

MiContact Centre Enterprise

9.3

MiContact Centre Enterprise Agent

New Zealand Police and Fire Service

User Manual



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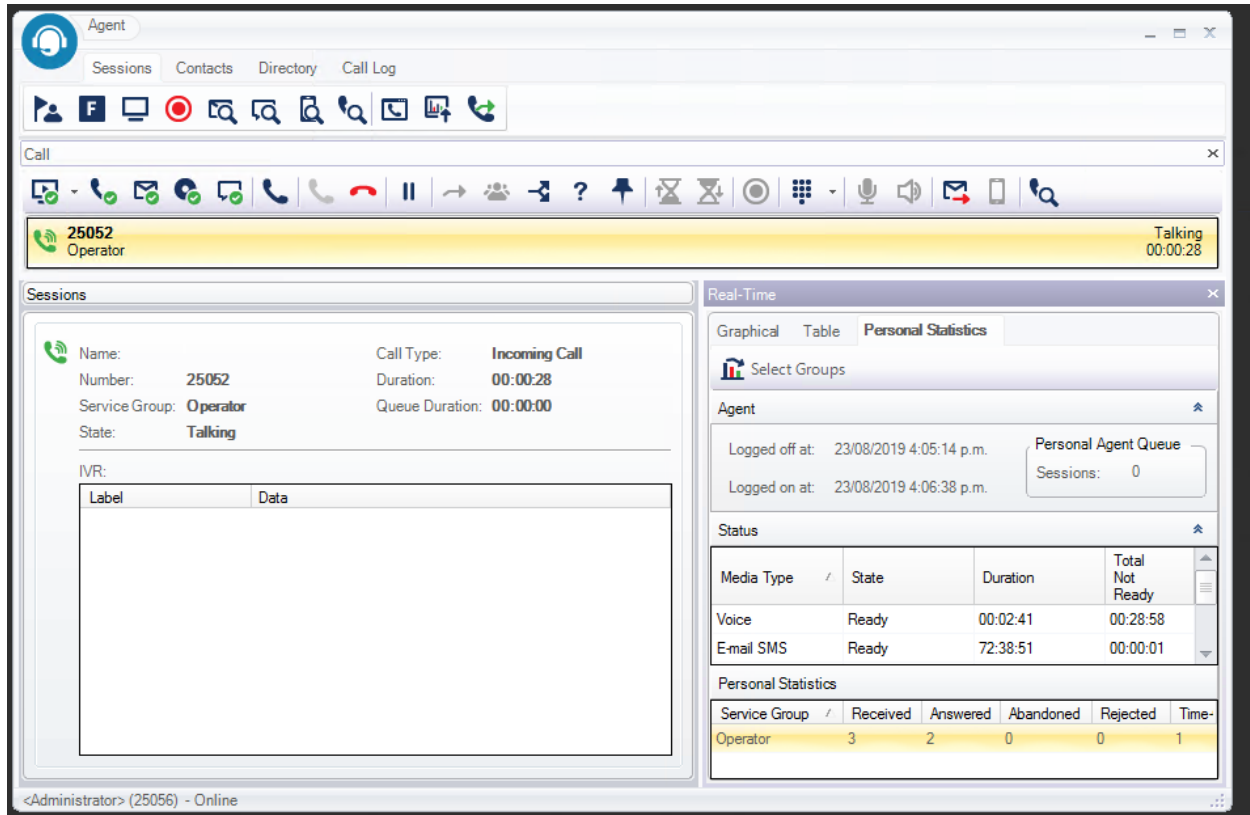
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Introduction to MiCC Agent



Overview












MiContact Centre Agent is organized into tabs, including Sessions, Contacts, Directory and Call Log.

When MiContact Centre Agent starts up, it will display the last active tab. By default, the Sessions tab is displayed.

The tables describe all icons in MiContact Centre Agent. Grey icons indicate that the associated function is disabled in the current state.











Icons in Main Menu









Table 1. Icon Description - Main Menu












Icon	Command	Description
	Menu	Click this icon to display the Agent menu, which allows you to change options and settings.
	Options	Click this icon from the Agent menu to display the Options dialog .
	Set User Options	Click this icon from the Agent menu to set the default user options. The current agent settings will be applied to all other Agent users at the next logon, if the users do not have privilege to change user options.
	Style	Click this icon from the Agent menu to display the Style menu which allows you to change the look of Agent to a predefined Style, or a custom color selection.
	Help	Click this icon from the Agent menu to display the Agent Online Help.
	Display Call Window	Click this icon from the Agent menu to display the Call window and give it focus as the current window. This option is useful when the Call window is separated from the main application and needs to be located.
	Display Real-Time	Click this icon from the Agent menu to display the Real-Time statistics window and give it focus as the main window.
	Display Agent Dispatch	Click this icon from the Agent menu to display the Dispatch window , which allows you to view and answer calls from Dispatch queues.
	Display My Address Book	Click this icon from the Agent menu to display the agent's personal contacts in the My Address Book dialog.
	Open Log Folder	Click this icon from the Agent menu to open the directory where the application log files are stored.
	Always on Top	Select this option from the Agent menu to set the application as the topmost Windows application.
	Exit	Click this icon from the Agent menu to exit the application.

Icons in Call Toolbar

Table 2. Icon Description - Call Toolbar











Icon	Command	Description
	Make Ready for All Media	Indicates that you are currently Not Ready for one or more media types. Press this button to change to Ready status for all media types.
	Make Not Ready for All Media	Indicates that you are currently Ready for all media types. Press this button to change to Not Ready status for all media types.
	Make Ready	Indicates that you are currently Not Ready to receive service calls. Pressing the button changes the status to Ready. Note that this icon will not display if you are logged on without an extension.
	Make Not Ready	Indicates that the you are currently Ready to receive service calls. Pressing the button changes the status to Not Ready. Note that this icon will not display if you are logged on without an extension.
	Make E-mail Ready	Indicates that you are currently Not Ready to receive E-mail and SMS sessions. Pressing the button changes the status to Ready. Note that this icon will not display if the MiCC Enterprise system is not configured with E-mail integration, or if you are not able to handle E-mail and SMS sessions.
	Make E-mail Not Ready	Indicates that you are currently Ready to receive E-mail and SMS sessions. Pressing the button changes the status to Not Ready. Note that this icon will not display if the MiCC Enterprise system is not configured with E-mail integration, or if you are not able to handle E-mail and SMS sessions.
	Make Open Media Ready	Indicates that you are Not Ready for Open Media Sessions. The icon will only be displayed if the system is configured for Open Media and you have privilege to handle Open Media sessions.
	Make Open Media Not Ready	Indicates that you are Ready for Open Media Sessions. The icon will only be displayed if the system is configured for Open Media and you have privilege to handle Open Media sessions.
	Make Chat Ready	Indicates that you are Not Ready for Chat sessions. The icon will only be displayed if the system is configured for Chat and you have privilege to handle Chat sessions.
	Make Chat Not Ready	Indicates that you are Ready for Chat sessions. The icon will only be displayed if the system is configured for Chat and you have privilege to handle Chat sessions.

	Make Call (F2)	Press this button to display the Dial dialog in order to initiate a call. It is also possible to press the F2 key to invoke this feature.
	Answer Call (F3)	Press this button to answer an incoming session. It is also possible to press the F3 key to invoke this feature.
	Hangup Call (F4)	Press this button to hang up the selected session. It is also possible to press the F4 button to invoke this feature.
	Hold Call (F5)	Press this button to place a currently connected call on hold. It is also possible to press the F5 button to invoke this feature.
	Retrieve Call (F5)	Press this button to retrieve a currently held call. It is also possible to press the F5 button to invoke this feature.
	Transfer Call (F6)	Press this button to transfer a held call to an outbound ringing or connected call. It is also possible to press the F6 button to invoke this feature.
	Conference Call (F7)	Press this button to initiate a conference between a held call and a connected call. It is also possible to press the F7 button to invoke this feature.
	Divert Call (F8)	Press this button to display the Divert Call dialog in order to deflect a session to another destination. This option is enabled only for a call in Talking state or a non-service group call that is ringing. This option can also be used to divert an e-mail, SMS, Open Media or Chat session to another agent or service group. It is also possible to press the F8 button to invoke this feature.

	Request Assistance (F9)	Press this button to display the Request Assistance dialog in order to request help from another agent. This option is enabled only when a service group call is connected. It is also possible to press the F9 button to invoke this feature.
	Call Qualification Codes (F10)	Press this button to display the Call Qualification Code dialog in order to enter codes for a service group session. This option is enabled when a service group session is connected. It is also possible to press the F10 button to invoke this feature.
	Extend Clerical	Press this button to extend the current clerical time. This option is only enabled if you have been assigned the privilege to extend clerical time. It is also possible to press the ALT and E keys together to extend clerical time.
	Exit Clerical	Press this button to exit clerical state. This option is only enabled if you are currently in clerical state for a session. It is also possible to press the ALT and C keys together to exit clerical time.
	DTMF Dialpad	Press this button to open a dialpad allowing you to send digits when connected to an interactive teleservice, such as a banking system.
	Mute	Press this button to mute the microphone for an ongoing call so that the opposite party will not hear your speech. This option is only enabled when a call is in Talking state and when using the SIP softphone.
	Unmute	Press this button to unmute the microphone after it was previously set to mute. This option is only displayed when a call was set to Mute.
	Adjust Volume	Press this button to adjust the volume of the speaker and microphone. This option is only enabled when there is an active call and when using the SIP softphone option.
	Send Email	Press this button to display the E-mail dialog to send an e-mail to any entered address. This option is only enabled when the user has privilege to send e-mail messages and there is an e-mail service group configured.
	Send SMS	Press this button to display the SMS dialog to send an SMS to any entered number. This option is only enabled when the user has privilege to send SMS messages and there is an SMS service group configured for outbound messages.
	Voice Call Search	Press this button to display the Voice Call Search dialog, allowing you to search for service group voice calls.




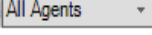

Icons in Sessions Toolbar

Table 3. Icon Description - Sessions Toolbar

Icon	Command	Description
	Skill Selection	Press this button to display the Skill Selection dialog , allowing privileged agents to modify skills and skill levels for themselves, or for other agents.
	Force	Press this button to display the Force dialog allowing privileged agents to change the Ready/Not Ready or Logon status of another agent. This option is only enabled if you have privilege to access this feature.
	Monitor	Press this button to display the Monitor dialog in order to monitor the service group calls of agents. This option is only enabled if you have privilege to access this feature.
	Record Calls	Press this button to open the Record Calls dialog , allowing the agent to record voice calls. This option is only enabled if you have privilege to access this feature and the SIP softphone is in use.
	Display Real-Time	Press this button to open the Real-Time dialog , displaying call statistic information. This option is only enabled if you have privilege to access this feature.
	E-mail Search	Press this button to display the E-mail Search dialog , allowing you to search for e-mails previously received.
	Chat Search	Press this button to display the Chat Search dialog, allowing you to search for chat sessions previously received.
	Voice Call Search	Press this button to display the Voice Call Search dialog, allowing you to search for service group voice calls.
	Display Call Window	Click this icon from the Agent menu to display the Call window and give it focus as the current window. This option is useful when the Call window is separated from the main application and needs to be located.
	Display Agent Dispatch	Press this button to display the Dispatch window.





Icons in Contacts Toolbar

Table 4. Icon Description - Contacts Toolbar

Icon	Command	Description
	Add Contact	Press this button to display the Select Contacts dialog in order to add a new contact to your personal contact list. To use this option, the Contact Filter must be set to My Contacts.
	Remove Contact	Press this button to remove a contact from your personal contact list. This option is enabled when a personal contact is selected from the Contacts display.
	Hide/Display Agent Groups	Press this button to display or hide agent groups from displaying in the Contacts display. This option is enabled when All Agents is selected from the Contact Filter.
	Contact Filter	Select All Agents to display all Agents in the Contacts display. Select My Contacts to restrict the Contacts display to your personal contacts.
	Message	Press this button to send a message to the selected contacts.


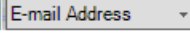
Icons in Contacts Display

Table 5. Icon Description - Contacts Display

Icon	Command	Description
	Contact Idle	Indicates that the contact is currently idle.
	Contact Busy	Indicates that the contact is currently busy.
	Contact Logged Off	Indicates that the contact is currently logged off.
	Agent Group	Indicates that the contact represents an agent group.




Icons in Directory Toolbar

Table 6. Icon Description - Directory Toolbar

Icon	Command	Description
	Directory Filter	Press this button to display the list of defined directories. Limit which directories will be searched by unchecking one of the displayed directories.
	Custom Field to Display	Displays a list of custom fields for the directory. Select a field to change which field is displayed after a directory search is completed and select which Additional Field will be searched from the Advanced Search.


Icons in Directory Display

Table 7. Icon Description - Directory Display

Icon	Command	Description
	Outlook Contact	Indicates that the displayed directory entry is from your Outlook contacts.
	No Search Results	Indicates that no items match your search criteria.
	Server Contact	Indicates that the displayed directory entry is from the CMG or LDAP directory.




Icons in Call Log Toolbar

Table 8. Icon Description - Call Log Toolbar

Icon	Command	Description
	Call Type Filter	Select the type of calls you wish to view in the Call Log. Options include: <ul style="list-style-type: none">• All - Display All Calls• Outgoing- Display the outgoing calls• Incoming- Display the incoming calls• Missed - Display the missed calls

Icons in Call Log Display

Table 9. Icon Description - Call Log Display

Icon	Command	Description
	Incoming Call	Indicates the call log entry represents an incoming call.
	Missed Call	Indicates the call log entry represents a missed call.
	Outgoing Call	Indicates the call log entry represents an outgoing call.

Introduction to MiContact Centre Enterprise Agent

Mitel MiContact Centre Agent is a client application that provides call control and access to contact centre agent features in the MiCC Enterprise application suite.

The main features of Agent are the following:

- Call handling - make, answer, hold, retrieve, deflect, transfer, conference and hang up calls.
- Call control using SIP Softphone or desktop phone extensions.
- Entering Call Qualification codes.
- Handling Contact Centre calls, callbacks, E-mail and SMS messages, Open Media sessions and Chat messages.
- Setting Ready and Not Ready status for service calls, E-mail/SMS messages, Open Media sessions and Chat messages.
- Clerical time handling.
- Requesting and providing Assistance to other Agent users.
- Forcing the status of other Agents to Ready, Not Ready or Logged off.
- Monitoring other Agents.
- Instant messaging between Agents.
- Contact list management, including integration to CMG, Outlook, or LDAP.
- Presence status for other Agents.
- Call Recording and Supervisor Call Recording.
- View Real-Time Statistics for service groups, as well as personal performance statistics for the agent.
- .NET and COM interface for third party application integration.
- Managing sessions from Dispatch service group queues, including answering, reserving and moving sessions

Agent can also be used by non-agents, or knowledge-workers. In this context, Agent is referred to as Expert. Expert users will have access to the following features, depending on privileges assigned and available licenses:

- Provide Assistance to other agents
- Force the status of other agents
- Monitor other agents
- Send Desktop Messages to other agents

- Use the SIP Softphone
- Directory Access
- Personal Contacts
- My Address Book
- Call Logging

Other agent features are not accessible to Expert users.

Installing MiContact Centre Agent

MiContact Centre Agent is installed by running the MiContact Centre Enterprise client installation. If a complete installation is selected, Agent is included. If selecting a custom installation it is possible to only install Agent by selecting the Agent option from the list of applications.

Before installation, exit any previous versions of Agent by selecting **Exit** from the **Menu** or by right-clicking the tray icon and selecting **Close Application**.

Quick Launch Shortcut

If you wish to have a quick launch shortcut to Agent, select the **Add Quick Launch Shortcuts** check box in the **Options** dialog of the installation wizard.

Localization

It is possible to install a localized version of Agent. The language files are copied from the MiCC Enterprise server. To run a localized version of Agent, do the following:

1. Select Start, Programs, Mitel, MiContact Centre Enterprise, and then Setup.
2. Select **Localization** and then **Browse**. Select the NextCCLocalizationFiles folder and then the specific language folder that you want to install.
3. Click **OK** and then **Apply** in the Setup Utility.

The localized files are installed on your disk. To use the localized files, Windows Regional and Language options must be set to the specific locale. For example if using Swedish localization, the Regional Options found under **Start, Settings, Control Panel, Regional** and **Language Options** must be set to Swedish.

Note

Agent must be closed while installing the localized files.

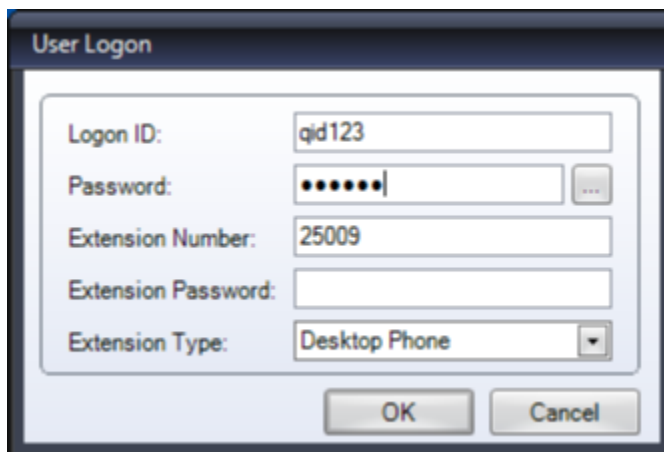
Starting Up and Logging In

It is possible to start and logon to Agent manually, but it is also possible to set Agent to launch at Windows logon, and automatically sign in the user.

Manual Start and Logon

To start and logon to Agent, do the following:

1. Select **Start, Programs, Mitel, MiCC Enterprise** and then **Agent**. The Agent Logon dialog appears.
2. Enter the following:
 - a. Logon ID - Enter your logon ID as defined in Configuration Manager.
 - b. Password - Enter your password, as defined in Configuration Manager.
 - c. Extension Number (optional) - Enter the extension number to be used. This can be a soft phone or hard phone extension.
 - d. Extension Password (optional) - If a SIP soft phone extension is entered and a PIN code is required, enter the PIN code assigned to the extension.
 - e. Extension Type - Select Soft Phone to use a SIP softphone or Desktop Phone to use a physical phone set.
 - f. Connect To - If multiple sites are defined for your MiCC Enterprise installation, select the site that will be used for call control of your extension.



The screenshot shows a 'User Logon' dialog box with the following fields and values:


Field	Value
Logon ID:	qid123
Password:	••••••
Extension Number:	25009
Extension Password:	
Extension Type:	Desktop Phone

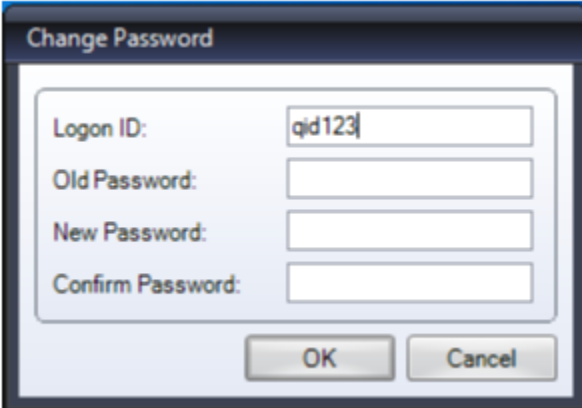
Note

To be able to make calls with Agent, it is required to logon with an extension number. If you log on to Agent without an extension number, call control will be disabled and this will be indicated at the bottom of the Agent window.

Change Agent Login Password

The system administrator defines the agent password when the user is created.


An agent may change their password at any time by clicking the  icon beside the Password field in the User Logon dialog.



The image shows a 'Change Password' dialog box. It has a title bar with the text 'Change Password'. Inside the dialog, there are four text input fields: 'Logon ID:' with the value 'qjd123', 'Old Password:', 'New Password:', and 'Confirm Password:'. At the bottom of the dialog, there are two buttons: 'OK' and 'Cancel'.

Automatic Launch and Sign In


To set Agent to launch automatically at Windows logon, do the following (you need to be logged on to do this):

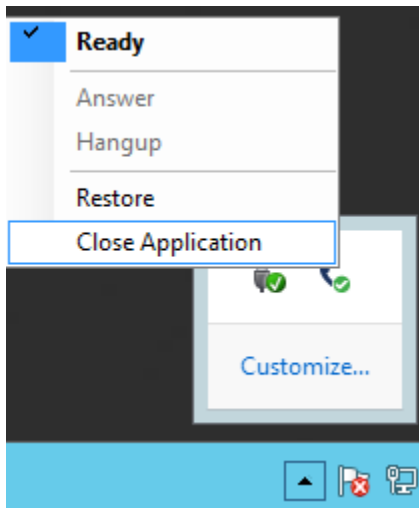
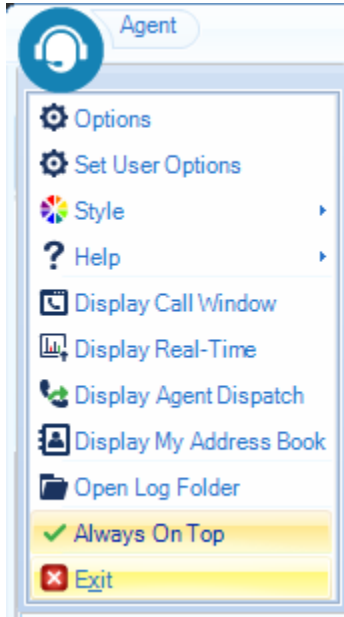
1. Click on the menu button  in the upper left corner of the Agent window to display the system menu.
2. Click **Options**, and select the **General** tab.
3. Check the option **Launch at Windows Logon** to automatically start Agent when you log on to Windows.
4. Check the option **Sign me in Automatically**, if you wish to be automatically logged on to Agent with the last logon credentials.


Note

These settings are tied to the machine running Agent, and are not stored in the user preferences. If you logon to another machine, these settings will not apply.

Exiting MiContact Centre Agent

To exit MiContact Centre Agent, click on the Close button denoted with an X in the top, right corner of the application, or click on the Menu button  in the upper left corner of Agent, then select Exit.



Note that if you have selected the option **Minimize to System Tray**, clicking on the X in the top, right corner of Agent will not close the application; it will minimize it to the tray as  icon.

Right-clicking on the Agent tray icon displays shortcuts, including **Close Application**.

Sessions Tab

The Sessions tab displays information about the currently active session, which can be a voice call, e-mail, SMS message, Open Media session, or Chat message. As the selected session is changed from the Call window, the information in the Sessions tab is updated.

For voice calls, information displayed will include the following: Caller Number, Caller Name (if available from directory or softphone interface), Service Group Name (for service group calls), Current Call state, Call Type (that is, Incoming or Outgoing), Duration of the call, and Queue Duration (for service group calls). You can also open the Voice Call Search dialog (to search call history results) by clicking on the Voice Call Search button.


When you select a call, the call details (i.e., when it entered the service group, which agent it was assigned to, etc.) are displayed below the list.

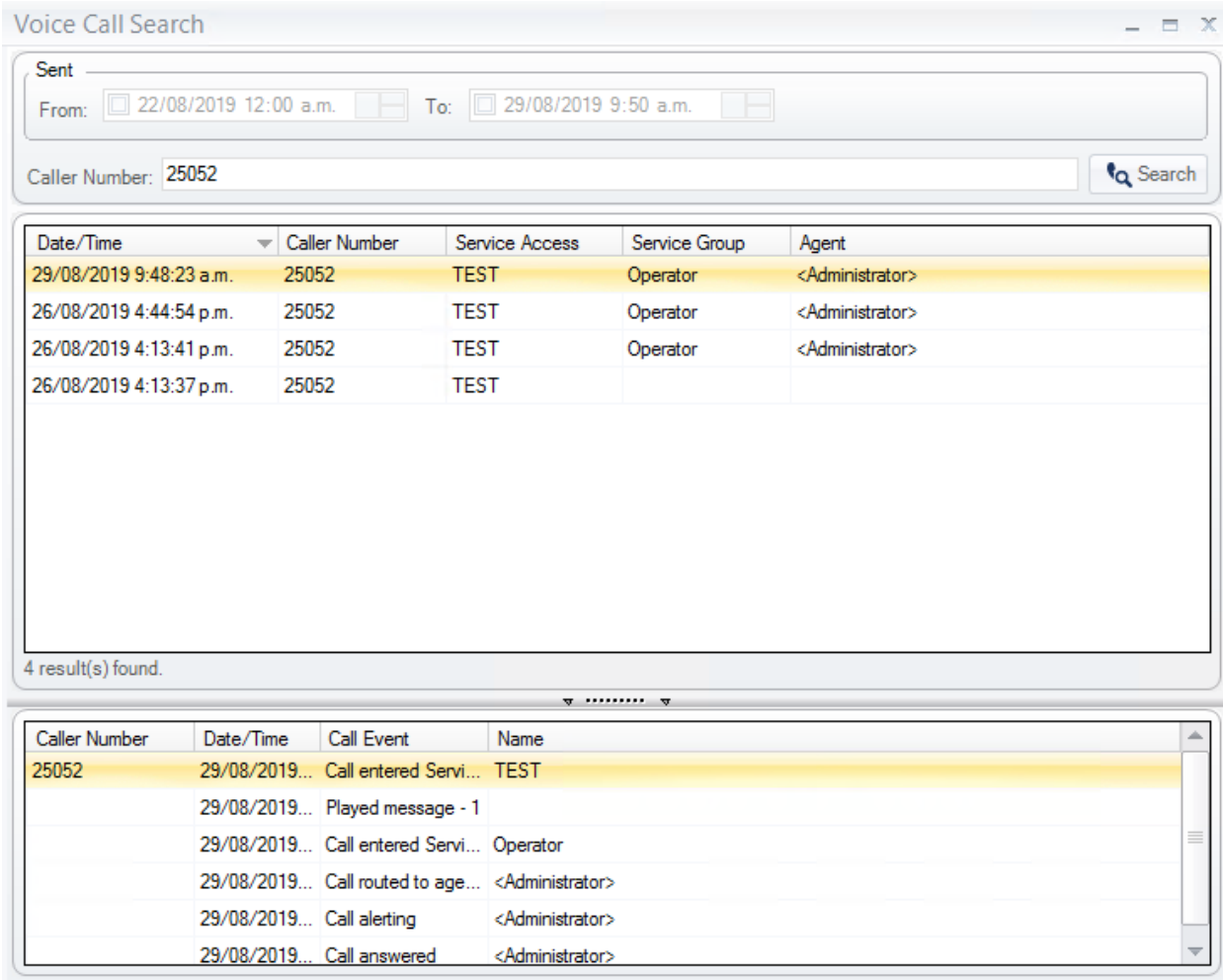
- For e-mails, information displayed will include the following: Sender's e-mail address, Service Group Name, Current e-mail state, Duration of the e-mail, Queue Duration, Subject of the e-mail, and preview of the text of the e-mail. Buttons are also displayed allowing you to delete, reject, or open the e-mail.
- For SMS sessions, information displayed will include the following: Sender's number, Service Group Name, Current SMS state, Duration of the SMS, Queue Duration and text of the SMS.
- Buttons are also displayed allowing you to delete, reject, or open the SMS.
- For Open Media sessions, information displayed includes the Service Group Name, Current Open Media State (Offered, Handling or Clerical), Duration of the Open Media session, Queue Duration and Information associated with the session. A Reject button is available. For Chat messages, information displayed includes the sender's name or e-mail address, Service Group Name, Current Chat State, Duration of the chat message, Queue Duration, and a preview of the chat session. It is possible to answer or reject the Chat session from the Sessions tab.

Any data from the Sessions tab display can be selected and copied by pressing the right-mouse button and selecting the **Copy** menu item. The data can then be pasted into another application.

If session data is detected as a URL, clicking on the URL will launch the default browser. If the session data is detected as an e-mail address, clicking on the e-mail address will open the [Send E-mail dialog](#), allowing the agent to send an e-mail to the customer.

Voice Call Search

Click the  (**Voice Call Search**) button to open the **Voice Call Search** dialog in the Call window. You can enter the **From** and **To** date and the caller's number to search for previous service group voice calls from that particular caller. The list of calls are displayed in the display area.



Voice Call Search

Sent

From: To:


Caller Number:

Date/Time	Caller Number	Service Access	Service Group	Agent
29/08/2019 9:48:23 a.m.	25052	TEST	Operator	<Administrator>
26/08/2019 4:44:54 p.m.	25052	TEST	Operator	<Administrator>
26/08/2019 4:13:41 p.m.	25052	TEST	Operator	<Administrator>
26/08/2019 4:13:37 p.m.	25052	TEST		

4 result(s) found.

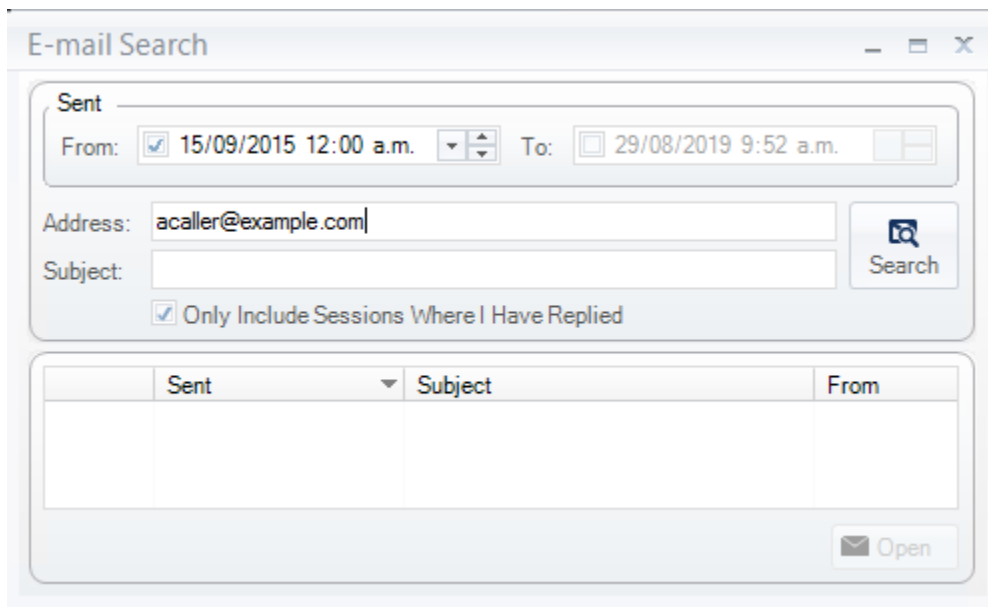
Caller Number	Date/Time	Call Event	Name
25052	29/08/2019...	Call entered Servi...	TEST
	29/08/2019...	Played message - 1	
	29/08/2019...	Call entered Servi...	Operator
	29/08/2019...	Call routed to age...	<Administrator>
	29/08/2019...	Call alerting	<Administrator>
	29/08/2019...	Call answered	<Administrator>

E-mail Search

Click the  (**E-mail Search**) button to open the **E-mail Search** dialog. To refine the search history results, modify the **From** and **To** date and the time ranges. Only e-mails received during the specified date and time range are displayed. Enter an e-mail address in the **Address** field to limit the search results to e-mails received from or sent to the entered e-mail address.

You can also specify a particular subject in the **Subject** field to search for e-mail based on a subject. You can also use Wild cards (for example, to search for all e-mails containing the word product in the subject, enter **product** in the **Subject** field). Select the **Only Include Sessions Where I Have Replied** check box to limit the search results to those e-mails to which you have replied. Click **Search** to display the search results that conform to the search criteria you entered.


To open a previous e-mail, click **Open** or double-click the entry in the history list. A new dialog box displays the history for the selected e-mail. To copy the content of the e-mail, press **Ctrl+A** to select the complete message and then press **Ctrl+C**. To paste the content into a reply or forward e-mail message, select the **Reply** or the **Forward** tab and press **Ctrl+V**.



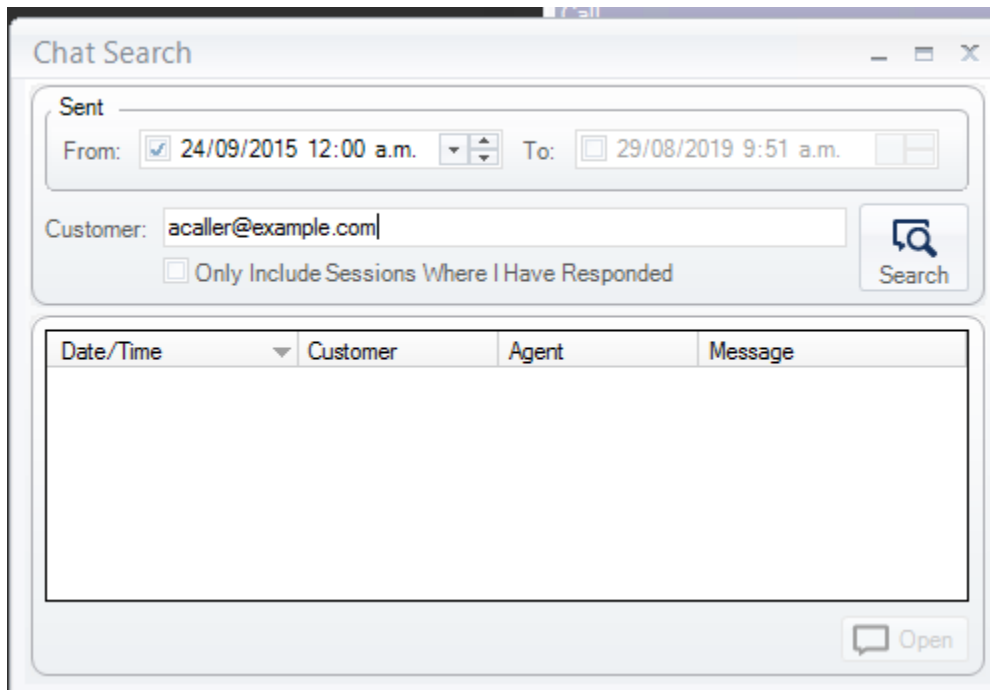
The screenshot shows the "E-mail Search" dialog box. It features a title bar with standard window controls. The main area is divided into several sections:

- Sent**: A section with "From" and "To" date and time pickers. The "From" field is set to "15/09/2015 12:00 a.m." and the "To" field is set to "29/08/2019 9:52 a.m.".
- Address**: A text input field containing "acaller@example.com".
- Subject**: An empty text input field.
- Search**: A button with a magnifying glass icon and the text "Search".
- Only Include Sessions Where I Have Replied**: A checked checkbox.
- Table**: A table with three columns: "Sent", "Subject", and "From". The table is currently empty.
- Open**: A button with an envelope icon and the text "Open".

Chat Search


Click the  (**Chat Search**) button to open the **Chat Search** dialog; this dialog box displays the chat history. To refine the search history results, modify the **From** and **To** date and the time ranges. Only chats received during the specified date and time range are displayed. Enter a customer e-mail address in the **Customer** field to limit the search results to chat sessions from a particular customer. Select the **Only Include Sessions Where I have Responded** check box to limit the search results to those chats to which you have replied. Click **Search** to display the search results that conform to the search criteria you entered.

To open a previous chat session, click **Open** or double-click the entry in the history list. A new dialog will display the history from the selected chat session. To copy the content of the chat, select the text to copy and right-click, then select **Copy** from the menu; or press **Ctrl+A** to select the entire message and then press **Ctrl+C**.

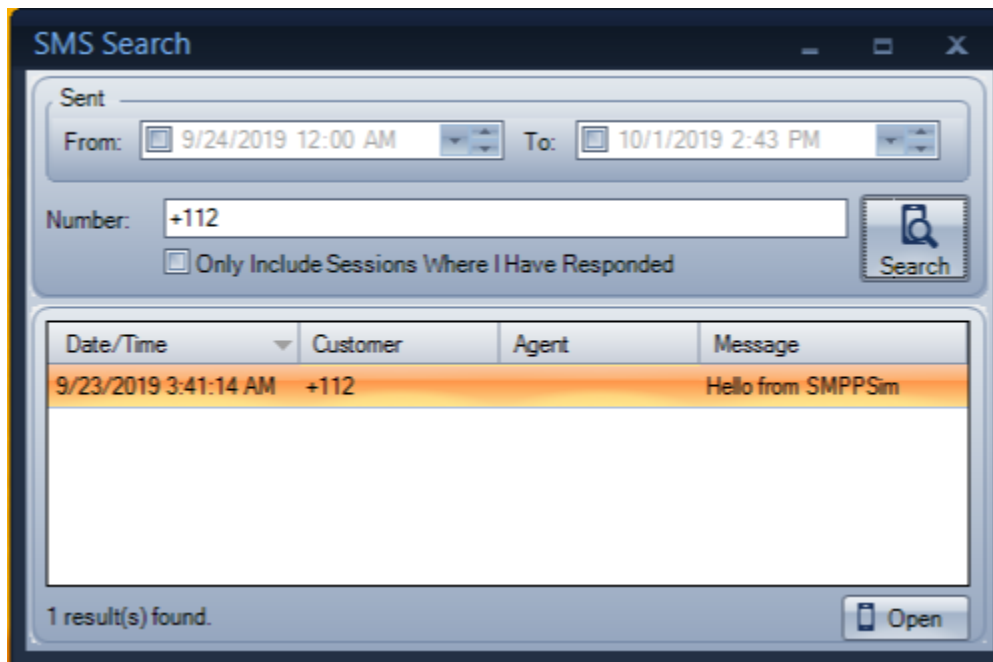


Date/Time	Customer	Agent	Message
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SMS Search

Click the  (**SMS Search**) button to open the **SMS Search** dialog; this dialog box displays the SMS messages history. To refine the search history results, modify the **From** and **To** date and the time ranges. Only SMS messages received during the specified date and time range are displayed. Enter a customer number in the **Number** field to limit search results to SMS messages sent to or received from that customer. Select **Only Include Sessions Where I have Responded** to limit the search results to SMS messages to which you have replied. Click **Search** to display only the search results that conform to the search criteria you entered.

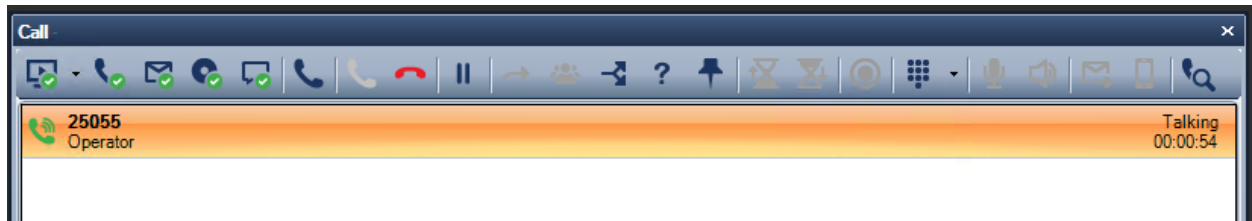
To open a previous SMS conversation, click **Open** or double-click the entry in the history list. A new dialog box displays the SMS history for the selected customer. To copy the content of the SMS message, select the text and right-click, then select **Copy** from the menu; or press **Ctrl+A** to select the entire message and then press **Ctrl+C**.



Call Window Overview

The Call window provides information about all active calls, e-mails, SMS, Chat, and Open Media sessions. It is possible for the call window to be removed from the main application frame and placed anywhere on the desktop. To do this, place your mouse on the call window title bar, press the left-mouse button, and drag the call window off of the main application.

To reinsert the call window, place your mouse on the call window title bar, press the left-mouse button and drag the call window onto the main application. Drag the call window onto any of the displayed arrows to insert it on the top, middle or bottom of the main application.



The buttons on the call window are enabled or disabled based on the selected session. Information displayed includes the Sender's Address or Caller's Number, Service Group information, Call state, and Call duration.


Making a Call

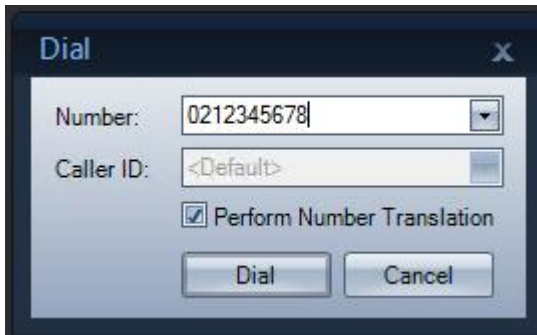
If you are logged on to Agent with an extension number it is possible to make calls from any tab in the Agent application.

Note

If you are not logged on to Agent with an extension number, Call Control Disabled is displayed, and it is not possible to initiate or receive calls.

To initiate a call, do any of the following:

1. Click , press Alt-M, or press the F2 button. The Dial dialog appears. Enter a phone number and click **Dial**.
2. Drag and drop a phone number by marking a phone number in a document or in a web page. Drag the number to the Call window on Agent to initiate the call.



Note

If **Preview Number Before Dial** is selected from the Telephony Options dialog, the Dial dialog will always be opened prior to initiating a call.

The Dial dialog allows you to view the number to be dialed. If the number translation parameters for the system have been defined in Configuration Manager, the **Perform Number Translation** check box in the Dial dialog is enabled.

Check this option to apply number translation settings to the number you dial. This means you do not need to enter the external line code or international access code. The configured dialing sequences will be automatically applied.

Call a Contact

To call one of your contacts, do the following:

1. Select the **Contacts** tab.
2. Right-click one of the contacts in the **Contacts** list.
3. The Contact menu will be displayed.
4. Select **Call** from the menu. A call will be initiated to that contact.

Note

If **Preview Number Before Dial** is selected from the Telephony Options dialog, the Dial dialog will be displayed with the number. Press **Dial** to initiate the call.

Search and Call from the Directory

To make a call to a contact in the directory, do the following:

1. Select the **Directory** tab.
2. Enter the search criteria to search for a directory entry.
3. Do ONE of the following to place a call:
 - Double-click on one of the displayed contacts
 - Select one of the displayed contacts and press Enter
 - Right-click on one of the displayed contacts and select Call from the menu

Note

If **Preview Number Before Dial** is selected from the Telephony Options dialog, the Dial dialog will be displayed with the number. Press **Dial** to initiate the call.

Make a Call from the Call Log

To make a call from the call log, do the following:

1. Select the **Call Log** tab.
2. Double-click on a call in the list or right-click on the entry and select Call from the menu to place a call.

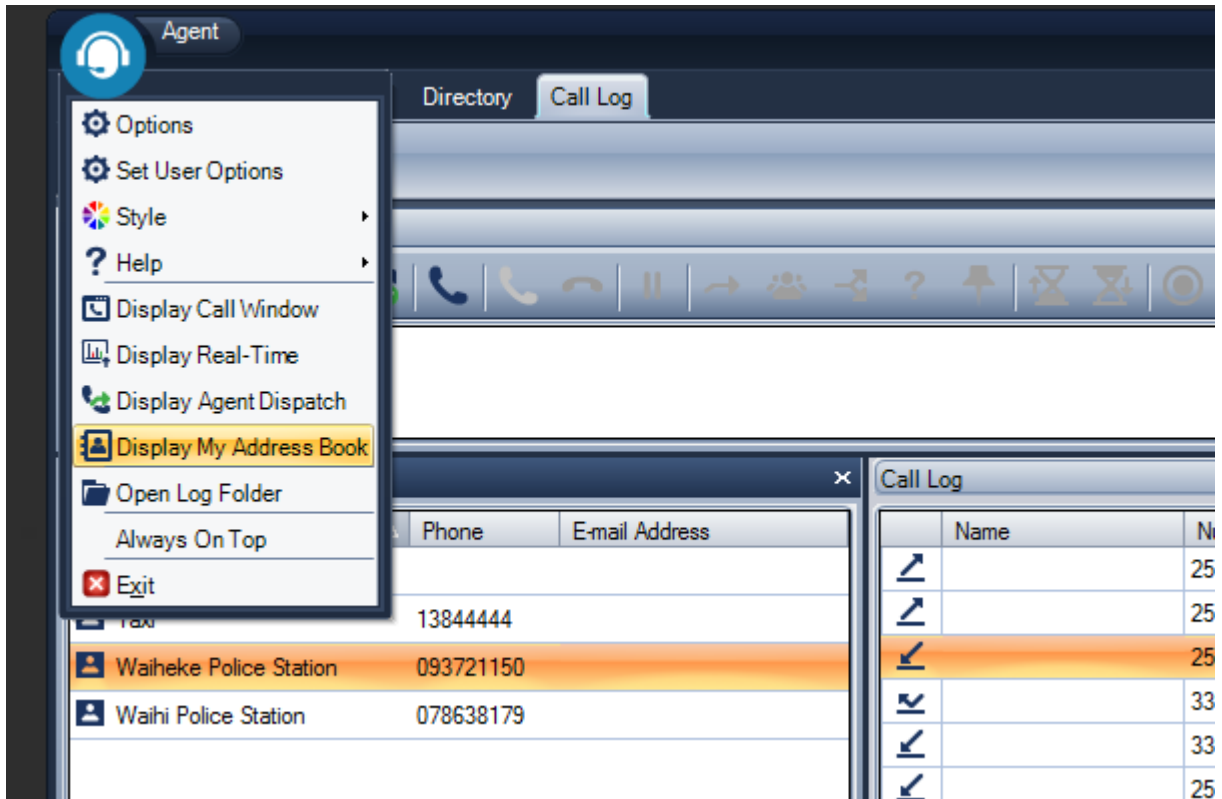
Name	Number	Service Group	Time	Duration
	25052		30/09/2019 3:35...	00:00:00
	25052	Operator	20/09/2019 11:4...	00:00:18
	33011	Operator	20/09/2019 11:4...	00:00:00
	33011	Operator	20/09/2019 11:3...	00:00:09
	25009		20/09/2019 11:3...	00:00:03
	25052	Operator	19/09/2019 9:33...	00:01:19
	25052	Operator	16/09/2019 3:39	00:00:00

Note

If **Preview Number Before Dial** is selected from the Telephony Options dialog, the Dial dialog will be displayed with the number. Press **Dial** to initiate the call.

Make a Call from My Address Book Contacts

You can save contacts that you frequently contact using the **My Address Book** feature of Agent. For information on managing address book contacts, see section [My Address Book](#).




To make a call from My Address Book, do the following:

1. Open the main menu and select the **Display My Address Book** option to open the My Address Book window.
2. Double-click on a contact in the My Address Book or right-click on the entry and select Call from the menu to place a call.

Note


If **Preview Number Before Dial** is selected from the Telephony Options dialog, the Dial dialog will be displayed with the number. Press **Dial** to initiate the call.

Sending an SMS

If your MiCC Enterprise system is configured to handle SMS messages, it is possible to send an outgoing SMS. To send an SMS, press the  button in the Call window. The SMS dialog will display.

Enter the number of the person you want to send the message to in the **To** field. Select the service group that the SMS will be sent on behalf of in the Service Group list. Enter the text of the message to be sent, and press the **Send** button.

Sending an E-mail

If your MiCC Enterprise system is configured to handle E-mail messages, it is possible to send an outgoing E-mail. To send an E-mail, press the  button in the Call window. The E-mail dialog will display.

Enter the e-mail address of the person you want to send the message to in the **To** field. Select the service group that the e-mail will be sent on behalf of in the Service Group list. Enter the text of the message to be sent, and press the **Send** button.

For more details on the features in the E-mail dialog, see the section [Email SMS Window](#).

Searching the Call History

You can search call history results to search for earlier service group voice calls from a particular caller.


Call Management

When a call is received, an optional audible sound is heard, and the incoming call is displayed in the call window of the Agent application. The **Call** window is displayed on all tabs so that you will be aware of call activity regardless of which tab is currently active, Sessions, Contacts, Directory, or Call Log.

Note that the ring signal can be customized to a tone of your choice. For details, see [the section called Settings and Customization](#).


Answering Calls

To answer an incoming call:

- Click 
- OR
- Double-click on the call in the Call window.
- OR
- Press the F3 button when the call is selected in the Call window.
- OR
- Right-click on the tray icon, and select Answer.


Holding Calls

To put a connected call on hold:

- Click 
- OR
- Double-click on a connected call from the Call window.
- OR
- Press the F5 button when the call is selected in the Call window.
- OR
- Place a new call to automatically put the connected call on hold.

Retrieving calls

To retrieve a call currently on hold:

- Click 
- OR
- Double-click on a currently held call.

OR


- Press the F5 button when the call is selected in the Call window.

Note

If another call is currently connected, it will be placed on hold when the held call is retrieved.

Transferring Calls

A connected call can be transferred to another destination. To transfer a call, place a consultation call to the transfer destination. The connected call will be placed on hold.

When the called party is ringing, or after answer, click  or press F6. The held call will be transferred to the called party.

Transferring Calls from Attendant Service Groups

When a call arrives from an Attendant service group, the focus is set to the Directory search field in the **Directory** tab. This allows you to easily search in the directory and select the transfer destination. If you place the call on hold, a regular consultation call is performed, allowing you to execute a supervised transfer.

If you call the intended party directly without placing the active call on hold (either by selecting an entry from the directory or entering the number to be called), the consultation call is handled as an attendant call (i.e., the call is transferred to the consulted party).

If the consulted number is invalid, busy, or fails to answer in the specified amount of time, the call is returned to you, with the following information in the agent call window:


- Calling party number
- Service Group name
- Reason for recall
- Originally transferring agent
- Consulted party name/number

If you are busy, the call is kept in the service group queue and sent to the next available agent. If **Preferred Agent** is configured for the service group, the call waits the configured amount of time for you to become available.

If you press **Enter** after answering the call, the call is routed again to the designated party.


Hanging Up

To disconnect a call:


- Click  OR
- Press the F4 button when the call is selected in the Call window. OR
- Right-click on the tray icon, and select **Hang up**.

Creating Conference Calls

To create a conference with an existing call, place a consultation call to the party you wish to add to the conference. The connected call will be placed on hold.

When the call is answered, press  or press F7 to initiate the conference. All parties will be joined in a conference. Depending on the capabilities of your Call Manager, more than three parties can be connected to a conference.

Ending Conference Calls


Click  or press F4 to terminate the conference call.

You will be disconnected, but the other conference participants will remain connected.

Diverting Sessions

Diverting a call allows you to immediately send a call to another destination without first making a call to that destination.

When a call is connected in Talking state, or Ringing (if it is not a service group call), it may be deflected.

Click  or press F8. The Divert Call dialog will be displayed, allowing you to enter the destination to which the call will be deflected.


It is also possible to deflect a service group call in Talking state to another service group. Select the **Service Group** option button and then select the service group to which you wish to divert the current call from the list. The list will only contain voice service groups with agents currently ready to service calls.

E-mail, SMS, Chat, and Open Media sessions can also be diverted to another agent or service group using the [Divert dialog](#).

Mute and Volume Control

These options are available for Softphone users only.

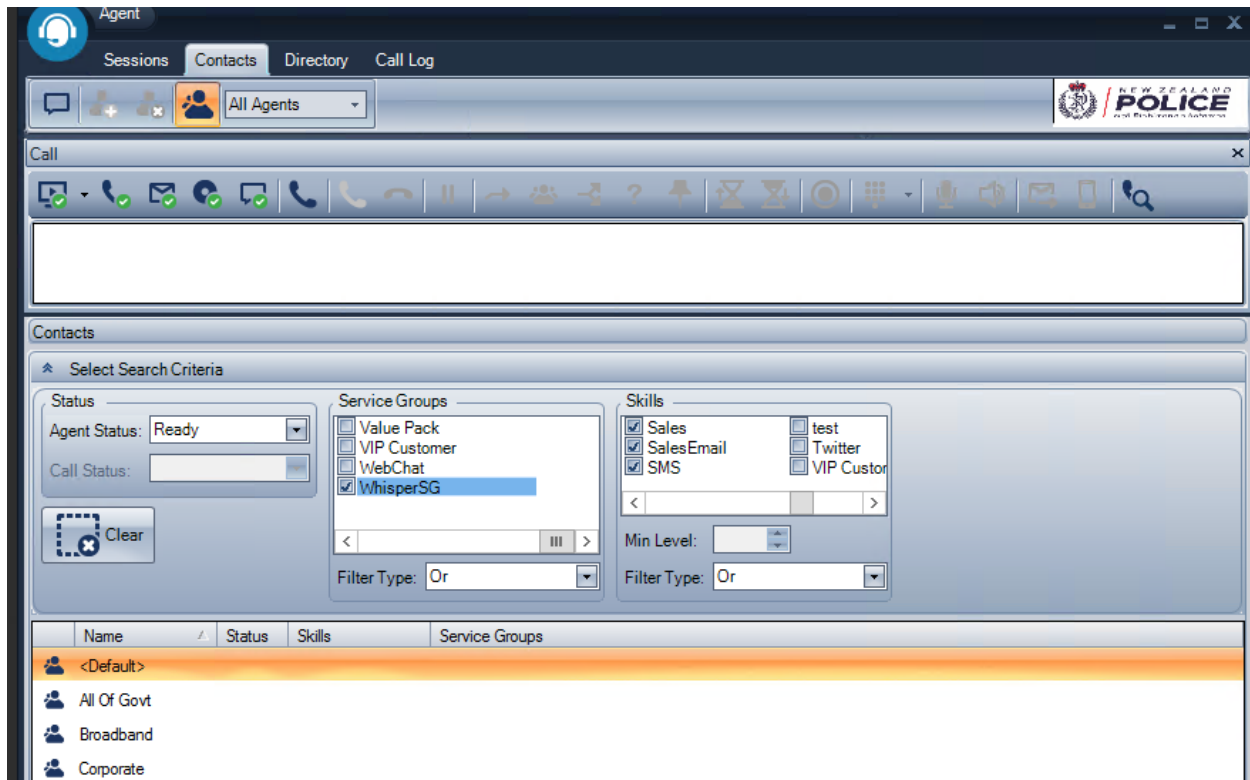
Voice Call Search

To open the Voice Call Search dialog, click on the Voice Call Search button  in the Call window. You can enter the from/to dates and the caller's number to search for previous service group voice calls from that same caller. The list of calls is displayed in the display area. When you select a call, the call details (i.e., when it entered the service group, which agent it was assigned to, etc.) are displayed below the list.





Contacts Tab

The Contacts tab allows you to view all other logged on Agents. In addition, it is possible to define your own personal contact group.

Note that Phone Agents are not visible in the Contacts tab.






The contact list displays the following information for each contact:

- An icon indicating whether the contact is Idle  or Busy 
- The contact's name
- An icon indicating whether the contact is Ready  or Not Ready 
- The skills assigned to the contact
- The service groups that the contact is able to serve with the assigned skill set

Only logged on contacts will be displayed.

There are two options to the Contacts display: **All Agents**, which displays all logged on Agents, and **My Contacts**, which displays only your personal contact list. Users can be added from the default contact list to your personal contact list. See section [Adding Contacts](#) below.

In addition to other users, the **All Agents** Contacts list will display agent groups defined in the MiCC Enterprise system which you have access to if you select the **Display Agent Groups** button . This allows you to send a message to all the members of an agent group at one time for convenience.

You can decide whether or not to display agent groups by pressing the  button. Agent groups are indicated in the list with the  icon. Agent Groups will always display with the same icon, and skills/service groups will not be displayed. Agent Groups are not displayed in the **My Contacts** list.

It is possible to right-click on a contact to display the list of options available for contacting the user. These include the following:

- Call the contact (not applicable for agent groups). You can also double-click on the contact to place a call to the contact
- Send a message to the contact
- Send an e-mail to the contact (only applicable for contacts with an e-mail address defined, and not valid for agent groups)
- Add the contact to My Address Book (not valid for agent groups)
- Lookup the contact in the directory (not valid for agent groups)
- Remove the contact (not valid for agent groups)


It is possible to select multiple contacts at one time to delete the contacts or send a message to all of the contacts at once. Select the contacts from the list and then right-click or press the toolbar button to remove the contacts or send a message.

Filtering Contact Display

The top half of the dialog displays filter criteria, which allows you to limit the agents displayed in the list.

The following fields can be set:


- Agent Status - Select **All Agents** to show all agents, regardless of status, **Ready** to show only Ready agents or **Not Ready** to show only Not Ready agents.
- Call Status - Select **All Agents** to show all agents, regardless of call status, **Idle** to show only idle agents or **Busy** to show only agents busy on a call.
- Service Groups - Check the Service Groups you wish to be filtered. Selecting Filter Type **Or** requires agents to have skills to serve any of the checked service groups. Selecting Filter Type **And** requires agents to have skills to serve all of the checked service groups.
- Skills - Check the Skills you wish to be filtered. Selecting Filter Type **Or** requires agents to have any of the checked skills. Selecting Filter Type **And** requires agents to have all of the checked skills.

Press the **Clear** button  to clear all of the filter settings and return them to the default values. Note that the filter settings will remain in effect the next time you open the Contacts display.


Pressing the button next to the **Select Search Criteria** title message removes the display of the Filter settings so that you are able to view more agents in the list. Press it again to redisplay the Filter settings.

The lower half of the dialog displays the list of contacts. You can click on any of the headers in the list to sort the list by that field.

Adding Contacts

To add a contact, press the  button. This option is only enabled if you are currently displaying personal contacts (that is, **My Contacts** instead of all users). The Select Contacts dialog will display, showing you all available contacts. Select the ones you wish to display. Your personal contact list will be updated to include the users who are logged on.

Removing Contacts


To remove a contact from the **My Contacts** display, select the contact and press the  button. You can also right-click on the contact and select **Remove Contact** from the menu. You will be asked to confirm whether to remove the contact from your **My Contacts** display, and then the contact will be removed.

Updates to Contacts

Ready/Not Ready and Busy/Idle status for contacts is updated dynamically. The skills and service groups assigned to a contact, as well as agent group membership, is not updated dynamically. To update these items, right click on a contact and select **Refresh** from the menu. All information in the Contacts display will be updated.

Directory Tab

From the Directory tab, you can search for contacts from different directories and handle calls.

The Directory toolbar allows you to select which directories to use when searching for a contact. To filter the application to only search from specified directories, click the arrow next to the  button on the Directory toolbar. A list of all defined directories is displayed. Check the box next to the directories you wish to include in the search.

Searching the Directory

To search in the directory, enter the search criteria in the area designated as **[Search]**. Search results show the name, phone number and department of each contact that matches the search criteria.

You can perform a search on up to five search fields. The first search field is an open-ended search, which detects name or number.

You can configure four additional search fields to search on Number, Department or any configured CMG or LDAP search field. If you enter information in multiple search fields, an “AND” search is performed, so that only entries matching all search criteria are displayed.

You can tab through the directory search fields. Press the down arrow key on any of the search fields to display a menu to update the search field category. The categories listed are either the fields displayed in CMG, or the defined LDAP search fields, as well as Number and Department. Press **Enter** on the selected field to update the search field category. Press **Escape** to close the list.

Pressing the Enter key while viewing the search results sets the focus to the search result list.

The search criteria in the first search field are defined based on the characters entered. For example, if the value entered is numeric, the search is performed based on the Phone Number field. If the value entered is alphabetic, a search based on the Name field is performed.

If a directory field is displayed with a strike-through font, it has been configured as hidden so it should not be made generally available. Only agents with Attendant privilege are able to view these fields.

You can search on parts of the first and last names. For example, to search for all users with first name beginning with the letter J and last name beginning with the letter S, when the name format is defined as "First Name Last Name", enter **J S**.

The * character can be entered to search on all names.

A progressive search is performed, so that as keys are entered, the search results are refined based on the search criteria entered. A maximum of 100 entries are displayed from each directory.

Note that some fields may be configured as hidden from display, so they are not visible in the directory search or directory details.

Press Alt-Delete to clear all search fields and directory search results.

Calling a Directory Entry

You can place a call to a party in the search results by right-clicking on the directory entry and selecting **Call** from the pop-up menu (there is a call option for each number defined in the entry). This option is only available if the directory entry has a defined phone number.

You can also double-click on the directory entry to place a call, or select the entry and press **Enter**.

Emailing a Directory Entry

You can send an e-mail to the party in the search results by right-clicking the directory entry and selecting **E-mail** from the pop-up menu. This option is available only if the directory entry has a defined email address. The email is sent from your default e-mail client.

To display the e-mail form from Agent and to send an e-mail to the selected directory entry using the Attendant E-mail feature, right-click the directory entry and select Attendant E-mail or press Alt+B.

The e-mail form is displayed, prepopulated with the selected subject, template, and e-mail service group that are defined for the active call. If there is no active call, the default Attendant e-mail subject, template, and e-mail service group that are defined for the system are used. This feature is used when the attendant agent wants to send an e-mail to a selected directory entry, such as information about a caller who is leaving a message.

You can select a different e-mail template from the list. If you select a new e-mail template, the information added initially to the e-mail body text is overwritten.

Adding a Directory Entry to the Address Book

You can add a directory entry in the search results to your personal address book by right-clicking on the directory entry and selecting **Add to My Address Book** from the pop-up menu.

Updating Directory Fields

Attendant Agents are able to update specific user defined fields that are configured by the system administrator in the MiCC Enterprise Setup utility.

To update a field, the Attendant Agent can directly type the required value in the data field associated with the **Attendant Only** field. This data is updated in the CMG directory and is visible to all other Attendant Agents and CMG administrative users.

The Attendant Agent can discard an update by pressing the ESC key; this reverts the data in the field to its original value.

Using Same Keyword or Department Search

You can use the same search criteria from one search operation to perform a new search for other users with the same defined keyword or in the same department as the selected directory entry. Right-click on the directory entry and select **Same Keyword Search** or **Same Department Search** from the pop-up menu.

The **Same Keyword Search** option is only enabled for CMG directory users who have keywords defined. If the selected user has multiple keywords defined, a dialog displays that allows you to select the keyword to use for the search. You can select multiple keywords to search for users with all of the selected keywords defined. Double-click on any keyword or press **Enter**, or click **OK** to select the keyword from the list.

Shortcut keys (Alt-K and Alt-D) are also available to invoke the Same Keyword Search and Same Department Search functions using the keyboard.

The **Same Department Search** option is available for CMG and LDAP directory users who have a department defined.

Viewing Details for a Directory Entry

If the CMG or LDAP directory is used, details for the selected Directory entry are automatically displayed in the **Details** pane. The following information is displayed for the entry (if available):

Item	Description
Name	Name of the person in the directory entry, in the format configured for the MiCC Enterprise system.
Department	Department to which the directory entry belongs.
Activity end time and description	If the directory entry has an activity configured, the end time of the activity and the activity description are displayed. Only available if CMG server is configured.
Activity note	Additional information (if configured) for the activity. Only available if CMG server is configured.
Forwarding information	Additional forwarding information for the directory entry. Available only if BluStar Web service is available and forwarding information is configured.
Photo	Photo of the user in the directory entry. Only available if configured in the CMG or LDAP directory.
Description/Data table	All configured user-defined fields (UDFs). For CMG, the UDFs are displayed in the order in which they are configured on the MiCC Enterprise server. For LDAP, all UDFs are displayed.

You can double-click on either of the separator bars in the Directory display area to hide or show the **Details** pane. You can also drag the separator bar to resize either side of the display area. These settings are stored in user preferences on the local machine and can be restored at the next logon.

If you press **Enter** while a numeric value is selected from the **Description/Data** table, a call is automatically initiated to the selected number.

NOTE: Directory search results and details for each directory entry are visible to all agents. However, agents with the Attendant privilege can also view classified numbers (the number is displayed with a strikethrough to indicate that it is classified). In addition, the presence status icon and line state for the directory entry are displayed in the search results list. For all other agents, the icon indicates the source of the directory entry.


Using Shortcut Keys

You can use the following shortcut keys to navigate the directory display more efficiently:


Item	Description
Alt + Delete	Clears all search criteria and search results
Alt + K	Initiates a search using the same keyword as the selected entry. If multiple keywords are defined for the selected entry, displays the Select Keyword dialog, allowing you to select the keyword(s) to use for the search.
Alt + D	Initiates a search for other users who belong to the same department as the selected entry.
Alt + Right arrow key	Hides/shows the Details pane.
Alt + P	Sets focus to the list of detail items for the selected directory entry.
Alt + L	Sets focus to the [Search] field in the directory.

Pressing the Enter key while viewing the search results sets the focus to the search result list.

AND-OR Search/Display Column Selection

The directory control has the ability to select particular columns to display and search. The columns available are based on the directories selected. Some columns are fixed, such as the image and the name. Click the  (**Column Selection**) button on the directory toolbar to open the **Column Selection** form. If a

column selected to be displayed is specific to a directory that is later deselected, the column is removed from the display.

There are two directory search modes. Click the  (**Search**) button to open a drop-down list that contains the search modes:

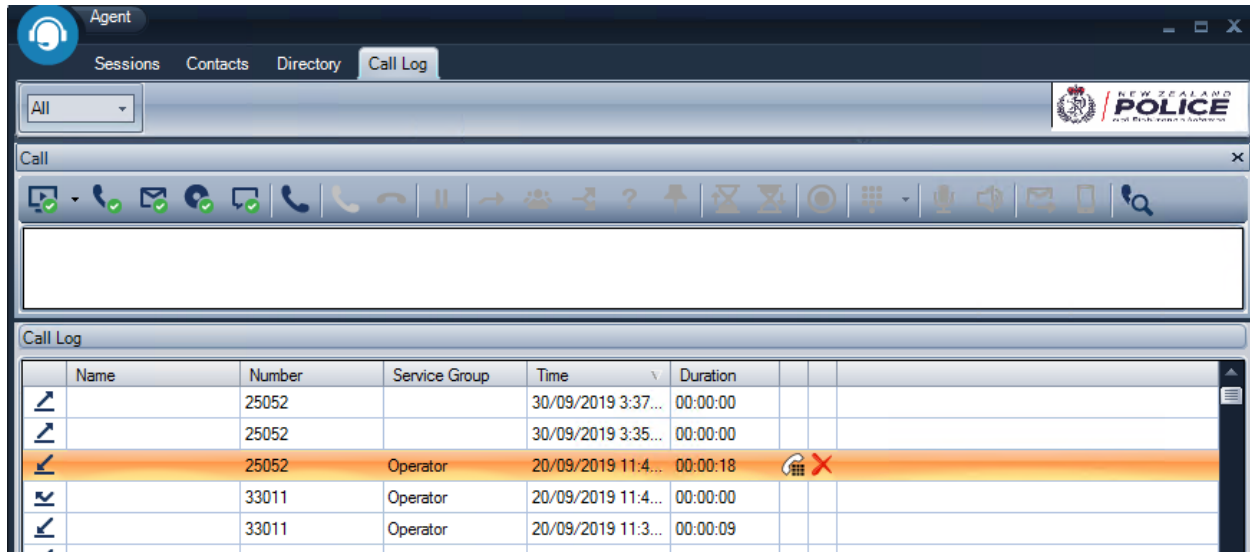
- **Match ALL of the Specified Search Fields (AND)**
- **Match ANY of the Following Fields (OR)**

For the **AND** search, the type of data entered into the search field determines the items that are searched. If alphabetical characters are entered, the name fields are searched. If numbers are entered the available phone fields are searched. If an e-mail address is entered, the email address fields are searched. In addition to the main **Search** field, there are four more search fields. The content that is searched is determined by the directories that are selected.

To switch to **OR** mode, select the **ANY** option and specify the fields to search. In the **OR** search mode, only a single input control is used to specify the search criteria. All of the selected fields are searched and the entries matching any of the selected search fields are returned.

Call Log Tab

The call log displays a record of the last 1000 voice calls received, initiated or missed by you. The name and number of the caller is shown, as well as the date and time of the call and the duration of the call, if it was connected. For service group calls, the name of the service group is also displayed.



	Name	Number	Service Group	Time	Duration		
		25052		30/09/2019 3:37...	00:00:00		
		25052		30/09/2019 3:35...	00:00:00		
		25052	Operator	20/09/2019 11:4...	00:00:18		
		33011	Operator	20/09/2019 11:4...	00:00:00		
		33011	Operator	20/09/2019 11:3...	00:00:09		




Filtering the Call Log Display

To filter, or limit, which entries are displayed in the call log, select the option from the drop-down list at the top of the Call Log tab. Available options include:

- All - Displays all calls, incoming, outgoing and missed
- Outgoing - Displays only outgoing calls
- Incoming - Displays only incoming calls
- Missed - Displays only missed incoming calls

Call Log Display

The following columns will be displayed in the call log. It is possible to sort based on any of the columns by clicking on the column header.

- Type of call - This is indicated by an icon indicating Outgoing , Incoming  or Missed 
- Name of the caller
- Number of the caller
- Service Group of the call for service group calls
- Date and Time that the call arrived or was initiated
- Duration of the call

Calling an Entry from the Call Log

To call a contact from the Call Log, right click on the entry and select **Call**, or double click on the entry, or press the button next to the call log entry. This option will be available only if the entry has a defined telephone number.

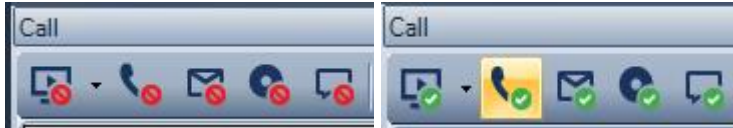
To Delete Call Log Entries

Right click on a call log entry and select **Delete**, or press the button next to the call log entry, or press the Delete button on your keyboard. The call log entry will be removed.





To remove multiple call log entries at once, select the entries and press the Delete button on your keyboard, or right click on the entries and select **Delete**.

Agent Operation

When you are logged on to Agent, depending on the skills assigned to your user, and your privileges, you are able to manage incoming voice calls, e-mails, SMS messages, Open Media and Chat sessions.







Setting Ready and Not Ready Status for Voice Calls

When the  button displays, you are Ready to receive service group calls. Press the  button to set your status to Not Ready, and the following button will display: . Press the  button to set your status back to Ready.

If the MiCC Enterprise system is configured to require a Not Ready Reason for Voice Calls to be entered when changing status to Not Ready, the Not Ready Reason dialog will display when you set your status to Not Ready. It will display a list of reasons for why you are changing your status. Select a reason from the list and press **OK** to update your status. You can optionally enter a Not Ready Reason, even if the system is not configured to require Not Ready Reasons. See [the section called General Options](#) for details.

When your status is Ready, voice calls will be sent to you. Incoming calls will display in the Call window and the Sessions tab.


Setting Ready and Not Ready Status for Open Media Sessions


When the  button displays, you are Ready to receive Open Media sessions. Press the  button to set your status to Not Ready, and the following button will display: . Press the  button to set your status back to Ready.

If the MiCC Enterprise system is configured to require a Not Ready Reason for Open Media sessions to be entered when changing status to Not Ready, the Not Ready Reason dialog will display when you set your status to Not Ready. It will display a list of reasons for why you are changing your status. Select a reason from the list and press **OK** to update your status. You can optionally enter a Not Ready Reason, even if the system is not configured to require Not Ready Reasons. See [the section called General Options](#) for details.

When your status is Ready, Open Media sessions will be sent to you. Incoming sessions will display in the Call window and the Sessions tab.

Setting Ready and Not Ready Status for E-mail and SMS Messages



If you have the privilege to handle e-mail and SMS messages, there will be an E-mail/SMS status button displayed on your Call window. When the  button displays, you are Ready to receive e-mail and SMS

messages. Press the button to set your status to Not Ready, and the following button will display: . Press the button to set your status back to Ready.

If the MiCC Enterprise system is configured to require a Not Ready Reason for E-mail and SMS sessions to be entered when changing status to Not Ready, the Not Ready Reason dialog will display when you set your status to Not Ready. It will display a list of reasons for why you are changing your status. Select a reason from the list and press **OK** to update your status. You can optionally enter a Not Ready Reason, even if the system is not configured to require Not Ready Reasons. See [the section called General Options](#) for details.

When your status is Ready, e-mail and SMS messages will be sent to you. Incoming messages will display in the Call window and the Sessions tab. When they are opened, they will display in the E-mail/SMS window as well.



Setting Ready and Not Ready Status for Chat Sessions

If you have the privilege to handle Chat sessions, there will be a Chat status button displayed on your Call window. When the  button displays, you are Ready to receive Chat sessions. Press the button to set your status to Not Ready, and the following button will display: . Press the button to set your status back to Ready.

If the MiCC Enterprise system is configured to require a Not Ready Reason for Chat sessions to be entered when changing status to Not Ready, the Not Ready Reason dialog will display when you set your status to Not Ready. It will display a list of reasons for why you are changing your status. Select a reason from the list and press **OK** to update your status. You can optionally enter a Not Ready Reason, even if the system is not configured to require Not Ready Reasons. See [the section called General Options](#) for details.

When your status is Ready, Chat sessions will be sent to you. Incoming sessions will display in the Call window and the Sessions tab. When they are opened, they will display in the Chat window as well.

Setting Ready and Not Ready Status for All Media

If you have the privilege to handle more than one type of media, an additional status button will be displayed on your Call window. When the  button displays, you are Ready for all media types. Press the button to set your status to Not Ready for all media types, and the following button will display: . Press the button to set your status back to Ready for all media types.

If the MiCC Enterprise system is configured to require a Not Ready Reason for any media types when changing status to Not Ready, the Not Ready Reason dialog will display when you set your status to Not Ready. It will display a list of reasons for why you are changing your status. Select a reason from the list and press **OK** to update your status. You can optionally enter a Not Ready Reason, even if the system is not configured to require Not Ready Reasons. See [the section called General Options](#) for details.

It is also possible to change a not ready reason for one or multiple media types. Press the arrow next to the All Media Ready Status button to display the Not Ready Reason dialog. Select the reason, and check the boxes next to the media types to which you wish to apply the reason.

Incoming Service Group Calls

When an incoming service group call arrives it is displayed in the Call window and the Sessions tab. In addition, you have the option to display the Incoming Service Call dialog. If this option is selected, the dialog will appear when the call arrives. It displays the service group and calling party associated with the call. In addition, you can **Answer** the call or **Reject** the call from the Incoming Service Call dialog. If you reject the call, it will be removed and returned to the service group queue to be allocated to another agent.

Callback Calls

In addition to service group calls, which ring at your telephone, you may also be allocated a Callback call.



This is also considered as a service group call, but it requires you to initiate the call to the customer.

When a Callback call is allocated, the Callback Request dialog will display. It shows the Service Group associated with the call, the customer name, and the customer's number to be called. You can check the **Perform Number Translation** check box to add the long distance and other access codes automatically to the number.

Press the **Dial** button to call the customer, and Agent will dial the number as it appears in the **Callback Number field**. Press the **Reject** button to reject the call and it will be returned to the queue to be allocated to another agent.

When the callback completes, the Callback Status dialog will display. This allows you to enter the status of the callback, such as whether the callback was completed successfully, there was no answer, the call was busy, or it was the wrong number. You are required to enter the callback status at the completion of the callback.

Clerical Time

When a service group session is complete, you will automatically enter Clerical state if clerical time is defined for the associated service group. This time is used for any wrap-up activities required after the session is complete. The clerical time will count down in the Call window. During clerical time, you will not receive another service group session. You can cancel clerical time at any time, or extend it, if you are privileged to do so, by right-clicking on the session on the Call window and selecting **Cancel Clerical** or **Extend Clerical** from the menu, or by pressing the Cancel Clerical button  or Extend Clerical button  from the Call window. You can also enter Ctrl-C from the keyboard to cancel clerical or Ctrl-E to extend clerical.

Entering Call Qualification Codes

It is possible to enter Call Qualification Codes for service group sessions. Codes can be entered while you are handling the session, as well as while you are in clerical time.

To enter codes, press the **+** button from the Call window or E-mail/SMS window. The Call Qualification Code dialog will appear. It will display all defined call qualification codes that can be applied to your service group session. Double-click the code or press the arrow buttons to move it from the **Defined** list to the **Selected** list.

You can also add codes that are not defined. To do this, enter the name and number in the edit fields, and then press the **+** button in the Call Qualification Code dialog. This will add the custom code to the **Selected** list.

When you have completed adding codes, press the **OK** button to close the dialog. When the call or message is complete, the codes entered will be sent to the MiCC Enterprise server. You can reopen the dialog and add or remove codes at any time during the session handling or during clerical time.

Some service groups may be configured to require call qualification codes to be entered. If this is the case, the Call Qualification Code dialog will automatically display and you will remain in Clerical state until you enter one or more call qualification codes. If a call qualification code is not entered before the configured timeout period, the dialog will close, and you will be forced into Not Ready state.

After Agent Handling

After Agent Handling allows a service group call to be deflected to a predefined destination in order to gather additional data from the customer, or provide additional services. This feature is only available if After Agent Handling has been configured for the service group in Configuration Manager.

If After Agent Handling has been configured for the service group and if data is required to be provided for the call, the After Agent Handling dialog will automatically display when you attempt to disconnect a service group call. In addition, if you select **After Agent Handling** from the popup menu in the Call window, the dialog will display.

Select the data to be sent with the call from the **Associated Data** list. You can select from the predefined items, or enter any numeric data, up to 20 characters.

Press the **Deflect** button to send the call to the predefined destination for After Agent Handling. You will be disconnected from the call after pressing this button.

Press the **Cancel** button to close the After Agent Handling dialog and return to the call in Talking state.

Note The After Agent Handling feature works only if the agent sends the call to the After Agent Handling destination before the caller hangs up.

Requesting Assistance from Another Agent

When you are handling a service group call, it is possible to request assistance from another Agent. If the agent accepts your request, a three-way call is automatically setup with you, the customer, and the assisting agent.


To request assistance for a service group call, press the **?** button from the Call window. The Request Assistance dialog will display all agents with the privilege to assist you.

Note that Phone Agents and Mobile Agents are not visible in the Request Assistance dialog.

The top half of the dialog displays filter criteria, which allows you to limit the agents displayed in the list.

The following fields can be set:

- Agent Status - Select **All Agents** to show all agents, regardless of status, **Ready** to show only Ready agents or **Not Ready** to show only Not Ready agents. This status applies to voice ready status.
- Service Groups - Check the **Service Groups** you wish to be filtered. Selecting Filter Type **Or** requires agents to have skills to serve any of the checked service groups. Selecting Filter Type **And** requires agents to have skills to serve all of the checked service groups.
- Skills - Check the **Skills** you wish to be filtered. Selecting Filter Type **Or** requires agents to have any of the checked skills. Selecting Filter Type **And** requires agents to have all of the checked skills.

Press the **Clear** button  to clear all of the filter settings and return them to the default values. Note that the filter settings will remain in effect the next time you open the Request Assistance dialog.

Pressing the button next to the Select Search Criteria title message removes the display of the Filter settings so that you are able to view more agents in the list. Press it again to redisplay the Filter settings.

The lower half of the dialog displays the list of agents that you are able to select from for assistance. You can click on any of the headers in the list to sort the list by that field.

To request assistance, select one of the agents from the list. You can enter a message in the area below the agent list, and then press the **OK** button to send the request to the agent. If the agent accepts the assist request, a three-party call will be created with the other agent.

If the agent refuses the assist request, you will be informed that the assist was not accepted, and you can request assistance from another agent.

If you place the call on hold, or initiate another call, the assist request will automatically be cancelled.


Providing Assistance to Another Agent

If an agent requests assistance from you, the Assistance Request dialog will display. It shows who is requesting assistance, the Service Group that the call is associated with, the Calling Party, and the message entered by the agent requesting assistance.

Press the **Accept** button to accept the assistance request. A three-party call will automatically be created between you, the requesting agent and the customer.

To reject the assistance request, press the **Reject** button. The agent will be informed that you rejected the request.

Handling Open Media

When the  button displays, you are ready to receive Open Media sessions. When an Open Media session is selected from the call window, the Sessions tab will display additional information about the Open Media session, as well as allow you to Answer or Reject the session.

Rejecting an Open Media Session

To reject an Open Media session, select the session from the Call window and press the **Reject** button from the Sessions tab. After confirming the reject, the message will be removed from the Agent display and allocated to another agent.

Answering an Open Media Session

To answer an Open Media session, select the session from the Call window and press the **Answer** button from the Sessions tab or the **Answer** button from the Call window. The session will change to Handling state. In addition, the action associated with the Open Media service group will be activated. Normally this will be accessing an outside application, providing details about the Open Media session.

Completing an Open Media Session

When the Open Media session is complete, press the **Hangup** button from the call window and the Open Media session will be removed. If clerical time is defined for the Open Media service group, you will enter clerical state.

Diverting an Open Media Session

To divert an Open Media session to another agent or Open Media service group, select the session from the Call window and press the **Divert** button. The Divert dialog will be opened, allowing you to select the agent or service group to which you would like to divert the Open Media session.

If the Open Media session is diverted to another agent, the Open Media session will be presented to the agent, and the agent has the option to accept or reject the session.

If the agent rejects the Open Media session, you will be informed by a notification message in the Sessions tab. If the agent accepts the Open Media session, the session will be moved to the new agent.

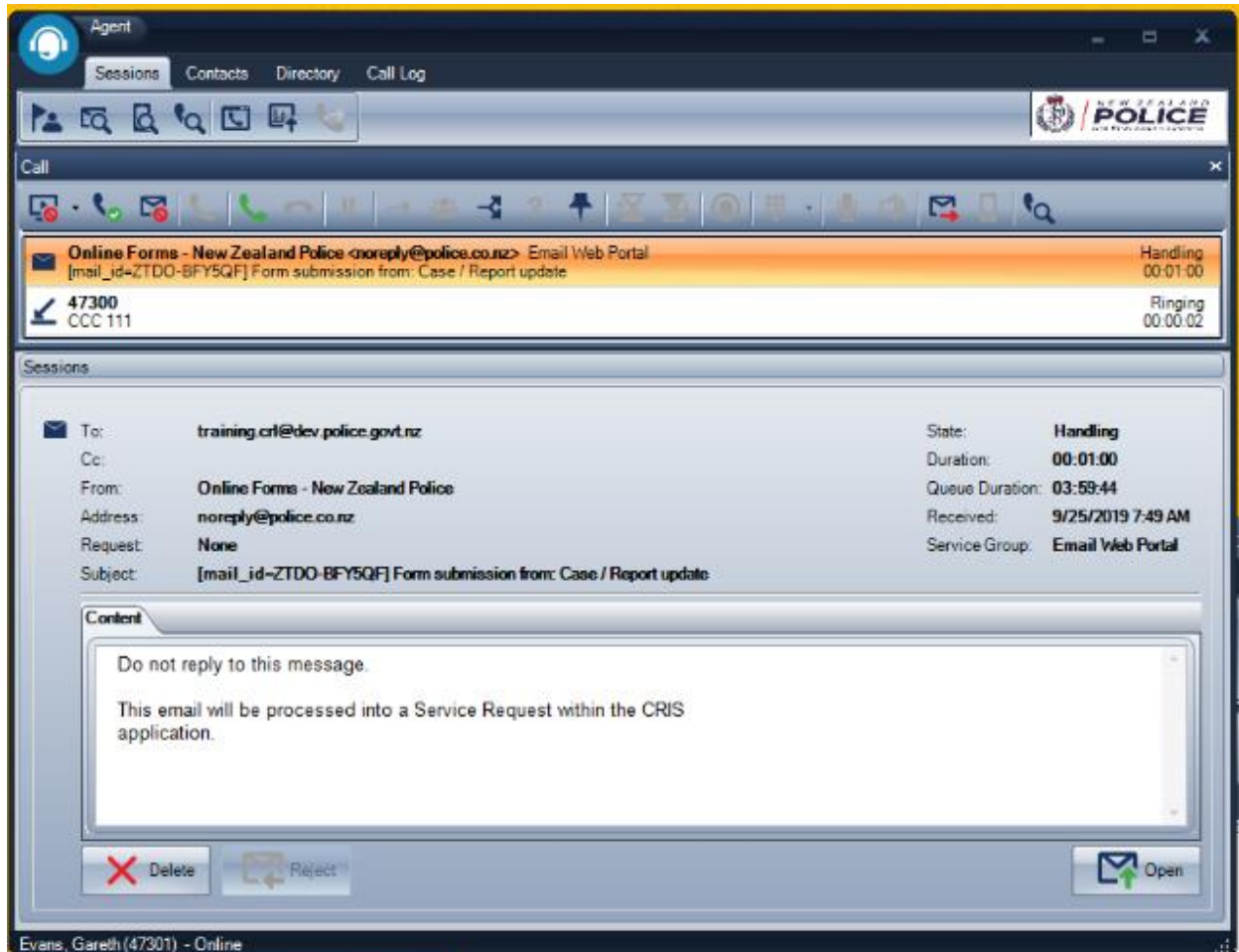
Responding to an Open Media Divert Request


If another agent diverts an Open Media session to you, the session will appear in your Call window with the status **Divert Request**. Press the **Answer** button from the Call window or the **Accept** button from the Sessions tab to accept the session. You will begin handling the Open Media session.

To reject the Open Media session, press the **Reject** button from the Sessions tab. The other agent will be informed that the session was rejected. If you do not respond to the Open Media divert request within the configured timeout period, the divert request will be automatically rejected and the session will be removed from your display.

Handling E-mail and SMS

If you have privilege to handle e-mail and SMS messages arriving to the Contact Centre, incoming messages will be displayed in the Call window and Sessions tab.



When the  button displays, you are ready to receive e-mail and SMS messages. When an e-mail or SMS is selected from the call window, the Sessions tab will display additional information about the mail, as well as allow you to Delete, Reject, Reply, or Forward the message.

Deleting an E-mail or SMS

To delete an e-mail or SMS, select the message from the Call window and press the **Delete** button from the Sessions tab. After confirming the deletion, the message will be removed from the MiCC Enterprise system and no longer allocated to agents.

Rejecting an E-mail or SMS

To reject an e-mail or SMS, select the message from the Call window and press the **Reject** button from the Sessions tab. After confirming the reject, the message will be removed from the Agent display and allocated to another agent.

Replying to or Forwarding an E-mail or SMS

To reply to or forward an e-mail or SMS, select the message from the Call window and press the **Open** button from the Sessions tab. The E-mail/SMS window will be opened and contain the message you selected. See section [Using the E-mail/SMS Window](#) for details on handling the message.

Diverting an E-mail or SMS

To divert an e-mail or SMS session to another agent or service group before it is answered, select the session from the Call window and press the **Divert** button. The Divert dialog will be opened, allowing you to select the agent or service group to which you would like to divert the session.

To divert an e-mail or SMS session to another agent or service group after it is answered, select the session from the Call window and press the **Divert** button from the Call Window, or press the **Divert** button from the E-mail/SMS window. The Divert dialog will be opened, allowing you to select the agent or service group to which you would like to divert the session.

If the session is diverted to another agent, the e-mail or SMS will be presented to the agent, and the agent has the option to accept or reject the session. Your E-mail/SMS window will remain open. A status message at the bottom of the window will indicate that a divert is pending.

If the agent rejects the session, you will be informed by a notification message at the bottom of the E-mail/SMS window. If the agent accepts the session, the e-mail or SMS will be moved to the new agent, and your E-mail/SMS window will close.

To cancel the diversion for a session that is waiting to be accepted or rejected by another agent, press the **Cancel** button from the E-mail/SMS window. The divert request will be removed from the diverted to agent, and you can continue to handle the e-mail or SMS.

Responding to an E-mail/SMS Divert Request

If another agent diverts an e-mail or SMS session to you, the session will appear in your Call window with the status **Divert Request**. Press the **Answer** button from the Call window or the **Accept** button from the Sessions tab to accept the e-mail or SMS. A new E-mail/SMS window will open and you will begin handling the session.

To reject the e-mail or SMS session, press the **Reject** button from the Sessions tab. The other agent will be informed that the session was rejected. If you do not respond to the e-mail/SMS divert request within the configured timeout period, the divert request will be automatically rejected and the session will be removed from your display.

Using the E-mail/SMS Window

You can open the E-mail/SMS window by double-clicking on an e-mail or SMS from the Call window, or by pressing the **Open**, **Reply** or **Forward** button from the Sessions tab when an e-mail or SMS is selected.

The E-mail/SMS window contains up to four tabs: Message, Reply/Forward, History, and KB Lookup.

Message Tab

The Message tab displays the incoming message. This tab is always displayed.

Reply/Forward Tab

The Reply/Forward tab allows you to enter your reply to the e-mail/SMS. This tab is always displayed.

History Tab

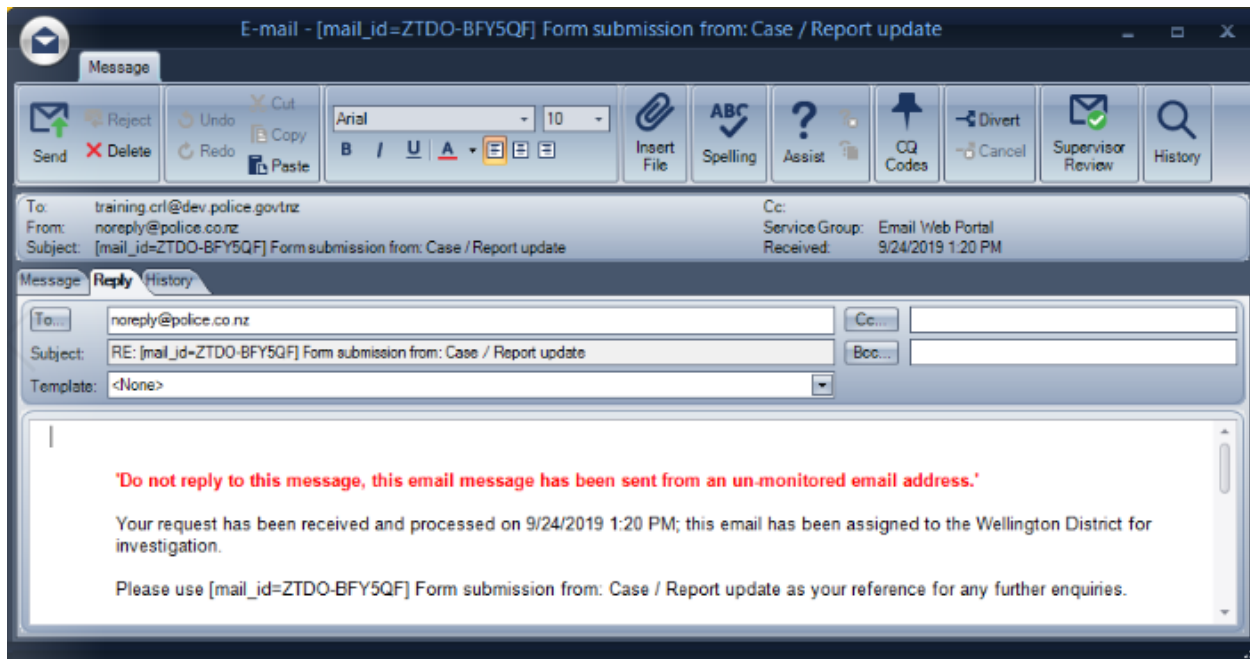
If previous e-mails exist from this customer, the History tab is displayed with a list of the previous e-mails. See [Viewing E-mail Message History](#) for more details.

Entering a Reply in the E-mail/SMS Reply/Forward Tab

From the Reply/Forward tab, enter the text you wish to send in the reply to the e-mail or SMS. Use the editing commands as described in the table above to modify the text to be presented as you would like it to show to the receiver. Note that the editing commands are only available for e-mail messages and not for SMS messages.

For an e-mail message, you can also add attachments, either by clicking on the **Insert File** button or by dragging the files to the message area.

You can modify the Subject area, if your system is configured to allow it. You can also enter additional addresses in the **CC** and **BCC** fields to allow a copy of the mail and a blind copy of the mail to be sent to additional people.



If the mail is being forwarded, you can enter the address to forward the e-mail or SMS to in the **To** address. Otherwise, the **To** field is disabled, unless your system is configured to allow the **To** address to be modified.

Pressing the **To** button displays the Directory Lookup dialog, allowing you to search in the configured directory and your address book for e-mail addresses. Double-click on the e-mail address to add it to the **To** address. Click on the **Cc** or **Bcc** buttons to add the address to either of these fields.

Once you have added the receivers and the message is complete, click on the **Send** button to send the message reply.

If you are replying to an SMS, you can press the **Apply Number Translation** button (📞) to automatically add the long distance and other access codes to the number entered.

Using E-mail Templates


E-mail templates make it easier to reply to e-mails in a consistent format, and they can be configured to automatically populate fields such as the e-mail sender's name, service group name, and agent name.

If e-mail templates are defined for your MiCC Enterprise system, a list of templates will be available in the **Template** drop-down list. If a template is defined for the e-mail service group, it will automatically be selected and applied to the Reply/Forward tab.

You can apply a different e-mail template by selecting a new template from the list. Note that any changes you have made in the Reply/Forward tab will be discarded if you apply a new e-mail template.

Requesting Assistance for an E-mail or SMS


When you are handling an e-mail or SMS, it is possible to request assistance from another Agent. If the agent accepts your request, the response to the assist request will be displayed in the Reply/Forward tab of the E-mail/SMS window.

To request assistance for a message, press the **Assist**  button from the E-mail/SMS window. The Request Assistance dialog will appear, displaying all agents with the privilege to assist you.

Note that Phone Agents and Mobile Agents are not visible in the Request Assistance dialog.

The top half of the dialog displays filter criteria, which allows you to limit the agents displayed in the list. The following fields can be set:

- **Agent Status** - Select All Agents to show all agents, regardless of status, Ready to show only Ready agents or Not Ready to show only Not Ready agents.
- **Call Status** - Select All Agents to show all agents, regardless of call status, Idle to show only idle agents or Busy to show only agents busy on a call.
- **Service Groups** - Check the Service Groups you wish to be filtered. Selecting Filter Type Or requires agents to have skills to serve any of the checked service groups. Selecting Filter Type And requires agents to have skills to serve all of the checked service groups.
- **Skills** - Check the Skills you wish to be filtered. Selecting Filter Type Or requires agents to have any of the checked skills. Selecting Filter Type **And** requires agents to have all of the checked skills.

Press the **Clear** button  to clear all of the filter settings and return them to the default values. Note that the filter settings will remain in effect the next time you open the Request Assistance dialog.

Pressing the button next to the **Select Search Criteria** title message removes the display of the Filter settings so that you are able to view more agents in the list. Press it again to redisplay the Filter settings.



The lower half of the dialog displays the list of agents that you are able to select from for assistance.

You can click on any of the headers in the list to sort the list by that field.

To request assistance, select one of the agents from the list. You can enter a message in the area below the agent list, and then press the **OK** button to send the request to the agent.

While you are waiting for a response to the Assist request, the status will display at the bottom of the E-mail/SMS window, indicating Waiting for Assistance from...


If the agent accepts the assist request, the agent's reply will automatically be displayed in the E-mail/SMS window at the bottom. The status will display in the E-mail/SMS window as Assistance was Received from...

You can copy the assist reply text and any attachments to the Reply/Forward tab using the **Copy** button  or you can close the Assist area by pressing the **Close** button . You can also select text from the Assist area, copy it, and paste it into the Reply area.

If the agent refuses the assist request, you will be informed that the assist was not accepted by a status message indicating Assistance Rejected by..., and you can request assistance from another agent.

Providing Assistance to Another Agent for an E-mail or SMS

If an agent requests assistance from you for an e-mail or SMS message, a message will appear in the Call window with the status **Assistance Request**.

Double-click on the message, press the **Accept** button from the Sessions display, or press F3, to open the E-mail/SMS window. You will be able to view the original message received by the agent, as well as any attachments added by the agent, if the message is an e-mail. To view the original attachments associated with the e-mail, click on the **Menu** button  in the upper left corner of the E-mail


window, and select **Assist**, and then **View Original E-mail Attachments**. The Attachments view will update to display the original attachments sent with the e-mail. To view the attachments added by the agent, click on the **Menu** button, select **Assist**, and then select **View Agent Attachments**. The Attachments view will update to display the attachments added by the agent.

Click on the **Reply/Forward** tab to enter your response to the assistance request. You can add any attachments to the message, and then press the **Send** button to send the reply to the agent who requested assistance.

To reject the assistance request, press the **Reject** button in the E-mail/SMS window or from the Sessions tab. The agent will be informed that you rejected the request.

Requesting Supervisor Review for an E-mail or SMS

When you are handling an e-mail or SMS, it is possible to request a supervisor to review the e-mail or SMS reply before it is sent to the customer. In this case, the e-mail or SMS will be routed to another privileged agent after you send out the reply.

To request supervisor review for a message, press the **Supervisor Review**  button from the E-mail/SMS window. The button will display as selected, indicating that the mail will be sent for review. To cancel the request, press the button again.

In some cases, the MiCC Enterprise system may be configured to require a review. In this case the **Supervisor Review** button will display as selected and you will not be able to turn off the review.

Reviewing an E-mail or SMS for Another Agent

If you receive an e-mail or SMS message that is requested to be reviewed, the Sessions tab will indicate Review Requested from...

Double-click on the message or press the **Review** button from the Sessions display to open the E-mail/SMS window. You will be able to view the original message received by the agent, as well as any attachments added by the agent, if the message is an e-mail, as well as the agent's reply.

Edit the reply as needed, and then press the **Send** button to send the e-mail or SMS reply to the customer.

You may also reject or delete the review request. Rejecting the request causes it to be sent to another agent for review. Deleting the request causes it to be removed from the MiCC Enterprise system without being sent to the customer.

Calling an SMS Originator

If you receive an incoming SMS message, you can place a voice call to the number of the SMS originator.

From the E-mail/SMS window, click on the **Menu** button  in the upper left corner, and

select **Message**, and then **Call SMS Originator**. The Dial dialog will appear with the number that the SMS was sent from. Edit the number if necessary, then press the **Dial** button to call the number.

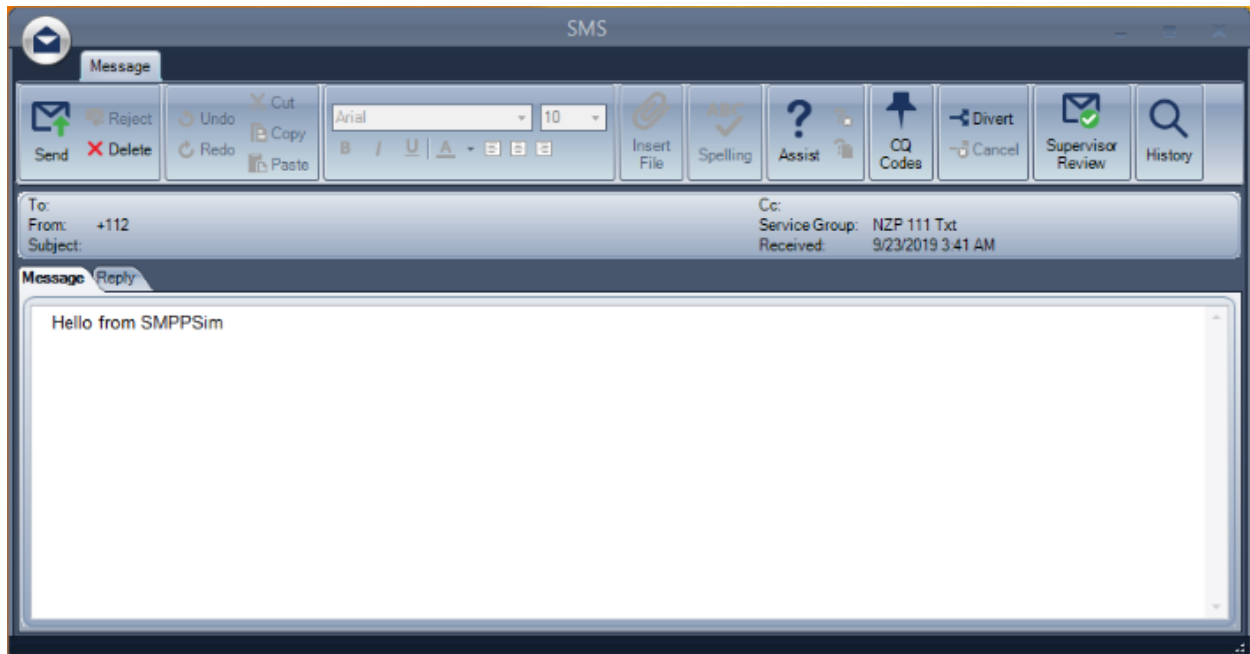
Viewing E-mail History

If previous e-mail messages exist from the e-mail sender, the History tab will display with a list of the e-mails. These can be used for reference and looking up previous contacts with the customer.

To refine the history results, modify the **From** and **To** date and time ranges. Only e-mails received in that date and time range will be displayed. You can also specify a particular subject by entering the text to search on in the **Subject** field. Wildcards may be used as well. For example, to search for all e-mails containing the word product in the subject, enter *product* in the **Subject** field. Check the box **Only Include Sessions**

Where I Have Replied to limit the search results to only those e-mails. Once you have specified the search criteria, press the **Search** button to only display search results that follow the search criteria entered.

To open a previous e-mail, press the **Open** button or double-click on the entry in the history list. A new dialog will open, displaying the history from that e-mail. You can copy the contents of the e-mail by selecting the text, or enter Ctrl-A to select the entire message, and then entering Ctrl-C. If there is an existing email, you can paste the content into the **Reply/Forward** tab by selecting the **Reply/Forward** tab and entering Ctrl-V.




Inserting a Pre-defined Response

For frequently accessed information, you can place pre-configured responses into the message. If the service group has been configured with a response file, you can access the list of pre-configured responses by clicking on the vertical divider on the right-side of the **Reply/Forward** tab to open the **Responses** panel.

The **Responses** tab in the **Responses** panel shows a tree view of the pre-defined responses available. You can filter responses by entering text in the **Filter** field at the top of the pane. When the filter is active, only responses that match the filter are displayed. You can clear the filter by clicking the **Clear** button.

To place a response text in the message, double-click on the entry in the tree view, or drag the tree node into the message window. You can also hover your mouse over the tree node to display a tool tip that contains the text of the response (maximum 500 characters), then click "Insert Response".

Handling Chat Sessions

When the  button displays, you are ready to receive Chat sessions. When a Chat session is selected from the call window, the Sessions tab will display additional information about the chat, as well as allow you to Answer or Reject the session.

Rejecting a Chat Session

To reject a Chat message, select the message from the Call window and press the **Reject** button from the Sessions tab. After confirming the reject, the message will be removed from the Agent display and allocated to another agent.

Answering a Chat Session

To answer a Chat session, select the session from the Call window and press the **Open** button from the Sessions tab or the **Answer** button from the Call window. The Chat dialog will be opened and contain the message you selected.

Diverting a Chat Session

To divert a Chat session to another agent or Chat service group before it is answered, select the session from the Call window and press the **Divert** button. The Divert dialog will be opened, allowing you to select the agent or service group to which you would like to divert the Chat session.

To divert a Chat session to another agent or Chat service group after it is answered, select the session from the Call window and press the **Divert** button from the Call Window, or press the **Divert** button from the Chat dialog. The Divert dialog will be opened, allowing you to select the agent or service group to which you would like to divert the Chat session.

If the Chat session is diverted to another agent, the Chat session will be presented to the agent, and the agent has the option to accept or reject the session. You may still chat with the customer while waiting for the agent to accept or reject the Chat session.

If the agent rejects the Chat session, you will be informed by a notification message at the bottom of the Chat dialog. If the agent accepts the Chat session, the session will be moved to the new agent, and your Chat dialog will close.

To cancel the diversion for a Chat session that is waiting to be accepted or rejected by another agent, press the **Cancel** button from the Chat dialog. The divert request will be removed from the diverted to agent, and you can continue to handle the Chat session.

Responding to a Chat Divert Request

If another agent diverts a Chat session to you, the Chat will appear in your Call window with the status **Divert Request**. Press the **Answer** button from the Call window or the **Accept** button from the Sessions tab to accept the Chat session. A new Chat dialog will open and you will begin handling the Chat session. The customer will be informed that you have joined the conversation.

To reject the Chat session, press the **Reject** button from the Sessions tab. The other agent will be informed that the Chat session was rejected. If you do not respond to the Chat divert request within the configured timeout period, the divert request will be automatically rejected and the Chat session will be removed from your display.






Using the Chat Dialog




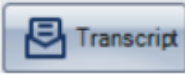
You can open the Chat dialog by double-clicking on a Chat message from the Call window, or by pressing the Open button from the Sessions tab when a chat message is selected.

The Chat dialog displays the message history of the chat session, and allows you to enter new chat messages to the customer. A separate Chat dialog is opened for each active chat session.

The following options are available in the Chat dialog:

Icon Descriptions - Chat Dialog

Icon	Command	Description
	Show Chat History	Click this button to display other chat sessions from the same customer in the lower half of the Chat dialog.
	Send E-mail to Customer	Click this button to open the E-mail dialog , allowing you to send an e-mail to the Chat customer. If the customer has an e-mail address associated, it will automatically be populated in the E-mail dialog.
	Divert Chat session	Click this button to open the Divert dialog, which allows you to select the agent or service group to which you would like to divert the Chat session.
	Cancel Divert	Click this button to cancel a pending divert for a Chat session diverted to another agent. The Chat session will remain with you for handling.
	Send	Click this button, or press Enter, to send the current text in the message display to the customer. The text will be moved to the top half of the dialog, and displayed as message history.
<i>The customer is typing...</i>		When the customer is typing, this label will display. When a message is received or the customer stops typing, the message is removed.

	Chat Search	When the Chat history is displayed, click this button to search within the history results based on the From and To date entered. This can be used to narrow down the search results displayed.
	Open	Double click on a chat history result, or press the Open button to open the Chat Viewer dialog, allowing you to view the full chat message.
	Spell Check	<p>Click this button to perform a spell check on the text. Any unrecognized words will be selected and the Spelling dialog will open with suggestions to correct the spelling, or the option to ignore the error.</p> <p>This feature is only available if a spell check dictionary has been installed on your MiCC Enterprise system.</p>
	Responses panel	<p>Click this button to open the Responses panel (to the right of the Chat window). You can also click on the right-side border of the chat window to open the Responses panel.</p> <p>The Responses panel contains a Responses Tab and a KB tab (if Knowledge Base Integration has been configured for the service group).</p> <p>The Responses tab contains a list of pre-configured sample responses that can be selected for placement into the chat session (e.g., for frequently accessed information).</p> <p>This option is only available if a response file has been configured for the service group.</p>
	Transcript	Click this button to send the chat transcript to the customer. An e-mail containing the chat transcript is displayed. This button is enabled only if the sender address is specified for the chat service group and the agent has the privilege to send e-mails.
	History Panel Divider	Click on the divider to open the Chat History panel. Drag the divider to change the size of the Chat History panel.

Chatting with Customers

Enter the message text to be sent to the customer and press Enter or the **Send** button to send the text to the customer. It is possible to copy text from the Chat dialog to the Windows clipboard and paste text to the Chat dialog from the Windows clipboard. Right-click in the Chat dialog to display a menu with Copy and Paste menu items, allowing you to cut text, copy text to the clipboard, and paste text from the clipboard.

If a URL is received, click on the URL to follow the link. A Browser window will be opened with the link address.

If you close the Chat dialog while a chat session is active, you will be asked to confirm that you wish to leave the chat session. If you confirm the disconnect, the Chat dialog close, and you will enter clerical state, if it is defined for the service group.

If the customer leaves the Chat session, you will be informed in the Chat dialog. The Chat dialog will remain open until you close it. The session will enter clerical state, if it is defined for the service group.

Sending E-mail Transcripts

If you wish to send the chat transcript to the customer, you can press the **E-mail Transcript** button and an e-mail containing the chat transcript is displayed. This button is enabled only if the sender address is specified for the chat service group and the agent has the privilege to send e-mails.

If the **Open Transcript E-mail on Close** option has been set for the service group, the transcript e-mail is automatically displayed when the chat form is closed.

If the e-mail transcript is reopened, the system checks to see if messages were sent or received after the e-mail was opened. If the system detects changes in the message body, you are prompted to replace the e-mail body.

Inserting a Predefined Response


For frequently accessed information, you can place pre-configured responses into the chat session to serve customers more efficiently. If the service group has been configured with a response file, you can access the list of pre-configured responses by clicking on the **Responses** button to open the Responses panel.

The Responses tab shows a tree view of the pre-defined responses available. You can filter responses by entering text in the **Filter** field at the top of the pane. When the filter is active, only responses that match the filter are displayed. You can clear the filter by clicking the **Clear** button.

To place a response text in the chat session, double-click on the entry in the tree view, or drag the tree node into the chat window. You can also hover your mouse over the tree node to display a tool tip that contains the text of the response (maximum 500 characters), then click "Insert Response".

Using My Address Book

The My Address Book window allows you to add frequently contacted people from the directory, the call log, or your contact list. Information stored includes name, number, e-mail address and whether to use number translation when calling the contact.

You open the **My Address Book** window from the Main menu by clicking the **Display My Address Book** icon () or by pressing **Alt+F** from the keyboard.

Adding a Contact to My Address Book

To add a contact to your personal address book, right click on the contact from the Contacts tab, the Directory area, or the Call Log. Select **Add to My Address Book** to add the entry to your personal address book.

To add a contact not already defined in the Contacts, Directory or Call Log, right-click in the **My Address Book** window and select **New**. The Contact Properties dialog displays, allowing you to enter the Name, Phone Number, and E-mail Address of the contact. In addition, you can select whether to automatically apply number translation to the contact's phone number when calling that contact by checking the **Perform Number Translation** checkbox. If this item is not checked, the number will be dialed exactly as it is entered in the **Phone Number** field.

Modifying a Contact in My Address Book

To modify the displayed name, phone number, or e-mail address of a personal contact, right-click on the contact in the **My Address Book** window and select **Properties**. The Contact Properties dialog displays, allowing you to modify any of the properties of the personal contact.

Deleting a Contact from My Address Book

To remove a personal contact, right-click on the contact in the **My Address Book** window and select **Delete**. You will be asked to confirm the deletion, and then the contact will be removed from your personal address book display.

Calling a Contact from My Address Book

To call a contact from your personal address book, right click on the contact and select **Call**, or double click on the contact. This option is only available if the contact has a defined telephone number.

Sending a Message to a Contact in My Address Book

To send a message to a contact from your personal address book, right click on the contact and select **Message**. This option is only available if the contact is a logged on Agent.

Sending an Email to a Contact in My Address Book

To send an e-mail to a contact from your personal address book, right click on the contact and select **E-mail**. This option is only available if the directory entry has a defined e-mail address. The e-mail will be sent from your default e-mail client.

Using Desktop Messaging

You can send chat-style messages to other logged on agents. Note that messages cannot be sent to Phone Agents.

You can send messages from the Contacts display or the My Address Book personal address book by right-clicking on an entry, or multiple entries, and selecting **Message**. The **Message** dialog opens, where you can enter your message and send it to the other user(s), as well as view and respond to reply messages. You can view the entire history of the chat session in the Message dialog.

You can only send plain text. Sending HTML, pictures or files is not supported. You can cut and paste into the text area. The maximum message size permitted is 1000 characters. Once the message dialog is closed, the message content is lost. You cannot save the message history.

You can use the **Don't Allow Reply** option to prevent message recipients from replying to the message. Once enabled, the option applies to all future messages sent from the same message dialog. The option is not visible to message receivers.

You can show time stamps in the message window (set in the user options).

Force Agents

The Force Agents feature allows you to change the Ready/Not Ready status of other logged on Agents. It is also possible to force logoff another agent. This feature is only available if you have the Force Agent Status user privilege assigned.


To use the Force feature, press the **F** button from the Sessions tab. The Force dialog will appear, displaying all agents you have privilege to force.

Note that Phone Agents are not displayed.

The top half of the dialog displays filter criteria, which allows you to limit the agents displayed in the list.

The following fields can be set:

- Agent Status - Select **All Agents** to show all agents, regardless of status, **Ready** to show only Ready agents or **Not Ready** to show only Not Ready agents.
- Call Status - Select **All Agents** to show all agents, regardless of call status, **Idle** to show only idle agents or **Busy** to show only agents busy on a call.
- Service Groups - Check the Service Groups you wish to be filtered. Selecting Filter Type **Or** requires agents to have skills to serve any of the checked service groups. Selecting Filter Type **And** requires agents to have skills to serve all of the checked service groups.
- Skills - Check the Skills you wish to be filtered. Selecting Filter Type **Or** requires agents to have any of the checked skills. Selecting Filter Type **And** requires agents to have all of the checked skills.

Press the **Clear** button  to clear all of the filter settings and return them to the default values. Note that the filter settings will remain in effect the next time you open the Force dialog.

Pressing the button next to the **Select Search Criteria** title message removes the display of the Filter settings so that you are able to view more agents in the list. Press it again to redisplay the Filter settings.

The lower half of the dialog displays the list of agents that you are able to force. You can click on any of the headers in the list to sort the list by that field.

To Force an Agent Ready or Not Ready

Select the agent from the list and press the **Ready** or **Not Ready** button. The voice status of the agent will be modified and update in the display. The agent will be notified that you have updated their status.

To Force Logoff an Agent

Select the agent from the list and press the **Logoff** button. The agent will be logged off of Agent and the agent will be removed from the list.

To Force Logoff All Agents


Press the **Logoff** button. All logged on Agent users will be logged off from the system.

Note that if you do not have the Force Logoff All Agents privilege, you will only be permitted to force logoff agents in the same Agent Group as the group you are assigned to.

If you do not have the Force Logoff Agents in Agent Group privilege, this option will be disabled.

Monitoring an Agent

The Monitor feature allows privileged agents to monitor another Agent's conversation while the agent is talking on a service group call. Only one agent at a time can be monitored.


To use the Monitor feature, press the  button from the Sessions tab. The Monitor dialog will appear, displaying all logged on agents that you have the privilege to monitor.

Note that Phone Agents and Mobile Agents are not visible in the Monitor dialog.

The top half of the dialog displays filter criteria, which allows you to limit the agents displayed in the list.

The following fields can be set:

- Agent Status - Select **All Agents** to show all agents, regardless of status, **Ready** to show only Ready agents or **Not Ready** to show only Not Ready agents.
- Call Status - Select **All Agents** to show all agents, regardless of call status, **Idle** to show only idle agents or **Busy** to show only agents busy on a call.
- Service Groups - Check the Service Groups you wish to be filtered. Selecting Filter Type **Or** requires agents to have skills to serve any of the checked service groups. Selecting Filter Type **And** requires agents to have skills to serve all of the checked service groups.
- Skills - Check the Skills you wish to be filtered. Selecting Filter Type **Or** requires agents to have any of the checked skills. Selecting Filter Type **And** requires agents to have all of the checked skills.

Press the **Clear** button  to clear all of the filter settings and return them to the default values. Note that the filter settings will remain in effect the next time you open the Force dialog.

Pressing the button next to the **Select Search Criteria** title message removes the display of the Filter settings so that you are able to view more agents in the list. Press it again to redisplay the Filter settings.

The lower half of the dialog displays the list of agents that you are able to monitor. You can click on any of the headers in the list to sort the list by that field.

Only one agent can be monitored at a time.

To Monitor an Agent for a Single Call


Select the agent from the list and press the **Start** button. Do not check the **Continuous Monitoring** option. If the agent is currently connected to a service group call, you will automatically join the call so that you can monitor the conversation. If the agent is not currently involved in a call, you will automatically join the next service group call that arrives at the agent's extension.

To Monitor an Agent Continuously


Check the **Continuous Monitoring** option. Select the agent from the list and press the **Start** button. If the agent is currently connected to a service group call, you will automatically join the call so that you can monitor the conversation. If the agent is not currently involved in a call, you will automatically join the next service group call that arrives at the agent's extension, as well as all service group calls that the agent receives until you stop monitoring or logoff of Agent.


Selecting Skills

Agents are able to access the Skill Selection dialog in order to view the currently assigned skills. In addition, privileged agents may modify their own skill set and skill levels. Agents with Change skills for other agents privilege also may modify the skills and skill levels assigned to other agents, if those agents are members of agent groups for which the logged on agent has read or write permission.

To view or modify skills, press the  button from the Sessions tab. The Skill Selection dialog will appear, displaying all the skills assigned to you, and the corresponding skill level.

To Change Skills for Yourself or Another Agent

Select your own name or the agent's name from the list. The defined skills which are not assigned to the agent will display in the list on the left, and the assigned skills will display in the list on the right. To assign a skill, select the skill from the Defined list and press the  button, or double-click on the skill. The skill will move to the Selected list and will be added to the agent's skill set.

To remove a skill, select the skill from the Selected list and press the  button or double-click on the skill. The skill will move to the Defined list and will be removed from the agent's skill set.

To modify the level of an assigned skill, select the skill from the Selected list and double-click on the number displayed in the Level column. Enter the new skill level, from 1-100, with 100 defined as the highest skill level.

It is also possible to use defined skill templates to apply a set of skills to an agent. To apply a skill template, select the template from the drop-down list. Press the **Apply Template** button to update the list of skills and skill levels to what is defined for the skill template. Note that applying a skill template will replace all the skills for the agent with the skill set defined in the skill template. If the skill template is later changed, the agent's skill set will not be updated unless the skill template is applied to the agent again.

After the skills are changed for the agent, press the **Apply** or the **OK** button to apply the changes. Pressing **OK** button will also close the dialog.

Note that Phone Agents and Mobile Agents are not visible in the Skill Selection dialog.


To View Matching between Skills and Service Groups

Press the **Matching** button to display the Skill Matching dialog. All the skills assigned to the agent will be displayed, as well as the list of service groups that can be served with the agent's skill set.

Using the Real-Time Window

Privileged agents are able to view real-time statistics for service groups in the contact centre, as well as their own personal statistics. Up to eight groups may be selected and displayed in the Real-Time window.

To Display the Real-Time Window

To display the Real-Time window, click on the **Menu** button  in the top-left corner of Agent. Select **Display Real-Time** from the menu to show the Real-Time window, allowing you to view real-time statistics for selected service groups.

You can also press the Real-Time window button  from the Sessions tab to display the Real-Time window.

It is possible to dock the Real-Time window to either side of the Agent main window, or to the top or bottom of the main window if you prefer a single window display for the application. To do this, use your left mouse button to drag the Real-Time window on top of the Agent application. A number of arrow buttons will display. Place your mouse cursor over the arrow button that is in the position where you would like to display the Real-Time window. Release the mouse button and the Real-Time window will be displayed inside the main application window at the position you selected. To display the Real-Time window as a separate window again, use your left mouse button to drag it outside the Agent application.

To Select Service Groups

Press the **Select Groups** button to display the Group Selection dialog. All the service groups for which you are skilled to serve, as well as service groups that you have permission to access will be displayed.

To add a group, select the group from the Available list and press the **>** button, or double-click on the group name. The group will move to the Selected list. Up to eight service groups may be selected to be displayed.

To remove a group, select the group from the Selected list and press the **<** button or double-click on the group name. The group will move to the Available list and will be removed from the Real-Time window display.

Viewing Real-Time Graphical Data

The **Graphical** tab displays real-time service group data in a bar graph form. Three different options are available for the graphical display:

- **Gradient** - Displays the service group data in a rounded format bar graph.
- **3D** - Displays the service group data in a 3-dimensional bar graph.
- **Flat** - Displays the service group data in a flat bar graph.

Regardless of the format selected, the data displayed includes the following:

- **Service Group Name** - Displays at the top of the bar graph.
- **Service Level** - Displays the percentage of incoming sessions that were answered within the Performance Interval defined in Configuration Manager for this service group. This value is displayed below the service group name.
- **Busy Agents/Ready Agents (X/Y)** - Displays the number of agents busy handling service group sessions for this group (X), and the total number of agents ready to take service group sessions for this service group (Y). This value is displayed below the service level value at the top of the bar graph.
- **Number of Sessions in Queue** - Displays in the upper bar graph. The numeric value is also displayed below the lower bar graph, on the left side.
- **Longest Waiting Session** - Displays in the lower bar graph. The time value, in HH:MM:SS format, is also displayed below the lower bar graph, on the right side.

Viewing Real-Time Table Data

The **Table** tab displays real-time service group data in a tabular format.

Clicking on any of the column headers sorts the table based on the selected column in ascending or descending order.

The data displayed includes the following:

- **Service Group** - Displays the name of the service group.
- **Queue** - Displays the current number of sessions in the service group queue.
- **Wait** - Displays the longest waiting session in the service group queue, in HH:MM:SS format.
- **Service Level %** - Displays the percentage of incoming sessions that were answered within the Performance Interval defined in Configuration Manager for this service group.
- **Idle** - Displays the number of agents skilled to serve the service group that are currently idle, and not handling sessions.
- **Busy** - Displays the number of agents skilled to serve the service group that are currently busy handling sessions for this service group.
- **Partially Busy** - Displays the number of agents skilled to serve the service group that are currently handling sessions for this group, but are able to receive additional sessions. This is applicable only for service group types that allow multiple sessions to be assigned to an agent, such as e-mail, SMS, Chat and Open Media.
- **Busy Other** - Displays the number of agents skilled to serve the service group that are currently handling sessions for another group, or handling non-service calls.
- **Not Ready** - Displays the number of agents skilled to serve the service group that are currently not ready to receive sessions from this group.

Viewing Personal Statistics

The **Personal Statistics** tab displays your own personal performance data for the selected service groups.

Clicking on any of the column headers in the Status or Personal Statistics table sorts the table based on the selected column in ascending or descending order.

The data displayed in the **Agent** section includes the following:

- **Logged off at** - Displays the date and time that you last logged off from the contact centre.
- **Logged on at** - Displays the date and time that you last logged on to the contact centre.
- **Personal Agent Queue** - Displays the number of sessions currently waiting for which you are the preferred agent. These sessions will wait until the configured timeout value for the service group, and then they will be assigned to any available agent skilled to handle sessions for the service group.

The data displayed in the **Status** section includes the following:

- **Media Type** - Displays all the media types configured for the contact centre for which you are privileged to handle.
- **State** - Displays your current state for the media type, Ready or Not Ready.
- **Duration** - Displays the amount of time you have been in the current state for the media type during the current logon session.
- **Total Not Ready** - Displays the total amount of time you have been in Not Ready state for the media type during the current logon session.

The data displayed in the **Personal Statistics** section includes the following:

- **Service Group** - Displays the name of the service group.
- **Received** - Displays the number of sessions you have received for the service group during the current logon session.
- **Answered** - Displays the number of sessions you have answered for the service group during the current logon session.
- **Abandoned** - Displays the number of sessions that were received for the service group, but disconnected before they were able to be answered during the current logon session.
- **Rejected** - Displays the number of sessions that you rejected for the service group during the current logon session.
- **Time-Out** - Displays the number of sessions that were received for the service group, but timed out before they were able to be answered, so they returned to the service group queue.

Tray Icon Options

While Agent is running, a tray icon will display for the application. You can right-click on the icon to display the following options:

- **Ready**

This option is enabled when Agent is in Not Ready state for voice calls. Selecting this option will set Agent to Ready state for voice calls.

- **Answer**

This option is enabled when there is a call ringing. Selecting this option will answer the call.

- **Hangup**

This option is enabled when there is an active call. Selecting this option will hangup the active call.


- **Restore**

Select this option to restore Agent to the top of the display.

- **Close Application**

Select this option to close Agent.

Settings and Customization

There are many options for customizing the behavior and appearance of Agent. To access these options, click on the **Menu** button  in the top-left corner of Agent. Select **Options** from the menu to display the Options dialog, allowing you to customize various settings on Agent.

General Options

The General tab allows you to configure the following options:

- **Launch at Windows Logon**

Select this option to automatically start Agent when your PC starts.

- **Sign Me in Automatically**

Agent will automatically logon with the last used user ID and password for the currently logged on Windows user. This allows Agent to immediately be ready to use without requiring you to logon.

- **Minimize to System Tray**

Select this option to minimize Agent to the system tray when clicking on the minimize icon or the close icon in the upper right corner of the Agent window.

Note

If this option is selected, Agent will not exit when you select Close. To close the application, you must right-click on the tray icon and select **Close Application**, or select **Exit** from the main menu.

- **Display Not Ready Reason Dialog**

Select this option to display the Not Ready Reason dialog when changing your Voice Ready status to Not Ready. This option is only available if the system is not configured to require Not Ready Reasons. Otherwise, you are required to enter a reason when changing status to Not Ready.

- **Display Confirmation on Close**

Select this option to display a confirmation message when you request to exit Agent confirming that you really want to exit the application.

- **Large Toolbar Icons**

Select this option to display larger style icon buttons in Agent for easier readability. Note that modifying this option requires restarting agent for the selection to take effect.

- **Play Sound on New Voice Calls**

Select this option to play the configured Notification sound when a Dispatch voice call arrives. Note that this option applies to voice calls only.

- **Continuous Sound Indication on Voice Calls every __ seconds**

Select this option to repeat the configured Notification sound as long as voice calls are present in the Dispatch dialog. Note that this option applies only to voice calls, and not to SMS, e-mail, Common Hold calls, personal calls or manually routed campaign calls. The delay period between notifications can also be configured.

- **Display Notification on New Voice Calls**

Select this option to display a balloon notification message when a Dispatch voice call arrives to a Dispatch queue. This allows you to be aware of new calls even when the Dispatch dialog is not displayed.

- **Notification when Forced Voice Not Ready**

You can display a balloon notification (default) or a message box when you are forced into a not ready state because:

- another agent forced you to Not Ready state
- the MiCC Enterprise Server forced you to Not Ready state
- the call times out while ringing at your phone

Directory Options

The Directory tab allows you to configure the following options:

- **Enable Outlook Integration**

Select the **Enable** option to integrate the directory with your Outlook personal contacts. When this option is selected, your Outlook contacts will appear when you perform directory searches in Agent.

- **Profile**

If you enable Outlook integration, you can specify the Outlook profile to be used when reading personal contacts. If there is only one Outlook mailbox on your PC, the setting can remain as Default.

- **Auto Search**

When characters are entered in any of the search fields, the system initiates an automatic search. You can configure a **Delay** period (in milliseconds) and the number of **Minimum Characters** that should be entered before the system initiates the auto search.

Note

The minimum number of characters must be entered in a single search field. That is, if you have configured the **Minimum Characters** field as 3, you must enter 3 characters in one of the search fields to initiate the search operation.

If you wish to force a search operation without a delay, press the **Enter** key.

Keyboard Shortcuts

The Keyboard Shortcuts tab allows you to configure shortcuts for all features including Call Control, Directory, Attendant, and Others.

To modify a keyboard shortcut, select the feature item from the list of displayed features and click inside the **Enter keys** text box and then enter the desired key sequence.

For example, to change a keyboard shortcut to Alt+E, press and hold **Alt** key and press the **E** key.

If there is a conflict with an existing key sequence or a reserved key sequence, such as F1, a warning message is displayed.

To return all keyboard shortcuts to the original defaults, press **Restore Defaults**.

E-mail/SMS Options

The E-mail/SMS tab will display if your MiCC Enterprise system is configured to handle e-mail and SMS messages and you have the proper skills and privilege to handle messages. It allows you to configure the following options:

- **Default Font**

This option allows you to change the default font to be used when replying to e-mail messages in the E-mail/SMS window.

- **Display Call Tab on Incoming E-mail/SMS**

Select this option to automatically display the Call window when an incoming e-mail for SMS arrives. This is useful if you have removed the Call window from the Agent application and you want it to automatically appear to allow access to call control functions.

- **Audible Indication for Incoming E-mail/SMS**

Set this option to receive an audible tone when an e-mail or SMS message is allocated to you.

- **Handle Review Submissions Only**

Set this option to only receive e-mails that require a supervisor review. When you are Ready for e-mail sessions, only e-mails pending review will be routed to you. Note that you must be privileged to review e-mails for this option to be available.

- **Show SMS History for Incoming SMS**

Set this option to automatically display customer history when an SMS is received. The SMS history form displays all previous SMS received from or sent to the customer.

Note

If SMS history is not configured for the MiCC-E system, history will not be displayed.

- **Close SMS History when SMS Completed**

Set this option to close the SMS history dialog when an SMS is answered, rejected, or deleted.

- **Number of Concurrent E-mails/SMS**

If you wish to receive multiple e-mail or SMS messages at a time, enter the maximum number of messages you can handle at one time. When your status is Ready for E-mail/SMS, MiCC Enterprise will send you the number of messages you enter for this option. As soon as you complete a message, another one will be sent to you.

Messaging Options

The Messaging tab allows you to configure the following options:

- **Show Timestamps on Messages**

Set this option to display a timestamp when sending and receiving messages through the Agent Desktop Messaging feature.

- **Play Sound on Incoming Message**

Set this option to receive an audible tone when a message arrives from another agent.

Sounds Options

The Sounds tab allows you to configure the wave file to be played for each of the following events. The button to the right of the configured file allows you to play the sound, and the ... button opens the File Open dialog, in order to select the file you wish to play. Note that ADPCM format files are not supported.

- **Ringling**

This sound will be played when an incoming call rings.

- **Busy**

This sound will be played when you call a busy extension.

- **Calling**

This sound will be played when you are calling another extension and it is ringing.

- **Notifications**

This sound will be used for all notifications, such as incoming e-mail or SMS messages, Dispatch sessions, or callback messages.

- **IM**

This sound will be used when a message from another agent arrives.

Telephony Options

The Telephony tab allows you to configure the following options:

- **Default Communication Client**

Choose Set Default to set Agent as the default communications client. If Tell me if Agent is not the Default Communications Client is selected, Agent will check if it is the default communications client each time it runs and prompt the user to set it as the default client if it is not currently set as the default client.

- **Desktop Phone with Permanent Connection**

If Agent is running with a desktop phone on a non-Mitel Call Manager, this option is enabled to allow you to set a permanent connection to your desktop phone. When you logon to Agent, MiCC Enterprise will call to your desktop phone and establish a connection over which all incoming and outgoing calls will be routed. Note that if this option is selected, your desktop phone can only be used for MiCC Enterprise call handling.

- **Play Sound on Incoming Call**

Select this option to play the Notification sound when a voice call arrives.

- **Play Sound on Callback Presentation**

Select this option to play the Notification sound when a callback is allocated to you and you are prompted to make the call.

- **Play Sound on Campaign Call Presentation**

Select this option to play the Notification sound when a campaign call is allocated to you and you are prompted to make the call.

- **Preview Number Before Dial**

Select this option to always view a number in the Dial dialog before initiating a call. This allows you to ensure that the number is in a correct form to be called. For example, the correct long distance code is added.

- **Mute Call while Monitoring**

Select this option to automatically mute your phone when intruding on another agent's phone call. This allows you to silently monitor the other agent. Note that this option applies to Soft phone users only.

- **Outbound Clerical Time**

Select this option to configure clerical time for outbound calls. When the call completes, you will automatically enter Clerical state, similar to service group call handling, and no voice calls will be allocated to you. You may enter the number of seconds for clerical state also. Note that this option is disabled if you do not have privilege to access it.

- **Display Call Tab**

Select this option to automatically display the Call window when an incoming call arrives. This is useful if you have removed the Call window from the Agent application and you want it to automatically appear to allow access to call control functions.

- **Display Incoming Service Call Dialog**

Select this option to show the Incoming Service Call dialog when a service group call arrives. It will display information about the caller and the service group. It also allows you to Answer or Reject the call immediately.

- **Attendant Transfer for all Service Group Calls**

Select this option to designate the service group calls that are not associated with an attendant service group to be handled as attendant calls when you are performing a consultation call. If you place the call on hold, a regular consultation call is performed, allowing you to execute a supervised transfer. If you call the intended party directly without placing the active call on hold (either by selecting an entry from the directory or entering the number to be called), the consultation call is handled as an attendant call (i.e., the call is transferred to the consulted party). This setting applies to all voice service group calls.

You can also turn this setting on or off per call by right-clicking on the call and selecting the **Attendant Transfer** option from the displayed menu, or by pressing Alt-T when selecting the call from the call window. The setting persists for the duration of the call.

- **Auto-Answer Service Group Calls**

Select this option to automatically answer incoming service group calls. You can set an optional delay before the call is answered. This eliminates the step of having to answer the call from the Call window when a call arrives, and allows for more efficient call handling. Note that if Display Incoming Service Call Dialog is selected, this option is not available.

- **Dial Hotkey**

Enter a key combination, such as Alt-D to dial a number from outside of Agent. When you enter this key combination from anywhere on your Windows PC, the Agent Dial dialog will display, allowing you to place a call.

- **Answer Hotkey**

Enter a key combination, such as Alt-A to answer a call from outside of Agent. When you enter this key combination from anywhere on your Windows PC, any ringing voice calls will automatically be answered.

Open Media

The Open Media tab allows you to configure the following options:

- **Auto Answer Media Sessions**

Select this option to automatically answer Open Media sessions. This eliminates the step of answering the Open Media session from the Call window when a session arrives.

- **Audible Indication on Incoming Session**

Set this option to receive an audible tone when an Open Media session is allocated to you.

- **Number of Concurrent Open Media**

If you wish to handle multiple Open Media sessions at the same time, enter the maximum number of sessions you can handle at one time. When your status is Ready for Open Media sessions, MiCC Enterprise will send you the number of sessions you enter for this option. As soon as you complete a session, another one will be allocated to you, if available.

- **Display Notification on Incoming Session**

Select this option to display a balloon notification message when an Open Media session arrives. This notifies you of new Open Media sessions even if the Agent application is not active.

Chat

The Chat tab allows you to configure the following options:

- **Default Font**

This option allows you to change the default font to be used when replying to messages in the chat window.

- **Color for Customer Messages**

Select the color that you wish to display customer chat messages in. The default is blue. This setting will be applied to the next chat message received.

- **Color for Agent Messages**

Select the color that you wish to display agent chat messages in. The default is red. This setting will be applied to the next chat message received.

- **Show Time for Chat Messages**

Check this option to show the time that each chat message was sent.

- **Flash Window when Message Received**

Select this option to flash the current Chat dialog when a new message is received from the customer.

- **Auto Answer Chat Sessions**

Select this option to automatically answer Chat sessions. When a Chat session is offered, it will automatically be opened and the Chat dialog will display.

- **Audible Indication on Incoming Session**

Select this option to play the configured audible indication when an incoming Chat session is offered.

- **Display Notification on Incoming Session**

Select this option to display a balloon notification message when a Chat session arrives. This allows you to be aware of new Chat sessions even when Agent is not the active application.

- **Number of Concurrent Chat Sessions**

If you wish to handle multiple Chat sessions at the same time, enter the maximum number of sessions you can handle at one time. When your status is Ready for Chat sessions, MiCC Enterprise will send you the number of sessions you enter for this option. As soon as you complete a session, another one will be allocated to you, if available.

- **Display Call Tab on Incoming Session**

If this option is enabled, the call tab is activated whenever a new chat is received.

Media Interactions

This tab will display if you are able to handle more than one type of media (that is, voice calls, e-mails, SMS messages, Open Media and Chat sessions). Check the box to indicate that you are able to handle concurrent sessions of the media types. For example, to receive e-mails while handling voice calls, check the box in the Voice row and the E-mail/SMS column. Uncheck a box if you do not wish to receive a media type while you are already handling a different media type. Only media types that you have skills and privilege to handle will be displayed.

Style Options

To change the color and style setting of your MiContact Centre Agent application, click on the **Menu** button in the top-left corner of Agent, then click on **Style**. You can select one of the predefined styles, including **Office 2007 Blue**, **Office 2007 Black**, **Office 2007 Silver**, or **Vista Glass**. To create your own custom look, select Custom Scheme from the **Style** menu, and then select the **Theme Colors** you would like to use. A custom display will be created for MiContact Centre Agent.

Troubleshooting

Unable to Make or Receive Calls

Check if Call Control Disabled is displayed at the bottom of the Agent window. If so, there is an error with your extension. Check the following:

- You logged on to Agent with a valid extension
- If you are using a Soft Phone, your SIP settings in the **SIP** tab of the **Options** dialog are correct (check this with your system administrator)

If the problem continues, check with your system administrator. The connection to the MiCC Enterprise server may be affecting your call control.

Data not Displayed

If your Agent application loses connection to the MiCC Enterprise server, it will display as Offline at the bottom of the Agent window. In this case, many of the features in Agent will not be accessible. You will not receive service group calls or messages, and contacts cannot be displayed.

Agent will automatically attempt to reconnect to the MiCC Enterprise server. When this occurs, the status will update to Online. If the problem persists, contact your system administrator.

Using Log Files

There are two different log files associated with Agent. The log files are stored in the following location:

- C:\Users\<userId>\AppData\Local\Mitel\MiCC Enterprise\Agent

Note

The folder "AppData" is a hidden folders. The folder must be made visible before the log files can be reached.

The Agent log file is named Agent.log. It provides diagnostic information, as well as application information for troubleshooting issues.

The SIP log is enabled from the **SIP** tab on the **Options** dialog. It provides detailed information about SIP signals to and from your Agent application if you are using the Soft phone option. It is named SipLog.txt.

To open the log file directory, press the Agent menu button in the top, left-hand corner and select **Open Log Folder**.