



# TOSHIBA

Toshiba Strata CT Manual

Acid agent guide



1

2

Table Of Contents

3

4

5

6

7

8

9

10

11

12

13

14

15

16

17

18  
19  
20  
21  
22  
23  
24  
25  
26  
27  
28  
29  
30  
31  
32  
33  
34  
35  
36  
37

---

•

[Table of Contents](#)

•

## Bookmarks

## Quick Links

[Download this manual](#) See also: [System Administrator Manual](#), [User Manual](#)



TOSHIBA

Telecommunications Division

**Digital Business Telephone Solutions**

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# ACD Agent Guide

*Release 2*

November 2001

## Table of Contents

[Next Page](#)

1  
2  
3  
4  
5

## Related Manuals for Toshiba Strata CT

### [Telephone Toshiba strata CT Installation & Maintenance Manual](#)

Digital business telephone system (385 pages)

### [Telephone Toshiba StrataCT User Manual](#)

Electronic telephone includes lcd and direct station selection console (130 pages)

### [Telephone System Toshiba Strata CT System Administrator Manual](#)

Digital business telephone solutions (57 pages)

### [Telephone Toshiba Strata CT User Manual](#)

Standard telephone (54 pages)

### [Telephone System Toshiba Strata CT Digital Business Telephone Solutions Supervisor Manual](#)

Acd supervisor guide (41 pages)

### [Telephone System Toshiba StrataCT Quick Reference Manual](#)

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### [Telephone Accessories Toshiba Strata DK User Manual](#)

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### [Telephone Accessories Toshiba Strata AirLink User Manual](#)

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Dkt / ipt telephone (2 pages)

### [Telephone Accessories Toshiba Perception 4000 Quick Reference Manual](#)

Attendant console (9 pages)

### [Telephone Accessories Toshiba Perception 4000 Quick Reference Manual](#)

Attendant console (17 pages)

## Summary of Contents for Toshiba Strata CT

[Page 1](#) TOSHIBA Telecommunications Division Digital Business Telephone Solutions ACD Agent Guide Release 2 November 2001...

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### [Page 3: Table Of Contents](#)

Agent Telephone Status .....7 Placing Calls on Hold ..... 7 Logging In/Out  
..... 8 Log Out (Pending) .....10 Auto Answer with Zip Tone  
..... 10 ACD Call .....11 ACD Call Pickup ..... 12 Strata CT

ACD Agent November 2001...

[Page 4](#) ACD Help ..... 13 End After Call Work .....14 Transferring Calls to an ACD Group ..... 16 Unavailable ..... 17 Work Unit ..... 18 Appendix A Access Codes Notes to Users Index Strata CT ACD Agent November 2001...

### [Page 5: Introduction](#)

For instructions on using the non-ACD features of your telephone, refer to the appropriate Quick Reference Guide or User Guide (see "Related Documents" on Page This guide does not provide instructions for the ACD Supervisor features. See the Strata CT ACD Supervisor Guide for information on Supervisor telephone procedures. Organisation This user guide is divided as follows: Chapter 1 -...

### [Page 6: Action/Response](#)

Denotes a procedure. Grey words within the printed text denote cross-references. In the electronic version of See Figure 10 this document (Strata CT Library CD-ROM), cross-references appear in blue hypertext. Action/Response The left column gives you single or numbered The right column gives the immediate response to your action.

### [Page 7: Related Documents](#)

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.

[Page 8](#) Related Documents Introduction Strata CT ACD Agent November 2001...

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

An Agent in an ACD Group can use a Toshiba proprietary digital or electronic telephone. Toshiba telephones have feature buttons that access the special ACD features. The Strata CT 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](#) 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 CT ACD Agent November 2001...

### [Page 11: Buttons](#)

Dials the number you originally called (use the same [DN] or Line Line Line Line that you used to dial the original number). Spkr Toggles the speaker ON/OFF. The LED indicates the status of the speaker. (Speaker) Adjusts volume levels. Strata CT ACD Agent November 2001...

### [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 CT ACD Agent November 2001...

### [Page 13: Chapter 2 Features](#)

Page 11. 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 CT ACD Agent November 2001...

### [Page 14: Feature Interaction](#)

Feature Interaction Features Feature Interaction Strata CT 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](#)

TUE 02 : 27 displays the message on the right. ACD Call Incoming ACD or PBX calls are not routed to Note because it has a call on Hold and PBX calls are blocked. Strata CT ACD Agent November 2001...

### [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 ACD Call the telephone's...

[Page 17](#) If the Log In/Out LED flashes, there are calls Note remaining in queue and you are the only Agent logged in (see "To Log out when you are the last active agent" on Page Strata CT ACD Agent November 2001...

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

Auto Answer with Zip Tone Auto Answer with Zip Tone is an ACD feature that alerts you to a call by sounding a one-second dial tone and automatically connecting you to the ACD call. You must have a Toshiba digital or electronic telephone.

### [Page 19: Acd Call](#)

The duration of each call is QUE#000 AGT GP01 displayed every 15 or 60 seconds HH:MM:SS (determined by system programming) after you have answered the call. To view Queue Status instead of name/number Page Press (LCD button) four times. Strata CT ACD Agent November 2001...

### [Page 20: Acd Call Pickup](#)

The ACD Call LED is on. ANSWERED LINEXXX ACD Call #4036 ...or If your telephone is in an Note unavailable mode (LED is on), you Unavailable must press before ACD Call Pickup you can use Strata CT ACD Agent November 2001...

### [Page 21: Acd Help](#)

Conf/Trn Press ...or hang up Your Supervisor and the ACD caller are connected. ACD Call ...or press Your Supervisor's telephone receives a busy tone. You and the ACD caller are connected without the Supervisor. Strata CT ACD Agent November 2001...

### [Page 22: End After Call Work](#)

You can make/receive PBX calls during the After Call Work time period. To automatically activate After Call Work Complete your ACD call. The After Call Work time remaining is displayed in one-second increments. 00 : 00 : 04 Strata CT ACD Agent November 2001...

[Page 23](#) QUE#000 AGT GP01 JUL 27 TUE 02:27 Spkr ...or a [DN] + Your LCD displays the queue number, agent group, date, day of the week, and ...or go off hook, then on hook. the time. Strata CT ACD Agent November 2001...

### [Page 24: Transferring Calls To An Acd Group](#)

[PDN] in your group works just like a regular, non-ACD call transfer. These calls are not tracked for MIS purposes. Calls transferred to an Agent's ACD Call [PhDN] directory number are tracked as PBX calls for MIS purposes. Strata CT ACD Agent November 2001...

### [Page 25: Unavailable](#)

To cancel Unavailable mode Unavailable Press When the Unavailable LED goes off, the station is returned to available status. ACD Call #4032 ...or, Strata CT ACD Agent November 2001...

### [Page 26: Work Unit](#)

This feature works only during an ACD call. 2. Enter the Work Unit digits. The digits are displayed on the LCD as entered, and the LCD returns to a normal display after the last digit is

entered. Strata CT ACD Agent November 2001...

### [Page 27: Appendix A Access Codes](#)

(see Table ACD Call Toshiba proprietary telephones must have an button to log into an ACD Group and receive ACD calls and originate/receive PBX calls. Strata CT ACD Agent November 2001...

[Page 28](#) 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 44 instead of #. XXXX = Agent ID code. YY = ACD Group (01~16 on large systems and 01~08 on small systems). Strata CT ACD Agent November 2001...

### [Page 29: 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 30](#) TNV ports must only be connected to TNV type ports. 1-3. The system must hardwired into a switched fused spur, this spur must be installed in accordance with 16th edition of the IEE wiring regulations, aka BS7671:1992. 1-4. Environmental Installation details. Strata CT ACD Agent November 2001...

[Page 31](#) 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 32](#) Public Network Services and the right to place the Product on the market. The Strata CT is classified as "Call Routing Apparatus" it is intended to be connected to the various Public Telecommunications Network Services for the purpose of generating and terminating "calls".

[Page 33](#) Notes to Users Network Planning Information Step 4: Network Planning Information 4-1. Strata CT Tone Plan. Table A3 below lists the characteristics of the tones and signals used in Strata CT. Table A3 Tones/Signal to: Frequency Cadence Meaning Exchange Line...

[Page 34](#) -5.2 -5.2 -Values indicate a transmission loss. 4-3. Loudness Rating. The table below lists the measured loudness rating of the Toshiba proprietary terminals. SLR and RLR @ 0km PSTN. (All values are +/-dB) System Port Type PDKU2F ITS-A PCOU2F/RCOU3F/RCOS3F 1dB...

### [Page 35: Index](#)

15 Redial 3 Agent Calls spkr 11 ACD 6 volume 3 non-ACD 6 flexible PBX 6 ACD Call 4 Agent Log In 5 ACD Call Pickup 4 Agent Telephone Status ACD Help 4 Strata CT ACD Agent November 2001...

[Page 36](#) Features 5 Pending 5 Logging 8 call 5 Call Pickup 5 Help 13 Management Information Systems (MIS) 18 Agent Calls 6 Multiple Work Units 18 Agent Telephone Status 7 Auto Answer with Zip Tone 10 Strata CT ACD Agent November 2001...

[Page 37](#) 4 soft keys 4 transfer a call to an Agent or Supervisor 16 Transfer to ACD Group (Speed Dial Button) 20 Transfer to ACD Group Cnf/Trn 16 Unavailable 20 view Queue Status 11 Strata CT ACD Agent November 2001...