## The Scout Telephone For Agents

- *QuickQ* versions using software release 3.0 (or later) allow the use of up to nine Scout digital wireless telephones. Using these telephones provides users with maximum freedom to move about within the call center.
- All Scout telephones used in a *QuickQ* call center should be programmed so that the function button F1 serves as the *QuickQ* access button. Also, buttons F2, F3, and F4 should be programmed to correspond to the three interactive buttons on the proprietary 12-button and 24-button phones whenever the QuickQ mode is active.
- All displays shown in this guide are as seen on the 20-character (10 characters x two lines) Scout display.



EXP95HST

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## Description of the Display  (Idle Display)

QQ Group01
ByHpLg

This line indicates your present status.
This line indicates the function of the interactive buttons. See the following table for definitions.

### Scout Interactive Button Definitions

| Scout Display | Standard Display | Scout Display | Standard Display |
|---|---|---|---|
| Ab | ABORT | Ok | OK |
| Ac | ACC (account) | Ot | Out |
| Ag | AGENT | Py | PLAY |
| Al | ALL | Qt | QUIT |
| As | ANSWER | Rd | READY |
| By | BUSY | Rc | RECORD |
| Cn | CANCEL | Rj | REJECT |
| Cr | CLEAR | Rs | RELEASE |
| Cf | CONF | Rp | REPORT |
| Dy | DAY | Rt | RETRY |
| Ex | EXIT | Rn | RETURN |
| Hp | HELP | Sn | SCAN |
| Hd | HOLD | Se | SELECT |
| In | IN | Sk | SKIP |
| Lg | LOG | Sp | SPEC'L (special) |
| Lg | Logout | St | STOP |
| Mn | MENU | Tr | TRANS (transfer) |
| Md | MODE | V c | VOICE |
| Ms | MSG (message) | Wp | WRAPUP |
| Nt | NIGHT | Ys | YES |
| No | NO | | |

## Interaction With DXP

- To access DXP features, press the ACD button to exit *QuickQ*, if enabled.  Then, press F4 (intercom) followed by the desired feature code.

- Your telephone will respond normally when you access DXP features.  During DXP feature operation, *QuickQ* will be suspended.  This is indicated by a flashing red light above the ACD button.  After completing the DXP feature, press the ACD button to resume ACD operation.

- *Do Not Disturb* prevents your phone from ringing on non-ACD calls; that is, intercom calls and personal calls.

- *Call Forward* forwards non-ACD calls only; that is, intercom calls and personal calls.

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## Incoming Call

Group01

Group01
Group01
By

**OUTGOING CALL**

All Agent
By

Redirected
Busy
CnHpLg

LinNameSup
p901AcWpHp

Acc Cd:
Rt        Ex

Acc Desc
Rt        Ok

Reqt Help!
Call Super
01        Cn

Super Redy
Supp901
Cf        Hd

Super Busy
Rt        Cn

LinName He
Ld! CfRnTr

LinNameSup
p901 AcWpHp

Disconnect Caller

LinNameSup
Rs        Tr

Rs Supp902
Ys        No

WrpUp:000s
Wt:      >T:
RdAcBy

LinNameSup
AcWpHp

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**Log-in Procedure**

```
          ┌──────────────┐
          │  Welcome->   │
          │     QQ       │
          └──────────────┘
                 │
          ┌──────────────┐
          │   Agt ID:    │
          │      Rt  Qt  │
          └──────────────┘
                 │
          ┌──────────────┐
          │   Paswrd:    │
          │      Rt  Qt  │
          └──────────────┘
                 │
          ┌──────────────┐
          │  QQ  Group01 │
          │    ByHpLg    │
          └──────────────┘
                 │
          ┌──────────────┐
          │   Busy       │
          │     CnHpLg   │
          └──────────────┘

          ┌──────────────┐
          │  Log Proced  │
          │  ure InCnOt  │
          └──────────────┘
```

Return to DXP ──────→ ( )

**Log-in For Multiple Groups**

```
          ┌──────────────┐
          │  Group01?    │
          │    InSkAl    │
          └──────────────┘
Next Group
          ┌──────────────┐
          │  QQ  Group01 │
          │    ByHpLg    │
          └──────────────┘
```
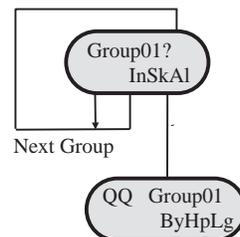
**NOTE:** Each group that you belong to is displayed in the order of your priority in each one. For example, if you belong to three groups (1, 2, and 3) and your priority is highest in group 3, *Group 3* is displayed first.

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**Signing-In To QuickQ**

- Press the ACD (*QuickQ*) button

```
          ┌──────────────┐
          │  Welcome->   │
          │     QQ       │
          └──────────────┘
After 2 seconds
          ┌──────────────┐
          │   Agt Id:    │
          │      Rt  Qt  │
          └──────────────┘
```
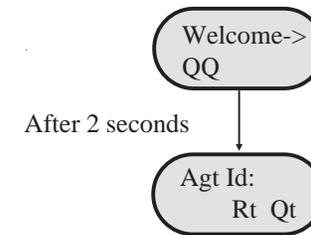
- Use the keypad to enter your I.D. number. Should you enter an incorrect digit, press the Rt (retry) interactive button.

Valid agent I.D.

```
          ┌──────────────┐
          │   Paswrd:    │
          │      Rt  Qt  │
          └──────────────┘
```
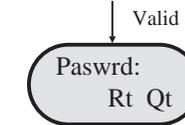
- Enter your password digits.

Valid Password

```
          ┌──────────────┐
          │  QQ Group01  │
          │    ByHpLg    │
          └──────────────┘
```
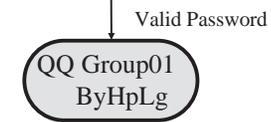
- The above display indicates that you are now signed-in as an ACD agent, ready to accept incoming calls. If it is necessary for you to leave your desk, press the By (busy) interactive button. This will prevent the ACD from sending calls to you when you are unable to answer.

Pressing Busy

```
          ┌──────────────┐
          │  Busy        │
          │     CnHpLg   │
          └──────────────┘
```
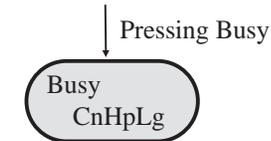
- The system will automatically set your telephone to Busy under the following conditions:

    1. If you do not answer an ACD call sent to you.
    2. If you place or answer an internal call.
    3. If you answer a transferred call.
    4. If you place an outgoing call during the wrap-up time.

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## Receiving An ACD Call

- When an ACD call is directed to you, your telephone will ring and the display will indicate the following:

```
   Group 01
           By
```

The group is identified on the display

After 2 seconds

```
   Wt:      >T
      MsRpAg
```

The time the call has waited is displayed.
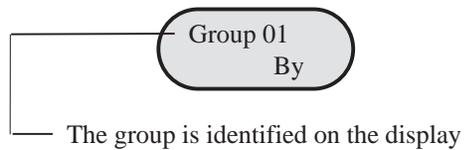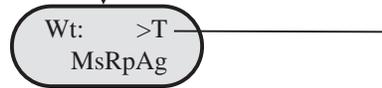
- If you do not answer this call within the programmed redirect threshold time, the call will automatically go to another agent. When the call is redirected, the ACD will automatically make your telephone busy.

- If you are unable to take this call, press the By (busy) interactive button, the system will redirect the call to another idle agent. If there are no available agents, your display will indicate "All Agents Busy". You must then answer to avoid losing the call.

- To answer the call, lift the Handset; or if using a headset, press TALK.

Call Answered

```
   LinNameSup
   p901AcWpHp
```
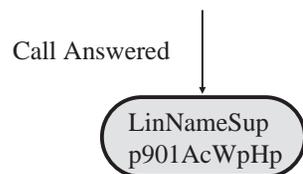
- During your conversation, the above display remains on your telephone.

## Alarm Condition

- An alarm tone sounds on your telephone when waiting calls have exceeded the time on hold set by your supervisor.

```
                          Alarm
                          Display
   Wt:   >T:
   XX  XX  XX
```
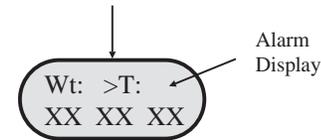
- This alarm will sound regardless of your activity (idle, busy, or on a call).

## Things To Remember

- If your display is blank, your telephone is either not logged-in or *QuickQ* is suspended. Press the ACD button to resume.

- *QuickQ* will automatically make your telephone Busy if you miss an ACD call.

- *QuickQ* will temporarilly make your telephone Busy if you:

  1. Answer a transferred call.
  2. Retreive a parked call.
  3. Answer or place an intercom call.
  4. Answer or place a non-ACD call.

  When you complete either of the above actions, the system will automatically return you to your previous state.

- Log out if you are leaving for the day.

- You cannot log out if you are the last agent in the group. At the preset closing time, the system will automatically log you out.

- Remember to make your telephone Busy if you are leaving your desk or unable to answer ACD calls.

## Assigning an Account Code

- To assign an account code to a call, press the Ac (account) Interactive button during or after the call. Account codes must be preset by the supervisor and can be used on both incoming and outgoing calls.

```
LinNameSup
p901AcWpHp
```

```
WrpUp:000s
       RdAcBy
```

```
Acc  Cd:___
Rt          Ex
```
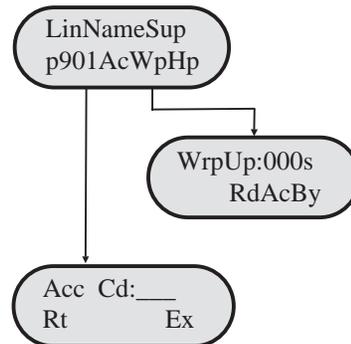
- Enter through the key pad the Account Code; should you enter an incorrect digit, press the Rt (retry) interactive button.

Valid Account Code

```
Acc Desc
Rt          Ok
```
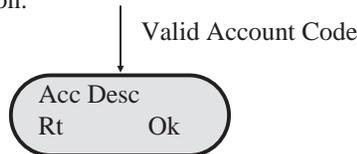
- If correct, press the Ok interactive button to return to the previous state.

- Calls can have more than one account code. To enter additional codes, repeat above exercise for each.

## Transferring A Call

- When transferring a call, be aware that you are responsible for the transferred call until the intended party answers the call.

```
LinNameSup
p901AcWpHp
```

- To transfer a call, press the T/C button.

- Announce the call to the intended party (paging may be helpful for this).

```
LinNameSup
p901AcWpHp
```

- Press the Wp (wrap-up) interactive button to disconnect from that call. Your display will enter the WRAP-UP mode (refer to page 9).

- If the transferred call is not answered, the call will automatically recall to your telephone (regardless of your activity).

## Conferencing

- After requesting HELP, press the Cf (conference) interactive button to conference the supervisor, the caller and yourself.

```
LinNameSup
p901 Rs   Tr
```

Supervisor's Name
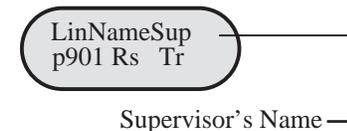
- The top line of the display identifies the line and supervisor, indicating a conference. Press the Rs (release) interactive button to drop the supervisor from the call. Press the Tr (transfer) interactive button to send this call to the supervisor.

## Requesting Help

- The Help function calls the supervisor without interrupting your present conversation.

- During your conversation, press the Hp (help) interactive button.

```
Reqt Help!
        Cn
```

When the supervisor responds to your request:

```
Super Redy
Cf     Hd
```

After 2 seconds

```
       Supp901
       Cf    Hd
```
⌐→ Supervisor's Name

- You now have the option to add the supervisor to your conversation (conference) or to place the caller on hold while you discuss the situation with your supervisor.

### Selecting Hold During Help

- Press the Hp (hold) Interactive button.

```
LinName He
ld!   CfRtTr
```

- This action places the caller on hold and connects you directly with your supervisor.

| | |
|---|---|
| Cf (conference): | Connects the supervisor, caller and yourself. |
| Rt (return): | Return to the caller and release the supervisor. |
| Tr (transfer): | Transfer the caller to the supervisor and disconnect yourself. |

## Wrap-Up: Disconnecting From a Call

- To complete a call, hang up the receiver. The system provides a preprogrammed wrap-up time to allow you to complete any after call work. During the wrap-up time, no calls will be directed to you.

```
WrpUp:000s
    RdAcBy
```

Total Call Waiting          After 2 seconds          Calls beyond alarm

```
Wt:12>T:03
    RdAcBy
```

Total call waiting
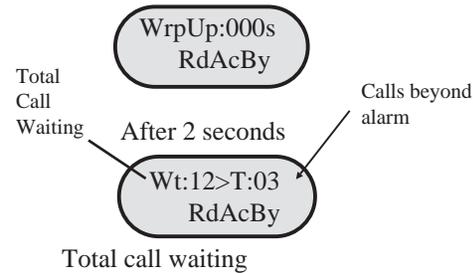
- The display indicates the number of calls holding and the number of calls waiting longer than the programmed acceptable time (alarm threshold).

- After the wrap-up time has expired, your telephone will return to the IDLE display.

- You can bypass the wrap-up time by pressing the Rd (ready) interactive button, or you can select the By (busy) interactive button during the wrap-up time, should you require more time or need to leave your desk.

## Placing Outgoing Calls

Select any outgoing line.

```
    Outgoing
    Ac  Wp  Hp
```
└── Number dialed is displayed

# QuickQ
## *DXP*

**Agent's
User Guide
for the
Scout Telephone**

**COMDIAL** ®

Charlottesville, Virginia 22901-2829

World Wide Web: http://www.comdial.com/

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