

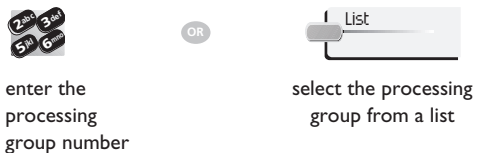
Agent set

A call centre solution allows optimum distribution of calls to agents according to their availability and skills.

Open a supervisor session (LogOn)

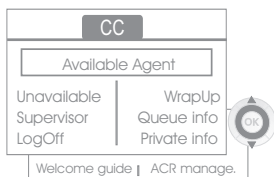


For a decision maker agent



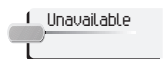
ACD application welcome screen

Once the ACD session is open, the agent can access the ACD application dedicated functions.

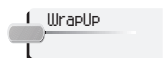


Alcatel-Lucent IP Touch 4038/4068 & 4039 Digital Phone sets

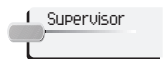
Alcatel-Lucent OmniTouch CC Standard/Premium



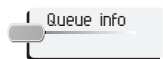
This function allows the agent to be 'logged out' from the ACD application. The 'logged out' function is activated; by default, on opening an agent session (system configuration), by the supervisor or by the agent himself. The agent changes this 'logged out' status by pressing the display key associated with this function.



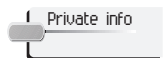
After each ACD call, the agent automatically assumes Wrap-up mode. During this mode, the agent does not receive any ACD calls and can carry out the tasks associated with a call. This mode can be terminated at any time by pressing the display key associated with the Wrap-Up function or by waiting for the end of the timer (system configuration).



When the agent is on a break, waiting for a call or in Wrap-up mode, he calls his supervisor directly by pressing this key.



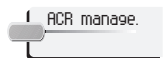
By pressing this key, the agent accesses information regarding the queue (number of calls waiting, average or maximum waiting time, number of free, busy or logged out agents).



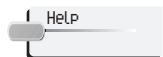
Pressing this key informs the agent about the configuration of his set (forwarding status, presence of new messages, associated set, name and number of the set, etc.).



This key allows the agent to configure the welcome messages, recording, activation/deactivation, loading or playback of a welcome message. Access to welcome message configuration involves entering the agent identifier number and a password.

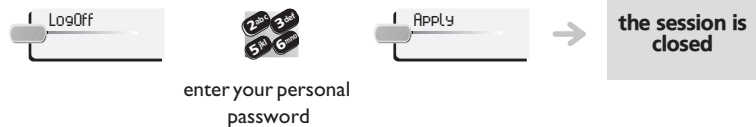


The agent can act on the distribution of the ACD calls by assigning or not assigning expertise areas. Expertise areas can be assigned or deleted one by one or globally.



During a communication, the agent can send an assistance request to the supervisors. This request can be accepted by a supervisor or rejected if the supervisors are absent, not available or reject the request.

Close an agent session (LogOff)

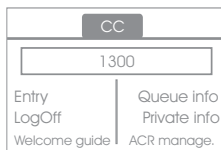


Supervisor station

The supervisor is an agent who has been assigned additional rights. In particular, he can assist the agents, supervise agent activity, intrude or listen-in discretely on a call.

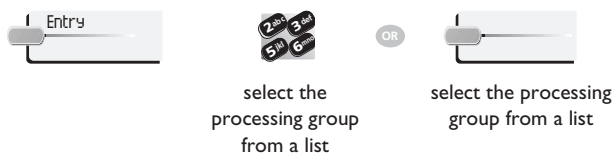
A supervisor can also perform the agent function from the same set.

Open a supervisor session (LogOn)



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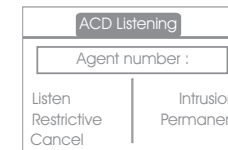
Processing group- Supervisor entry/withdrawal



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Supervision or acceptance of an assistance request

The supervisor has access to the supervision functions either by accepting an assistance request from an agent or by pressing the 'Help' function key in the 'Perso' page.



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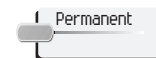
By pressing this key, the supervisor starts a discrete listen-in procedure. The supervisor can then listen in on the conversation between an agent and his correspondent, but cannot participate in the conversation.



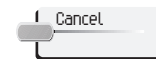
This key allows the supervisor to intrude in a communication. This intrusion is signalled to the agent and his correspondent by an audible beep and the supervisor can cut-in on the conversation at any time. If the agent on-hooks or if the supervisor presses the 'Help' key, only the supervisor and the correspondent will be in communication.



The agent is in communication with a correspondent. This function allows the supervisor to talk just with the agent without the correspondent being informed of this intrusion (restrictive).



The supervisor can view on his display the dynamic states (out of service, ACD calls, private calls, Wrap-up, pause, etc.) and static states (withdrawn, available, Log-Off, etc.) of an agent in real-time.



Pressing this key results in the rejection of an agent assistance request.

Close a supervisor session

