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## Cinphony – Agent Features Overview

### Logging on to Call Center

Log on to Call Center so that calls can be routed to you. You cannot log on if the maximum number of agents is logged on, if you are logged on to another telephone, or if someone else is logged on to your telephone. You can log on only to skillsets that you are assigned to.

#### Logging on from a two line display telephone

- 1 Press **[\*] 9 0 4**.
- 2 Enter your Agent ID and press **OK** or **#**.  
Your Call Center Administrator can tell you your Agent ID.
- 3 Enter your password and press **OK** or **#**.  
The first time you log on, or when you log on after your password has been reset, enter the default password, 0000. If you enter the default password, you must create a new password.
- 4 Press **IN** to log on to one or all skillsets. If **IN** does not appear, you are already logged on to all the skillsets, or there are no skillsets available.
- 5 Press **CHNG** until the skillset that you want to log on to appears on the display. If you log on to all of the skillsets, you are logged on to all the skillsets that you are assigned to. If there is only one skillset available to log on to, you are automatically logged on to that skillset.
- 6 Press **OK**. You are logged on to the skillset number displayed, or all of the skillsets if **ALL** is displayed.
- 7 If you are a Multimedia Call Center agent, the prompt **Also log in to PC** appears.
- 8 Press **[\*]**.

### Logging off Call Center

When you are finished for the day or will be away from your telephone for an extended period, log off to stop calls from being routed to your telephone.

#### Logging off from a two line display telephone

- 1 Press **[\*] 9 0 4**.
- 2 Enter your Agent ID and press **OK** or **#**.
- 3 Enter your password and press **OK** or **#**.
- 4 Press **OUT**. If **OUT** does not appear, you are not logged on to any skillsets.
- 5 Press **CHNG** until the skillset you want to log off from appears on the display. If you are logged on to only one skillset, that skillset is automatically selected.
- 6 Press **OK**.
- 7 You are logged off from the skillset number displayed, or from all skillsets if **ALL** is displayed.
- 8 Press **[\*]**.

## Changing your agent password

Your Agent ID and password give you access to the skillsets you are assigned to. Keep your password confidential. Change your password on a regular basis, approximately every 30 days.

### Changing your password from a two line display telephone

- 1 Press **[\*] 9 [0] 4**.
- 2 Enter your Agent ID and press **OK** or **#**.  
Your Call Center Administrator can tell you your Agent ID.
- 3 Enter your password and press **OK** or **#**.
- 4 Press **Admin**.
- 5 Enter a new password that is from four to eight digits long and press **OK** or **#**.  
Your password cannot start with a zero.
- 6 Re-enter your new password and press **OK** or **#**. **Password changed** is briefly displayed.
- 7 Press **[\*]**.

## Using Feature Codes

You use Feature Codes to access Call Center features. The default Feature Codes are shown below. Your Call Center Administrator can program Custom Feature Codes that you use instead. If you use Custom Feature Codes, you can record them in the space provided below.

Feature	Default Feature Code	Custom Feature Code
Open mailbox	<b>[*] 9 [8] 1</b>	<b>[*] 9</b> ___
Log on/Log off	<b>[*] 9 [0] 4</b>	<b>[*] 9</b> ___
Not Ready	<b>[*] 9 [0] 8</b>	<b>[*] 9</b> ___
Display Waiting Calls	<b>[*] 9 [0] 9</b>	<b>[*] 9</b> ___

### Log on **[\*] 9 [0] 4**

Use **[\*] 9 [0] 4** to log on to Call Center and the skillsets you are assigned to. You can program a memory button with the Log on Feature Code. If the memory button you choose has an indicator, the indicator shows your log on status.





- If the indicator is off, you are not logged on.
- If the indicator is on, you are logged on.

















## Display Waiting Calls

Use Display Waiting Calls to view information about skillsets and the calls waiting in skillsets. The table below describes the information in each display.





Display	Description
Skill 1: Enabled	shows the skillset number and the status of the skillset. The status can be Enabled, Disabled or Uninit (uninitialized).
1: 6 agents	shows the skillset number and how many agents are currently logged on to the skillset
1: 10 calls	shows the skillset number and the number of calls waiting in the skillset
1: wait 9:45	shows the skillset number and the time of the call waiting longest in the skillset.

### To Display Waiting Calls

- 1 Press     .  
The skillset display for skillset 1 appears.





On a one line display telephone press	On a two line display telephone press	To
	 or <u>GOTO</u>	enter the number of the skillset you want to monitor
	 or <u>SKILL</u>	monitor the next enabled skillset
 or 	 or  or <u>NEXT</u>	go to the next skillset
	 or <u>PREV</u>	go to the previous menu
		go to the next menu
		cancel the session
		exit

### Using Display Waiting Calls with a memory button

Program a memory button with     to view the status of all skillsets, including the skillsets that you are logged on to. If the memory button you choose has an indicator, the indicator shows information for the calls for the skillset that you are logged on to.

- If the indicator is off, all of the calls are within the acceptable wait time.
- If the indicator is flashing slowly, at least one call has exceeded the first alert time.
- If the indicator is flashing quickly, at least one call in the skillset has exceeded the second alert time. The Call Center Administrator sets what the alert times are.

## Not Ready

If you use Not Ready, you do not receive calls. Your Call Center Administrator can also program a Break Time, which makes Call Center automatically wait a short time before it routes the next call to you. You can use the Break Time to complete any paperwork required by the last call. If you need some extra time, use Not Ready to prevent Call Center from routing another call to you. Do not use the Do Not Disturb feature. You can use Not Ready while a call is ringing on your telephone. The call that is ringing on your telephone goes back to the skillset. You can program a memory button with an indicator instead of pressing     .



**Note:** While you use Not Ready, you still receive non-Call Center, intercom and transferred calls.

## Using Not Ready

- 1 Press **[\*][9][0][8]**. *Make Not Ready* appears on the display.  
If you press **[\*][9][0][8]** and *Break canceled* appears on the display, you canceled the Break Time that the Call Center Administrator programmed for you. You must press **[\*][9][0][8]** again to activate the Not Ready feature.  
If you press **[\*][9][0][8]** and *Agent active* appears, the Not Ready feature was on and you canceled it. Press **[\*][9][0][8]** again to activate Not Ready.
- 2 Cancel the Not Ready feature by pressing **[\*][9][0][8]** when you are ready to take calls again.  
If *Not ready* appears, press **[\*][9][0][8]** again.  
Not Ready is automatically enabled if you do not answer your telephone, if Not Ready is configured in Call Center.

You can have convenient, one button access to Not Ready if you program a memory button with the Not Ready Feature Code. If the memory button you choose has an indicator, the indicator shows your busy status.

- If the indicator is off, Not Ready is off.
- If the indicator is on, Not Ready is on.
- If the indicator is flashing, the Break Time feature is on.