# Toshiba Strata CTX Manual

Digital business telephone systems

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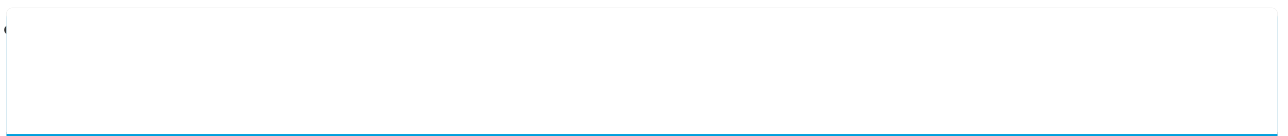
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# Quick Links

**Digital Solutions Division**

TOSHIBA **Digital Business Telephone Systems**

# ACD System Administrator Guide

**October 2004**

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# Related Manuals for Toshiba Strata CTX

# Summary of Contents for Toshiba Strata CTX

make such changes in equipment design or components as engineering or manufacturing methods may Strata is a registered trademark of Toshiba Corporation. warrant. Stratagy is a registered trademark of Toshiba America Information Systems, Inc.

## Page 3: Limited Warranty

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## Page 5: Table Of Contents

## Page 7: Introduction

Strata ACD requirements have been met. Organization Chapter 1 – System Administrator explains how to use the Strata ACD System • Administrator software. Chapter 2 – Strata ACD explains how to use the Strata ACD software. • Strata CTX ACD System Administrator 10/04...

## Page 8: Conventions

Printers screen you should select. Grey words within the printed text denote cross-references. In the electronic version of this document (Library CD-ROM or See Figure 10 FYI Internet download), cross-references appear in blue hypertext. Strata CTX ACD System Administrator 10/04...

## Page 9: Related Documents/Media

• OAISYS Net Phone System Administrator's Guide CD-ROMs • Strata CTX Call Center Solutions Application Software and Documentation Library for Strata CTX ACD, Insight CTX, Net Server, and Voice Assistant • OAISYS includes software and documentation for OAISYS Chat, Call Router, and Net Phone •...

Page 10 Introduction Related Documents/Media Strata CTX ACD System Administrator 10/04...

## Page 11: Chapter 1 - System Administrator

4. Log in with a valid username and password, then press Enter. The defaults are: Username: Admin Password: Admin Once you've successfully logged on, you should see a screen similar to the one shown below: Strata CTX ACD System Administrator 10/04...

## Page 12: Action Buttons

Reasons, Actions, Supervisors, Agents, and ACD Groups last. This is because some of the items defined in the tabs on the right must be established so that they will show up in the ACD Groups

## Page 13: Miscellaneous Tab

From the ACD Groups tab, go to the Main Menu and select Edit. The Edit ACD Group window opens. Pilot DNs are created in CTX Program 540. (See the Strata CTX ACD Installation Guide.) From the General tab, enter a Name. Then fill in or select the appropriate parameters.

## Page 14: Unavailable Reasons

The 10 additional codes shown on this screen are not available from the telephone, but can be entered using Net Phone. By clicking Change, these reasons can be changed to meet the customer's needs by replacing the text with your own customized text. Strata CTX ACD System Administrator 10/04...

## Page 15: Actions Tab

3. Make your changes and click OK. It is not recommended that you change the default Actions. The recommended Note method is to copy an Action, rename it, and edit this version for a specific group of functions. Strata CTX ACD System Administrator 10/04...

Page 16 These items enable you to set system-wide functions. Only the actions which apply can be checked. Items in grey do not apply. Available options are: • Initial Announce • Periodic Announce • Overflow/ReRoute • Alarms/Notifications • Enhanced Call Management (Enhanced) Strata CTX ACD System Administrator 10/04...

Page 17 When not checked, the call with the highest priority not connected to call an announcement will get delivered to an available agent. Strata CTX ACD System Administrator 10/04...

Page 18 Tone (When Idle/ Available settings: (none), Emergency, Reject (One Shot), Reject Alerting) (Continuous), Splash (One Shot), Splash (Continuous). Tone (When Available settings: (none), Emergency, Reject (One Shot), Reject Talking) (Continuous), Splash (One Shot), Splash (Continuous). Strata CTX ACD System Administrator 10/04...

Page 19 Send Message to LCD Alarm Calls Waiting Calls Wait = %Q@%G phone Alarm Calls Waiting per Send Message to LCD Calls/Agt High @%G Agent phone Alarm Longest Waiting Send Message to LCD LCW >%O&%G Call phone Strata CTX ACD System Administrator 10/04...

Page 20 Transfer Call to IVR/ %G,%P,%B (position + CB option) Announcement Periodic Announcement Transfer Call to IVR/ %G,%P,%B (position + CB option) Announcement Initial Announcement Transfer Call to IVR/ %G,%P,1,%K (wait time + CB option) Announcement Strata CTX ACD System Administrator 10/04...

Page 21 Ratio: %Q / %X, or Waiting Calls> / <Total Available Agents and Supervisors>. Var. Call Variables Description The call's account number. The call's position in the queue. The first position in the queue is one. The call's associated DNIS value. Strata CTX ACD System Administrator 10/04...

Page 22 Operation Behavior Call Distribution Share Group Wrap-up Share Group No-answer Advance Timer Main Group No-answer Advance Main Group Destination Logout on Missed Call Share Group Logout on Missed Calls Share Group from which Group Strata CTX ACD System Administrator 10/04...

Page 23 Assistant port to call the Agent, play the call back information, and then place the call back call. Once a call back has been registered, ACD replaces the call with a call back's placeholder and keeps its position in the same queue. When it comes time for the call Strata CTX ACD System Administrator 10/04...

Page 24 The call back call follows the parameters set for the No-answer Advance queue where the call is attached. Destination The call back call follows the parameters set for the Logout on Missed Call queue where the call is attached. Strata CTX ACD System Administrator 10/04...

Page 25 ACD Help is available to Call Back's calls when the agent ACD Help is connected to the caller. Supervisor is only allowed to monitor Call Back's calls Monitoring Calls when the

agent is connected to the caller. Strata CTX ACD System Administrator 10/04...

## Page 26: Supervisors Tab

Edit, Copy or New Record. The Supervisor screen displays (shown at right). 2. Enter (or change) the Supervisor ID, Name, and/or Password. 3. If you want the calls to be auto-answered, check the last field. 4. Click OK. Strata CTX ACD System Administrator 10/04...

Page 27 This is optional and can be the same as the ID. Auto Answer If you check this option, each ACD call is auto-answered and an w/Zip Tone audible tone is sent to the connection. Strata CTX ACD System Administrator 10/04...

## Page 28: Agents Tab

Edit, Copy or New Record. The screen at right displays. 2. Enter (or change) the Agent ID, Name, Password and Priority. 3. If you want the calls to be auto-answered, check the last field. 4. Click OK. Strata CTX ACD System Administrator 10/04...

Page 29 You can assign multiple agents with the same priority number. A Priority value of 0 disables this parameter. Auto Answer If you check this option, each ACD call is auto-answered and an w/Zip Tone audible tone is sent to the connection. Strata CTX ACD System Administrator 10/04...

## Page 30: Acd Groups Tab

2. Select Edit, New Record or click the Edit or Add action button. The Add/Edit ACD Group window displays. You can access the General, Call Management, Agents, Supervisors, Alarms and Miscellaneous tab screens. 3. Add/change the information on the screens and click OK. Strata CTX ACD System Administrator 10/04...

## Page 31: General Tab

Sunday ~ Saturday and Start/Stop. These fields define the day of the week and starting and ending times for a queue session. Note: The Use Schedule is only available in the Enhanced Model. Strata CTX ACD System Administrator 10/04...

## Page 32: Call Management Tab

Define the overall time and action to be taken if the call has not been handled. The Overflow action is followed after the specified time or if the queue becomes Disabled while the call is waiting in queue. This timer starts from the beginning of the call. Strata CTX ACD System Administrator 10/04...

Page 33 Agent Utilization or Busy Ratio, you must also enter a percentage in the next field. If you select Calls Waiting, you must also enter the number of calls. Action: Choose an action from the list to be taken when the trigger criterion is met. Strata CTX ACD System Administrator 10/04...

## Page 34: Agents Tab

Set the length of time for ringing an Agent before advancing the call to Advance an available Agent. Logout on Check this box to automatically log out any agent that does not answer missed call a call within the Ring No-Answer time period. Strata CTX ACD System Administrator 10/04...

Page 35 Agent Availability is defined as: An agent is available if the agent is logged in and NOT unavailable. Note According to this definition, an agent can be available and not ready to receive a call (e.g., busy) at the same time. Strata CTX ACD System Administrator 10/04...

## Page 36: Supervisors Tab

Set the length of time allowed the agent to wrap-up the work before making the agent available for the next call. No Answer Set the length of time for ringing an agent before advancing the call to Advance an available agent. Strata CTX ACD System Administrator 10/04...

Page 37 NOT unavailable. Note According to this definition, a supervisor can be available and not ready to receive a call (e.g., busy) at the same time. Strata CTX ACD System Administrator

10/04...

## Page 38: Alarms/Notification Tab

• Available Agents + Supers <= X • Call Abandoned • Calls Waiting > X • Longest Call Waiting > X seconds • Calls Ringing > X • Longest Call Ringing > X seconds Strata CTX ACD System Administrator 10/04...

Number of Ringing Calls > X (where X = calls) Call Ring in %G Longest Ringing Call > X seconds Call Ring in %G %Y, %X, %Q, %O, %G are parameters. See "Parameter Variables" on page 11 for definitions. Strata CTX ACD System Administrator 10/04...

## Page 40: Miscellaneous Tab

ACD queue's search options. If the preferred agent isn't available, the selected search option is used. Strata CTX ACD System Administrator 10/04...

Source: Group when calls are placed back into the queue waiting for an available Agent. The value can be from 1 to 15, see the Strata CTX Programming Manual for details for equipped MOH sources. MOH = 0 is silence.

## Page 42: Recording Announcements

Simple Initial Announcement. □□□ □□ 4. Dial to record the second segment of the Simple Initial Announcement. □□□ □□ 5. Dial to record the first segment of the Simple Periodic Announcement. Strata CTX ACD System Administrator 10/04...

9926 – "Thank you for Holding." Periodic 9927 – "Your estimated wait time is:" 'MM:SS' Announcement Enh. 9928 –"Please hold and your call will be answered as quickly (Wait Time) as possible." Strata CTX ACD System Administrator 10/04...

Miscellaneous 9976 – "Press 1 to accept the call back now." Announcement s for all Call 9999 – "Otherwise press *" Back options 9977 – "Please wait while I place the call to ..." Strata CTX ACD System Administrator 10/04...

9961 – "Please hold and your call will be answered as quickly as possible." 9962 – "Using keys on your phone, enter area code and phone number where we can reach you, press # when finished." 9963 – "Thank you for holding." Strata CTX ACD System Administrator 10/04...

9994 – "...please handle these calls." 1. Announcement used in an Initial Announcement only. 2. Announcement used in a Periodic Announcement only. Note Changing one type of announcement (Initial), automatically changes the other (Periodic). Strata CTX ACD System Administrator 10/04...

## Page 47: Set Up Acd Views

This chapter explains how to access the status views for Strata ACD groups, calls, ports, clients and events. Instructions for initially setting up the views are included. Also included are instructions for accessing the Toshiba-Keyset Interface (TKI) and MIS Server windows. Views and Events Log...

## Page 48: View Groups

Most of the items and fields are self-explanatory or have been previously described in Chapter 1 – System Administration. The "Monitor ID" is a reference number that can be used to search for specific Note items in the log files. Strata CTX ACD System Administrator 10/04...

1. From the ACD View Groups window, click the Group Properties button. The following two windows provide a summary of the data set from the Strata ACD System Administrator application. 6295 2. To view the second Group Properties window, click Next. 6296 Strata CTX ACD System Administrator 10/04...

## Page 50: View Calls

If Caller ID is available, the telephone number displays; otherwise, the trunk number displays. Devices All of the devices involved in handling the call are listed. The number of involved

devices appears in parentheses. Strata CTX ACD System Administrator 10/04...

# This manual is also suitable for:

Strata ctx acd system