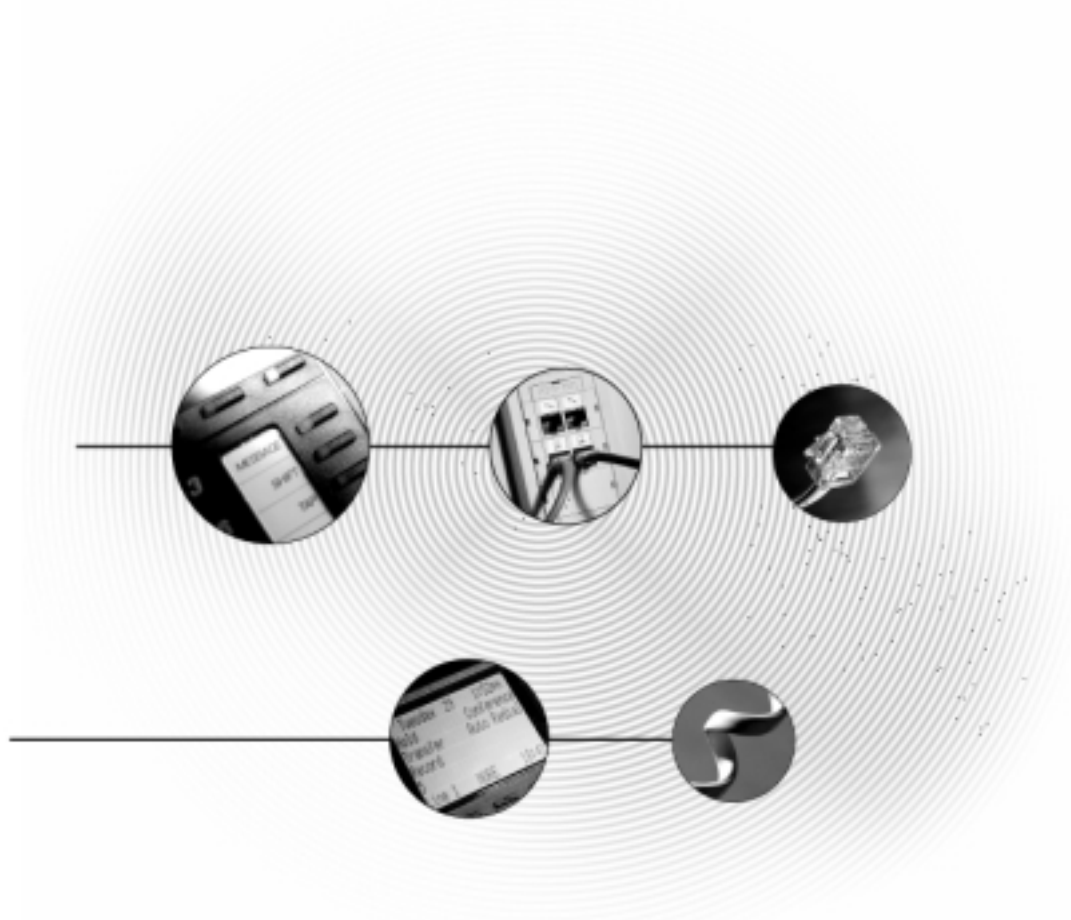


Quick Q

Agent's User Guide for
the Scout Telephone



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The Rising Star™

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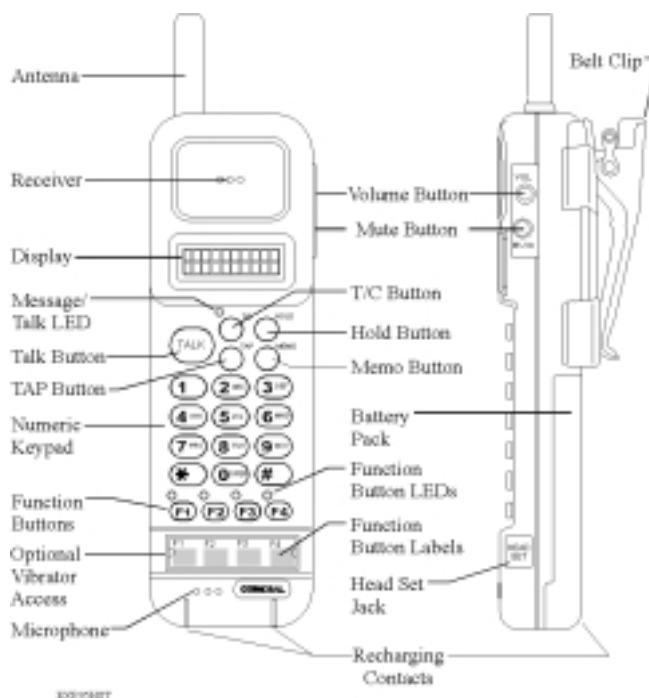
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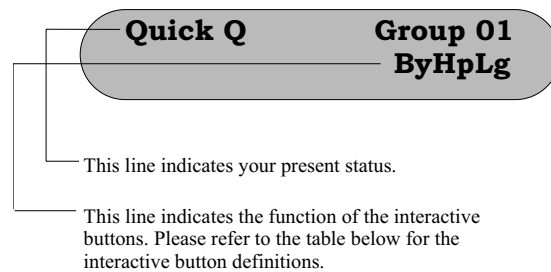
Notes

The Scout Telephone for Agents

- *QuickQ* versions using software release 3.0 (or later) allow the use of up to nine Scout digital wireless telephones. Using these telephones provides users with maximum freedom to move about within the call center.
- The F1 button should be programmed as the OAI button (labeled ACD) on your Scout telephone. This button enables you to sign into *QuickQ*. Buttons F2, F3, and F4 should be programmed to function the same as the three interactive buttons on the proprietary 12-button and 24-button telephones while *QuickQ* is active.
- All displays shown in this guide are as seen on the 20-character (10 characters x two lines) Scout display.



Description of the Display (Idle Display)



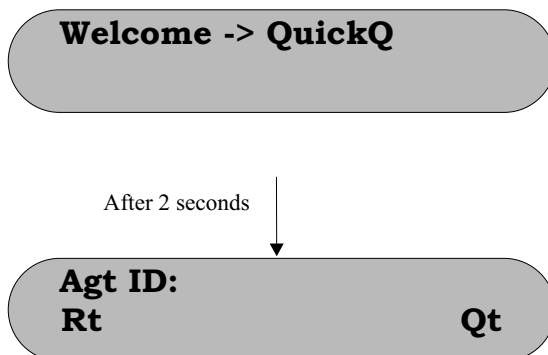
Scout Interactive Button Definitions			
Scout Display	Standard Display	Scout Display	Standard Display
Ab	ABORT	Ok	OK
Ac	ACC (account)	Ot	OUT
Ag	AGENT	Py	PLAY
Al	ALL	Qt	QUIT
As	ANSWER	Rd	READY
By	BUSY	Rc	RECORD
Cf	CONF	Rj	REJECT
Cn	CANCEL	Rs	RELEASE
Cr	CLEAR	Rp	REPORT
Dy	DAY	Rt	RETRY
Ex	EXIT	Rn	RETURN
Hp	HELP	Sn	SCAN
Hd	HOLD	Se	SELECT
In	IN	Sk	SKIP
Lg	LOG	Sp	SPEC'L (special)
Lg	LOGOUT	St	STOP
Mn	MENU	Tr	TRANS (transfer)
Md	MODE	Vc	VOICE
Ms	MSG (message)	Wp	WRAPUP
Nt	NIGHT	Ys	YES
No	NO		

Interaction with FXS/DXP

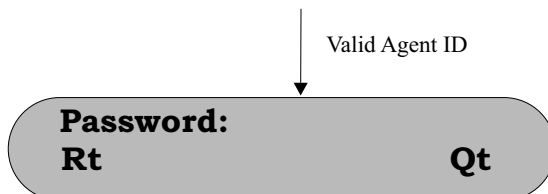
- To access FXS/DXP features, press the ACD button to exit *QuickQ*, if enabled. Then, press F4 (intercom) followed by the desired feature code.
- Your telephone will respond normally when you access FXS/DXP features. During FXS/DXP feature operation, *QuickQ* will be suspended. This is indicated by a flashing red light above the ACD button. After completing the DXP feature, press the ACD button to resume ACD operation.
- *Do Not Disturb* prevents your phone from ringing on non-ACD calls; that is, intercom calls and personal calls.
- *Call Forward* forwards non-ACD calls only; that is, intercom calls and personal calls.

Signing-in to QuickQ

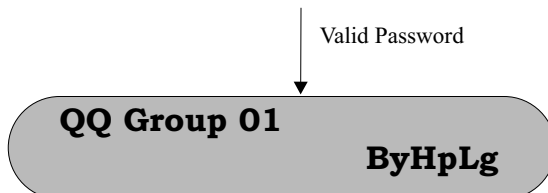
- Press the ACD (F1) button (OAI button).



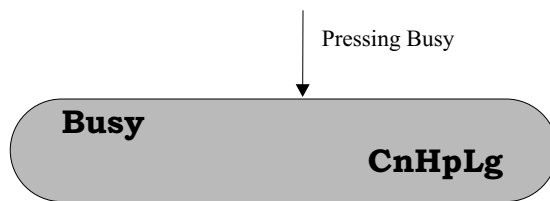
- Use the keypad to enter your ID number. Press the Rt (retry) Interactive button if you enter an incorrect digit.



- Enter your password digits.



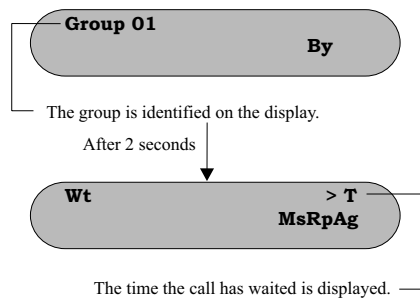
- The above display indicates you are now signed in as an ACD agent, ready to accept incoming calls. If it is necessary for you to leave your desk, press the By (busy) interactive button. This will prevent the ACD from sending calls to you when you are unable to answer.



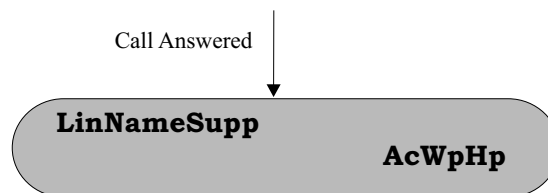
- The system will automatically set your telephone to Busy under the following conditions:
 - if you do not answer an ACD call sent to you
 - if you place or answer an internal call
 - if you answer a transferred call
 - if you place an outgoing call during the wrap-up time

Receiving An ACD Call

- When an ACD call is directed to you, your telephone will ring and the display will indicate the following:



- If you do not answer this call within the programmed redirect threshold time, the call will automatically go to another agent. When the call is redirected, the ACD will automatically make your telephone busy.
- If you are unable to take this call, press the By (busy) interactive button, the system will redirect the call to another idle agent. If there are no available agents, your display will indicate "All Agents Busy". You must then answer to avoid losing the call.
- To answer the call, lift the Handset; or if using a headset, press TALK.



- During your conversation, the above display remains on your telephone.

Transferring An ACD Call

- When transferring a call, be aware that you are responsible for the transferred call until the intended party answers the call.

Line Name **Supp 901**
 AcWpHp

- To transfer a call, press the T/C button.
- Announce the call to the intended party (paging may be helpful for this).

Line Name **Supp 901**
 AcWpHp

- Press the Wp (wrap-up) interactive button to disconnect from that call. Your display will enter the WRAP-UP mode (refer to page 10).
- If the transferred call is not answered, the call will automatically recall to your telephone (regardless of your activity).

Requesting Help

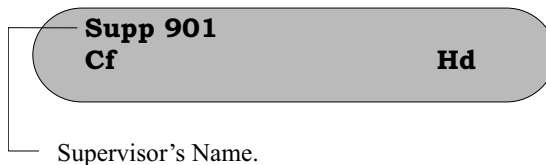
- The Help function calls the supervisor without interrupting your present conversation.
- During your conversation, press the HELP interactive button.



When the supervisor responds to your request:



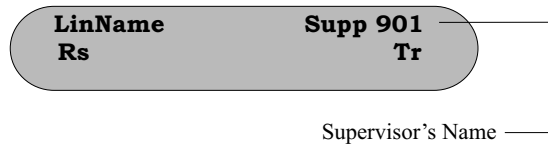
After 2 seconds.



- You now have the option to add the supervisor to your conversation (CONFERENCE) or to place the caller on HOLD while you discuss the situation with your supervisor.

Selecting Conferencing During Help

- After requesting HELP, press the CONF interactive button to conference the supervisor, the caller and yourself.



- The top line of the display identifies the line and supervisor, indicating a conference. Press the RELEASE interactive button to drop the supervisor from the call. Press the TRANS interactive button to send this call to the supervisor.

Selecting Hold During Help

- Press the Hp (hold) Interactive button.

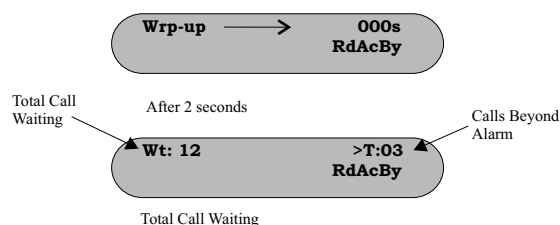


- This action places the caller on hold and connects you directly with your supervisor.

Cf (conference)	Connects the supervisor, caller, and yourself.
Rt (return)	Return to the caller and release the supervisor.
Tr (transfer)	Transfer the caller to the supervisor and disconnect yourself.

Wrap-up: Disconnecting from a Call

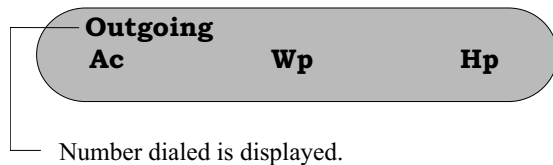
- To complete a call, hang up the receiver. The system provides a preprogrammed wrap-up time to allow you to complete any after call work. During the wrap-up time, no calls will be directed to you.



- The display indicates the number of calls holding and the number of calls waiting longer than the programmed acceptable time (alarm threshold).
- After the wrap-up time has expired, your telephone will return to the IDLE display.
- You can bypass the wrap-up time by pressing the READY interactive button, or you can select the BUSY interactive button during the wrap-up time, should you require more time or need to leave your desk.

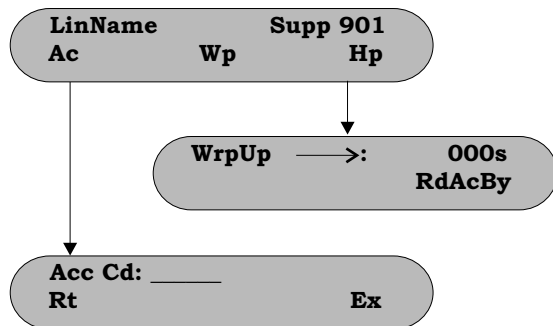
Placing Outgoing Calls

- Select an outgoing line.

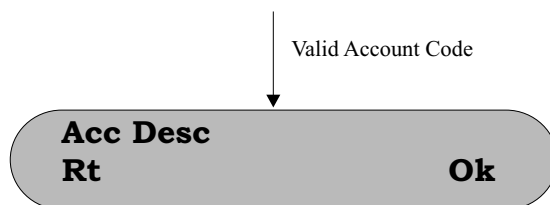


Assigning an Account Code

- To assign an account code to a call, press the Ac (account) Interactive button during or after the call. Account codes must be preset by the supervisor and can be used on both incoming and outgoing calls.



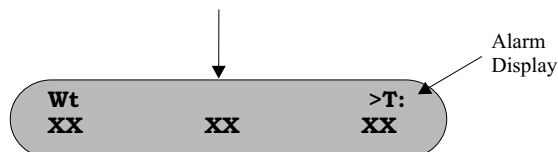
- Enter through the key pad the Account Code; should you enter an incorrect digit, press the Rt (retry) interactive button.



- If correct, press the Ok interactive button to return to the previous state.
- Calls can have more than one account code. To enter additional codes, repeat above exercise for each.

Alarm Condition

- An alarm tone sounds on your telephone when waiting calls have exceeded the time on hold set by your supervisor.



- This alarm will sound regardless of your activity (idle, busy, or on a call).

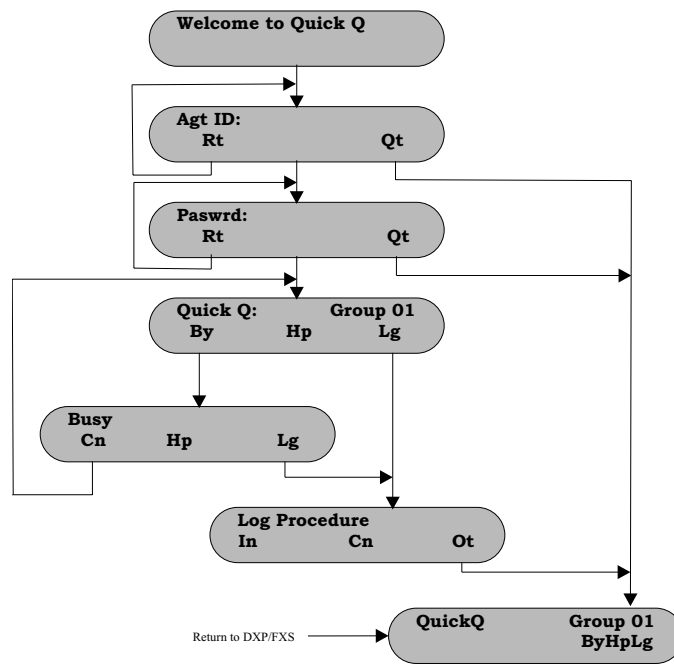
Things to Remember

- If your display is blank, your telephone is either not logged-in or *QuickQ* is suspended. Press the ACD button to resume.
- *QuickQ* will automatically make your telephone Busy if you miss an ACD call.
- *QuickQ* will temporarily make your telephone Busy if you:
 - answer a transferred call
 - retrieve a parked call
 - answer or place an intercom call
 - answer or place a non-ACD call

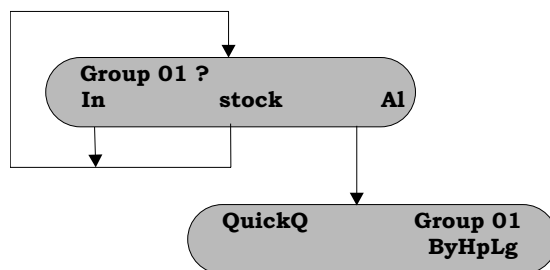
When you complete either of the above actions, the system will automatically return you to your previous state.

- Log out if you are leaving for the day.
- You cannot log out if you are the last agent in the group. At the preset closing time, the system will automatically log you out.
- Remember to make your telephone Busy if you are leaving your desk or unable to answer ACD calls.

Log-in Procedure

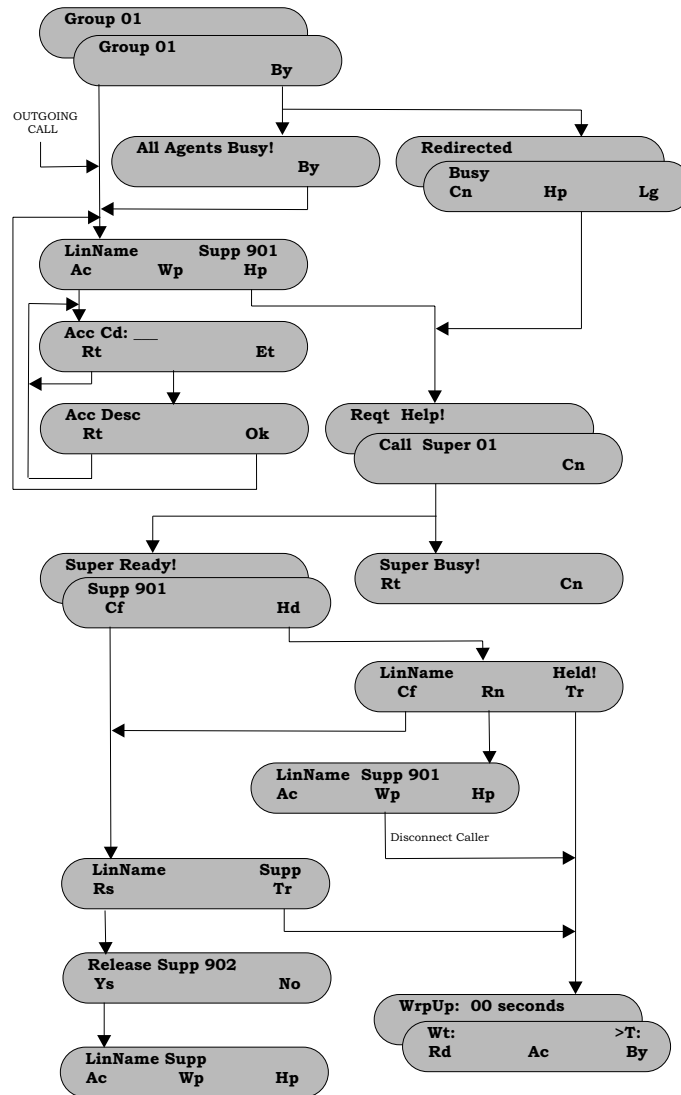


Log-in for Multiple Groups



NOTE: Each group that you belong to is displayed in the order of your priority in each one. For example, if you belong to three groups (1, 2, and 3) and your priority is highest in group 3, Group 3 is displayed first.

Signing-in to QuickQ



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