

TOSHIBA

Toshiba Strata CTX User Manual

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Digital Solutions Division

Digital Business Telephone Systems

TOSHIBA

ACD Agent/Supervisor Telephone User Guide

July 2004

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Related Manuals for Toshiba Strata CTX

[Telephone System Toshiba Strata CTX Programming Manual](#)

Digital business telephone systems (533 pages)

[Telephone Toshiba STRATA CIX User Manual](#)

Ipt/dkt telephone (179 pages)

[Telephone Toshiba CTX IPT/DKT User Manual](#)

Strata cix and ctx ipt/dkt telephone (171 pages)

[Telephone Toshiba DKT3220-SD - Digital Phone - Charcoal User Manual](#)

Ipt/dkt telephone (151 pages)

[Telephone System Toshiba Strata CIX Programming Manual](#)

Telephone button programming manual (144 pages)

[Telephone System TOSHIBA STRATA CTX User Manual](#)

Dkt/ipt telephone with digital business telephone systems (139 pages)

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Digital business telephone systems (60 pages)

[Telephone Accessories Toshiba STRATA CTX Installation Manual](#)

Attendant console (24 pages)

[Telephone Toshiba Strata DK Interface Manual](#)

Toshiba strata dk/ctx telephone systems linkplus interface guide spectralink 6000 system spectralink 8000 system (18 pages)

[Telephone Toshiba STRATA CIX-CTX-QRG-VB VERSION B1 Quick Reference Manual](#)

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[Music Mixer Toshiba STRATA CTX Quick Reference Manual](#)

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

Digital business telephone systems release 4 (178 pages)

[Telephone System Toshiba Strata CTX Series Installation And Maintenance Manual](#)

Digital business telephone systems (290 pages)

[Telephone System Toshiba Strata CTX Attendant Console Quick Reference Manual](#)

(8 pages)

[Telephone System Toshiba Strata CIX LVMU Installation And Programming Manual](#)

Voice processing system (36 pages)

Summary of Contents for Toshiba Strata CTX

[Page 2](#) Solutions Division, also reserves the right, without prior of this material. notice, to make such changes in equipment design or components as engineering or manufacturing methods may Strata is a registered trademark of Toshiba Corporation. warrant. Strategy is a registered trademark of Toshiba America Information Systems, Inc.

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[Page 4: Limited Warranty](#)

The sole obligation of TAIS or Toshiba Corporation under this warranty, or under any other legal obligation with respect to the equipment, is the repair or replacement by TAIS or its authorized dealer of such defective or missing parts as are causing the malfunction with new or refurbished parts (at their option).

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[Page 7](#) Introduction This guide provides instructions for an Agent or Supervisor using a Strata 3000-series telephone with Toshiba’s Strata CTX Automatic Call Distribution (ACD) application. It provides step-by-step instructions on how to use the ACD features and buttons on the Agent and Supervisor stations.

[Page 8: Introduction Conventions](#)

10-2, 10-3, and 10-4. A station is considered busy when all Extension extensions are being used. Number The naming convention for DKT assignments within Toshiba is Note Directory Numbers. For clarity and ease of understanding, the terms Extension Number and Phantom Extension Number will be used in this document in lieu of PDN and PhDN.

[Page 9: Related Documents/Media](#)

- Strata CTX DKT/IPT Digital Telephone Quick Reference Guide CD-ROMs
- Strata CTX Call Center Solutions Application Software and Documentation Library for Strata CTX ACD, Insight CTX, OASYS Net Server, and OASYS Voice Assistant
- OASYS includes software and documentation for OASYS Chat, Call Router, and Net Phone
- ...

[Page 10](#) Introduction Related Documents/Media Strata CTX ACD Agent/Supervisor Telephone 07/04...

[Page 11: Chapter 1 - The Grand Tour](#)

The Grand Tour Automatic Call Distribution (ACD) for Toshiba Strata CTX systems provides a quick, efficient means of handling a large volume of incoming calls that are automatically connected to ACD Agent Groups. Calls are served in order of arrival based upon assigned priorities and are automatically distributed among available Agents.

[Page 12: Acd Group Supervisor](#)

The Strata 3000-series digital telephone with an LCD and typical ACD feature buttons is shown on the next page. The button names are recommended by Toshiba. If your button names are

different, see the System Administrator or your ACD Supervisor for the definitions.

[Page 13](#) Unavail Log In/Out Work Unit ACD PU ACD Help Spdial buttons Display ACD Call Status Redial 207-1 Wrap Up Spkr Cnf/Trn Hold 6076 Extension buttons Number Figure 1 DKT3000-series LCD Telephone with ACD Buttons Strata CTX ACD Agent/Supervisor Telephone 07/04...

[Page 14: Flexible Buttons](#)

(Supervisor only) Monitors (listens to) an ACD call. E[]v[] (Supervisor only) This enables the Supervisor to participate in the Agent's call, making it a three-way conference. X[]xAV[]v[] Assigns a tracking code to an ACD call. Strata CTX ACD Agent/Supervisor Telephone 07/04...

[Page 15: Extension Number Buttons](#)

You can only set Call Forward and Voice Mail ID code for Phantom Number extension numbers that are owned by your telephone. H[]t You can have a separate button and mailbox for up to four phantom extension numbers on your telephone. Strata CTX ACD Agent/Supervisor Telephone 07/04...

[Page 16: Agent Telephone Status](#)

- Reject Tone - A high-pitched tone followed by a low-pitched tone. (The tone sound is up/down, up/down). Notifies you that the entry was invalid.
- Alarm Tone - A loud high-pitched tone followed by a low-pitched tone that plays from the telephone speaker base. Strata CTX ACD Agent/Supervisor Telephone 07/04...

[Page 17: Chapter 2 - Status Features](#)

ACD calls, and the ACD feature codes are activated. Any Toshiba telephone can be used to log into an ACD Group, providing that the telephone has a unique, single-appearing extension. The extension that is used to log \$&' &DOO...

[Page 18](#) Non-LCD: Entry tone plays after each queue number Logged in to: is successfully entered. <queue name> ...or press to enter all assigned queues. Logged in To: All Groups Strata CTX ACD Agent/Supervisor Telephone 07/04...

[Page 19](#) 2. Press the OK Soft Key to log out of all groups or press the Cancel Soft Key to cancel the log out. If you pressed the OK Soft Key to Log Out, the LED turns off, indicating you logged out of all groups. Strata CTX ACD Agent/Supervisor Telephone 07/04...

[Page 20: Unavailable And Available](#)

Calls will go to re-route destination only if all Agents Log Out. ³ To become Available ³ 8QDYDLO Press . The Unavail LED turns off. Strata CTX ACD Agent/Supervisor Telephone 07/04...

[Page 21: End Wrap Up Time](#)

³ (QG :UDS 8S Press . Wrap Up time will end in one second and your LCD returns to idle. You are now available to accept incoming ACD calls. Strata CTX ACD Agent/Supervisor Telephone 07/04...

[Page 22: Status Display](#)

A button is available for the phone to allow for stopping or re-starting the Status Display. When a call is active on the phone, this display is removed to enable the Strata CTX to present information about that call. When the call is ended, Queue Status is restored.

[Page 23](#) Auto Scroll On and Off. When it is Off, you can manually scroll through the groups. ³ 6FUROO Press to view the next group. ³ ORGH Press to change the direction of the scrolling (forward/backward). Strata CTX ACD Agent/Supervisor Telephone 07/04...

[Page 24: Shift Mode](#)

Strata CTX system programming. The LED turns off when all calls are cleared. 3. When prompted, you can enter another queue number and repeat Step 2 or hang up.

[Page 25: Queue Alarms](#)

³ When the Emergency Call ringing sounds (repeating Calls Waiting high/low ringing), press the (Clear) Soft Key to turn the alarm off. The Alarm stops and the LED turns off. Repeat for additional alarms. Strata CTX ACD Agent/Supervisor Telephone 07/04...

[Page 26](#) Status Features Queue Alarms Strata CTX ACD Agent/Supervisor Telephone 07/04...

[Page 27: Feature Interaction](#)

• Call Monitor/Join Call (Supervisor) Feature Interaction Strata CTX provides the ACD features from system-resident software. The following features are affected when your station is logged in as Agent: • Call Forwarding – All types of Call Forwarding from extension numbers and phantom extension numbers are allowed.

[Page 28: Answering Calls](#)

Jul 27 Tue 02:26 ³ To retrieve calls from Hold ³ \$&' &DOO Press . The ACD Call LED flashes at a fast <Line 5> rate and your LCD shows the message on the right. Strata CTX ACD Agent/Supervisor Telephone 07/04...

[Page 29: Acd Call Pickup](#)

1. Press . When the call is diverted to you, your Call to: <Q name> LCD shows the text for the connected call (shown right). \$&' &DOO 2. The call rings your telephone, press answer. Strata CTX ACD Agent/Supervisor Telephone 07/04...

[Page 30: Acd Help](#)

• Add the caller to the call (conference) by pressing or you can put the caller on Hold. • Transfer the call to your Supervisor, hang up. • Return back to the original caller and release your Supervisor by pressing \$&' &DOO Strata CTX ACD Agent/Supervisor Telephone 07/04...

[Page 31: Agent Assistance \(Help\) Call](#)

Soft Key to accept the call for help or press ACCEPT to reject it. DENY \$&' &DOO 2. When a call rings your button, press it. The ACD Call LED flashes at the I-Use rate. Strata CTX ACD Agent/Supervisor Telephone 07/04...

[Page 32: Work Units](#)

While talking on a call on ACD Call, enter the work unit cancellation code _____. Your system may or may not have this feature. The cancellation code requires Note the Insight CTX application. See your System Administrator and write in the work unit cancellation code for future reference. Strata CTX ACD Agent/Supervisor Telephone 07/04...

[Page 33: Call Monitoring/Join Call](#)

• This feature is limited by the availability of conference channels. If there are no conference channels available, a reorder tone is heard. You will continue monitoring the Agent's ACD calls until monitoring is cancelled or the Agent logs out. ³ To cancel Monitoring ³ 0RQLWRU &DOO Press Strata CTX ACD Agent/Supervisor Telephone 07/04...

[Page 34](#) -RLQ If you are monitoring a call when you press the EXIT both the Join and Monitor LEDs flash slow green. -RLQ 2. Press again and your telephone will return to monitoring (listen only). Strata CTX ACD Agent/Supervisor Telephone 07/04...

[Page 35: Index](#)

6, Monitor Call, 4, alarm Msg, tone, Start/End Shift, 4, unavail, supervisor -RLQ, alarm clearing, 0RQLWRU &DOO, answer calls, 6WDUW□(QG 6KLIW, answering calls, auto scroll interval, Unavail, Avail/Unavail button, Work Unit, 4, available, 6, Strata CTX ACD Agent/Supervisor Telephone 07/04...

[Page 36](#) PBX call, Feature button, phantom extension number, flexible buttons, pickup, primary extension number, group log out, queue alarms, number, help, 2, 20, status, 2, hold, Strata CTX ACD Agent/Supervisor Telephone 07/04...

[Page 37](#) Start/End Shift button, 2, 4, status, agent, agent telephone, display, queue,

supervisor, feature, 14, 21, telephone, telephone, 1, tones, unavailable, 6, Unavail button, Work Unit button, 4, work units, wrap up, 6, Strata CTX ACD Agent/Supervisor Telephone 07/04...

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This manual is also suitable for:

[Strata ctx acd agent/supervisor telephone](#)