
Agent Login

If the telephone prompts "Enter Username" you must first log in to the phone extension using your User Name and Password. Successful telephone extension login displays the screen from which you can log in as an agent:

1. Press the **Login** softkey.
2. Enter your Agent ID.
3. Press the **Enter** softkey or the **OK** button.
4. Enter your Agent Password, if required.
5. Press the **Login** softkey or the **OK** button.

Agent Logout

The Logout softkey appears whenever you are not active on a call. To log out as an agent, press **Logout**. If required, enter a reason code for the logout. Depending on how your call system is administered, system-generated "forced" logouts might occur based on clock time or other factors. A forced logout requires a reason code entry if one is not already displayed.

Changing the Agent Work Mode or Agent State

The top display line shows your current agent work mode and state. To change the work mode or state, press the line/feature button assigned to the mode/state to which you want to change. Alternately, you can scroll right and then scroll down to the desired mode and press the **OK** button. Agent work modes/states are:

- Aux - you are usually placed in an auxiliary state after agent login and must change to Auto-in or Manual-in work mode to be able to receive call center calls. You can change back to Aux to indicate you are not available to receive call center calls, for example, you want to take a break or to place an outgoing call. Changing to Aux may require a Reason Code entry. Predefined Aux/Reason Code combinations may be available on your line buttons,
- ACW state - you want to perform after-call work, (ACW) such as completing a call-related form. The system might automatically switch you to ACW in some instances.
- Auto-in work mode - you want to receive a new incoming call automatically upon completing a call (dependent on your system setup).
- Manual-in work mode - you want to take a specific action to receive calls, for example, pressing a feature button or softkey (dependent on your system setup).
- Available state -you are able to receive a call center call.
- On-Call state - you are currently active on a call center call.

Viewing Your Skills

Agents are assigned one or more skills so that incoming calls can be matched with the agents best suited to answer them. The Skills screen always displays immediately after agent login, and can be viewed by pressing the **Skills** softkey any time you are logged in. You cannot change your own skill set - your supervisor must make any changes to your skill assignments.

Viewing Your Features

To see the features assigned to your phone, press the right navigation arrow, then use the down navigation arrow to scroll through the features available. Notice that as you scroll from feature to feature, the corresponding line/feature button LED blinks to indicate the button to which that feature is assigned.

Scrolling and Navigation

To navigate through the options and features on your telephone display, use the navigation arrows to scroll and the **OK** button to select lines or options. A navigation icon appears in the

phone display to indicate that you can scroll to more options or information. Use the up and down navigation arrows to scroll up or down through lists. When you scroll to a line on the display, that line is selected. Use the right and left navigation arrows to go to Features or to move the cursor right or left when entering text.

The softkey labels will change according to the options available for the selected line. The OK button is a shortcut for the default action. For example, when you select an entry in your contacts list, pressing the **OK** button places a call to that person.

Answering and Making a Call

Answering a Call

When logged in as an agent with a call delivery mode of **auto-answer**, you hear a "zip tone" to announce that you have been automatically connected to a call. No action is required other than to provide your standard greeting.

When logged in as an agent with a call delivery mode of **manual answer** or when not logged in as an agent, listen for an audible ring, then press the **Answer** softkey or the line button of the flashing call appearance.

In either case, if you hear an announcement that describes the origin of or service requested by the incoming call, wait until the announcement ends before taking an action like pressing Conference, Transfer, or a line button.

Press the **Release** button to end the call.

Making a Call

1. Press a line button for an available call appearance.
2. Dial the number you want to call.

Putting a Call on Hold

1. Press the **Phone/Exit** button to view the main Phone screen, if necessary.
2. Press the **Hold** button.
3. Press the **Resume** softkey to retrieve the call or press the line button of the held call.

Transferring a Call

1. From the Phone screen, select the line you want to transfer.
2. Press the **Transfer** button.
3. Dial the telephone number, or call the person from the Contacts list or the Call Log list.
4. When the person answers, press the **Complete** softkey to transfer the call.

Conference Calls

Setting up a conference call

1. When on an active call, press the **Conference** button.
2. Dial the telephone number, or call the person from the Contacts list, or call the person from the Call Log list.
3. When the person answers, press the **Join** softkey to add the person to the existing call.
4. Repeat these steps to add an additional person to the conference call.

Adding a person on hold to a conference call

1. When on an active call, press the **Conference** button.
2. Select the call on hold that you want to add to the conference.
3. Press the **Resume** softkey or press the line button of the held call to take the call off hold.

Dropping the last person added from a conference call

1. While active on a conference, press the **Drop** softkey to release the last party added to the conference.

Contacts

You can have up to 100 Contact names and telephone numbers.

Calling a person from the Contacts list

1. Press the **Contacts** button.
2. Select the person or number you want to call.
3. Press the **Call** softkey or the **OK** button.

Call Log

You can have up to 100 Call Log entries. When you are not logged in as an agent and the log has missed calls, the top display line shows a Missed Call icon with the number of unanswered calls since you last accessed the Call Log or last logged in, whichever is more recent.

Calling a person from the call log

1. Press the **Call Log** button.
2. If applicable, scroll to the log you want (All, Missed, Answered, Outgoing) using the right or left navigation arrows.
3. Use the down/up navigation arrows to scroll to the person you want to call.
4. Press the **Call** softkey or the **OK** button.

Adding an entry from the call log to your Contacts list

1. Press the **Call Log** button.
2. Select the person/number you want to add to your Contacts list.
3. Press the **Details** softkey.
4. Press the **+Contact** softkey.
5. Edit the name and telephone number, if necessary.
6. Press the **Save** softkey or the **OK** button.

Changing the language

1. Press the **A (Avaya Menu)** button.
2. Select Options/Settings...
3. Select Language/Region...
4. Select Language....
5. Scroll to the desired language and press the **Select** softkey.
6. When the desired language displays, press the **Yes** softkey to confirm the selected language.

Avaya Menu

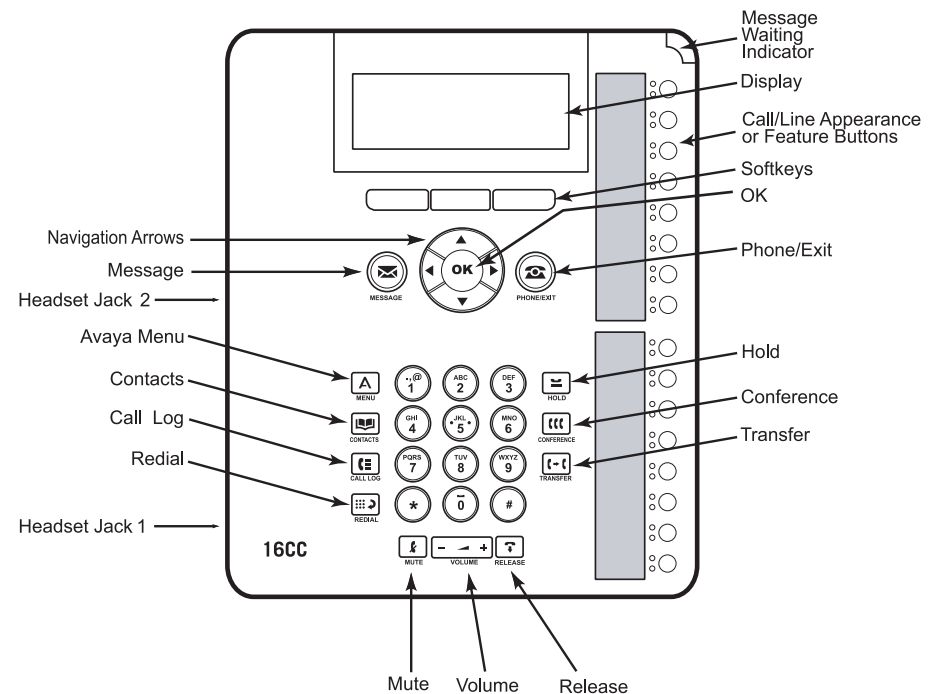
Use the Avaya Menu to adjust and customize options and settings for your telephone, get information about your phone and network settings, and log the extension out. When you press the **A (Avaya Menu)** button and scroll, you see the following menu choices:

- **Options/Settings...** - change your call settings, adjust brightness and contrast, select your ringing pattern, change the display language, set timers and time format, and more.
- **Network Info...** - Network Info shows a summary of network-related parameters.
- **About Avaya Agent Deskphone 16CC** - shows the release number of your telephone software.
- **Extension Logout?** - sign off the phone to protect your settings or to allow another user to log in. Note that this logout involves the telephone extension itself and is not "agent logout," which logs you out as a user of that extension. Extension Logout does not appear if you are logged in as an agent.

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Avaya Agent Deskphone 16CC Quick Reference



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