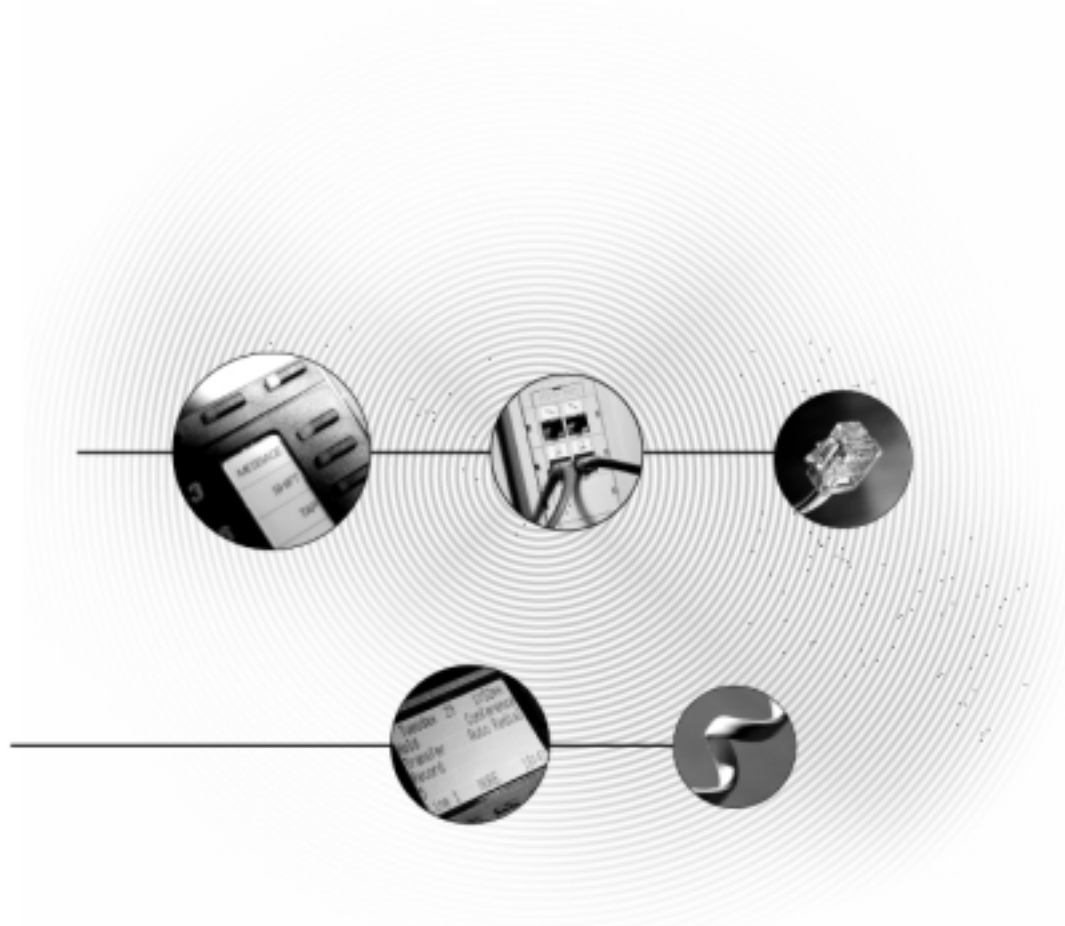


Quick Q

Supervisor's User Guide for  
the Scout Telephone



GCA70-345.02 11/00

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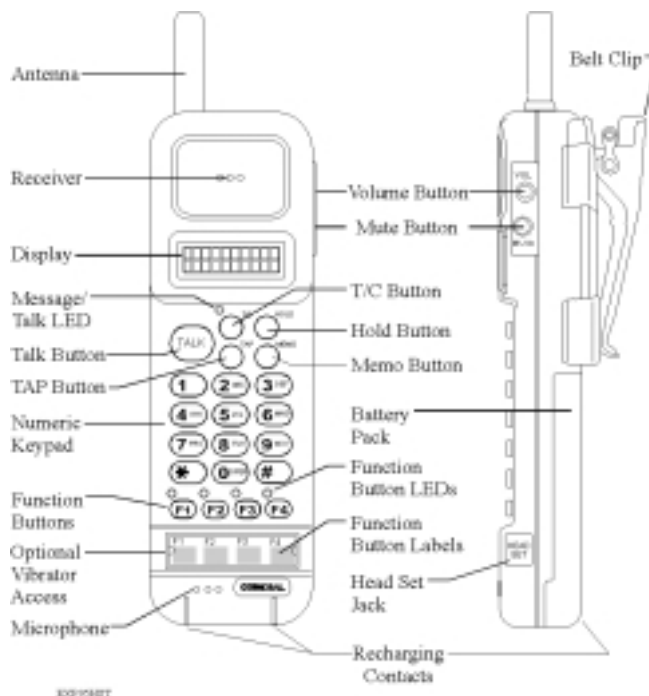
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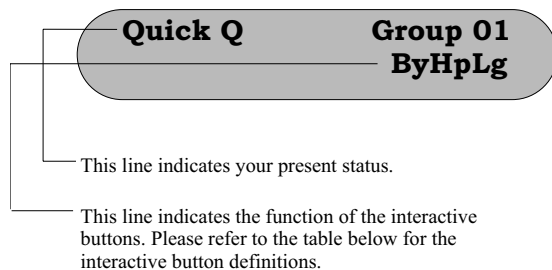
**Notes**

## The Scout Telephone for Supervisors

- *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.



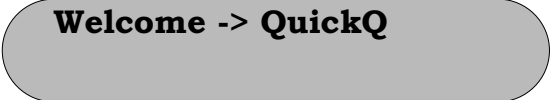
## Description of the Display (Idle Display)



<b>Scout Interactive Button Definitions</b>			
<b>Scout Display</b>	<b>Standard Display</b>	<b>Scout Display</b>	<b>Standard Display</b>
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		

## Signing-in to QuickQ

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



**Welcome -> QuickQ**

This display notifies you that you are about to log into QuickQ.

After 2 seconds



**Agt ID:**  
**Rt** **Qt**

This display prompts you to enter your ID number.

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

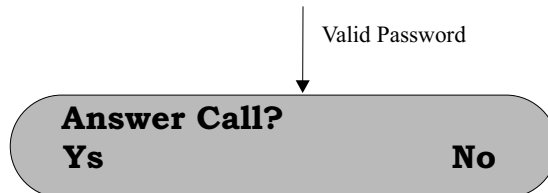
Valid Agent ID



**Password:**  
**Rt** **Qt**

This display prompts you to enter your password.

- Enter your password digits.



You will have full access to all supervisor functions regardless of your choice.

- IF you want to answer ACD calls for your group, press the Ys (yes) Interactive button. ACD calls will be sent to you according to the agent availability and your priority level. If you do not want to be part of the answering group, press the No Interactive button.



This display is the idle display. If you are accepting ACD calls, they will *only* be sent to you while you are in the idle state.

- The above display indicates you are now signed into Group 1, and the group is in Dy (day) mode. To access the supervisor menu, press the Mn (menu) Interactive button. To change the mode of operation, press the Md (mode) Interactive button. To log out of *QuickQ*, press the Lg (log) Interactive button.



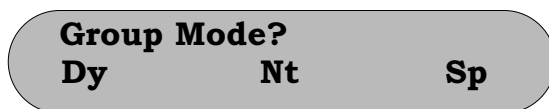
## Changing the Mode of Operation

- The idle display indicates the current mode of operation for the group.



The display indicates that group 1 is in day mode.

- To change the mode of operation manually for the group, press the Md (mode) Interactive button.



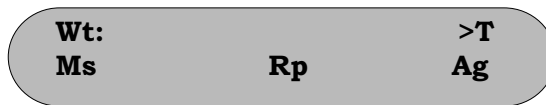
Three modes of operation are available; day, night and special.

- Press the Interactive button that corresponds to the desired mode of operation for your group as follows:

<b>Dy (day)</b>	Day announcements and call routing.
<b>Nt (night)</b>	Night announcement and disconnect.
<b>Sp (special)</b>	Special announcement and disconnect.

## Recording Announcements

- To record the announcements for your group, press the Mn (menu) Interactive button from the idle display.

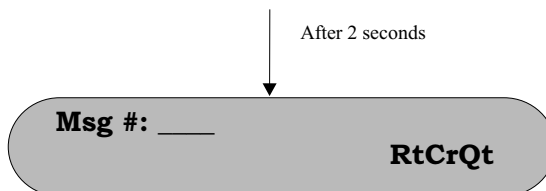


This is the supervisor's menu display. All supervisor features are accessible through this display.

- Press the Ms (msg) Interactive button. The system will then call the digital voice announcer to access a voice port. Once a voice port is available, the following display is shown.



Indicates how much time is currently available for recording.



Clear all messages or choose a specific message to record.

- Enter the desired message number.

**Msg 01:** **000s**  
**RcPyQt**

Indicates the current time recorded for this message.

- When you are ready to record the announcement, lift the handset and press the Rc (record) Interactive button. Wait for the tone, and then start speaking into the handset. Press the St (stop) Interactive button when you are finished recording.

**Record Msg**  
**01** **St**

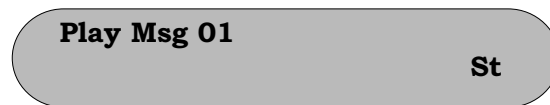
Indicates which message you are recording.

**Accept Message?** **YsNoPy**

Allows you to review, reject or accept the message recorded.

- To accept the message recorded, press Ys (yes). You will then return to the Time free display to allow you to continue recording additional announcements. If you do not want this message, press No. The system will immediately begin recording again.

- If you want to review the recorded announcement, press the Py (play) Interactive button.



Indicates which message is being played.

- Once you press St (stop), you will be prompted to accept, reject or review the message again. Press the appropriate Interactive button.
- To return to the Idle display, press Qt (quit).
- Refrain from recording messages during peak calling periods, since while you are recording you are using one of the voice ports. This could result in longer than usual ring delays for callers.

## Viewing Current Reports

- The supervisor can view current reports on answered and abandoned call statistics. These statistics are based on line activity for the group.

*Note: If your group does not have lines assigned to it, this report will show zeros.*

- From the idle display, press Mn (menu).



**Wt:** **>T**  
**MsRpAg**

- Press the Rp (report) Interactive button.

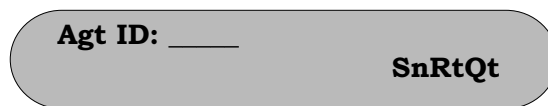


**A: 123** **L : 4**  
**Qt**

- To return to the idle display, press Qt (quit).

## Monitoring Agents

- The group supervisor can monitor agent activity and silently monitor conversations. From the supervisor menu, press the Ag (agent) Interactive button.

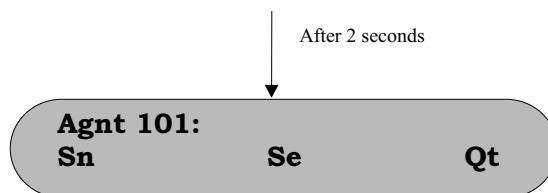


Allows you to select the specific agent you want, or to have the system select an agent.

- Enter the ID number of the agent you want to monitor, or press Sn (scan), and the system will select an agent for you.



Indicates the selected agent and the time the agent has been in his or her current state.



Shows the current state of the selected agent. This agent is on an incoming call.

- Press the Sn (scan) Interactive button to view another agent, or press the Qt (quit) Interactive button to enter another agent's ID.
- To silently monitor an agent's conversation, press the Se (select) Interactive button. You will then be able to listen to the conversation without the agent or the caller hearing you.



Indicates which agent's conversation you are monitoring.

- Press Sn (scan) to have the system select another agent, or press Qt (quit) to enter another agent's ID. Press Qt (quit) twice to return to the idle display.

## Responding to Help

*Note: You must be in the Idle state (see display below) to be available to your agents for help.*

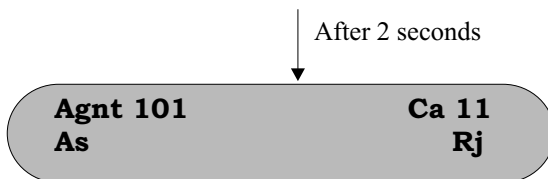


Indicates Idle state with group 1 in the day mode.

When an agent in your group requests help, your telephone will beep and this display will appear.

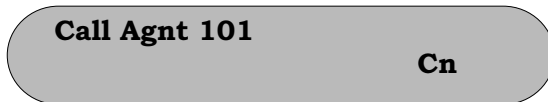


Indicates an agent is requesting your assistance.



Indicates the name of the agent requesting help.

- To reject the call for help, press the Rj (reject) Interactive button. The agent will be notified that you are unavailable.
- To answer, press the As (answer) Interactive button. The system will then call the agent.



Indicates the name of the agent requesting help.



- When the agent answers, you will either be connected to the agent and the caller, or just the agent (at the agent's discretion). The agent has the option to transfer the call to you, or disconnect you from the conversation. While connected to this call, your display will be as follows.



Indicates the name of the agent requesting help.

- To disconnect from the conversation, press Qt (quit).

## Receiving ACD Calls

- When you sign into the *QuickQ*, you can choose to accept ACD calls, but you cannot transfer a call into any ACD queue. However, you can transfer a call to any individual agent using the agent's intercom number. Please refer to the *Agent's User Guide* for details on receiving ACD calls.

## Placing Outgoing Calls

- Select an outgoing line and dial the number. Please refer to the *Agent's User Guide* for details on placing outgoing calls.

## 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.
- If the transferred call is not answered, the call will automatically recall to your telephone (regardless of your activity).

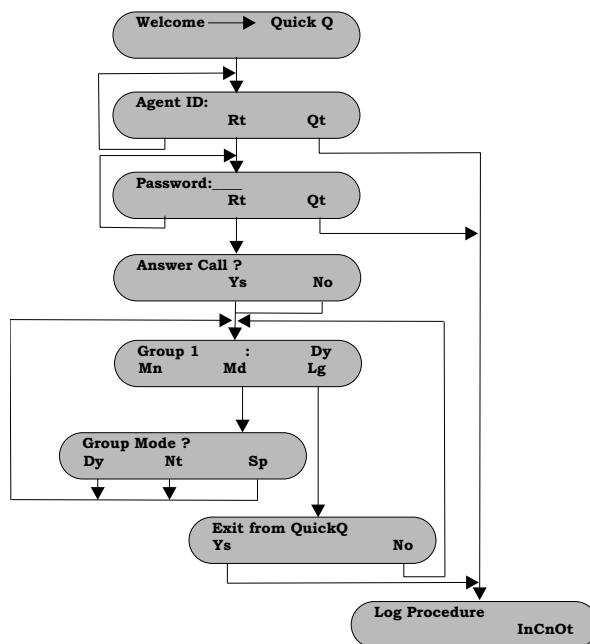
## Assigning an Account Code

- Account codes can be assigned to both incoming and outgoing calls. Multiple account codes can be given to individual calls. Please refer to the *Agent's User Guide* for details on assigning account codes.

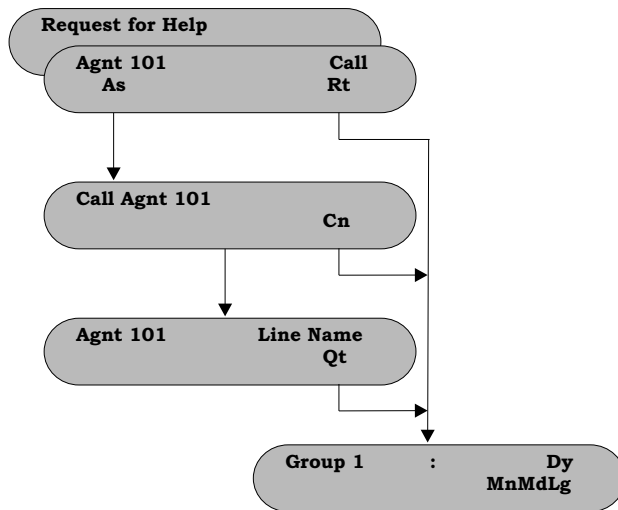
## Things to Remember

- If your display is blank, your telephone is either not logged-in, or the *QuickQ* is suspended. Press the *QuickQ* button to resume.
- The agent cannot log out if he or she is the last one in the group to answer. To log out after answering last, the agent must change the mode of operation to Night or Special and then log out.
- If you choose to accept ACD calls, be sure to log out or press the menu Interactive button to make your station busy when you leave your desk or when you are unable to answer ACD calls.

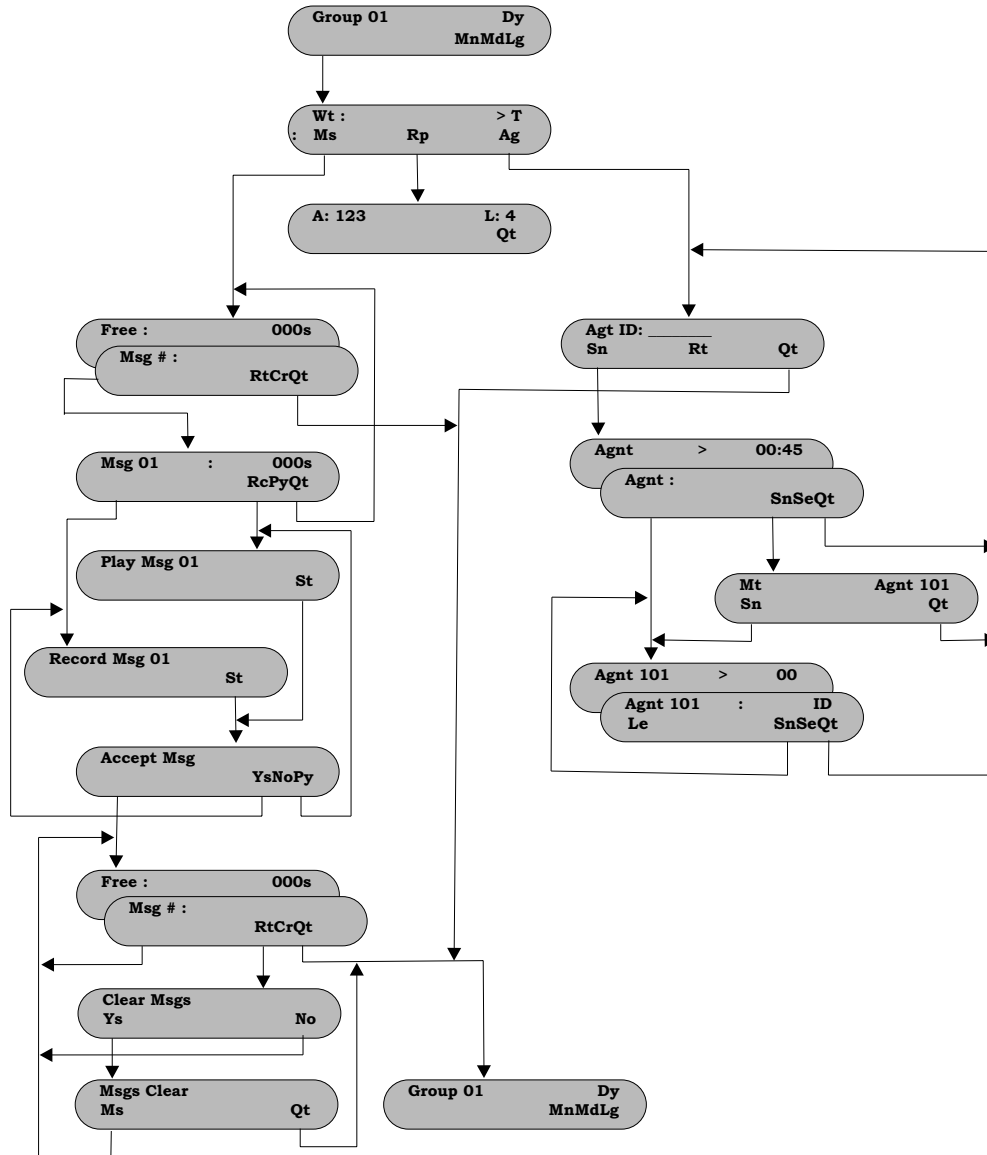
## Log-in Procedure



## Responding to Request for Help



## Supervisor's Menu



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