls
- Choice of the following interfaces:
 - 1100 series theme
 - Compact black and silver themes
 - Accessibility Interface for the visually impaired
- Programmable hot keys that allow single key access to user-definable features
- Two input modes: Numeric and Alphabetic
- Supported languages include: Arabic, Chinese (Traditional and Simplified), Czech, Danish, Dutch, English, Finnish, French, German, Greek, Hebrew, Hungarian, Italian, Korean, Japanese, Latvian, Norwegian, Polish, Portuguese, Russian, Spanish, Swedish and Turkish.
- Support for BlueTooth and standard USB headsets
- Expansion Module (EM)
- Drag and Drop dialing
- Macro functions available for programming long dialing patterns
- A check box for setting hook switch status

- Always-on-top option that keeps the Call Control window on top of all other open applications

Components

The IP Softphone 2050 supports six main components:

- “Call Control window” on page 11
- “Local Directory window” on page 11
- “Settings window” on page 11
- “System tray icon and menu” on page 12
- “Expansion Module” on page 12
- “i2050.exe application” on page 12

Call Control window

The IP Softphone 2050 Call Control window displays the line keys, feature buttons, and call display. Use this window to make and manage your telephone calls. You also use this window to access both your Local Directory and CS 1000 Directory features (Personal Directory, Redial List, Callers List, Application Server Administration, and Password Administration).

For more information about the Call Control window, consult the *IP Softphone 2050 User Guide* (NN43119-101)

Local Directory window

Use the Local Directory window to create, manage, and use a telephone directory stored on your local computer and to access external directories, such as LDAP, Outlook, and WAB.

For more information about the Local Directory window, consult the *IP Softphone 2050 User Guide* (NN43119-101)

Settings window

Use the Settings window—a series of dialog boxes—to set up the various IP Softphone 2050 features.

For more information about the Settings window, consult the *IP Softphone 2050 User Guide* (NN43119-101).

System tray icon and menu

You can right-click the IP Softphone 2050 system tray icon—located at the right side of the Windows taskbar at the bottom of your screen—to make and manage calls.

Expansion Module

Use the Expansion Module (EM) to display the status of pre-programmed lines for other IP Phones on the network.

For more information about the Expansion Module, consult the *IP Softphone 2050 User Guide* (NN43119-101).

i2050.exe application

The i2050.exe application lets the IP Softphone 2050 communicate with the server. It launches when you start the IP Softphone 2050 but remains hidden in the background. To verify that the i2050.exe is running, open the Windows Task Manager. To view the i2050.exe process, select **Processes**. The process appears as long as the IP Softphone 2050 icon appears in the system tray.

Display

IP Softphone 2050 themes (1100 series and compact) support two display areas (shown in Figure 1 and Figure 2).

Figure 1: IP Softphone 2050– 1100 theme display

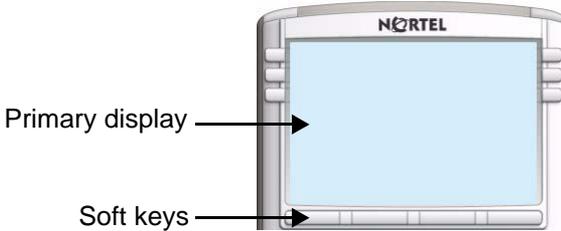
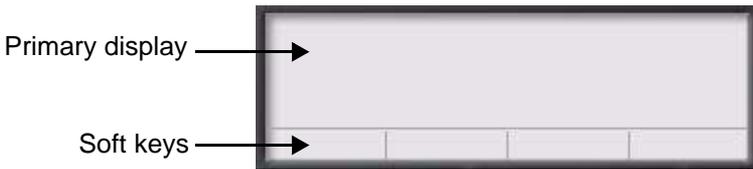


Figure 2: IP Softphone 2050–compact theme display



The primary display area provides up to four lines of operating information, such as Caller ID, server status, and so on.

The four soft keys provide access to server-definable features, such as Transfer, Conference, and so on.

IP Softphone 2050 Call Control window

The IP Softphone 2050 Call Control window supports the 1100 theme—designed to look and feel like the desktop IP Phone 1100 series—as well as an additional two compact themes, available in black and silver. The IP Softphone 2050 also supports an Accessibility Interface for visually impaired users.

To open the IP Softphone 2050 Call Control window:

1. From your desktop PC, select **Start**.
2. Select **Programs**.
3. Select **Nortel > IP Softphone 2050 > IP Softphone 2050**.

Accessibility Interface

To open the IP Softphone 2050 Accessibility Interface from the Call Control window:

1. From your desktop PC, select **Start > Programs > Nortel > IP Softphone 2050 > IP Softphone 2050**.

The Call Control window opens.

2. Click the **Menu** button.
3. Select **File > Settings > Theme**.
4. Select **Accessibility Interface**.

Note: If the IP Softphone 2050 is running, you must exit and restart for the change to the Accessibility Interface to take effect.

Call Control window

The Call Control window (see Figure 3 below and Figure 4 on page 16) includes the standard features that let you make and manage telephone calls.

For information on the elements of the Call Control window, see Table 1 on page 17.

Figure 3: Call Control Window – 1100 series theme

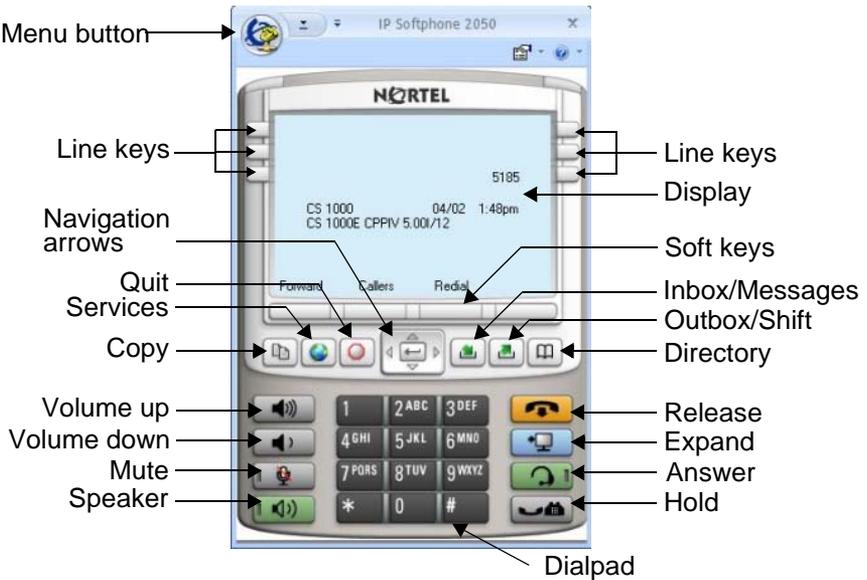
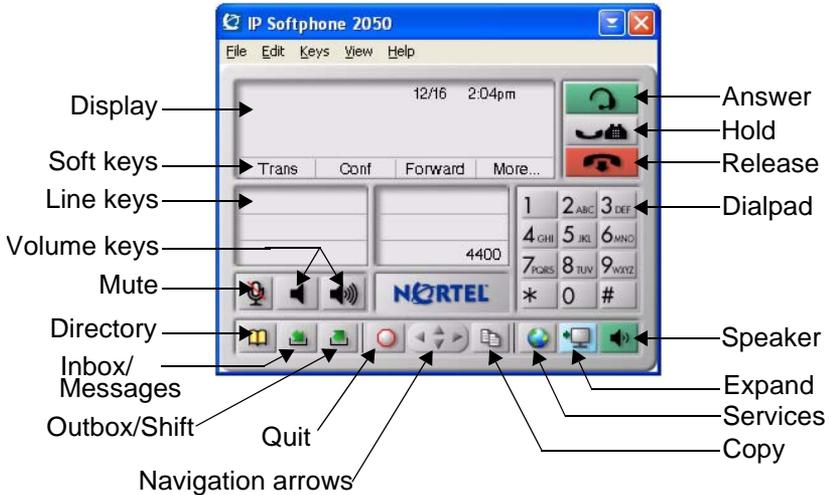


Figure 4: Call Control Window—Compact Theme (silver)



Accessibility Interface

The Accessibility Interface works with JAWS® for Windows from Freedom Scientific—screen reading software that lets visually impaired users access the full range of IP Softphone 2050 features. The Accessibility Interface has been tested on JAWS® Version 5.0. The screen is divided into four groups of controls: Display, Line and Feature, Date and Time, and Indicators.

Menu Command options in the Accessibility Interface match those in the standard Call Control window.

High Contrast Mode is a Microsoft Windows feature that increases legibility for visibly impaired users by increasing screen contrast. Activate this feature by navigating to **Start > Control Panel > Accessibility Options > Display** and selecting the **High Contrast** checkbox.

For more information about the Accessibility Interface, consult the *IP Softphone 2050 User Guide* (NN43119-101).

Call Control window elements and functions

Table 1 describes the elements and functions of the Call Control window.

Table 1: IP Softphone 2050 components and functions (Part 1 of 3)

Element	Function
Primary display	<p>To provide call information (such as Caller ID) and instructions for using certain soft key features.</p> <p>When idling, the telephone displays only the date and time.</p>
Soft keys	<p>To access server-definable features, such as Transfer (for connecting calls to other people), Conference (for group calls), and so on.</p> <p>To select a feature, click one of the four available soft-labelled soft keys, and then follow the instructions on the display.</p> <p>Available soft key features vary, depending on:</p> <ul style="list-style-type: none"> Your current task: the features available at any time depend on your current call activity. Server support: IP Softphone 2050 functionality depends on communication server configuration. <p>Note: To view additional features, click the More soft key.</p>
 Copy	To copy a network service, feature, or folder.
 Quit	To quit a network service or feature.

Table 1: IP Softphone 2050 components and functions (Part 2 of 3)

Element	Function
 <p>Navigation arrows</p>	<p>To scroll through menus and lists in the display area.</p> <p>Use the Send/Enter key at the center of the navigation cluster to confirm menu selection (1100 series theme only).</p>
<p>Volume</p>  decrease  increase	<p>To increase or decrease the headset volume.</p>
 Mute	<p>To listen to the receiving party without transmitting.</p> <p>To return to a two-way conversation, click the Mute button again.</p> <p>The Mute button mutes the Headset microphone.</p>
 Answer	<p>To answer and make calls.</p>
 Hold	<p>To place an active call on hold.</p> <p>The feature key label for the line on hold displays a flashing icon to indicate that the call is on hold.</p> <p>Return to the call by clicking the Line button of the call on hold.</p>
 Release	<p>To terminate an active call.</p>
<p>Line keys</p>	<p>To access one of six programmable Line keys. These keys can represent line appearances, DNIs, or features.</p> <p>The communication server provides the labels that appear on these keys.</p>
<p>Dialpad</p>	<p>To dial a telephone number. Use your mouse pointer to click the numbers you want to enter.</p>

Table 1: IP Softphone 2050 components and functions (Part 3 of 3)

Element	Function
 Directory	To access CS 1000 Directory features. Depending on how the system administrator sets up this service, use this button to access Personal Directory or other server-based directory services. You can use CS 1000 Directory features to place a call. The call is placed on your prime line, unless you select a different line.
 Services	To access a list of network services.
 Expand	Feature reserved for future use.
 Inbox/Messages	To access your messages or return a call.
 Outbox/Shift	To toggle between feature key displays.
 Speaker	To answer and make calls using the handsfree speaker

Hot keys

You can assign keyboard hot keys to access the full range of Call Control window functions and menu options.

Adding a hot key

To add a new hot key:

1. Click the **Menu** button.
2. Select **File > Settings > Hot Keys**.
3. Choose the feature group that you want to access: **Buttons**, **Menu**, or **Select Fields** (Accessibility Interface only).

4. From the **Items** list, select the feature to which you want to assign a hot key.
5. Under **Press a new shortcut key**, enter the key combination—“Alt + Ctrl + V”, for example—that you want as your hot key.
6. Click **Assign**.

Note: If the key combination is already taken, the previously assigned feature appears in the **Shortcut currently used by** text box.

To assign a hot key, you can enter any keyboard key combination except for the following:

- A to Z
- Shift-A to Shift-Z
- Alt-A to Alt-Z
- 0 to 9
- Alt+0 to Alt+9
- Asterisk (*)
- Number sign (#)
- Up, down, left, and right arrow keys
- Shift+Up, Shift+Down
- PageUp, PageDn
- Alt+F1 to Alt+F12
- F1, Shift+F1, Ctrl+F1, Ctrl+Alt+F1, Ctrl+Alt+Shift+F1
- Space bar

Removing a Hot Key

To remove a hot key:

1. Click the **Menu** button.
2. Select **File > Settings > Hot Keys**.
3. Choose the feature group that you want to access: **Buttons**, **Menu**, or **Fields** (Accessibility Interface only).

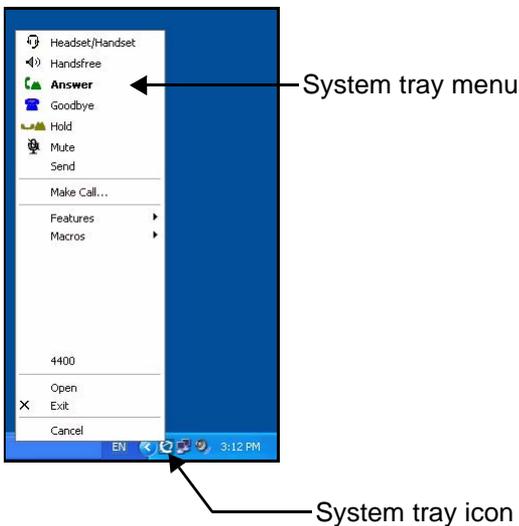
- From the **Items** list, select the feature from which you want to remove a hot key.
- Click **Remove**.

System tray icon and menu

Use the IP Softphone 2050 system tray icon menu to manage phone calls and messages without opening the Call Control window.

To access the menu, right-click the IP Softphone 2050 icon found in the Windows taskbar system tray. From the menu (Figure 5), you can make, answer, and manage your calls, as well as access macros and features.

Figure 5: System tray menu



From the system tray menu, you can:

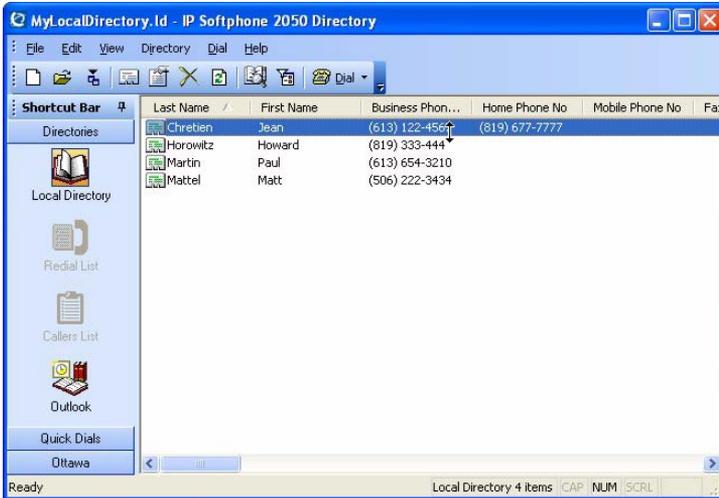
- Select **Headset/Handset** to answer a call.
- Select **Handsfree** to use the speaker to answer or make a call.
- Select **Answer** to take a call.
- Select **Goodbye** to terminate a call.
- Select **Hold** to place an active call on hold.

- Select **Mute** to mute the headset microphone.
- Select **Send** to confirm menu selections and terminate input sequences.
- Select **Make Call** to open the Phone Number dialog box.
- Select **Features** to access server-supported features.
- Select **Macros** to access your list of macros.
- Select **Open** to open the Call Control window.
- Select **Exit** to close the IP Softphone 2050.
- Select **Cancel** to cancel the system tray menu.

Local Directory

The IP Softphone 2050 Local Directory (Figure 6) lets you store as many phone directories on your computer as you need. You can use the Shortcut Bar to organize your contacts into smaller groups of shortcut links.

Figure 6: Local Directory window



You can use the Local Directory to:

- Link to external directories such as Outlook, Act, and LDAP, and Windows Address Book (WAB).
- Dial from external directories.
- Save contacts locally to your computer.
- Filter long directories so they are easier to use.

Note: Do not confuse the IP Softphone 2050 Local Directory with the Network Directory (accessible by clicking  **Directory** on the toolbar).

The Shortcut Bar on the left side of the window lists all groups of shortcut links, including:

- Local Directory—main directory contacts
- Quick Dials—a built in group for selecting shortcuts to contacts

Opening a Local Directory from the Call Control window

To open a Local Directory:

1. On the **Call Control** window, click the **Menu** button.
2. Select **View > Local Directory**.
3. Select one of the following:
 - On the Shortcut Bar, select **Directories > Local Directory**.
 - On the menu, select **Directory > View > Local Directory**.

Note: To open a previously accessed Local Directory, click the **Menu** button and select **File > Recent Directories**, then select the Local Directory you want to open.

Directory entry management

The Directory Interface features management functions for entries located on a toolbar above the display screen.



Click **New Contact** to create new contact entries.



Click **Properties** to make information changes for contact entries such as e-mail, address, and company information.



Click **Delete** to enable the removal of a contact entry.



Click **Find Contact** to enable automatic search and find of a contact entry.



Click **Filter** to enable sorting of information for a contact entry.



Click **Dial** to dial the default telephone number. Or click the arrow beside the button, and then click the desired number from the drop-down list.

For more information about managing contacts, refer to the *IP Softphone 2050 User Guide* (NN43119-101).

CS 1000 Directory

The CS 1000 Directory maintains contact information and server-supported features in a remote, central database called the Application Server. Accessible from the IP Softphone 2050 Call Control window, the CS 1000 Directory supports the following features:

- Personal Directory
- Redial List
- Callers List

To open CS 1000 Directory features:

1. On the Call Control window, click  **Directory**.
2. Scroll through the following list and click to select:
 - Personal Directory
 - Callers List
 - Redial List
 - Password Administration

Note: The Personal Directory, Redial List, and Callers List features have a one-minute time-out control period. If the application rests idle for one minute during any of the operations, the list closes and your IP Softphone 2050 returns to the idle state.

For further information about CS 1000 Directory features (Personal Directory, Redial List, Callers List, Password Administration), consult the *IP Softphone 2050 User Guide* (NN43119-101).

For further information about the Nortel IP Softphone 2050, consult *IP Phones Fundamentals* (NN43001-368).

Agent and Supervisor features

This section describes login features common to the Call Center Agent and Supervisor.

The IP Softphone 2050 supports six line (DN) and feature keys, accessible from the Call Control window.

Figure 7: Line and feature keys

Supervisor	CallAgt
Activity	NotReady
2768	InCalls

Use these keys to access and manage Call Center Agent and Supervisor features.

Depending on your system configuration, choose from the following methods of logging in and out:

- “Logging in without Agent ID” on page 28
- “Logging in with Agent ID” on page 28
- “Logging in using Agent ID and Multiple Queue Assignments” on page 29
- “Logging out an agent” on page 32



WARNING

Once logged on, you will be placed into the queue for incoming calls. If you are unavailable or away from your phone, activate Make Set Busy or Not Ready to prevent callers from being directed to your phone.

Logging in without Agent ID

For basic ACD

If your ACD configuration does not rely on Agent ID, which is often the case if you do not share your phone with another person, use the following procedure to log in to an Automatic Call Distribution (ACD) queue.

Logging in with Agent ID

For Basic ACD or Contact Center Manager

If your ACD configuration uses Agent ID, which is often the case when you share your phone with another person, use the following procedure to log in to an Automatic Call Distribution (ACD) queue. If an Agent ID is assigned to you, the display screen prompts you to enter a four-digit code.

Note: The following procedure applies if you are working in a Basic ACD environment or a Nortel Contact Center Manager environment. For more information about Nortel Contact Center Manager, visit www.nortel.com.

To login as an agent:

1. Click **InCalls** (Figure 7 on page 27).
2. If **Enter Agent ID** appears on the screen, use the keypad in the Call Control window to enter your Agent ID.
3. Click the pound key (#).
The phone goes into a NotReady state.
4. Click **InCalls** to join the ACD queue, or click **NotReady** (Figure 7 on page 27).

Logging in using Agent ID and Multiple Queue Assignments

If your configuration uses Multiple Queue Assignment (MQA, use the following procedure. MQA login involves entering a four-digit Agent ID and up to five ACD Directory Numbers (DN), with the option of adding a Supervisor ID and up to five Priority values.

You can login using either of the following methods:

- Agent ID and MQA Login Option
- Default Login

Using MQA login options

To enter ACD queues, use an Agent ID login with one of the following four MQA login options:

- No Supervisor ID, No Priority
- Supervisor ID, No Priority
- No Supervisor ID, with Priority
- Supervisor ID, with Priority

Note: If a supervisor logs in to accept ACD calls, then the system prevents the supervisor from entering a Supervisor ID. This includes logins in which agents are required to enter a Supervisor ID.

Login Option entries

The login options require the following entries:

- A four-digit Agent ID
- A Supervisor ID (if your queue requires one)
- Up to five ACD DNs and priority values (if priority values are being used), terminated by ##.

Logging in: No Supervisor ID, No Priority

To login using the No Supervisor ID, No Priority option:

1. Click **InCalls**.
2. Dial **Agent ID #**.
3. Dial **ACD DN 1 #**.
4. Dial **ACD DN 2 #**.
5. Dial **ACD DN 3 #**.
6. Dial **ACD DN 4 #**.
7. Dial **ACD DN 5 ##**.

Logging in: Supervisor ID, No Priority

To login using the Supervisor ID, No Priority option:

1. Click **InCalls**.
2. Dial **Agent ID #**.
3. Dial **Supervisor ID #**.
4. Dial **ACD DN 1 #**.
5. Dial **ACD DN 2 #**.
6. Dial **ACD DN 3 #**.
7. Dial **ACD DN 4 #**.
8. Dial **ACD DN 5 ##**.

Logging in: No Supervisor ID, With Priority

To log in using the No Supervisor ID, With Priority option:

1. Click **InCalls**.
2. Dial **Agent ID #**.
3. Dial **ACD DN 1 #**.
4. Dial **Priority 1 #**.
5. Dial **ACD DN 2 #**.
6. Dial **Priority 2 #**.

7. Dial **ACD DN 3 #**.
8. Dial **Priority 3 #**.
9. Dial **ACD DN 4 #**.
10. Dial **Priority 4 #**.
11. Dial **ACD DN 5 #**.
12. Dial **Priority 5 ##**.

Logging in: Supervisor ID, With Priority

To log in using the Supervisor ID, With Priority option:

1. Click **InCalls**.
2. Dial **Agent ID #**.
3. Dial **Supervisor ID #**.
4. Dial **ACD DN 1 #**.
5. Dial **Priority 1 #**.
6. Dial **ACD DN 2 #**.
7. Dial **Priority 2 #**.
8. Dial **ACD DN 3 #**.
9. Dial **Priority 3 #**.
10. Dial **ACD DN 4 #**.
11. Dial **Priority 4 #**.
12. Dial **ACD DN 5 #**.
13. Dial **Priority 5 ##**.

Click **InCalls** or **NotReady** to enter the ACD queue.

Note: To choose the default Priority or Supervisor ID, enter # instead of a Priority entry or a Supervisor ID entry (the Priority or Supervisor ID for your set is used).

Using Default Login

If you normally use the same telephone for each shift, use the Default Login once at the beginning of a shift. The Default Login uses your previous shift's login to place you in the same ACD queues and with the same Supervisor.

To use the Default Login (with MQA enabled):

1. Click **InCalls**.
The Enter Agent ID message appears.
2. Use the keypad to enter your Agent ID.
3. For **Supervisor ID Required**, click the pound (#) key three times.
4. To join the ACD queue, click **InCalls** or **NotReady**.

Logging out an agent

You can log out of the system either completely or temporarily (Not Ready state).

Logging out temporarily

Click **NotReady**. This removes you from the queue but keeps you logged in as an agent position.

Logging out

To log out completely, click **MakeSetBusy**.

Note: If you click **MakeSetBusy** while on an ACD call, you are logged out automatically when the call is finished.

Agent features

The following sections describe features that are available to agents:

- “Answering ACD calls” on page 33
- “Using Force Call” on page 34
- “Using Activity Code” on page 34
- “Using Emergency” on page 35
- “Using NotReady” on page 35
- “Answering or making non-ACD calls” on page 36
- “Contacting your supervisor” on page 36

Answering ACD calls

Click **InCalls** to answer the next queued ACD call on the primary DN. You can find the InCalls key in the lower right-hand corner of the programmable line/feature keys (see Figure 7 on page 27).

Answering a call

The indicator next to the **InCalls** key flashes on incoming calls.

To answer a call:

- Click **InCalls**.
- On your PC keyboard, press **Enter**.

Note: The indicator remains lit while the call is active.

Terminating a call

To end a call, choose one of the following:

- Click  (**Goodbye/Release**).
- Click **InCalls**.
- Click the individual **DN** line key. (This removes you from the queue.)

- Click **NotReady**. (This removes you from the queue but keeps you logged in as an agent position.)
- Wait for the caller to terminate the call.
- On your PC keyboard, press **F12**.

Using Force Call

Use the Force Call feature to automatically connect an incoming ACD call. Your system administrator sets the time interval for the period between incoming calls.

Note: You cannot use both **Force Call** and **Return To Queue on No Answer** at the same time.

When calls come in, a short tone indicates the new call. The InCalls indicator lights continuously and the ACD call automatically goes to your agent position.

To disconnect an active ACD call while Force Call (Auto Answer) is active, click **InCalls**.



WARNING

If you are away from your phone and Call Forcing is enabled, remember to log out or activate Not Ready. Otherwise, the system connects call after call to your phone. Each connected caller hears background noise, and eventually hangs up.

Using Activity Code

Use the Activity Code feature to record the type of activity you are performing. If configured, you can enter Activity Codes while in the Not Ready state and run Not Ready Reason Codes by Agent report in Contact Center Manager Administration to track Not Ready time..

To record an activity, do the following:

1. When the Activity indicator flashes, click **Activity**.
2. Use the keypad to enter the activity code.
3. Click **Activity** again.

If performing multiple tasks, repeat steps 1 through 3.

Using Emergency

Use the Emergency feature to contact your supervisor immediately in an emergency situation. The Emergency indicator remains lit as long as the feature is active.

To use the Emergency feature, do the following:

1. During an active call, click **Emergency**.

When the supervisor picks up, a three-way call commences with you, the supervisor, and the caller.

2. Click **Emergency** again to transfer the caller to the supervisor and terminate your access to the call.

Using NotReady

Use the NotReady feature to take your telephone out of the call queue while completing post-call work. The NotReady indicator remains lit as long as the feature is active.

Note: If you don't activate **Make Set Busy** or **Not Ready**, the system will continue to direct callers to your phone.

To temporarily log out of the system, click **NotReady**.

To return to the queue, click **NotReady** or **InCalls**.

Answering or making non-ACD calls

Use the non-ACD calls feature to receive and place calls using your individual line. The indicator remains lit while the call is active.

Placing a call

1. Click your individual **DN** key.
2. Use the keypad to dial the telephone number.

Answering a call

When the indicator next to your individual DN key flashes, click **DN**. The indicator remains lit as long as the call remains active.

Contacting your supervisor

Use the Supervisor feature to do the following:

- Answer a call from your supervisor
- Answer a call from your supervisor when on a call
- Place a call to your supervisor
- Conference in your supervisor to a call in progress
- Transfer a call to your supervisor

Answering a call from your supervisor

When the indicator next to the Supervisor key flashes, click **Supervisor**.

The indicator remains lit as long as the call remains active.

Answering a call from your supervisor when on a call

Answering a call from your supervisor when on another call. When the indicator next to the Supervisor key flashes, you can do any of the following:

- To put the current call on hold, click **Hold**.

- To speak to your supervisor, click **Supervisor**.
- To return to the active call, click **InCalls**.

Placing a call to your supervisor when on a call

To place a call to your supervisor:

1. Click **Supervisor**. Calls are automatically put on hold when using **Supervisor**.
2. To return to the current call, click **InCalls**.

Conferencing your supervisor to a call in progress

You can conference in your supervisor to a call in progress:

- To talk privately with your supervisor, click **Supervisor**.
- Click **Supervisor** twice to activate a conference call that includes you, your supervisor, and the current caller.

Transferring a call to your supervisor

To transfer a current call to your supervisor:

1. Click **Supervisor**.
2. When your supervisor answers, click **Supervisor** again.
3. To terminate your access to the call, click **Goodbye**.

Supervisor features

This section describes the following features that are available to supervisors:

- “Using Answer Agent” on page 38
- “Using Agent key” on page 39
- “Using Answer Emergency” on page 39
- “Using Call Agent” on page 40
- “Using Interflow” on page 40
- “Using Night Service” on page 40
- “Using Observe” on page 41
- “Using Display Agent Status” on page 42
- “Using Display Queue” on page 43

Using Answer Agent

Use Answer Agent to receive calls from agents in a non-emergency situation. Your status changes to NotReady and the indicator remains lit as long as the call is active.

To use the Answer Agent feature, do the following:

1. When the indicator next to the Answer Agent key flashes, click **Answer Agent**.
The Agent ID of the person contacting you display on your telephone.
2. To end the call, click **Goodbye**.

Note: The LCD remains lit as long as you are on the call, and your status is displayed as NotReady. If configured, your status is displayed as Not Ready in Contact Center Manager Administration Real Time Display.

Using Agent key

Use the Agent feature to connect, observe, or monitor the status of each agent position. Each Agent key links to a particular agent position when used with the Call Agent or Observe Agent key.

To activate the Agent feature:

1. Click **Call Agent** or **Observe Agent**.
2. Click **Agent**.

Table 2 lists agent status indications.

Table 2: Agent Status

Indicator Display	Meaning
Off	Agent is not logged in.
On	Agent is logged in but is either NotReady or on a call.
Slow Flashing	Agent is waiting for an ACD call.
Fast Flashing	Agent is on a non-ACD call.

Using Answer Emergency

Use the Answer Emergency feature to receive calls from agents in an emergency situation. Your status changes to NotReady and the indicator remains lit as long as the call is active.

To use the Answer Emergency feature, do the following:

1. When the indicator next to the Answer Emergency key flashes, click **Answer Emergency**.

Note: The Agent ID of the individual contacting you is displayed on your telephone.

2. To end the call, click **Goodbye**.

Note: If Contact Center Manager Administration is in use, and if multiple Agents have pressed Emergency, the connected PC displays a list of Agents who have pressed Emergency.

Using Call Agent

Use the Call Agent feature to contact an agent.

To use the Call Agent feature, do the following:

1. Click **Call Agent**.
2. Click a selected **Agent** key or dial the agent's Position ID.
3. To end the call, click **Goodbye**.

Using Interflow

Use the Interflow feature to redirect calls when the backlog or wait time exceeds a predefined threshold. The Interflow indicator flashes while the feature is active.

To use the Interflow feature, do the following:

1. Click **Interflow**.
2. Click **Interflow** again to deactivate the feature and resume normal call flow.

Using Night Service

Use the Night Service feature to define how calls are handled outside of business hours. When Night Service is active, the indicator lights continuously and all new calls and calls already in the queue receive night service.

Activating Night Service

To activate Night Service, do the following:

1. Click **Night**.
2. Click the **6** key (N for Night) to go into Night Service.

Transitioning to Night Service

To transition into Night Service, do the following:

1. Click **Night**.
2. Click the **8** key (T for Transition) to activate Transition mode.

Note: The Night Service indicator flashes. All calls in the queue remain in the queue and new calls receive night service.

Deactivating Night Service

To deactivate Night Service, do the following:

1. Click **Night**.
2. Click the **3** key (D for Day) to resume Day mode.

Note: The Night Service indicator flashes, and new calls enter the queue.

Using Observe

Use the Observe feature to monitor an agent in a call.

Note: This feature creates a three-party conference with the Supervisor, Agent and Customer.

To activate the Observe feature, do the following:

1. Click **Observe**.
2. Do one of the following:
 - Click a selected **Agent** key.
 - Dial the agent's Position ID.
 - To talk to the agent you are monitoring, click **Call Agent**.

- To terminate the observation, click **Observe**.

Using Display Agent Status

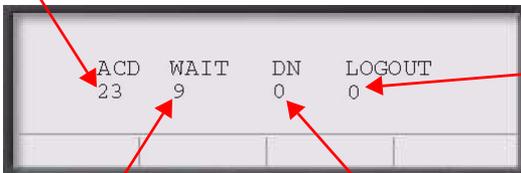
Use the Display Agent feature to view a summary of current status for all agents that have an agent Position ID key assigned on the Supervisor's telephone. See Figure 8 below.

Click **Display Agent**. The summary information appears for 12 seconds or until you click another feature key.

In the NotReady state, agent positions on either ACD or non-ACD calls count as busy. Your system administrator specifies whether calls are ACD or non-ACD.

Figure 8: Display Agent Status

Positions busy on
ACD calls



Vacant agent
positions

Positions waiting
for ACD calls

Positions busy on
non-ACD calls

Using Display Queue

Use the Display Queue feature to view the status of all calls waiting in the queue.

To activate Display Queue, click **Display Queue**.

Your queue status appears in the display area of the Call Control window. See Figure 9 below.

Figure 9: Display Queue

Calls Waiting



Calls time overflowed into this queue

Number of active positions

Length of time first call has waited

To view the amount of call traffic in the ACD queue, observe the indicator beside the Display Queue key. Table 3 lists the four indicator states.

Table 3: Display Queue indicators

Indicator	Queue Status	Meaning
Off	Light	You have few or no calls waiting.
On	Normal	You have an acceptable number of calls waiting.

Table 3: Display Queue indicators

Indicator	Queue Status	Meaning
Slow Flashing	Busy	Calls are backing up in the queue. Calls overflowing to this queue are not being accepted.
Fast Flashing	Overloaded	You have too many calls in this queue. New calls overflow to another queue.

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Document Number: NN43119-100

Document Release: Standard 02.01

Date: December 2007

Produced in Canada

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