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Toshiba Strata CT Digital Business Telephone Solutions Supervisor Manual

Acd supervisor guide

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Telecommunications Division

Digital Business Telephone Solutions

ACD Supervisor Guide

Release 2

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[Telephone Toshiba StrataCT User Manual](#)

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[Telephone System Toshiba Strata DK Admin User Manual](#)

Digital business telephone systems release 4 (178 pages)

Summary of Contents for Toshiba Strata CT Digital Business Telephone Solutions

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Publication Information Toshiba Information Systems (UK) Ltd. reserves the right to change any of this information including, but not limited to, product characteristics and operating specifications, without prior notice. It is intended that the information contained within this manual is correct at the time of going to print, however all liability for errors or omissions is excluded.

Page 3: Table Of Contents

Page 5: Introduction

This guide is designed to provide instructions for the ACD Supervisor regarding the use of Automatic Call Distribution (ACD) on Toshiba's Strata CT system. It provides step-by-step instructions on how to use the ACD Supervisor features. This guide does not provide instructions for the ACD Agent features.

Page 6: Action/Response

Represents any Primary Directory Number button (the extension number for the [PDN] telephone). An extra appearance of the PDN on the same phone is not considered as a SDN. Represents any Secondary appearance of a PDN. A PDN which appears on another [SDN] telephone is considered an SDN.

Page 7: Related Documents/Media

Strata Technical Library CD-ROM enables you to view, print, navigate and search publications for Strata DK40 and Strata CT digital business telephone systems. It also includes Strata CT ACD Documentation, including the ACD Agent Guide and ACD Supervisor's Guide. ACD Installation and Programming instructions are included in the Strata CT Installation and Maintenance Manual and the Strata CT Programming Manual.

Related Documents/Media Introduction Strata CT ACD Supervisor November 2001...

Page 9: Chapter 1 The Grand Tour

Agents. ACD Group Supervisor As an ACD Group Supervisor, Toshiba recommends that you use a 20-button Toshiba proprietary digital telephone with a Liquid Crystal Display (LCD) (see information about the ACD Group or an individual Agent's activities.

Page 10: Strata Ct Acd Supervisor November

If your telephone does not have the ACD Supervisor feature buttons shown in the right-hand column of the telephone keystrip in function (see Table 4 on A Supervisor Telephone cannot be a standard telephone (SLT). Important! Figure 1 ACD Supervisor Digital LCD Telephone...

Page 11: Buttons

Sets up conference and transfer calls. Holds internal or outside calls. The Line LED flashes green at the internal hold rate. Toggles the microphone ON/OFF while the telephone is in use. The LED indicates the status of the microphone. Calls back the station or voice mail device that activated the LED.

Page 12: Flexible Buttons

Reset Queue Alarm Supvr Auto Log In Transfer to ACD Group Must be programmed using Toshiba recommends that Supervisor telephones have at least two [PDN] buttons to answer Note Agent Assistance calls when monitoring ACD calls, Agent/Queue Status. Table 2 are specific to the ACD Supervisor's telephone (also see examples in...

Page 13: Directory Number [Dn] Buttons

Soft Keys If you have a Strata 2000-series LCD telephone, the Soft Key features are deactivated

during the time that you are logged in as an ACD Supervisor. Only ACD displays are functional during ACD telephone sessions. When you log out of the ACD Group, Soft Key features become available again.

Page 15: Chapter 2 Features

Music and announcement devices can also be connected for use with your ACD system. It is highly recommended that you have a telephone equipped with an LCD, because the LCD displays important information about the ACD system and group.

Page 16: Feature Interaction

Supervisor station. DND applies to all calls directed to the [PDN]. Agent telephones must have the DND Override feature to request assistance if your telephone is in the DND mode. Executive Override – If an Agent is talking on an ACD or PBX call, executive override of ACD/ PBX calls is not allowed, but the Supervisor can call the Agent's [PDN] or an idle [PhDN].

Page 17: Agent Telephone Status

ACD Agents can make and receive different types of calls depending upon the status of their ACD telephone. The current status is displayed on your LCD when you use your Agent Status feature. Available – If your Agent is logged in as an ACD agent, ACD or PBX calls and non-ACD or PBX calls to other [DNs] can be made and received.

Page 18: Agent Assistance

You can also participate in a three-way conversation with the Agent and the ACD caller when the Cnf/Trn Agent presses For this feature to work, your telephone must be logged in with the Supervisor ID code of the same Group as the Agent requesting help. To assist an agent Press the flashing [PDN].

Page 19: Logging In/Out

You can log in and out as an ACD Supervisor or Agent by entering ID codes at your station. Your telephone can only be logged in as an Agent or Supervisor, but not both. If you log in as an Agent, your station is available for incoming ACD calls.

Page 20: Agent Log In/Out

ACD calls are still sent to the ACD Group. It is not necessary for a telephone to be logged in as Supervisor to allow ACD calls to be sent to Agent telephones.

Page 21: Agent/Queue Status

2. Enter your four-digit Agent ID code. If the Agent ID code is invalid, the telephone sends a busy tone, the Log In/Out LED stops Note flashing and turns off, and the LCD displays To cancel Agent log in Log In/Out...

Page 23: Queue Status

To view the status of another ACD group #405 Press [PDN] + To monitor Queue Status Queue Status 1. Press #404 ...or [PDN] + Scroll 2. Press Scroll 3. Press ...or, if an ACD call disconnects while currently Scroll on your LCD, press ...or, if an ACD call overflows while displayed Scroll...

Page 24: Call Monitoring

A one-way, listen-only path is established for the Supervisor only. The monitoring feature does not apply to Agent PBX or non-ACD calls. A periodic tone and LCD message can be added to the Agent's telephone to indicate that you are monitoring the call. These options are provided by system programming.

presses Strata CT ACD Supervisor November 2001 Dial tone is heard and a [PDN] LED lights.

Page 26: End Of Acd Shift

End of ACD Shift End of ACD Shift You can use shift destination is assigned in system programming. You must be logged in as a Supervisor to activate or cancel this feature. The after-shift destination can be another ACD Group, Auto Attendant, Message Device, or Voice Mail.

Page 27: Night Transfer

Night Transfer Incoming calls to your group can be routed to different destinations, based on either two- or three-call routing (ringing) patterns which are set in system programming. The Night Transfer LED indicates the active routing pattern: DAY 2 NIGHT Up to four Night Transfer (buttons can be assigned and controlled independently.

Page 28: Night Transfer Lock

Night Transfer Lock NT Lock button enables your telephone to lock the system into the "Day, Day 2, or Night" modes. This feature is assigned to your telephone in system programming, however, the ACD Group Supervisor can lock the ring modes. You must use a password.

Page 29: Reset Queue Alarm

Reset Queue Alarm During queue operation, the number of unanswered ACD calls waiting in the queue, and the amount of time the calls have been waiting is constantly monitored by the system. An alarm is generated when calls waiting in the queue exceed preset conditions. Your system installer can specify the following types of alarm in system programming: Single alarm (immediate without a timer) –...

Page 30: Supervisor Auto Log In

This feature enables you to transfer Exchange line calls (non-ACD or ACD) to an ACD Group using your one-touch button. To program your SD button for one-touch Transfer to ACD Group Redial Press large systems and 01~08 for small systems). Log In/Out on your telephone. #4031 XXXX + [PDN] + Cnf/Trn #406XX Redial Supvr Auto button.

Page 31: Access Codes

This appendix provides a list of features and the corresponding access code sequences. Access Codes If your telephone does not have the ACD Supervisor feature buttons shown in the left-hand column, you can enter the access code sequence shown in the right-hand column to perform the same function.

Page 32 XX = ACD Group Number 01~16 on large systems and 01~08 on small systems. ACD Call button is any single appearing [PhDN] that is owned by the telephone. = Agent ID Code used when logging into an ACD Group as an Agent.

Page 33: Notes To Users

Notes to Users Step 1: Safety Approval Toshiba Information System (U.K.) Ltd declare that the Strata CT complies with the EEC's LVD directive, (Directive No. 73/23/EEC). The product has been assessed and found to comply with EN60950:2000. The notes listed below form part of the products compliance with the aforementioned European Norm.

Page 34 Table A1 (continued) Type of Circuit (EN60950 Port Location Classification) TNV1 RBSU2A TNV1 RBSU1A TNV1 RBSS1A & RBSS2A TNV1 RPTU1F TNV2 PACU2F TNV2 PEMU2F SELV PEPU2A SELV PIOU2A SELV PIOUS2A SELV RSIU1A SELV RSIS1A SELV RRCU1A SELV EKT and DKT Any peripheral apparatus connected to the above ports must have the same EN60950 classification.

Page 35 Under no circumstances must the cells be removed or replaced. Step 2: EMC Compliance Toshiba Information Systems (U.K.) Ltd declare that the Strata CT complies with the EEC's EMC directive, Directive No. 89/366/EEC as amended by directive 92/31/EEC. The product has been...

Page 36 Step 3: Type Approval Toshiba Information Systems (UK), Ltd, (TIU), hereby declares that the Strata CT product complies with the requirements of the EC Directive 1999/5/EC, (aka Radio & Telecommunications Terminal Equipment directive). A manufacture's Declaration under

this Directive allows connection to the relevant Public Network Services and the right to place the Product on the market.

This manual is also suitable for:

Strata ct