

# **Using Avaya J100 Series SIP IP Phone for Call Center Agents**

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#### Note

Using a cell, mobile, or GSM phone, or a two-way radio in close proximity to an Avaya IP telephone might cause interference.

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#### **Regulatory Statements**

#### **Australia Statements**

#### **Handset Magnets Statement:**



#### Danger:

The handset receiver contains magnetic devices that can attract small metallic objects. Care should be taken to avoid personal injury.

#### Industry Canada (IC) Statements

#### RSS Standards Statement

This device complies with Industry Canada licence-exempt RSS standard(s). Operation is subject to the following two conditions:

- 1. This device may not cause interference, and
- This device must accept any interference, including interference that may cause undesired operation of the device

Le présent appareil est conforme aux CNR d'Industrie Canada applicables aux appareils radio exempts de licence. L'exploitation est autorisée aux deux conditions suivantes:

- 1. L'appareil ne doit pas produire de brouillage, et
- L'utilisateur de l'appareil doit accepter tout brouillage radioélectrique subi, même si le brouillage est susceptible d'en compromettre le fonctionnement.

### Radio Transmitter Statement

Under Industry Canada regulations, this radio transmitter may only operate using an antenna of a type and maximum (or lesser) gain approved for the transmitter by Industry Canada. To reduce potential radio interference to other users, the antenna type and its gain should be so chosen that the equivalent isotropically radiated power (EIRP) is not more than that necessary for successful communication.

Conformément à la réglementation d'Industrie Canada, le présent émetteur radio peut fonctionner avec une antenne d'un type et d'un gain maximal (ou inférieur) approuvé pour l'émetteur par Industrie Canada. Dans le but de réduire les risques de brouillage radioélectrique à l'intention des autres utilisateurs, il faut choisir le type d'antenne et son gain de sorte que la puissance isotrope rayonnée équivalente ne dépasse pas l'intensité nécessaire à l'établissement d'une communication satisfaisante.

This Class B digital apparatus complies with Canadian ICES-003.

Cet appareil numérique de la classe B est conforme à la norme NMB-003 du Canada.

### Radiation Exposure Statement

This equipment complies with FCC & IC RSS102 radiation exposure limits set forth for an uncontrolled environment. This equipment should be installed and operated with minimum distance 20cm between the radiator & your body. This transmitter must not be colocated or operating in conjunction with any other antenna or transmitter.

Cet équipement est conforme aux limites d'exposition aux rayonnements ISEDétablies pour un environnement non contrôlé. Cet équipement doit être installé et utilisé avec un minimum de 20 cm de distance entre la source de rayonnement et votre corps.

This product meets the applicable Innovation, Science and Economic Development Canada technical specifications.

### **Japan Statements**

#### Class B Statement

This is a Class B product based on the standard of the VCCI Council. If this is used near a radio or television receiver in a domestic environment, it may cause radio interference. Install and use the equipment according to the instruction manual.

この装置は、クラスB情報技術装置です。この装置は、家庭環境で使用することを目的としていますが、この装置がラジオやテレビジョン受信機に 近接して使用されると、受信障害を引き起こすことがあります。

取扱説明書に従って正しい取り扱いをして下さい。 VCCI-B

#### Denan Power Cord Statement



#### Danger:

Please be careful of the following while installing the equipment:

- Please only use the connecting cables, power cord, and AC adapters shipped with the equipment or specified by Avaya to be used with the equipment. If you use any other equipment, it may cause failures, malfunctioning, or fire.
- Power cords shipped with this equipment must not be used with any other equipment. In case the above guidelines are not followed, it may lead to death or severe injury.



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#### México Statement

The operation of this equipment is subject to the following two conditions:

- It is possible that this equipment or device may not cause harmful interference, and
- 2. This equipment or device must accept any interference, including interference that may cause undesired operation.

La operación de este equipo está sujeta a las siguientes dos condiciones:

- Es posible que este equipo o dispositivo no cause interferencia perjudicial y
- Este equipo o dispositivo debe aceptar cualquier interferencia, incluyendo la que pueda causar su operación no deseada.

#### **Brazil Statement**

Este equipamento não tem direito à proteção contra interferência prejudicial e não pode causar interferência em sistemas devidamente autorizados

### Power over Ethernet (PoE) Statement

This equipment must be connected to PoE networks without routing to the outside plant.

### Taiwan Low Power Radio Waves Radiated Devices Statement

802.11b/802.11g/BT:

Article 12 — Without permission granted by the NCC, any company, enterprise, or user is not allowed to change frequency, enhance transmitting power or alter original characteristic as well as performance to an approved low power radio-frequency devices.

Article 14 — The low power radio-frequency devices shall not influence aircraft security and interfere legal communications; If found, the user shall cease operating immediately until no interference is achieved. The said legal communications means radio communications is operated in compliance with the Telecommunications Act. The low power radio-frequency devices must be susceptible with the interference from legal communications or ISM radio wave radiated devices.

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### U.S. Federal Communications Commission (FCC) Statements

#### Compliance Statement

The changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.

To comply with the FCC RF exposure compliance requirements, this device and its antenna must not be co-located or operating to conjunction with any other antenna or transmitter.

This device complies with part 15 of the FCC Rules. Operation is subject to the following two conditions:

- 1. This device may not cause harmful interference, and
- This device must accept any interference received, including interferences that may cause undesired operation.

This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC Rules. These limits are designated to provide reasonable protection against harmful interferences in a residential installation. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interferences to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- · Reorient or relocate the receiving antenna.
- · Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

#### Radiation Exposure Statement

This equipment complies with FCC radiation exposure limits set forth for an uncontrolled environment . This equipment should be installed and operated with minimum distance of 8 in or 20 cm between the radiator and your body. This transmitter must not be co-located or operating in conjunction with any other antenna or transmitter.

### **ENERGY STAR®** compliance statement



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### **EU Countries**

This device when installed complies with the essential requirements and other relevant provisions of the EMC Directive 2014/30/EU,

Safety LV Directive 2014/35/EU, and Radio Equipment Directive 2014/53/EU. A copy of the Declaration may be obtained from <a href="https://support.avaya.com">https://support.avaya.com</a> or Avaya Inc., 2605 Meridian Parkway Suite 200. Durham, NC 27713 USA.

Avaya J159 IP Phone, Avaya J179 IP Phone, and Avaya J189 IP Phone complies with the EMC Directives.

#### WiFi transmitter

- Frequencies for 2412-2472 MHz, transmit power: < 20 dBm
- Frequencies for 5180-5240 MHz, transmit power: < 20 dBm</li>

#### BT transmitter

For Avaya J179 IP Phone, Avaya J159 IP Phone, and Avaya J189 IP Phone:

• Frequencies for 2402-2480 MHz, transmit power: < 6.0 dBm

#### **General Safety Warning**

- Use only the Avaya approved Limited Power Source power supplies specified for this product.
- · Ensure that you:
  - Do not operate the device near water.
  - Do not use the device during a lightning storm.
  - Do not report a gas leak while in the vicinity of the leak.
  - For Accessory Power Supply in Avaya J100 Series IP Phones— Use Only Limited Power Supply Phihong Technology Co. Ltd. Model: PSAC12R-050, Output: 5VDC, 2 4A

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#### **Device Usage Consent**

By using the Avaya device you agree that Avaya, from time to time, may collect network and device data from your device and may use such data in order to validate your eligibility to use the device.

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# **Chapter 1: Introduction**

# **Purpose**

This document describes how to use Avaya J100 Series IP Phones in a Call Center environment. It also describes various Avaya Aura® Call Center Elite features and their usability.

Please note that only Avaya J169/J179 IP Phone and Avaya J189 IP Phone support Avaya Aura<sup>®</sup> Call Center Elite features.

# Chapter 2: Call center phone overview

# Phone overview-Avaya J169/J179 IP Phone

Avaya J169/J179 IP Phone is a phone for business communications.

The phone supports 96 buttons. The primary display of the phone provides 96 buttons by scrolling or paging using the Navigation Cluster. Optionally, the phone supports up to three button modules, and each button module supports displaying 24 buttons of the 96 buttons.

Avaya J169 IP Phone has a grayscale display, and Avaya J179 IP Phone has a color display.

# Physical specifications

- 8 buttons with red and green dual LEDs
- 320 x 240 pixel display
- · Dual-position stand, optional wall mount stand
- Gigabit Ethernet (10/100/1000 Mbps) line interface
- Second Gigabit Ethernet (10/100/1000 Mbps) interface
- PoE Class 1, supports 802.3az, optional AC to 5V adapter
- · Four soft keys
- Hard buttons for phone:
  - Messages
  - Contacts
  - Recents
  - Navigation cluster
  - Headset
  - Speaker
  - Volume
  - Mute
  - Main menu
  - Phone key
- LED buttons for phone:
  - Messages

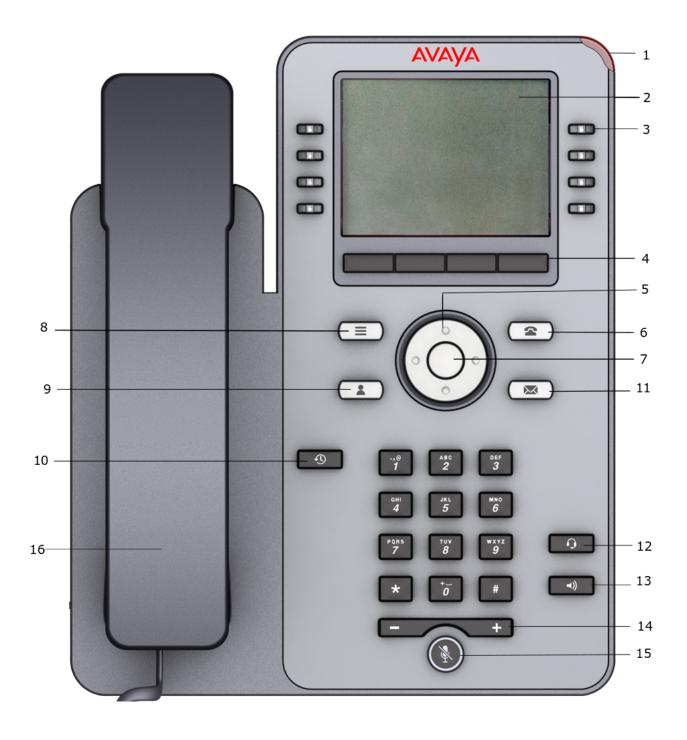
# Call center phone overview

- Recents
- Headset
- Speaker
- Mute

### **Related links**

<u>Understanding Avaya J179 IP Phone</u> <u>Configuring the Avaya J100 Expansion Module</u>

# Physical layout of a J169/179 IP Phone



No.	Name	Description	
1	Beacon LED	Provides visual alerts for the following:	
		Incoming call	
		Voice mail	
2	Phone display	Displays two areas:	
		Top Bar: It is always visible, displays communication status, time, date, and device status.	
		Application area displays the following:	
		<ul> <li>Application header: It displays the context specific application title, and one or more subtitles. Depending on the appearance type and the call state, the header displays details of the call.</li> </ul>	
		Application content area: It displays menus, lists, pop-up windows, images, or other application content.	
		- Soft key labels area: It displays labels with information about the state of soft key buttons.	
3	Line keys	Used to select the corresponding line or feature. Each line key has a combination of red and green LEDs that provide call or feature specific visual alert.	
		The default action depends on the application and the context.	
4	Soft keys	Used to select the corresponding label of context-specific actions.	
		With the <b>Help</b> soft key, you can view a short description of the features available on your phone.	
5, 7	Navigation cluster	Used to navigate on the <b>Phone</b> screen and other menus.	
		Up and Down Arrow keys: To scroll up and down.	
		Right Arrow and Left Arrow keys: To move cursor in the text input field, and to toggle values in the selection fields.	
		OK button: The center button of the navigation cluster. Used to select the action assigned to the first soft key.	
11	Voicemail	Used to dial the configured voice mail number to receive a voice message.	
12	Headset	Used to turn on headset, and also to toggle an ongoing call from the speaker to the headset.	
13	Speaker	Used to turn on the speaker.	
14	Volume	Used to adjust volume of a handset, a speaker, or a ringtone.	
		• (+): To increase the volume.	
		• (-): To decrease the volume.	
15	Mute button	Used to mute or unmute the outgoing audio.	
16	Handset	Used to receive or make calls.	

Application keys provide direct access to the corresponding applications.

No.	Application keys	Description
6	Phone key	Displays the Phone screen.
8	Main menu	Displays a list of options, such as Features, Applications, Settings, Network information, Administration, and About.
9	Contacts	Displays the entries in your Contacts list.
10	Recents	Displays the list of all calls.

# Connection jacks for J169/179 IP Phone

The following image illustrates the connection jacks that are present on the back panel of Avaya J169/J179 IP Phone.

The image schematically describes which device to connect to which jack.



No.	Name	Description
1	5V DC Jack	To connect the power supply.
2	Network port	To connect the Ethernet cable.
3	PC port	To connect the computer.
		Note:
		PC port is disabled when a Wi-Fi network is used.
4	Headset Jack	To connect the headset.
5	Handset Jack	To connect the handset.
6	WLAN Module Panel	To integrate the wireless module for Wi-Fi/Bluetooth support.
		Note:
		WLAN Module Panel is not provided in the Avaya J169 IP Phone.

# **Optional components**

You can use the following optional components with the phone:

- PSAC12R–050 5V DC Power adapter
- Avaya J100 Expansion Module
- 2 Avaya J100 Expansion Modules
- GSPPoE Avaya 48V PoE power inserter
- PoE power supply
- J100 wireless card support

# Phone overview-Avaya J189 IP Phone

Avaya J189 IP Phone is a phone for business communications. The phone supports 96 buttons. The primary display of the phone provides 96 buttons by scrolling or paging using the Navigation Cluster. Optionally, the phone supports up to two hardware button modules. The Secondary screen is the first effective button module. The phone supports up to 5 call appearances with two lines of call display.

For more information about Avaya J100 Expansion Module, see Using Avaya J100 Expansion Module for SIP in <a href="https://support.avaya.com/">https://support.avaya.com/</a>.

Avaya J189 IP Phone has two color display.

The phone supports the OPUS Super wideband codec and Local Conference.

# Physical specifications

- 10 buttons on Primary display and 6 buttons on Secondary display with red and green dual LEDs
- Primary display- 800 x 480 pixels, Secondary display- 240 x 320 pixels
- Dual-position stand, optional wall mount
- Gigabit Ethernet (10/100/1000 Mpbs) line interface
- Secondary Gigabit Ethernet (10/100/1000 Mpbs) interface
- PoE Class 2 IEEE 802.3af when PoE Slideswitch is in L position, and PoE Class 3 IEEE 802.3af when PoE Slideswitch is in H position
- Optional AC to 5V adapter
- Wideband audio in handset and headset
- SuperWideBand RJ9 headset
- Full duplex speakerphone
- SuperWideBand Full Duplex Handsfree
- · Ergonomic hearing aid compatible handset supports TTD acoustic coupler
- Five call appearances in Full Screen mode and 10 call appearances in Half Screen mode
- Four soft keys and two page keys for the secondary display
- Type-A and Type-C USB support
- · Hard Buttons:
  - Phone
  - Messages
  - Contacts
  - Recents
  - Main menu
  - Navigation cluster
  - Headset
  - Speaker
  - Volume
  - Mute
  - Hard Release Key (End call)
- LEDs:
  - Speaker
  - Mute
  - Headset
  - Message

# - Recents

### **Related links**

Physical layout on page 17

Connections jacks for J189 IP Phone on page 19

Secondary display on page 21

Optional components on page 15

# **Physical layout**



No.	Name	Description	
1	Beacon LED	Provides visual alerts for the following:	
		Incoming call	
		Voice mail	
2	Phone display	Displays two areas:	
		Top Bar: It is always visible, and displays communication status, time and date, and device status.	
		Application area displays the following:	
		<ul> <li>Application header: It displays the context specific application title, and one or more subtitles. Depending on the appearance type and the call state, the header displays details of the call.</li> </ul>	
		<ul> <li>Application content area: It displays menus, lists, pop-up windows, images, and other application content.</li> </ul>	
		<ul> <li>Softkey labels area: It displays labels with information about the state of the soft key button.</li> </ul>	
3	Line keys	Used to select the corresponding line or feature. Each line key has a combination of red and green LEDs that provide call or feature specific visual alert.	
		Note:	
		The default action depends on the application and the context.	
4	Soft keys	Used to select the corresponding label of context-specific actions.	
		With the <b>Help</b> soft key, you can view a short description of the features available on your phone.	
5	Navigation cluster	Used to navigate on the phone screen.	
		Up and Down arrow keys: To scroll up and down.	
		Right and Left arrow keys: To move cursor in the text input field, and to toggle values in the selection fields.	
		OK button: To select the action assigned to the first soft key.	
7	Voicemail	Used to dial the configured voice mail number to receive a voice message.	
8	Line keys	Used to select the corresponding line or feature. Each line key has a combination of red and green LEDs that provide call or feature specific visual alert.	
		Note:	
		The default action depends on the application and the context.	

No.	Name	Description	
9	Secondary display	Provides quick access to line appearances, features, and phone menus.	
10	Volume	• (+): To increases the volume.	
		(-): To decrease the volume.	
11	Left, Right keys	Used to navigate on the Secondary Display screen.	
12	Mute	Used to mute and unmute the outgoing audio.	
16	Hard Release key	Used to terminate an active call or an active call appearance.	
17	Handset	Used to receive and make calls.	
18	Headset	Used to turn on headset, and also to toggle your call from the speaker to headset.	
19	Speaker	Used to turn on the speaker.	

Application keys provide direct access to the corresponding applications:

No.	Application keys	Description
6	Phone key	Displays the Phone screen.
13	Main Menu	Displays the list of options, such as Features, Applications, Settings, and Network Information.
14	Contacts	Displays the entries in your Contact list.
15	Recents	Displays the list of all calls.

### **Related links**

Phone overview-Avaya J189 IP Phone on page 15

# Connections jacks for J189 IP Phone

The following image illustrates the connection jacks that are present on the back panel of Avaya J189 IP Phone.



The image schematically describes which device to connect to which jack.

No.	Name	Description
1	5V DC Jack	To connect the power supply.
2	Network and PoE port	To connect the Ethernet cable. It also can be used as both Power and Ethernet port.
3	PC port	To connect the computer.
		Note:
		PC port is disabled when a Wi-Fi network is used.
4	Headset Jack	To connect the headset.
5	Handset Jack	To connect the handset.

No.	o. Name Description	
6	WLAN Module Panel	To integrate the wireless module for Wi-Fi/Bluetooth support.
7	Type-C USB port	To connect to external devices.
8	Type-A USB port	To connect to external devices.
9	PoE Slide Switch	To set the PoE value to one of the following:
		• • L: Class 2
		• • H: Class 3

### Related links

Phone overview-Avaya J189 IP Phone on page 15

# Secondary display

It has six lines of four-page display that provides 24 additional lines for incoming calls, outgoing calls, auto-dialing, and calling features. It displays the dedicated view for keys 25 — 48. You can switch between the pages using the left and right keys.

### Related links

Phone overview-Avaya J189 IP Phone on page 15

# **Optional components**

You can use the following optional components with the phone:

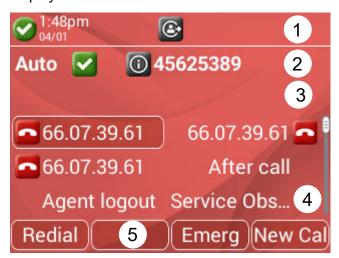
- PSAC12R-050 5V DC Power adapter
- Avaya J100 Expansion Module
- 2 Avaya J100 Expansion Modules
- GSPPoE Avaya 48V PoE power inserter
- PoE power supply
- J100 wireless card support

# Phone icons and display

# Agent phone screen

Your phone screen displays information about your phone, agent settings, and the information about incoming calls.

Depending on the phone model, the screen color and the display of icons vary. The Avaya J169 IP Phone is a grayscale display, while Avaya J179 IP Phone and Avaya J189 IP Phone is a color display.



No.	Name	Description	
1	Top bar	Displays information such as agent id, date, and time.	
2	Agent status line	Displays agent status such as work mode, call center status, and collected digits.	
3	Agent information line	Displays agent information such as VU stats or QStats.	
4	Application line	Displays the configured features. Use the navigation cluster to access the configured call center features.	
5	Soft keys	Displays the soft keys of the available active features.	

# **Call Center related icons**

All the phone models display grayscaled icons for call center environment.

Icon	Icon name	Where it appears	Description
	After Call Work (ACW)	Agent Status line	The phone displays this icon when you activate ACW.  Use this state when you are performing any after call-related work, such as filling in paperwork after
			an Automatic Call Distribution (ACD) call.

Icon	Icon name	Where it appears	Description
<b>S</b>	Aux Work	Agent Status line	The phone displays this icon when you activate Aux Work.
			Enter this state when you are performing non-ACD activities such as taking a break, or placing an outgoing call. You need to enter a reason code for entering the Aux Work state, if this requirement is configured by your system administrator.
	Available	Agent Status	You are available for any incoming call.
		line	The phone displays this icon when you are not active on a call, in ACW, or in Aux Work.
	Agent Login	Top line display	The phone displays this icon when agent logins.
<b>≟</b> →	Agent Logout	Top line display	The phone displays this icon when agent logouts.
ACO	Alerting	Agent Status line	The phone displays this icon when you receive an incoming call. When you receive an ACD or Direct Agent call (DAC), the icon displays the respective text, ACD or DAC, horizontally beside the bell.
•	On Call	Agent Status line	The phone displays this icon when you are active on a call. When you receive an ACD or DAC call, the icon displays the respective text, ACD or DAC, horizontally.
			The phone displays the On ACD Call icon during an active call, otherwise, it displays, the On Non-ACD Call icon.
₹ Aco	Held Call	Agent Status line	The phone displays this icon when you have placed a call on hold. When you place an ACD or DAC call on hold, the icon displays the respective text, ACD or DAC, horizontally.
Q.	Queue Stats	Agent Information	The phone displays this icon when you activate Queue Stats.
		line	The Clock icon appears before the oldest call time and the Calls icon appears before the number of calls in the queue.
<b>©</b>	Time in Queue Threshold Warning	Queue Stats feature button	The phone displays this icon to indicate when the time threshold for the oldest call in the queue has been reached.
<b>?</b> .	Call Threshold Warning	Queue Stats feature button	The phone displays this icon when the number of calls in the queue has reached the maximum configured by your system administrator.

Icon	Icon name	Where it appears	Description
1	Collected Digits	Agent Status line	If the incoming call has collected digits information, the phone displays this icon before the digits.
	Information		Collected digits are digits that the caller entered before reaching you.
	Service Observe	Agent Status line	The phone displays this icon when the service observe feature is active.
D	An agent greeting is playing back	Incoming call screen	The phone displays this icon during an active call when an Agent greeting is playing back.
	An agent greeting is inactive	Incoming call screen	The phone displays this icon during an active call when an Agent greeting is available but inactive.
<b>2</b> *	Supervisor assist	Agent Status line	The phone displays this icon when you when you request for supervisor assistance.
<b>*</b>	Agent logout overrride	Top line display	The phone displays this icon if you activate Agent Logout Override.
~	Vu Stats	Agent Status line	The phone displays this icon to display specific reporting details.
#	Stroke counts	Agent Status line	The phone displays this icon to display the administrator defined different customer related events.
<b>=</b>	Call work codes	Agent Status line	The phone displays this icon to enter the call work codes.
	Manual In	Agent Status line	The phone displays this icon when the agent makes their status available to service.
<b>9</b>	Auto In	Agent Status line	The phone displays this icon when the agent opts for Automatic Call Distribution.

# **Agent Status line display**

The Agent Status line of the phone screen displays the current agent work mode, for example idle, active, held, or attending incoming calls.

Use this chart as a guide to possible Agent Status line display.

- ACD=Automatic Call Distribution
- ACW=After Call Work
- Auto=Auto In
- Aux=Auxiliary Work state
- DAC=Direct Agent Call
- Man=Manual In

### RC=Reason Code #

Agent Work Mode	Agent Status icon	Description
Auto or Man	$\overline{\mathbf{v}}$	You are ready to receive DAC or ACD calls.
Auto or Man	ACC	You have an incoming ACD call.
Auto or Man	DAC	You have an incoming DAC call.
Auto or Man	No.	You are on an ACD call.
Auto or Man	OAC )	You are on a DAC call.
Auto or Man	200	You have an ACD call on hold.
Auto or Man	DAC	You have a DAC on hold.

# Incoming calls display

An incoming call displays the information about the call type.

### **VDN** information

A Vector Directory Number (VDN) is a contact number in Communication Manager that is used as a point of entry of a call into a Call Center. In many cases, it is the mapping of 1–800 telephone number that a caller dials to access the services provided by a Call Center. Depending on the vector programming configuration for your system, an incoming call may traverse multiple VDNs or stay within the original VDN that received it.

If the call traverses multiple VDNs, one of these VDNs is configured as the active VDN for the call. The active VDN controls the display of information on the phone that receives the call.

Your phone displays the following information: caller\_ID info→ VDN\_name, where caller\_ID info is the calling party identification, if available, and VDN\_Name is the administered name of the active VDN before delivery to you. The incoming call displays the active VDN and Call Redirected indicator (CR) for an unanswered redirected call and Routing On No Answer (RONA) call.

# Adjunct/Switch Application Interface User-to-User Information

When you receive a call with Adjunct/Switch Application Interface User-to-User Information (ASAI UUI), the UUI feature button lights on the phone screen. When you press the UUI key, the UUI icon is displayed, followed by the UUI details. The UUI icon is used to distinguish UUI from other call information, such as collected digits.

# **Collected digits**

The Agent Status line displays the Info icon followed by the collected digits that are associated with the incoming call.

When this information is cleared from the Agent Status line is dependent on your system configuration.

# Incoming call ring alert type

- All internal ACD or DAC calls ring with an internal alert type.
- All external ACD or DAC calls ring with an external alert type.
- All internal ACD or DAC priority calls ring with a priority alert type.
- All supervisor assist calls ring with the priority alert type.

# **Message Waiting Indicator**

An illuminated red LED in the upper-right corner of your phone and the **Message** button on the phone faceplate indicate you have unopened voice mail messages. If Visual Alerting is enabled, the corner LED also flashes when you receive an incoming call. Depending on your system configuration, the message waiting indicators indicate messages either for the phone extension, or for the Agent Login ID after agent login. When configured for Agent Login ID, the message waiting indications are for the agent when the agent is logged in. Immediately after agent login, the phone screen displays MWI is indicated for the Agent ID or MWI is indicated for the extension.

# **Chapter 3: Getting started**

# Call center supervisor and agent

# Supervisor

A supervisor can be any user in a group or an enterprise. The supervisor manages activities such as mentoring the agents, monitoring the call center performance, assisting the agents in improving customer satisfaction, handling calls of specific clientele.

# Agent

The call center agent is a user who can have the following responsibilities:

- Periodically receive calls from Automatic call distribution (ACD) or non-ACD related calls along with direct inbound calls.
- Handle a high volume of inbound ACD calls and make outbound calls.

Administrator assigns the Supervisor and Agent roles to the users.

# Agent work modes and states

The Agent Status line shows your current work mode and state.

The following table shows the possible agent states:

State	Description
Available	This state is automatically assigned when you are available to receive ACD calls. With Auto In, you are returned to Available after each call is released. With Manual In, you must press Manual In to return to the Available state.
Aux Work	You are placed in the Auxiliary Work state after agent login without a specified work mode. You must change to Auto In or Manual In work mode to become available to receive incoming Call Center calls and to select your mode of operation. You can change back to Auxiliary Work to indicate you are not available to receive Call Center calls, for example, when you want to take a break. Depending on how your system is administered, you might be prompted to enter a reason code when changing to Aux Work.

State	Description	
Interruptible Aux Work	Interruptible Aux Work mode notifies the agents in Aux work mode with an interruptible reason code (RC) to become available. When the configured threshold is exceeded, the phone receives a visual as well as audio indication of a full ring cycle.	
After Call Work	Switch to ACW to perform after-call work, such as completing a call-related form. The call distribution system automatically changes your agent state to ACW if you are in Manual-In mode.	
	You may also enter this state automatically when you are in Auto-In mode, if your system administrator has configured automatic ACW for a preset time period after call completion.	
On Call	This state is automatically assigned when you are active on a call. The phone displays the On-ACD Call icon when you are active on an ACD call, else it displays the On non-ACD Call icon.	
Forced Logout	This state is assigned at a specified time determined by your system administrator. The Top line displays the Forced Logout icon only if the administrator has assigned a logout time for you. If you are not on a call, you are logged out from ACD regardless of which agent state you are in.	
Logout Override	You can set this state if you want to continue working after your scheduled logout time. The Logout Override icon is displayed on the Top line only if you have set the status to override the administered Forced Logout before the scheduled time.	

When an ACD call is received, the work mode changes from Aux Work to Auto In or Manual In.

Pending states are assigned whenever you request a state change while active on a call. For example, you request to change to an Aux Work state while active on a call. When the call is released, the pending state change becomes effective immediately.

# Logging in to the phone

### About this task

To log in as an agent, your extension must be registered to the Avaya Aura® network and you must have your agent ID and password.

# Before you begin

Ensure that your administrator assigns you with your agent ID and password.

### **Procedure**

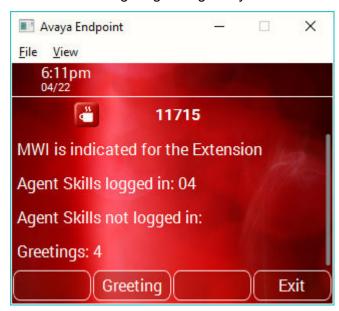
- 1. Press Main menu, and scroll to Features.
- 2. Press Select.
- 3. Scroll to Agent Login, and press Select.

- 4. Type your logon details:
  - Agent ID
  - Password
- 5. Press Enter.

### Result

The phone displays the following information:

- Whether Message Wait Indicator is configured for your Agent ID or for the extension.
- · Your assigned and logged on agent skills.
- Agent skills that are assigned and not logged into, perhaps because the assigned skills have reached the predetermined system limit.
- · Recorded Agent greetings for your account.



# Logging out of the phone

### About this task

Your system administrator can configure reason codes as "Forced" which means a reason code must be entered upon agent logout.

### **Procedure**

- 1. Press Main menu, and scroll to Features.
- 2. Press Select.
- If configured by your system administrator, enter the Reason Code for logout.

Getting started

4. Press Enter.

# **Chapter 4: Navigation**

# **Cursor navigation**

You can use the navigation cluster for cursor movement or selection of options on the Phone screen or in other menus. The navigation cluster has the following keys on the phone:

- Left Arrow
- Right Arrow
- Up Arrow
- Down Arrow
- OK

# **Navigation cluster**

The effect of pressing a navigation key depends on the current application and context.

Key name	Description
Left Arrow and Right Arrow	Use these keys in:
	Text input fields to move the cursor position.
	Selection fields to toggle field values and select options in lists and menus.
	Half-width displays to move the selection left or right.
	Scrolling between pages when navigating the phone screen, provided that page scrolling mode is switched on by your administrator.
	The directional keys are context-sensitive.
Up Arrow and Down Arrow	Use these keys to scroll vertically in lists, menus, and popup windows.
<b>OK</b> , center button of the navigation cluster.	Unless otherwise specified, use this key for the first or left-most soft key action.
	If there are two or more pages of soft keys, the <b>OK</b> key is active only when the phone screen displays the first page of soft keys.

# **Text input**

You can use the dial pad or the text input soft keys to edit and enter text in the text input fields of the phone.

# Input field

Depending on the application and context, a text input field is a text box with a label. The user interface displays labels on the left side of the text box or in the line preceding the text box. An input field can be blank or display a current value that can be modified. The user interface displays input cursors on the right side of the current value or, if the input field is blank, on the left side of the text box.

### Hint text

Depending on the application and context, a text box contains hint text. The user interface displays hint text on the left side of the text box in grey, italic font. The interface replaces the hint text with the actual text that you enter. The interface displays the hint text again when you clear the entered text. The interface does not display the hint text if the field contains a value.

### **Text truncation**

When the space in the input area cannot display the full current value, the user interface truncates the text. The interface truncates the text from the left side and displays a blank space with a cursor on the right side of the input field for a new entry. When you enter a new character, the interface truncates the existing character from the left side of the display.

# Active language text direction

When the text direction of the active language is right-to-left, the text entry rules are reversed. The user interface:

- Displays the hint text on the right side of the text box.
- Displays the input cursor on the left side of the current character or, if the input field is blank, on the right side.
- Displays the new character on the left side of the current character.
- Deletes the character on the right side of the cursor when you press **Backspace**.

# Line keys

The line keys are context-sensitive. When you press a line key:

- In full-width lists, the user interface selects the corresponding line or the object.
- In half-width lists, the interface selects the list item adjacent to the key.
- In page scroll mode and then scroll on to the next or previous page, the selected item remains highlighted.

# Input line

The following actions take place when you press the line key against the input lines.

- Selects the corresponding line for the line which accepts user input.
- Displays the cursor after the last character of the existing content if the line is an input line. If an input line is selected, the interface performs no action even if the cursor is in the middle of the line.
- Performs the action of the first soft key for the line which does not accept user input even if the line is already selected.

For example, when you press a line key in Contacts, the interface initiates a call to the contact because the first soft key represents the Call key.

# Main menu

The following table lists the Main menu icons used in Avaya J169/J179 IP Phones:



### Note:

The icons of Avaya J169 IP Phone and Avaya J179 IP Phone look similar but Avaya J169 IP Phone has grayscale icons and Avaya J179 IP Phone has color icons.

The following table lists the Main menu icons used in Avaya J189 IP Phone:

Icons	Name	Description
	Features	To access administrator activated features.
	Applications	<ul> <li>To access phone applications such as Contacts, Recents, and Activate screen saver.</li> <li>To sign off the phone, to protect your settings, or to let another user log in.</li> </ul>
0	Settings	To change your phone settings, customize button labels, adjust brightness, audio settings, assign speed dial entries, etc.
H	Network information	To check network settings.
<b>&gt;</b>	Administration	To access administration settings.
<b>①</b>	About	To view the phone model, software version, default device type, and the default server type.

# General phone icons

The following table lists the icons used in Avaya J169/J179 IP Phonesthe Avaya J189 IP Phone:

Icon	Description
<b>*</b>	Microphone is muted.
<b>E</b>	Missed call on your phone. You can see this icon in the Recents application.
<b>E</b>	Incoming call; indicates you have answered this call. You can see this icon in the Recents application.
€	Outgoing call; indicates you have made this call. You can see this icon in the Recents application.
C	Bridged call; indicates this line is being used for a call on another phone.
Ø	Incoming call is alerting.
A	Outgoing call; indicates you have made this call.
	Call is active.
<b>=</b>	Call is on hold.
	Call is on hold during a conference or transfer call setup.
<u> </u>	Conference is active.
<b>=</b>	Conference is on hold.
	Use the <b>Right</b> or <b>Left</b> navigation arrow to see more pages / screens / options.
< </th <th>Scroll left for other options.</th>	Scroll left for other options.
•▷	Scroll right for other options.
A	Indicates that the phone is not connected to the SIP proxy server and is operating in Failover mode. Some features might not be available or work incorrectly.
	If the appearance line displays this icon, it indicates that the phone has encountered a failure and has preserved the media session until the user hangs up.
	This icon can also indicate that the phone is connected to the call server but the features are not available.
HD	Indicates that the call is using a wideband codec for excellent voice quality.
1	Indicates a low network performance or presence of local network issues that might result in lower call quality.

Icon	Description
<b>(</b> )	The Limit Number of Concurrent Calls (LNCC) feature is on.
CTRL	Indicates that the SLA Mon <sup>™</sup> agent has taken control of the phone.
REC	Indicates that the call is being recorded for SLA Mon <sup>™</sup> .
	Indicates that the audio alert for incoming calls is off.
*	Indicates the Bluetooth feature is on.
<b>9</b>	Indicates that you have missed a call. The number in the icon indicates the number of missed calls.
<b>①</b>	Indicates that you have missed a call. The + in the icon indicates that the number of missed calls is more than 9.
<b>**</b>	Autodialing feature

# **Presence icons**

Presence icons for Avaya J169 IP Phone and Avaya J179 IP Phone look similar, but Avaya J169 IP Phone has grayscale icons and Avaya J179 IP Phone has color icons.

The following table lists presence icons for the Avaya J189 IP Phone and their description:

Icon	Status	Description
<b>②</b>	Available	Contact is available and can communicate.
<b>(3</b>	On a call	Contact is on a call.
0	Busy	Contact is busy.
<u> </u>	Away	Contact is away from the phone.
	Do Not Disturb	Contact does not want to communicate.
0	Out of Office / Offline	Out of Office: Contact is out of office.
		Offline: Contact is offline or wants to appear invisible.

Icon	Status	Description
2	Unknown	The presence status of the contact is unknown or the phone is not registered.
<b>⑤</b>	Automatic	The presence status is automatically set based on your current activity on the phone.

### Related links

Presence on page 55

# **Multiple Level Precedence and Preemption icons**

The following table lists the icons used in Avaya J169/J179 IP Phone. Note that the icons of Avaya J169 IP Phone and Avaya J179 IP Phone look similar but Avaya J169 IP Phone has grayscale icons and Avaya J179 IP Phone has color icons.

The following table lists the icons used in Avaya J189 IP Phone.

Icon	Precedence level	Description
	Priority	Priority icon for a priority call.
	Routine	Routine icon for a regular call.
	Immediate	Immediate icon for a priority call with a higher precedence value than Priority.
	Flash	Flash icon for a priority call with a higher precedence value than Immediate.
	Flash Override	Flash override icon for a priority call with the highest precedence.

# **Bluetooth icons**

The following table lists the Bluetooth icons used in the Avaya J179 IP Phone and Avaya J189 IP Phone:



### Note:

Avaya J169 IP Phone does not support the Bluetooth feature.

Icon	Description
<b>2</b>	Bluetooth headset is connecting.
*	Bluetooth headset is connected.
For Avaya J179 IP Phone	
G	Default Bluetooth headset.
<b>=</b>	Unpaired Bluetooth headset.
	Bluetooth headset is connected.
For Avaya J189 IP Phone	
@	Bluetooth headset is disconnected, but headset is paired.

# Wi-Fi icons

The following table lists the Wi-Fi icons used in the Avaya J179 IP Phone and Avaya J189 IP Phone:



Avaya J169 IP Phone does not support the Wi-Fi feature.

Icon	Description
<b>○</b>	Non-secure Wi-Fi network is detected.
<b>~</b>	Secure Wi-Fi network is detected.
<b>8</b>	Wi-Fi network is out of range or offline.

# **Call Center related icons**

All the phone models display grayscaled icons for call center environment.

Icon	Icon name	Where it appears	Description
	After Call Work (ACW)	Agent Status line	The phone displays this icon when you activate ACW.
			Use this state when you are performing any after call-related work, such as filling in paperwork after an Automatic Call Distribution (ACD) call.
C <sup>SS</sup>	Aux Work	Agent Status line	The phone displays this icon when you activate Aux Work.
			Enter this state when you are performing non-ACD activities such as taking a break, or placing an outgoing call. You need to enter a reason code for entering the Aux Work state, if this requirement is configured by your system administrator.
	Available	Agent Status	You are available for any incoming call.
		line	The phone displays this icon when you are not active on a call, in ACW, or in Aux Work.
	Agent Login	Top line display	The phone displays this icon when agent logins.
<b>2</b>	Agent Logout	Top line display	The phone displays this icon when agent logouts.
	Alerting	Agent Status line	The phone displays this icon when you receive an incoming call. When you receive an ACD or Direct Agent call (DAC), the icon displays the respective text, ACD or DAC, horizontally beside the bell.
On Call Agent S line	Agent Status line	The phone displays this icon when you are active on a call. When you receive an ACD or DAC call, the icon displays the respective text, ACD or DAC, horizontally.	
			The phone displays the On ACD Call icon during an active call, otherwise, it displays, the On Non-ACD Call icon.
200	Held Call	Agent Status line	The phone displays this icon when you have placed a call on hold. When you place an ACD or DAC call on hold, the icon displays the respective text, ACD or DAC, horizontally.
°~	Queue Stats Agent Information line	Information	The phone displays this icon when you activate Queue Stats.
		The Clock icon appears before the oldest call time and the Calls icon appears before the number of calls in the queue.	

Table continues...

Icon	Icon name	Where it appears	Description
<b>©</b>	Time in Queue Threshold Warning	Queue Stats feature button	The phone displays this icon to indicate when the time threshold for the oldest call in the queue has been reached.
<b>*2</b>	Call Threshold Warning	Queue Stats feature button	The phone displays this icon when the number of calls in the queue has reached the maximum configured by your system administrator.
0	Collected Digits	Agent Status line	If the incoming call has collected digits information, the phone displays this icon before the digits.
	Information		Collected digits are digits that the caller entered before reaching you.
•	Service Observe	Agent Status line	The phone displays this icon when the service observe feature is active.
	An agent greeting is playing back	Incoming call screen	The phone displays this icon during an active call when an Agent greeting is playing back.
	An agent greeting is inactive	Incoming call screen	The phone displays this icon during an active call when an Agent greeting is available but inactive.
<b>2</b> <sup>+</sup>	Supervisor assist	Agent Status line	The phone displays this icon when you when you request for supervisor assistance.
<b>2</b>	Agent logout overrride	Top line display	The phone displays this icon if you activate Agent Logout Override.
~	Vu Stats	Agent Status line	The phone displays this icon to display specific reporting details.
#	Stroke counts	Agent Status line	The phone displays this icon to display the administrator defined different customer related events.
₽	Call work codes	Agent Status line	The phone displays this icon to enter the call work codes.
-0	Manual In	Agent Status line	The phone displays this icon when the agent makes their status available to service.
0	Auto In	Agent Status line	The phone displays this icon when the agent opts for Automatic Call Distribution.

# **Agent Status line display**

The Agent Status line of the phone screen displays the current agent work mode, for example idle, active, held, or attending incoming calls.

Use this chart as a guide to possible Agent Status line display.

- ACD=Automatic Call Distribution
- ACW=After Call Work
- Auto=Auto In
- Aux=Auxiliary Work state
- DAC=Direct Agent Call
- Man=Manual In
- RC=Reason Code #

Agent Work Mode	Agent Status icon	Description
Auto or Man	$\checkmark$	You are ready to receive DAC or ACD calls.
Auto or Man	ACD	You have an incoming ACD call.
Auto or Man	DAC	You have an incoming DAC call.
Auto or Man		You are on an ACD call.
Auto or Man	( )	You are on a DAC call.
Auto or Man	CO ACO	You have an ACD call on hold.
Auto or Man	DAC	You have a DAC on hold.

# Incoming calls display

An incoming call displays the information about the call type.

#### **VDN** information

A Vector Directory Number (VDN) is a contact number in Communication Manager that is used as a point of entry of a call into a Call Center. In many cases, it is the mapping of 1–800 telephone number that a caller dials to access the services provided by a Call Center. Depending on the vector programming configuration for your system, an incoming call may traverse multiple VDNs or stay within the original VDN that received it.

If the call traverses multiple VDNs, one of these VDNs is configured as the active VDN for the call. The active VDN controls the display of information on the phone that receives the call.

Your phone displays the following information: <code>caller\_ID info→ VDN\_name</code>, where <code>caller\_ID info</code> is the calling party identification, if available, and <code>VDN\_Name</code> is the administered name of the active VDN before delivery to you. The incoming call displays the active VDN and Call Redirected indicator (CR) for an unanswered redirected call and Routing On No Answer (RONA) call.

#### Adjunct/Switch Application Interface User-to-User Information

When you receive a call with Adjunct/Switch Application Interface User-to-User Information (ASAI UUI), the UUI feature button lights on the phone screen. When you press the UUI key, the UUI icon is displayed, followed by the UUI details. The UUI icon is used to distinguish UUI from other call information, such as collected digits.

#### **Collected digits**

The Agent Status line displays the Info icon followed by the collected digits that are associated with the incoming call.

When this information is cleared from the Agent Status line is dependent on your system configuration.

#### Incoming call ring alert type

- All internal ACD or DAC calls ring with an internal alert type.
- All external ACD or DAC calls ring with an external alert type.
- All internal ACD or DAC priority calls ring with a priority alert type.
- All supervisor assist calls ring with the priority alert type.

# **Message Waiting Indicator**

An illuminated red LED in the upper-right corner of your phone and the **Message** button on the phone faceplate indicate you have unopened voice mail messages. If Visual Alerting is enabled, the corner LED also flashes when you receive an incoming call. Depending on your system configuration, the message waiting indicators indicate messages either for the phone extension, or for the Agent Login ID after agent login. When configured for Agent Login ID, the message waiting indications are for the agent when the agent is logged in. Immediately after agent login, the phone screen displays MWI is indicated for the Agent ID or MWI is indicated for the extension.

# **Chapter 5: Call Center agent operations**

# **Activating After Call Work**

#### About this task

You can activate After Call Work at any time while you are logged in as an agent. When you activate After Call Work during a call, after the call is released, the phone indicates the pending status of After Call Work.

#### **Procedure**

- 1. Press Main menu, and scroll to Features.
- 2. Press Enter.
- 3. From the **Features** list, scroll to **After Call Work**.
- 4. Press Enter.

#### Result

The After Call Work icon appears on the Agent Status line.

# **Activating Auxiliary Work**

#### **About this task**

Use this procedure to notify the system that you are unavailable to answer calls.

#### Before you begin

Ensure that you specify a reason by entering a reason code.

- 1. Press Main menu, and scroll to Features.
- Press Select.
- 3. Scroll to Aux Work.
- 4. Press Select.
- 5. If your system administrator has assigned you with a forced reason code, enter the **Reason Code**.

6. Press Select.

#### Result

The phone screen displays one of the following icons:

- The Agent Status line displays the Aux Work icon followed by the reason code.
- The Top line displays the Aux Work Pending icon followed by the reason code.

# **Activating Interruptible Auxiliary Work**

#### About this task

Use this procedure to notify agents in Aux Work mode when the configured threshold is exceeded.

#### Before you begin

Ensure that you specify a reason by entering an **Interruptible Reason Code**.

#### **Procedure**

- 1. Press Main menu, and scroll to Features.
- 2. Press **Select**.
- 3. Scroll to Interruptible Aux Work.
- 4. Press Select.
- 5. If your system administrator has assigned you with a forced reason code, enter the **Interruptible Reason Code**.
- 6. Press Select.

# **Activating Auto In**

#### About this task

The Auto In work mode enables you to go back to the Automatic Call Distribution (ACD) available queue as soon as you end an ongoing call.



The configuration is available either with the Auto In feature or the Manual In feature.

- 1. Press Main menu, and scroll to Features.
- 2. Press Enter.
- 3. From the **Features** list, scroll to **Auto In**.

#### 4. Press Enter.

#### Result

The Agent Status line displays the Manual and Available icons.

# **Activating Manual In**

#### About this task

Use this procedure to make your status available to service the ACD queue. When you are in Manual In mode, the system automatically changes your status to After Call Work (ACW) as soon as you end the ongoing call.



#### Note:

The configuration is available either with Auto In feature or Manual In feature.

#### Before you begin

Depending on your provisioning, you must enter a stroke count or a Call Work code before being allowed to enter Manual-In mode.

#### **Procedure**

- 1. Press Main menu, and scroll to Features.
- Press Select.
- Scroll to Manual In.
- 4. Press Select.
- 5. To go back to the ACD Available queue, press **Manual In** mode again.

#### Result

The Agent Status line displays the Manual and Available icons.

# **Agent Greetings**

When you work in a call center environment, you can use the Agent Greetings feature. When it is enabled by your system administrator, you can record greetings with your own voice and play them back for incoming calls. You can create up to 6 greeting messages and save them on your phone.

If your system administrator has enabled this option, the phone saves your greetings when you log out of your station and retrieves them when you log in again. If this option is disabled, the phone deletes greetings upon agent logout.

When you record your greeting, you can specify its name (up to 14 symbols) type, subtype (incoming call match criteria), and textual data for the subtype (up to 14 symbols).

When you are logged in as an agent, you can edit and delete your greetings and record new ones. You can record and use the following types of greetings:

Greeting type	Description	Match Criteria
Manual	Use the <b>Greetings</b> soft key to manually start playback of this type of greetings for an incoming call.	None
Auto Answer (default)	The phone automatically plays this greeting for incoming calls or for any incoming calls that doesn't fully match other options.	The phone plays this message for all incoming calls on default or in ready mode for incoming calls when the Agent Status is Available
VDN	Vector Directory Number. Call vectors are commands that route incoming calls to the call center and determine how these calls are processed. The VDN permits each call to be treated uniquely according to a number of factors, including the number the caller dials, the number the caller calls from, the number of calls in the queue, and the time of day or day of the week or both.	Available matches are:  • Anywhere:  The data matches any set of characters in the incoming call-associated display message. This is the option set by default.  • On the left:  The data matches the characters on the left end of the incoming call-associated display message.  • On the right:  The data matches the characters on the right end of the incoming call-associated display message.  • Exact match:  The data matches exactly the entire incoming call-associated display message.

Table continues...

Greeting type	Description	Match Criteria
ANI	Automatic Number Identification. This type of message makes routing decisions based on the caller identity and the number of the originating line.	Available matches are:
		Anywhere:
		The data matches any set of characters in the incoming call-associated display message. This is the option set by default.
		On the left:
		The data matches the characters on the left end of the incoming call-associated display message.
		On the right:
		The data matches the characters on the right end of the incoming call-associated display message.
		Exact match:
		The data matches exactly the entire incoming call-associated display message.
recordings that	Used in call centers with automatic	Available matches are:
	recordings that prompt the caller to enter digits to reach a specific area of	Anywhere:
	assistance in the call center. For example, a caller might be prompted to press 1 to reach Sales or 2 for Billing inquiries.	The data matches any set of characters in the incoming callassociated display message. This is the option set by default.
		On the left:
		The data matches the characters on the left end of the incoming call-associated display message.
		On the right:
		The data matches the characters on the right end of the incoming call-associated display message.
		Exact match:
		The data matches exactly the entire incoming call-associated display message.

You can only record two or more greetings for the manual type. You can record and save only one greeting of other types at a time.

If your phone plays a greeting and playback of another .wav file is triggered, such as an incoming call ring, the phone cancels the greeting playback.

#### Related links

**Creating Agent Greetings** on page 47

Recording a greeting message on page 48

Playing a manual greeting during an incoming call on page 49

Retrieving Agent greetings on page 49

**Deleting an Agent Greeting on page 50** 

# **Creating Agent Greetings**

#### About this task

Use this procedure to record a new Agent greeting and save it on your phone or edit an existing one.

#### Before you begin

Ensure that the feature is activated by the administrator. Contact your administrator for details.

Make sure your headset is plugged in. Recording of Agent greetings is available only from the headset microphone.

#### **Procedure**

- 1. Press Main menu.
- 2. Navigate to Applications > Agent Greetings and press Select.
- 3. Do one of the following:
  - Toggle to an epty greeting line and press **Create** to create a new greeting.
  - Toggle to an existing greeting and press Select to edit an existing greeting.

The phone opens Agent greeting configuration view.

- 4. Toggle to the **Label** line and enter the Agent Greeting name.
- 5. Press one of the following:
  - · Save to save the name
  - · Cancel to clear the Label field

If you enter a label which already exists, the phone displays an error message:

```
Failed: greeting duplicated
```

- 6. Toggle to **Greeting Type** and select the desired greeting type.
- 7. Toggle to **Recording** and press **Record**.

You can record a message up to 10 seconds.

- 8. Press one of the following:
  - · Save to save the name

- · Cancel to clear the Label field
- 9. Toggle to **Match Criteria** and press the **Toggle** softkey to select the desired criterion.

This option is not available if you have selected manual greeting type.

- 10. Press one of the following:
  - Save to save the name
  - Cancel to clear the Match Criteria field
- 11. Toggle to **Match String** and enter a desired match string.
- 12. Press one of the following:
  - · Save to save the name
  - Cancel to clear the Match String field

This option is not available if you have selected manual greeting type.

#### Related links

Agent Greetings on page 44

## Recording a greeting message

#### About this task

Use this precedure to record a greeting message in the Recording dialogue box.

#### Before you begin

Ensure that the feature is activated by the administrator. Contact your administrator for details.

Make sure your headset is plugged in. Recording of Agent greetings is available only from the headset microphone.

#### **Procedure**

- 1. Navigate to Main menu > Applications > Agent Greetings.
- 2. Toggle to an existing or empty greeting on the list and press **Select**.
- Toggle to Recording and press Record.

The phone opens the Recording dialogue box.

- 4. When you are ready to speak, press **Start** and read your greeting message.
- 5. When you finish, press **Stop**.

The recording stops after 10 seconds automatically.

- 6. Press one of the following:
  - · Save to save the name.
  - Cancel to clear the Recording field.

7. (Optional) Press Play to playback your recorded message.

#### Related links

Agent Greetings on page 44

# Playing a manual greeting during an incoming call

#### About this task

Use this procedure to playback manual greetings when you receive an incoming call.

#### Before you begin

Make sure you have at least one valid manual greeting recorded on your phone.

#### **Procedure**

- 1. When there is an incoming call, press **Greeting** softkey.
  - The phone opens the list of all manual greetings.
- 2. Toggle to the greeting you want to playback and press **Select**.

#### Related links

Agent Greetings on page 44

## **Retrieving Agent greetings**

#### About this task

If have stored your greetings on a backup server, you can use this precedure upon logging into another Agent device.

#### Before you begin

Make sure your system administrator has enabled the back up server option for greeting messages storage.

#### **Procedure**

- 1. Log in with your Agent credentials.
  - The phone displays the Agent Skills view.
- Press the **Greetings** softkey.
- 3. From the Agent Greetings list menu, press **Update**

The phone displays the following message when each greeting is loaded:

Updating...

#### Related links

Agent Greetings on page 44

# **Deleting an Agent Greeting**

#### About this task

Use this procedure to permanently delete an Agent greeting message from your phone.

#### Before you begin

Make sure you have at least one recorded Agent greeting message stored on your phone.

#### **Procedure**

- 1. Press Main menu.
- 2. Navigate to **Applications > Agent Greetings** and press **Select**.
- 3. Toggle to the greeting message you want to delete and press **Delete**.

The phone deletes the greeting without confirmation.

#### Related links

Agent Greetings on page 44

# **Chapter 6: Call Center phone operations**

# Answering a call

#### About this task

When you receive an ACD call, the phone displays a string of up to 16 digits on the Agent Information line, if collected digits are associated with the call.

#### **Procedure**

- 1. When you receive an incoming call, you can:
  - Press Answer to answer the call.
  - Press **Ignore** to silence the alerting without answering the call.
- 2. Press End Call to end the ongoing call.

#### Result

If the incoming call has collected digits information, it is automatically displayed on the Agent Information line. The Information icon appears before the digits.

If the incoming call has user-to-user information associated with it, the UUI feature button lights. When you press the UUI feature button, the phone displays UUI on the Agent Information line, with the UUI icon appearing before the call information. The UUI replaces the collected digits information for a short period of time before returning to display the collected digits information.

When you receive an incoming call, the phone uses the Vector Directory Number (VDN) name feature and displays certain information about the caller on the phone screen.

To use a headset to answer the calls, connect the headset to the phone, and press the **Headset** button. The handset is deactivated and the **Headset** button lights.

### Note:

If you press the **End Call** softkey to end the call, the light on the **Headset** button might turn off. You can still use the headset to answer the next call.

# Handling calls and conferences using Multiple Device Access

#### About this task

With the Avava Aura® and Multiple Device Access feature, you can have up to ten devices configured with the same extension number. You can use this extension number to transfer active calls between your devices.

#### Before you begin

Ensure that the system administrator has activated the Multiple Device Access feature (MDA) for your extension.

#### **Procedure**

- 1. Initiate a call from your phone.
- 2. To transfer the call to another phone, press **Bridge** on your phone.

If the MDA phone that is joining the call uses a different signaling mode address family, you might notice the Limited Service icon appear on your device for a brief moment. After the MDA phone that is joining the call switches to using the signaling mode address family of the active call, the icon disappears.

### Stroke counts

Your administrator can define up to nine different customer-related events using keys 0 through 9 using the Stroke Counts feature.



#### Note:

Audio quality issues are tracked using Stroke Count 0. You can enter the stroke count while in any agent state or work mode.

Use these pre-defined keys to report the number of times that a particular event occurs. On a single call, you can send any of the configured stroke counts and repeat them as many times as the incident occurs.

You can enter a stroke count in one of the following states:

- Active state on an ACD or DAC call.
- ACW state after disconnecting from a call.
- · Timed ACW state after disconnecting from a call.

The phone displays **INVALID STATE** on the Top line and you cannot see the stroke information, if you are not in one of these states. Also, the LED associated with this feature or the touch phone equivalent flutters.

Your Feature screen displays **Stroke Count (#)**, where **#** is the number from 0 to 9 that your system administrator has defined for specific customer events.

#### Related links

Sending stroke counts on page 53

## Sending stroke counts

#### About this task

Use this procedure to send the stroke count information to the Avaya Aura® Call Center Elite server.

#### **Procedure**

- 1. Press Main menu, and scroll to Features.
- 2. Press Select.
- 3. Scroll down to Stroke Count.
- 4. Press Select.

#### Related links

Stroke counts on page 52

### Call Work codes

With the Call Work Code feature you can enter a Call Work code, if configured by your system administrator. The Call Work code can be up to 16 digits in length.

To enter Call Work codes, you must be logged in and be in one of the following states:

- Active on an ACD or DAC call
- · ACW state after disconnecting from a call
- Timed ACW state after disconnecting from a call

#### Related links

Sending Call Work codes on page 53

# **Sending Call Work codes**

- 1. Press Main menu, and scroll to Features.
- 2. Press Select.

- 3. Scroll down to Call Work Code.
- 4. Press Select.
- 5. Type the code.
- 6. Press #.

#### **Related links**

Call Work codes on page 53

### **Queue Stats**

The Queue Stats feature displays the following information on the phone screen for 10 seconds:

- The configured name of the skill group associated with the Queue Stats feature button
- The time of the oldest call in queue
- The number of calls in queue

The Queue Stats feature button label is displayed as Queue Stats followed by the skill number in brackets, for example, **Queue Stats (4)**.

#### Related links

Viewing Queue Stats on page 54

### **Viewing Queue Stats**

#### **Procedure**

- 1. Press Main menu, and scroll to Features.
- 2. Press Select.
- 3. Scroll down to Queue Stats.
- 4. Press Select.

#### Related links

Queue Stats on page 54

# **Enabling wireless headset bidirectional signaling**

#### Before you begin

Check if the headset supports electronic hook switch (EHS) signaling.

### Note:

**Headset Signaling** setting is used to configure only DECT headsets and cannot be applied to Bluetooth headsets.

#### **Procedure**

- 1. Press the Main menu.
- 2. Scroll to Settings and press Select.
- 3. Scroll to Audio settings and press Select.
- 4. Scroll to Headset signaling.
- 5. Press Select to select Options & Settings > Call Settings > Headset Signaling.
- 6. Press **Toggle** to select one of the following options:
  - **Disabled**: Disables signaling from the phone to the headset.
  - **Switch hook and alert**: Activates the link to the headset if you press **Headset**. When the phone receives an incoming call, you hear the alert tone in the headset.
  - **Switch hook only**: Activates the link to the headset if you press **Headset**. When the phone receives an incoming call, you do not hear the alert tone in the headset.
- 7. Press Save.

### **Presence**

With the Presence feature, you can monitor the status of your contacts in real time. The administrator must activate this feature to display presence information on your Phone screen.

You can change your status manually so that other users can see your availability for communication.

#### Related links

Presence icons on page 35

Viewing the Presence status of your contacts on page 56

Changing your Presence status on page 57

#### Presence icons

Presence icons for Avaya J169 IP Phone and Avaya J179 IP Phone look similar, but Avaya J169 IP Phone has grayscale icons and Avaya J179 IP Phone has color icons.

The following table lists presence icons for the Avaya J189 IP Phone and their description:

Icon	Status	Description
	Available	Contact is available and can communicate.
3	On a call	Contact is on a call.
0	Busy	Contact is busy.
<u>L</u>	Away	Contact is away from the phone.
	Do Not Disturb	Contact does not want to communicate.
0	Out of Office / Offline	Out of Office: Contact is out of office.
		Offline: Contact is offline or wants to appear invisible.
•	Unknown	The presence status of the contact is unknown or the phone is not registered.
<b>9</b>	Automatic	The presence status is automatically set based on your current activity on the phone.

#### **Related links**

Presence on page 55

## Viewing the Presence status of your contacts

#### Before you begin

- Ensure that the feature is activated by the administrator. Contact your administrator for details.
- Set Track Presence option to Yes when you add or edit a contact in the Contacts list.

#### **Procedure**

- 1. Press Contacts.
- 2. **(Optional)** To navigate through **Main menu**, do the following:
  - a. Scroll to Applications and press Select.
  - b. Scroll to **Contacts** and press **Select**.
- 3. Scroll to the required contact.

The phone displays the corresponding Presence icon of the contact.

#### **Related links**

Presence on page 55

# **Changing your Presence status**

#### Before you begin

Ensure that the feature is activated by the administrator. Contact your administrator for details.

#### **Procedure**

- 1. Press the Main menu.
- 2. Scroll to **Applications** and press **Select**.
- 3. Scroll to My Presence and press Select.
- 4. (Optional) Scroll to Automatic.
- 5. Scroll and press **Select** to choose one of the following:
  - Available
  - Busy
  - Away
  - Do not Disturb
  - Out of Office
  - Offline
- 6. Press Save.

#### Related links

Presence on page 55

# Redirecting calls when Do Not Disturb is active

#### About this task

When your Presence status is set to **Do not disturb**, the incoming calls are redirected to the voice mail. Use this procedure to define the link between the **Send All Calls** feature and the presence status **Do not disturb**. Depending on the settings made by your administrator, the phone screen displays the feature menu options.

#### Before you begin

Ensure that your administrator enables this feature.

- 1. Press the **Main menu**.
- 2. Scroll to **Settings** and press **Select**.
- 3. Scroll to Applications and press Select.

- 4. Scroll to **Presence integration**, and press **Select**.
- 5. Scroll to System DND link.
- 6. Select one of the following depending on your requirement:
  - Default (No link)
  - No link: Do not activate the Send all call feature when you enable Do Not Disturb.
  - One-way link: Activate the Send all call feature when you enable Do Not Disturb.
  - Two-way link: Activate the Send all call feature when you enable Do Not Disturb and vice versa.
- 7. Press Save.

# **Vu Stats**

The Vu Stats feature allows the phone to display specific reporting details, such as information related to VDNs, skills, trunks, or agents.

The format of the information that the Deskphone displays depends on how your system administrator has administered the format number associated with the feature button. Supported format numbers are 1 to 50. This information is displayed on the Agent Information line.

If the information exceeds one line, select the Agent Information line by pressing the feature button next to it, and use the All softkey to view the full Vu Stats information.

If the current format number is linked to another format number through format number configuration, then the Next softkey would be displayed when the Agent Information line is selected while Vu Stats is displayed. Press **Next** to view the Vu Stats information associated with the next format number. Press **ExitVu** on the Agent Information line to deactivate the Vu Stats session.

#### Related links

Viewing Vu Stats on page 58

### **Viewing Vu Stats**

#### **Procedure**

- 1. Press **Main menu**, and scroll to **Features**.
- Press Select.
- 3. Scroll to Vu Stats.
- Press Select.

#### Related links

Vu Stats on page 58

# **Supervisor Assist**

Use the Supervisor Assist feature if you need assistance from your supervisor during a call, or if you are not on a call and need to contact your supervisor. When your supervisor answers the call, you can opt to conference your supervisor with the caller, transfer the ongoing call to your supervisor, or drop your supervisor and go back to the current call.

The phone displays the Supervisor Assist feature button label as **Assist (#)**, where **#** is the skill number. However, the skill number may be blank. If the skill number is blank, Avaya Aura<sup>®</sup> Call Center Elite determines the appropriate skill number to be associated with the Supervisor Assist call.

# Viewing Adjunct/Switch Application Interface User-to-User Information

#### About this task

If the incoming call has User-to-User Information (UUI) associated with it, the UUI feature button lights on the phone screen. When you press the UUI feature button, the phone displays the User-to-User Information on the Agent Information line, with the UUI icon appearing before the call information. UUI replaces the collected digits information for a short period of time before returning to display the collected digits information.

#### **Procedure**

- 1. Press the UUI feature button to view the information associated with the call.
- 2. If UUI associated with the call is too long to fit in the phone screen, press **Next** to see all the UUI details.
- 3. Press **Exit** to clear UUI from the phone screen.

### **Service Observe**

With the Service Observe feature, as a supervisor, you can monitor a phone call to observe the call quality. You can also provide on the job training by coaching the agent during the service observe.

You can activate the feature from the phone when you are not logged in as an agent or when you are logged in as an agent, but you are in AUX state.

The Service Observe feature has the following modes:

- Basic: You can activate the feature in Listen-only mode. You can switch from Listen-Only mode to Talk or Coach mode if your administrator configures it.
- No-Talk: You can activate the feature in Listen-only mode and cannot switch to Talk mode.

- Next Call: You can activate the feature in Listen-only mode for the next call. You can switch from Listen-Only mode to Talkor Coach mode if your administrator configures it.
- By-Location: You can activate the feature in Listen-only mode for a Vector Directory Number (VDN). You must provide a VDN and a location ID. You can observe the call only when the agent at the required location connects to a call. You can switch from Listen-only mode to Talkor Coach mode if your administrator configures it.

Depending on your requirement you can use the following options:

- Listen-only: In the Listen-only mode, you can silently monitor the call.
- Talk: In the Talk mode, you can talk to the agent and the caller.
- Coach: In the Coach mode, you can talk only to the agent. The caller will not hear you talking to the agent.

Use the Computer Telephony Integration (CTI) client to remotely activate or deactivate the Service Observe feature. For information on using the CTI client, see Avaya Aura<sup>®</sup> Application Enablement Services documentation.

#### **Related links**

Activating Service Observe on page 60

Deactivating Service Observe on page 61

Assisting an agent on an observed call on page 61

### **Activating Service Observe**

#### About this task

You can activate the Service Observe feature to observe a call to an IP Phone, agent, or a Vector Directory Number (VDN). The phone displays the observing modes depending on the configuration made by your administrator.

#### Before you begin

Ensure that you are not logged in as an agent. If you have already logged in as an agent, ensure that you are in AUX mode.

- 1. Press Main menu, and scroll to Features.
- 2. Press Select.
- 3. Scroll down to Service Observe.
- 4. Press Select.
- 5. Select one the following options:
  - Basic
  - No-Talk
  - Next Call

#### By-Location

6. Enter the extension of the phone or agent or the VDN that you want to observe and press **Enter**.

#### Related links

Service Observe on page 59

## **Deactivating Service Observe**

#### About this task

You can deactivate the Service Observe feature by using any one of the items in the procedure.

#### Before you begin

Ensure that the Service Observe feature is active.

#### **Procedure**

To deactivate Service Observe, perform one of the following:

- While on the Call Observation line, press the EndCall softkey.
- · Answer an incoming call.
- · Select an idle Call Appearance line.
- · Change to an on-hold call.
- Go on-hook.
- Log out.
- Press Hard Release Key.

Available only on Avaya J189 IP Phone.

#### Related links

Service Observe on page 59

# Assisting an agent on an observed call

#### About this task

You can assist an agent whose call you are observing by choosing either Coach or Talk mode. If you choose Coach, the caller cannot hear you when you are speaking to the agent. If you choose Talk, you can talk to the caller and the agent.

You can assist an agent whose call you are observing by choosing Talk mode. If you choose Talk, you can talk to the caller and the agent.

#### Before you begin

Ensure that your administrator configures the Coach and Talk feature and you are already observing a call.

#### **Procedure**

- 1. While on the Call Observation line, press the Coach softkey to assist your agent.
- 2. While on the Call Observation line, press the **Talk** softkey to talk to your agent and the caller.

#### Related links

Service Observe on page 59

# Long-term acoustic exposure protection

Avaya J100 Series IP Phones have the long-term acoustic exposure protection to prevent the users from getting acoustic shocks. This feature reduces the loud volume of the conversations on the phone call to permissible acoustic limits. The user can set the permissible acoustic limit to dynamic or predefined static values. If a dynamic setting is selected, the feature activates itself and gradually reduces the loud volume of the phone conversations to prevent from reaching the damaging decibel levels.

Long-term acoustic exposure protection feature satisfies OSHA, ETSI and employee health safety requirements.



#### Important:

Only L100 Series Headsets with RJ9 connector support long-term acoustic exposure protection when the headset profile is set to **Profile1**.

#### Related links

Configuring Long term acoustic protection on page 62

## Configuring Long term acoustic protection

#### About this task

Long-term acoustic protection feature reduces the loud volume of the conversations on the phone call to permissible acoustic limits, you can configure the long-term acoustic exposure protection for your headset.

#### Before you begin

Ensure you set the headset profile to Profile1, and use L100 Series Headsets.

- 1. Press the Main menu.
- Scroll to Settings and press Select.
- 3. Scroll to **Audio** settings and press **Select**.
- 4. Scroll to Long term acoustic protection, and press Select.

- 5. Choose one of the following and press **Select**:
  - Default: Sets the acoustic protection values to one of the following options that your administrator sets:
    - Dynamic
    - 8 hours
    - 4 hours
    - Off

Administrator configured value will be chosen as the default value.

- Off: Sets the acoustic protection off.
- **Dynamic**: Sets the acoustic feature to Dynamic, which activates itself and gradually reduces the loud volume of the phone conversations to prevent from reaching the damaging decibel levels.
- 4 hours: Sets the acoustic protection for 4 hours.
- 8 hours: Sets the acoustic protection to 8 hours.
- 6. Press Save.

#### **Related links**

Long-term acoustic exposure protection on page 62

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