






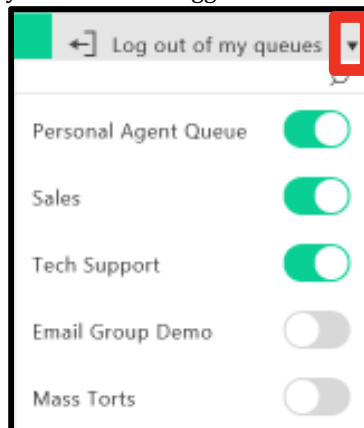
SHORETEL USER GUIDE – ECC AGENT

Signing In

- Open an Internet Browser
- Type in your URL (Provided by your system admin)
 - Onsite w/o redundancy [http://\(IP\).3000/ecc](http://(IP).3000/ecc)
 - Onsite w/redundancy [http://\(IP\).8080/ecc](http://(IP).8080/ecc)
 - Onsite w/Edge Gateway Redundancy [https://\(FQDN defined in edge gateway\)/ecc](https://(FQDN defined in edge gateway)/ecc)
- Enter your ID (Same as computer Client log in)
- Enter your Password (Same as your Computer Client log in)
- Press Enter or click  to Log in

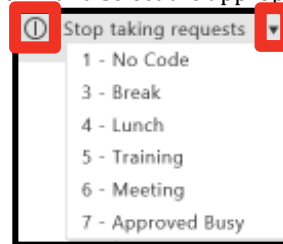
Logging in and Out

- Click  Log into my queues 
- Click  Log out of my queues 
- Click the drop-down to show the list of queues, you can choose which ones you want to be logged into



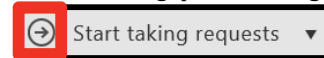
Start and Stop taking Requests

- To stop taking call requests, Click the drop down and select the appropriate



code:

- To Start taking queue calls again, Click



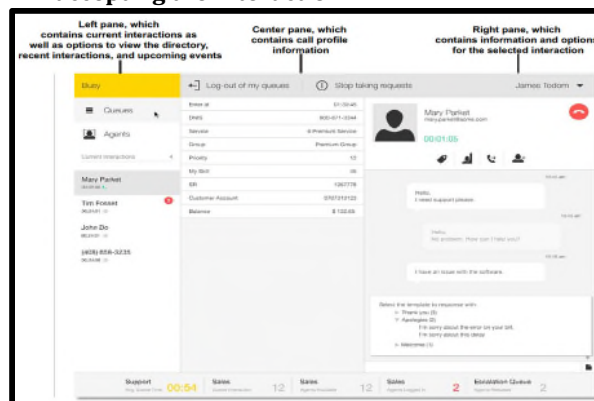
Note: If you don't answer an offered call, you will be put into release mode.

Accepting Interactions

You can view incoming and current interactions in the left pane

- Click  to accept a call

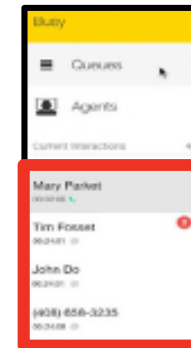
Note: If you are on an interaction, the center pane displays call information. If presented additional interactions, click anywhere in the black box surrounding the green icon to view call information without actively accepting the interaction.



Handling Multiple Interactions

If your account is configured to handle multiple interactions, the left pane shows multiple interactions when they are incoming and when they are in process


- Select the interactions in the left pane




Note: Chat Messages that have not been answered will show a message-waiting indicator.

Transferring Interactions

Blind Transfer

- Click 
- Type in the name or number of the contact you would like to transfer to
- Click Blind to complete the transfer

Consult Transfer

- Click 
- Type in the name or number of the contact you would like to transfer to
- Click Consult, the third party will be called
- Click Complete Transfer to complete or Cancel to recall the initial caller

Agent Queue Transfer

- Click 

- Click to transfer to a personal queue

Conference Calls

Blind Conference

- While on a call, Click
- Select a logged in Agent, dial an extension or 8/9 + number
- Click Blind for Automatic connection to both parties

Consult Conference

- While on a call, Click
- Select a logged in Agent, dial an extension or 8/9 + number
- Click Consult, and announce the call
- Click to complete the conference

Wrap-Ups

When an interaction ends, the system may display Wrap-Up information in the right pane.

- A timer in the center of the Wrap-Up information shows a count-down to the end of Wrap-Up mode.
- Click Extend to allow for more time to complete Wrap-Up

Note: When you click Extend, you will remain in Wrap-Up time until you click End Wrap-Up

Wrap-Up Codes (Completed Interaction)

To associate one or more Wrap-Up codes with the interaction, enter the Wrap-Up code name or number in the search field and click End Wrap-Up.

Wrap-Up Codes (Active Interaction)

- Click
- Select relevant Wrap-Up codes

Requesting Help

- Click and a supervisor will be alerted and can join in on your interaction

Call Backs

Call back Options appear as selections when an outbound call is ended:

- Call Back – Busy
- Call Back – No Answer
- Do Not Call Back

Note: Call back – Busy and Call back – No Answer options reinsert the number back to the list. These numbers are called back at a later time based on the dials list preferences configured for the account.

Modifying and Reviewing Settings

- Click Rachel Duede
 - Settings
 - Sign-Out

• Sound Notifications-

- Incoming new voice call
- Confirm outbound call
- Incoming new chat
- Incoming new email
- New chat message

• Desktop Notifications-

- Incoming new voice call
- Confirm outbound call
- Incoming new chat
- Incoming new email
- New chat message
- Warning messages
- Forced release

• Logged into Queues-

- Personal Agent Queue
- Sales
- Tech Support

Key Performance Indicators (KPI's)

Located along to bottom of the screen

| | | | | | | | | | |
|---------|-------|-------|----|-------|----|-------|---|------------------|---|
| Support | 00:54 | Sales | 12 | Sales | 12 | Sales | 2 | Escalation Queue | 2 |
|---------|-------|-------|----|-------|----|-------|---|------------------|---|

This board's details are configured by Class of Service and can include:

- Calls in queue
- Number of Agents Logged in

• Number of Agents in Release mode Monitor Queues

Click Queues in the left pane, from here you can sort, select, and pick up interactions if permissions allow.

- Display-Display interactions for particular queues by clicking the drop-down arrow in Show
- Sort – Sort data by clicking sort by
- Pick Up- Click Accept Call to manually pick up interactions

Icon Dictionary

| Icon | Description | Icon | Description |
|------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------|------|--------------------------------------------------------------------------------------------------------------|
| | Conference in another participant | | Ends an email interaction. |
| | Barge in on an interaction | | Logs the agent in to all queues she is assigned to. |
| | Indicates a voice interaction. | | Logs the agent out of all queues she is assigned to. |
| | Indicates a chat interaction. | | Alerts the supervisor that an agent has requested help. |
| | Indicates an email interaction. | | Places the agent in release mode. |
| | Indicates that an interaction is part of a group | | Resumes the agent. |
| | Indicates an interaction is on hold. | | Displays a list of template chat responses that the agent can select from. |
| | Indicates a voice interaction is in progress. | | Displays options to create a conference call. |
| | Accepts a voice call. | | Sends an interaction to an agent's personal queue. |
| | Accepts a chat interaction. | | Completes the process of transferring a call. |
| | Accepts an email interaction. | | Allows a supervisor to talk or chat with agent without the calling party hearing or seeing the conversation. |
| | Indicates that a call is a conference call. | | Plays the agent's interaction into wrap-up mode or allows the agent to select a wrap-up code. |
| | Completes the addition of another participant to form a conference. | | |
| | Ends a voice interaction or allows you to reject an outbound voice callback. If your account has been configured for enabled confirmation for abandoned callbacks. | | |
| | Ends a chat interaction. | | |

Training Links:

<http://www.loffler.com/support/training/voice-solution-training/shoretel-online-training-materials/>

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