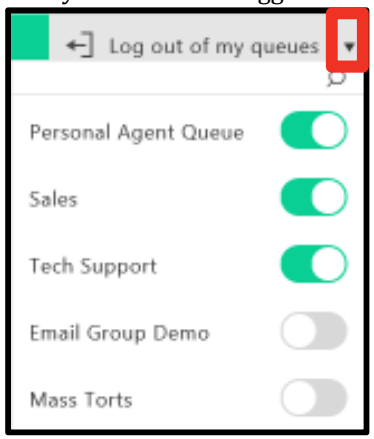
SHORETEL USER GUIDE – ECC SUPERVISOR

Signing In

- Open an Internet Browser
- Type in your URL (Provided by your system admin)
  - Onsite w/o redundancy http://(IP).3000/ecc
  - Onsite w/redundancy http://(IP).8080/ecc
  - Onsite w/Edge Gateway Redundancy 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

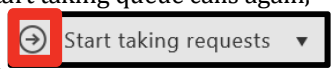
- Click to log into queues
- Click to log out of queues
- Click the drop-down to show the list of queues, you can choose which ones you want to be logged into



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



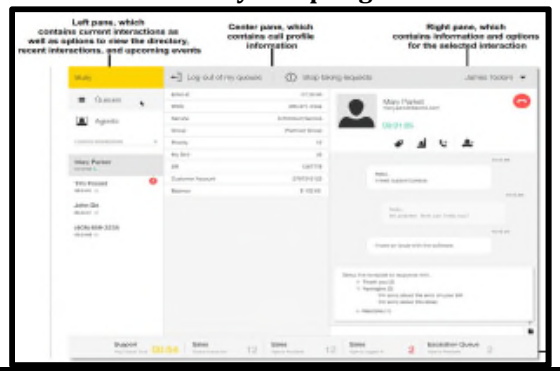
Note: If you don't answer an offered call, you will be put into release mode.

Accepting Interactions

You can view incoming and current interactions in the left pane

- Click to accept a call

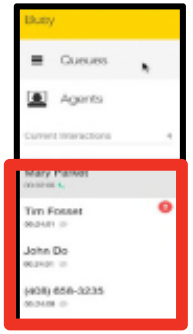
Note: If you are on an interaction, the center pane displays call information. If presented additional interactions, click anywhere in the black box surrounding the green icon to view call information without actively accepting the interaction.



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

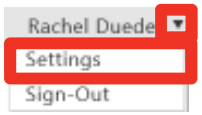
Call back Options appear as selections when an outbound call is ended:

- 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



- **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

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

View Agents

View information about agents assigned to the queues the supervisor manages. To View:

- Click Agents in the left pane
- Sort Agents by typing all or part of a name, agent extension or queue name in the search bar
- Click All to view all agents logged in
- Click Help Request to display agents that have asked for help

Join Agent's Interaction

There are three ways to join an agent's interaction:

	Silent Monitor — Use this feature to silently monitor the agent's interaction. The agent will know that you are observing the interaction, but you will not be able to interact with the agent or the other participant in the interaction.
	Barge — Use this feature to actively participate in the interaction. The agent and the other participant will both be able to see or hear your participation in the interaction. **Note**: This icon appears only after the supervisor has initiated Silent Monitor.
	Whisper — Use this feature to silently coach the agent. The other interaction participant will not hear or see your interaction with the agent. **Note**: This icon appears only after the supervisor has initiated Silent Monitor.

Joining an Agent's Interaction

- Select the interaction in the left pane
- Click the Appropriate icon depending on the level at which you want to participate in the interaction

Exiting an Agent's Interaction

- Click the appropriate icon again (example: if you are in the process of silently monitoring the agent's voice interaction, click to exit the interaction)

Icon Dictionary

Icon	Description
	Conference in another participant
	Barge in on an interaction
	Indicates a voice interaction.
	Indicates a chat interaction.
	Indicates an email interaction.
	Indicates that an interaction is part of a group
	Indicates an interaction is on hold.
	Indicates a voice interaction is in progress.
	Accepts a voice call.
	Accepts a chat interaction.
	Accepts an email interaction.
	Indicates that a call is a conference call.
	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.

Icon	Description
	Ends an email interaction.
	Logs the agent in to all queues s/he is assigned to.
	Logs the agent out of all queues s/he is assigned to.
	Alerts the supervisor that an agent has requested help.
	Puts the agent in release mode.
	Resumes the agent.
	Displays a list of template chat responses that the agent can select from.
	Displays options to create a conference call.
	Sends an interaction to an agent's personal queue.
	Completes the process of transferring a call.
	Allows a supervisor to talk or chat with agent without the calling party hearing or seeing the conversation.
	Puts the agent's interaction into wrap-up mode or allows the agent to select a wrap-up code.

Training Links:

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

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