

TOSHIBA

Toshiba Strata DK Acd Agent Manual

Digital business telephone systems

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Telecommunication Systems Division
TOSHIBA
Digital Business Telephone Systems

ACD Agent Guide

February 1999

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Digital business telephone systems release 4 (178 pages)

[IP Phone Toshiba DK User Manual](#)

Includes lcd, add-on module, and direct station selection console (163 pages)

[Telephone Toshiba Strata DK User Manual](#)

Electronic telephone (134 pages)

[Telephone Toshiba Strata DK User Manual](#)

Electronic telephone includes lcd and direct station selection console (134 pages)

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[Software Toshiba Strata DK Technical Bulletin](#)

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Summary of Contents for Toshiba Strata DK

[Page 1](#) Telecommunication Systems Division Digital Business Telephone Systems ACD Agent Guide February 1999...

[Page 2](#) Further, Toshiba America Information Systems, Inc., of this material.

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[Page 5: Introduction](#)

This guide is designed to provide instructions for the ACD Agent regarding the use of Automatic Call Distribution (ACD) on Toshiba's Strata DK system. It provides step- by-step instructions on how to use the ACD Agent buttons on the Agent station.

[Page 6: Conventions](#)

Intercom Number). Whenever [DN] is used in this guide, it means the user can use any [PDN], [SDN], or [PhDN]. □□□□ represents buttons on a telephone. □□ means "through" is used for multiple key entries. denotes the step in a one-step procedure. Strata DK ACD Agent 2/99...

[Page 7: Related Documents](#)

Strata DK424 Call Center Solutions General Description Strata DK ACD Supervisor Guide Strata DK Digital Telephone User Guide Strata DK Digital Telephone Quick Reference Guide Strata DK Electronic Telephone User Guide Strata DK Electronic Telephone Quick Reference Guide Strata DK Standard Telephone User Guide...

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[Page 9: Chapter 1 - The Grand Tour](#)

LCD. Toshiba telephones have feature buttons that access the special ACD features. The Strata DK digital telephone with an LCD and typical ACD Agent feature buttons is shown in Figure 1 on Page 2 on the following page.

[Page 10](#) ACD Group Agent Mode Page Scroll Speed Dial Release Primary DN Log In/Out ACD Call Pickup Work Unit Unavailable End After Call Work Help Call (PhDN) 2517 Figure 1 Sample ACD Agent Telephone with ACD Feature Buttons Strata DK ACD Agent 2/99...

[Page 11: Buttons](#)

Dials the number you originally called (use the same [DN] or that you used to dial the original number). □□□□ Toggles the speaker ON/OFF. The LED indicates the status of the (Speaker) speaker. Adjusts volume levels. Strata DK ACD Agent 2/99...

[Page 12: Flexible Buttons](#)

ACD Agent. Only ACD displays are functional during ACD telephone sessions. When you log off from the ACD Group, Soft Key features become available again. Refer to the Strata Digital Telephone User Guide for more information on Soft Keys. Strata DK ACD Agent 2/99...

[Page 13: Acd Call Pickup](#)

Page 12. These features can be performed on digital or electronic telephones with or without LCDs. ACD Call ACD Call Pickup ACD Help Auto Answer with Zip Tone End After Call Work Time Log In/Out Log Out/Unavailable Pending Transfer to ACD Group Unavailable Work Unit Strata DK ACD Agent 2/99...

[Page 14: Chapter 2 - Features Feature Interaction](#)

Features Feature Interaction Feature Interaction Strata DK provides the ACD features from system-resident software. These features are affected when your station is logged in as Agent: Call Forwarding - All types of Call Forwarding from [PDNs] and [PhDNs] are allowed. ACD calls do not forward, but PBX and non-ACD calls do forward in the normal manner.

[Page 15: Agent Telephone Status](#)

To place an ACD call on Hold ☐☐ Press The ACD Call LED flashes HOLD LINE at the I-Hold rate and your JUL 27 TUE 02 : 27 LCD displays the message on the right. Strata DK ACD Agent 2/99...

[Page 16: Logging In/Out](#)

ACD group, unless the ID is re- assigned to another group in system programming. Any Toshiba telephone can be used to log into an ACD Group providing that the telephone has a unique, single-appearing [PhDN] button. The [PhDN] that is used to ☐☐☐ ☐☐ log into an ACD Group becomes the telephone's...

[Page 17](#) QUE# 000 AGT GPXX Agent ID code. dial tone confirms JUN 16 WED 02:27 successful log in. The Log In/Out LED turns steady red. = Number of QUE #000 calls in queue =ACD Group number (01~16). Strata DK ACD Agent 2/99...

[Page 18: Log Out \(Pending\)](#)

ACD Group, and your Supervisor has not ended the shift. Log Out (Pending) or Unavailable (see "Unavailable" on Page 19) prevents new calls from entering the ACD queue and redirects the calls to the after-shift destination or the overflow-point destination as assigned in the system programming. Strata DK ACD Agent 2/99...

[Page 19: Auto Answer With Zip Tone](#)

ACD call. You must have a Toshiba digital or electronic telephone. This feature is unavailable for telephones equipped with a standard rotary dial or a touch-tone dial, or a Toshiba telephone receiving PBX and/or non-ACD calls (see "Quick Reference"...

[Page 20: Acd Call](#)

Notes If Auto Answer with zip tone is enabled, a zip tone (a short burst of dial tone) is heard and the call is connected (see "ACD Call Pickup" on Page 14). Strata DK ACD Agent 2/99...

[Page 21](#) The duration of each call is QUE#000 AGT GP01 displayed every 15 or 60 HH:MM:SS seconds (determined by system programming) after you have answered the call. To view Queue Status instead of name/number)☐☐☐ Press (LCD button) four times. Strata DK ACD Agent 2/99...

[Page 22: Acd Call Pickup](#)

If your telephone is in an Note unavailable mode (LED ...or, if using a is on), you must press standard telephone, ☐☐☐☐☐ ☐☐ ☐ before go off hook and press ☐☐☐ ☐☐ you can use !"# \$*)(' Strata DK ACD Agent 2/99...

[Page 23: Acd Help](#)

Help call overrides and rings your Supervisor's telephone. ☐☐☐☐☐☐☐☐ 2. Press You and your Supervisor are connected to the caller..or hang up Your Supervisor and the ACD caller are connected. Strata DK ACD Agent 2/99...

[Page 24: End After Call Work](#)

When you have completed your paperwork, you can end the After Call Work time ☐☐ ☐☐☐☐☐ ☐☐ +☐☐☐☐ (period by pressing or making/receiving a non-ACD call. You can make/receive PBX calls during the After Call Work time period. Strata DK ACD Agent 2/99...

[Page 25](#) ☐☐ +☐☐☐☐ (by you. JUL 27 TUE 02:27 &'☐☐ Your LCD displays the queue ...or a [DN] + number, agent group, date, day ...or go off hook, then of the week, and the time. on hook. Strata DK ACD Agent 2/99...

[Page 26: Transferring Calls To An Acd Group](#)

...or, if you have a tracked for MIS purposes. standard telephone, hookflash and enter the Calls transferred to an Agent's ACD Call [PhDN] Agent or Supervisor directory number are tracked as PBX calls for MIS [PDN] or [PhDN]. purposes. Strata DK ACD Agent 2/99...

[Page 27: Unavailable](#)

Unavailable mode. To cancel Unavailable mode Press When the Unavailable LED goes off, the station is returned to available status..or, if you have a standard telephone, go off hook, and press !"#\$, Strata DK ACD Agent 2/99...

[Page 28: Work Unit](#)

This feature works only !"#\$. during an ACD call. 2. Enter the Work Unit The digits are displayed on the LCD as entered, and digits. the LCD returns to a normal display after the last digit is entered. Strata DK ACD Agent 2/99...

[Page 29: Appendix - Access Codes](#)

(see Table Toshiba proprietary telephones must have an button to log into an ACD Group and receive ACD calls and originate/receive PBX calls. Standard telephones do not require an button;...

[Page 30](#) If using a standard telephone, hook-flash (1/2 second on/off hook) and dial the access code after receiving internal dial tone. For rotary telephones, dial instead of . XXXX = Agent ID code. YY = ACD Group (01~16 on large systems and 01~08 on small systems). Strata DK ACD Agent 2/99...

[Page 31: Index](#)

Pickup, Cnf/Trn, queue, Definitions, After Call Work Hold, automatically activate, Mic, automatically deactivate, Msg, end the time period, Redial, Agent Calls spkr, ACD, volume, non-ACD, PBX, Strata DK ACD Agent 2/99...

[Page 32](#) Work Unit code, Executive Override, Log In/Out, Agent ID, cancel, Feature Interaction Log Out Call Forwarding, After Shift destination, Message and Display, Last Active Agent, Station Do Not Disturb, Pending, Features, Logging, call, Strata DK ACD Agent 2/99...

[Page 33](#) (SMIS), Speed Dial, standard rotary dial, standard telephone, Station Message Detail Report (SMDR), The Grand Tour ACD Group Agent, buttons fixed, flexible, soft keys, touch-tone dial pad, transfer a call to an Agent or Supervisor, Strata DK ACD Agent 2/99...