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User's Guide

BUSINESSPHONE 250
BUSINESSPHONE 50

ACD - Supervisor

BUSINESSPHONE 250 / BUSINESSPHONE 50 – VERSION 5.0
EXECUTIVE TELEPHONE, DIALOG 3213

ACD - SUPERVISOR GUIDE

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Ericsson Austria AG
Pottendorfer Strasse 25-27
A-1121 Vienna, Austria
Telephone: +43-1-81 100-5450
Telefax: +43-1-81 100-5437
<http://www.ericsson.at>

Welcome to the User's Guide for ACD-Supervisors in the BusinessPhone 250 / BusinessPhone 50 system. With Ericsson as a provider of your ACD system, your call centre needs will be fulfilled, regardless of the size of your call centre.

The BusinessPhone 250 / BusinessPhone 50 system is a state-of-the-art business communications system. Its alliance of features and facilities effectively improves communications for virtually any kind of organization.

To take full advantage of these advanced features and facilities there is a line of phones, designed for ease of use in every situation. Your phone is equipped with programmable keys for single-key access to frequently used functions and numbers. Step-by-step instructions in the display assist your actions on the phone. Only a selected number of display images are shown in the User's Guide for your reference.

***Note:** The features described in this user's guide are related to version 5.0 of the BusinessPhone 250 / BusinessPhone 50 system, some features described in this guide might not work in earlier version of the system.*

Some features described in this user's guide might be protected by a hardware dongle that has to be bought separately.

The User's Guide describes the facilities of the BusinessPhone and the Supervisor phone with standard programming. There may be some differences in the way your phone is programmed. Please consult your system administrator if you need further information.

***Note:** Dialog 3213 is a system telephone, i.e. it can only be used for an Ericsson private branch exchange that supports this type of telephone.*

Contents

	Page
The ACD function	5
Supervisor functions	6
Statistics	9
Working as an agent	13
Glossary	22
Index	23

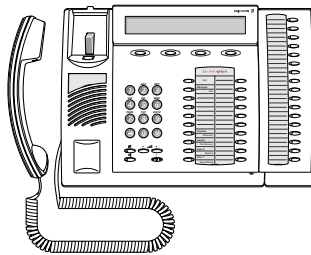
BUSINESSPHONE ACD SUPERVISOR'S GUIDE

Automatic Call Distribution (ACD) is a system that distributes incoming calls evenly among the members of an answering group - the Agents.

Incoming calls are distributed to free Agents. If several Agents are free, the call will be presented to the Agent who has waited the longest. If a call cannot be connected immediately to a free Agent it will be placed in a queue. Each queue is handled according to the First-in First-out principle. If maximum queue length is obtained, incoming calls can be overflowed to an alternative answer position, e.g. another call group, an extension, the operator or a voice mailbox. The system can be programmed for dynamic queue length, this means that the maximum queue length will vary proportionally to the number of active Agents, and thus maintains an even service level. Priority overflow patterns (i.e. calls that cannot be answered by Agents with the highest priority are automatically overflowed to free Agents with lower priorities) can also be pre-programmed to handle specific traffic conditions.

Each Agent can be a member of several ACD groups. The system can handle up to eight ACD groups (numbered 0 - 7), each with a specific call number.

To monitor the work load and call-traffic, the Supervisor is provided with statistical call information. The Supervisor can re-organize the ACD groups to meet varying demand or, if needed, provide Agents with direct assistance on the phone.



Executive Phone

The Supervisor position is equipped with an Executive system phone. It has pre-programmed keys related to the specific ACD features. For observation of the current queue situation, the phone is equipped with a 120 character display. In the ACD configuration, the Supervisor will normally not be treated as an answering position, but in peak hours he has also the possibility to activate himself as normal Agent position.

ACTIVATION OF QUEUE INDICATION

As Supervisor you have the possibility to monitor the ACD queue situation without getting ACD calls to your phone.

Ready 

Press

Verification tone, the display shows:

```
28 SEP 13:17 +15°  
NO ACTIVE QUEUE
```

Don't worry about this display information, it will only inform you that in this traffic case you will not get ACD calls to your phone.

Note: When you only want to monitor the queue situation you must secure that no ACD group is selected (ACD group lamp shows steady light) otherwise you will be logged on as a normal Agent when you press the Ready key.



Press

The Ready key lamp lights.

```
28 SEP 13:17 +15°  0=00 1=00 2=00 3=00  
SUPERVISOR          201  
directory           redial      prog
```

The display shows the queue situation (number of calls that are waiting) for each group (groups 0-3, then groups 4-7 in 5 seconds intervals).

Ready 

Press to deactivate queue indication

CALL AGENT

Agent 

Press (pre-programmed supervision key)

Your call will be presented on line 2 of the Agent's phone and will override any blocking.

SUPERVISOR KEYS

Supervision keys can be pre-programmed on your phone to monitor and call individual Agent positions. The number of supervision keys can be increased with an optional key panel.



Agent key lamps inform about the status of the individual Agent positions:

- Extinguished
- Steady light
- Light with short breaks
- Slowly flashing
- Rapidly flashing

Logged off
Ready to answer
Busy
Clerical or busy with a none ACD call
Request for help (simultaneous ringing signal)

AGENT REQUESTS HELP

When an Agent requests help, the respective Agent key lamp starts flashing rapidly and you will get a ringing signal.

There are two ways to help an Agent:

Option 1

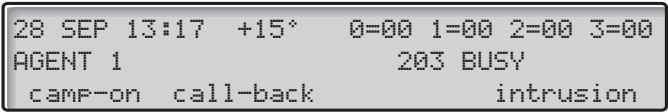


Answer the Help call.
Press the flashing Agent key
You will be presented on Line 2 of the Agent position.

Option 2



Intrude into the ongoing call.
Call the Agent position
Busy tone



Intrusion

Press (see display)
Intrusion tone is heard and a three party call is established. When the called extension replaces the handset, and you keep off hook, the extension will be recalled automatically.

INTRUSION

This is useful if you need to assist an Agent who is occupied in conversation.



Call the Agent position

Busy tone.

Intrusion

Press (see display)

A three-party call is established. When the Agent replaces the handset and you keep off hook, he will be recalled automatically.

SILENT INTRUSION

This is useful when the Supervisor wants to listen in on a conversation of an Agent. Neither the Agent nor the other party gets any indication that the Supervisor is listening.

Silent intrusion 

Press (pre-programmed)
or



Press

Agent  

Press

The display on the Supervisor's phone shows the name and the number of the Agent.

Procedures during the Silent Intrusion:

The Agent clears: The Supervisor takes over the call.
The Agent is free again.

or

The Supervisor clears: The Agent stays in conversation.
or

The Supervisor decides to take over the call:

Intrusion 

Press to disconnect the agent (pre-programmed)
or



Press to disconnect the agent

The other party is connected to Supervisor.

ACD STATISTICS

The ACD system can provide you with statistics of the traffic in each ACD group. To be able to read out the statistics, you have to define a measurement period.

There are several kinds of statistics available for each ACD group:

- The total number of calls during the period.
- The number of answered calls during the period.
- The average queue time for calls during the period.

Two threshold times (0 to 255 seconds) can be set for each ACD group to provide additional statistics:

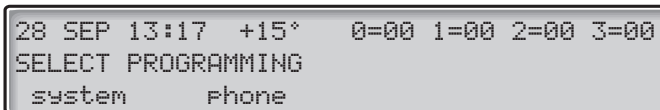
- The number of calls answered before and after the threshold time 1 (T1) during the period.
- The number of disconnected calls before and after the threshold time 2 (T2) during the period.

PROGRAMMING MODE

To get correct statistical information, it is necessary to program the system according to your requirements. In order to read out the statistics, you also have to enter the programming mode.



Dial



system

Press (see display)



Enter the password

When you enter the programming mode for the first time you have to use the default password (00000).

Enter

Press (pre-programmed)

or

2nd

Press

The phone is in programming mode.

Now you can enter a command, see following pages.

CHANGE PASSWORD

When you enter the programming mode for the first time, we recommend to change the password.



Dial



Enter the new password

(password should consist of 5 numeric digits).

Enter

Press (pre-programmed)

or



Press

Your new password is programmed.

DEFINE MEASURE- MENT PERIOD

To generate statistics about the ACD groups, you have to define a measurement period.



Dial

Enter

Press two times (pre-programmed)



Dial start time

Day (01-31) + hour (00-23) + minute (00-59).

Note: The start time must be later than the current time.

Enter

Press and dial stop time

Day (01-31) + hour (00-23) + minute (00-59)



To delete the latest digits entered.

Enter

Press (pre-programmed)



Press

To finish programming. The phone returns to normal mode.

DEFINE THRESHOLDS

As mentioned before, you can define two thresholds in your measurement period, individually for each ACD-group.

Threshold 1 (T1)

3 8 1 0

Dial

Enter 

Press (pre-programmed)

or

2nd  

Press

0 0 0
0 0 0
0 0 0
0

Dial ACD-group number
(calling number).

Enter 

Press (pre-programmed)

0 0 0
0 0 0
0 0 0
0

Enter threshold time
(0 - 255 sec.).

Enter 

Press (pre-programmed)

-


To delete the latest digits entered.

C


Press

To finish programming. The phone returns to normal mode.

Threshold 2 (T2)

3 8 1 1

Dial

Follow the same procedure as mentioned above.

PRINT STATISTICS

If a printer is installed, you can get a printout of the statistics collected during the measurement period.

* 4 0 #

Dial

DISPLAY STATISTICS

The list below shows which statistics can be read out of the system. To retrieve the information from the display you have to enter the command and follow the procedure below.

Function	Command no.
Number of calls	3805
Number of answered calls	3806
Average queue time	3807
Answered calls before T1	3812
Answered calls after T1	3813
Disconnected calls before T2	3814
Disconnected calls after T2	3815

3 8 0 5

Dial

Enter 

Press (pre-programmed)

or

2nd  

Press



Dial ACD-group number
(calling number).



To delete the latest digits entered.

Enter 

Press (pre-programmed)

The display will show the number of calls to the ACD group within the measurement period. If you want to read out all the statistics, there is no need to enter the command every time, you can step through the commands with the menu keys.

forward

Press "backward" or "forward" to step through
(see display)



Press

To finish programming. The phone returns to normal mode.

**WORKING AS
AN AGENT**

The Supervisor also has the possibility to log on as normal Agent position, in order to help the Agents during peak hours.

Although the Supervisor is logged on as an Agent he will not lose his Supervisor functionality.

The following items describe how to work as an Agent.

**ACTIVATE THE
ACD FUNCTION**

When your phone is not logged on in an ACD group, it will work as a normal extension. You will be reached via your normal directory number.

When you log on in one or more ACD groups, you will also get the incoming calls to the related group.

Select group

ACD 1 

Toggle to select/deselect ACD groups

When you have selected an ACD group, the related key lamp shows steady light.

Log on

Ready 

Press

The ACD Ready lamp shows steady light and the ACD group lamps are extinguished. ACD calls will now be placed on your phone.

(continued)

ACTIVATE THE ACD FUNCTION (continued)

The display will show the queue status:

28 SEP 13:17	+15°	0=00	1=00	2=00	3=00
AGENT1		201			
directory		redial		prog	

***Note:** When you are logged on as an Agent, you should always have activated "Busy on 2nd line" in order to prevent that ACD calls will be placed on your phone while you are in an internal or external conversation.*

Log on with PIN Code

Only in conjunction with the ACD-Call Centre Supervisor (optional PC - based system).

The PIN code is a personal identification code, which can be used to create personal Agent statistics in the ACD-CCS, for example when several persons are using the same phone e.g. during a change shift.

Ready 

Press

The ACD Ready lamp starts flashing. The system will request to enter PIN - Code



Dial the PIN code (1 - 3 digits) and press

The ACD Ready lamp shows steady light and the ACD group lamps are extinguished. ACD calls will now be placed on your phone.

Log on with Agent Number

Agent number is a personal identification number, which can be used to select the proper individual greeting of the Agent. This greeting will be played to the caller each time the Supervisor answers an ACD call.

Ready 



Press

The ACD Ready lamp starts flashing. The system will request to enter the Agent Number.

Dial the Agent Number (1 - 255) and press

The ACD Ready lamp shows steady light and the ACD group lamps are extinguished. ACD calls will now be placed on your phone. Please ask your system administrator for your Agent Number.

Note: A combination of both above mentioned log on procedures (with PIN and Agent Number) is also possible. In this case the ACD Ready key should only be pressed one time when you start the log on procedure.

DEACTIVATE ACD FUNCTION

If you want to leave your Agent position you should log off to secure that no ACD calls will be placed on your phone.

Ready 

Press

The ACD Ready lamp is extinguished. In this mode you can select or deselect ACD groups.

Note: If you leave your Agent position without logging off, the system will automatically log off your extension if the next ACD call on your telephone isn't answered within a defined period (programmable).

ANSWER CALLS

A ringing signal and a flashing ACD group lamp indicates an incoming ACD call.



Press

This is not needed if your phone is set up for direct answer. You take the call. A prerecorded voice greeting will be sent to the caller (if programmed). The ACD group lamp extinguishes.



Press to terminate

CLERICAL

The clerical function offers you a certain period after finishing an ACD call and before the next ACD call is presented. There are three ways to configure the clerical function.

- Automatic clerical time

After a programmed time the system automatically makes you available for further ACD calls. In this case you have no clerical key on your phone.

- Automatic clerical time with clerical key

The clerical time can be concluded by pressing the clerical key. It is also possible to wait until the system makes you available for further ACD calls after the fixed clerical time has elapsed.

- Manual clerical time

By pressing the programmed clerical key you can decide on your own when you are ready for further ACD calls.

The clerical time may also be presented on the telephone display instead of the ACD queue information (during clerical time only).

Executive Phone

```
28 SEP 13:17 +15* CLERICAL TIME: 02.45
ACD GRP 1                202
directory                redial        Prog
```

Standard Phone

```
CLERICAL TIME: 02.45
15 Sep 10:35
```

Remaining clerical time is displayed

The displayed clerical time will count down (5 second steps) from the programmed fixed clerical time until the clerical time has expired or the clerical key has been pressed.

Note: Less than 5 seconds of programmed fixed clerical time will not be displayed.

Elapsed clerical time is displayed

If no fixed clerical time is used, the clerical time will count up until the clerical key is pressed.

Note: After a period of 59:55 minutes the displayed elapsed clerical time is no longer updated.

CLERICAL KEY

If the ACD extension has a clerical key programmed, the associated key lamp is used for clerical state indications:

Flashing light: call code required

Steady light: press clerical key

There are two possible functions depending on the system configuration.

Without Call Code

The key lamp is lit. When you are ready to receive a new call.

Clerical 

Press

A new call may be presented.

With Call Code

If the key lamp flashes, the system requires a call code. The call code is used in conjunction with the ACD-Management System to classify calls.

Clerical  

Press and dial the code (1-5 digits)



Press

The key lamp lights after the code is entered.

When you are ready to receive a new call:

Clerical 

Press

A new call may be presented.

Erase and redial code

Before you press square you can erase the code.



Press to erase code

Clerical 

Press and repeat whole procedure

NO CLERICAL KEY

If you have not programmed a clerical key on your telephone set you have two ways to conclude the clerical time:

Without Call Code

After the programmed time the system automatically makes you available for further ACD calls.

With Call Codes

After disconnection of the call the system will ask for a call code. You will automatically be made available for the next ACD call after you have entered a valid call code and the fixed clerical time has elapsed.

MULTIPLE CALL CODES

If one call code is not sufficient you can program the system so that it requires one or more call codes to classify calls (for programming this feature ask your system administrator).

After entering the first call code the system prompts you to enter the next call code:

Note: If one call code is enough, press # twice after entering the first call code.



Dial the code (1-5 digits)



Press

When you are ready with classifying the call:



Press (without entering a call code)

The key lamp lights.

Clerical

Press

A new call may be presented.

CALL CODES FOR NON ACD CALLS

Sometimes it is necessary to assign call codes to outgoing external non ACD-calls. You can enter one call code for non ACD calls during the agent-state 'Pause'. No clerical time is issued in this case.

MONITORING OF TIMEOUTS

To calculate how long the fixed clerical time for a certain ACD group should be programmed the clerical procedure can be monitored for evaluation purposes. After the fixed clerical time has elapsed and no valid call code has been entered the system makes you passive after a certain number of timeouts (number of timeouts is programmable). You will become aware of a time out by a displayed message "time-out".

ACD-PAUSE KEY

ACD pause 

Press

To switch your phone into pause state. The key lamp lights. When you want to leave the pause:

ACD pause 

Press

The key lamp extinguishes. Your phone is active again and ready to receive new calls.

***Note:** If you stay in pause longer than the pause limit, you will automatically be logged off from the system.*

NIGHT/DAY SWITCH OF THE ACD GROUP

The night switch function of ACD group will be used for handling the calls after the working hours. In this case a night answering position will be defined and all calls will be routed there. Each ACD group has its own night switching code.

Note: You can also program these codes on a function key.



Dial to switch the ACD group into night service

The fourth digit of the code can be 0-7.

Press to finish the procedure

Note: Use the same procedure to switch the ACD group into day service.

Simultaneous night/day switch for all ACD groups



Dial

Please ask the system administrator which ACD groups you are permitted to switch into night service.

Press to finish the procedure

Note: Use the same procedure to switch all the ACD group into day service.

GLOSSARY

ACD-GROUP	A group of agents with programmed answer keys for one of the ACD-queues.
AGENT	Any extension having at least one programmed ACD-answer key.
AGENT GROUP	Any group of agents.
AGENT NUMBER	A number used to distinguish between the different agents and is equivalent with the individual agent greeting announcement reference number.
CALL CODE	A code dialled by the agent. See sections "Clerical key", "No clerical key", "Multiple callcodes" and "Call codes for non ACD calls".
CLERICAL KEY	A key on an agent telephone used for initiating a clerical period. See section "Clerical key".
CLERICAL TIME	The time between two calls that the agent may use for other purposes. Clerical time may be common or individual. The clerical time can be displayed on the telephone display. See section "Clerical".
DYNAMIC QUEUE	A queue which length changes due to the change of the number of agents that are logged on to the ACD-group.
EXTENSION	All telephones connected to the PBX have a unique internal number (up to 8 digits). If your telephone is equipped with a display, you can see your number.
ISDN	Integrated Services Digital Network. Provides your system with supplementary services from the public net.
PAUSE-KEY	A key on an agent telephone used to initiate and stop a job interruption for a certain time without logging off from the system. See section "ACD-pause key".
PBX	Public Branch Exchange. Your telephone switching system (e.g. BusinessPhone 250).
PIN	Personal Identity Number. A code used by the agent to log on to the system. A PIN is only useful when the system has a connected CCS system. See section "Activate the ACD function".
QUEUE	Each ACD-call number has a queue where calls are queued when there are no free agents available.
SILENT INTRUSION	The supervisor may at any time intrude an agent who is logged on. The supervisor may also intrude if an ACD agent asks him to do it. During intrusion no warning tone is heard. See sections "Agent requests help", "Intrusion" and "Silent intrusion".
STATISTICS	Facts about ACD-calls presented directly by the ACD-system. See section "ACD Statistics".
SUPERVISOR	An agent with a supervisor function for a number of agents. The supervisor may be equipped with a CCS system.
TIE LINE	An external line from the private network.
TIMEOUTS	Limitation for how often the fixed clerical time may be expired before the agent is automatically logged out. See section "Monitoring of timeouts".
TRUNK GROUP	A group of trunks that are routed to an ACD-number.
TRUNK LINE	A trunk line is the same as an external line. Can be either digital or analogue.

	Page
ACD function	5
ACD statistics.....	9
ACD-pause key.....	20
Activate the ACD function	13
Activation of queue indication	6
Agent requests help.....	7
Answer calls	16
Call agent	6
Call codes for non ACD calls	19
Change password.....	10
Clerical	16
Clerical key.....	18
Deactivate ACD function	15
Define measurement period.....	10
Define thresholds.....	11
Display statistics	12
Elapsed clerical time	17
Glossary.....	22
Intrusion.....	8
Log on	13
Log on with agent number	15
Log on with PIN code.....	14
Monitoring of timeouts	20
Multiple call codes.....	19
Night/day switch of the ACD group	21
No clerical key	19
Print statistics	11
Programming mode	9
Remaining clerical time	17
Select group	13
Silent intrusion	8
Simultaneous night/day switch	21
Statistics.....	9
Supervisor functions	6
Supervisor keys	7
Working as an agent	13

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Austria

Ericsson Austria AG
Pottendorfer Strasse 25-27
A-1121 Vienna, Austria
Telephone: +43-1-81 100-5450
Telefax: +43-1-81 100-5437
<http://www.ericsson.at>

Australia

Ericsson Australia Pty Ltd.
Ericsson Business Systems
126-142 Trenerry Crescent
Abbotsford Vic 3067, Australia
Telephone, sales: +61-13-1374
Service: +61-1800-033-216
Telefax: +61-9284-5776
<http://www.ericsson.com.au/AU/>

United Kingdom

Enterprise Distribution
Enterprise Networks and Datacomms
Telecommunications Centre
Ericsson Way, Burgess Hill
West Sussex RH15 9UB
Telephone: +44-(0)1444-234567
Telefax: +44-(0)1444-874299
<http://www.ericsson.co.uk>