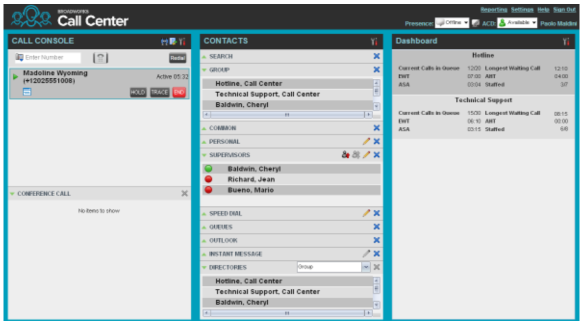
Hosted Thin Call Center

Agent Quick Reference Guide



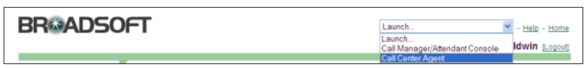
Agent Tasks

Logging-in to Call Center

Call Center is hosted on BroadWorks and you access it over the network either from your web portal or from a web browser.

To launch Call Center via the Web Portal:

1. Log in to: https://bvoip.hawaiiantel.com to access your Hawaiian Telcom web portal.
2. Enter your ***User ID***: (10-Digit number)@voip.hawaiiantel.net.
3. Enter your ***Password***.
4. From the Launch drop-down at the top right-hand side of the logo pane, select the ***Call Center Agent.***



To launch Call Center via the Web Browser:

1. In your web browser, enter: https://bvoip.hawaiiantel.com/callcenter to access the Call Center client.
2. Enter your ***User ID***: (10-Digit number)@voip.hawaiiantel.net.
3. Enter your ***Password***.
4. Click on ***Sign In***.

Call Center Interface

The following elements are available from the Call Center main interface:

- **Global Message Area** – This is located to the right of the Call Center name. It displays messages to the user.
- **Call Console** – This is located on the left-hand side of the *Call Center* main page. It allows you to manage current calls.

  The main area of the *Call Console* displays your current calls and allows you to take actions on them.

  In addition, the *Call Console* contains the following panels:
  - *Dialer* – This is where you dial ad hoc numbers.
  - *Conference Call* – This is where you manage conference calls.
- **Contacts pane** – This is the middle pane of the *Call Center* main page. It allows you to make calls to contacts and manage contact directories. It contains the following areas:
  - *Contact Directories* panels – You use these to access and manage your contacts.
  - *Search* panel – You use this to search for contacts.
  - *Directories* panel – This consolidates contacts from several directories.
- **Dashboard Pane** – This is located on the right-hand side of the *Call Center* main page. It allows you to monitor selected call centers to which you are assigned as an agent.
- **Links to other windows**:
  - Reporting – This provides access to Call Center Reporting.
  - Settings – This provides access to client configuration pages.
  - Help – When clicked, this opens the BroadWorks Hosted Thin Call Center – Agent/Supervisor User Guide.
  - Sign-Out – When clicked, this signs you out of the call center and allows you to save your workspace.

Agent Automatic Call Distribution (ACD) States

Your ACD state can be one of the following:

Available – You are available to receive calls.

Unavailable – You are not available to receive calls.

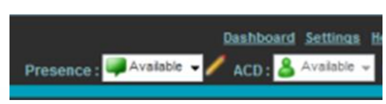
Wrap-Up – You are wrapping up a call and you are temporarily unavailable to receive calls.

Configure Your Post Sign-In ACD State

1. On the main page, click the **Settings** link.
2. On the *Settings* page, click the *Application* tab.
3. Set your *Post Sign-In ACD State* and *Post Call ACD State.*
4. If you set *Post Call ACD State* to "Unavailable", you may have to select a code that explains the reason for your unavailability.
5. If you set your *Post Call ACD State* to "Wrap-Up", check the *Set Wrap-Up timer to* box and then select the length of time before your state changes to *Available* upon the completion of a call.

Change Your ACD State and Set Unavailable Code

1. At the top right-hand side of the main window, click **ACD** states and then select your new state from the drop-down list.
2. If the Unavailable Codes feature is enabled and you select *Unavailable* as your ACD state, a list of codes to choose from appears. Select the code that best describes the reason for your unavailability.

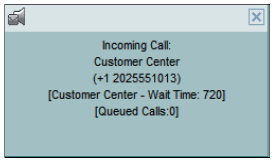


Select Your Outgoing Call Identity

1. In the *Dialer*, click **Outbound CLID** .
2. From the drop-down list, select the phone number to display when you are making a call.

View Incoming Call Details

If the Notification feature is enabled, a notification window appears on top of the system tray when you receive a call, displaying the name and number of the caller.



For calls from queues, it displays:

- Calling name and number on which the call was received
- Call center or DNIS name
- Wait time of the call
- Number of calls in queue

Save vCard

When Outlook is running, you can save the caller's phone number and personal information as a vCard in Outlook.

In the *Call Notification* pop-up window that appears when you receive a call, click **Add vCard** .

Dial Ad Hoc Number

In the *Dialer*, enter the number to call and click **Dial** .

Call Contact

1. In the *Contacts* pane, click the contact to call and then click **CALL** for that contact.
2. To dial the contact's extension, click **EXT** or click **MOB** to dial the contact's mobile number.

Redial Number

Up to 10 previously dialed numbers are available.

In the *Dialer*, click the **Redial** button and then select a number from the list.

Dial from Call History

1. In the *Call Console*, click **Call History** .
2. In the *Call History* dialog box, select *Missed Calls*, *Received Calls*, or *Placed Calls*.
3. Click a call log to expand it and then click **Call** for that log.

Dial from Search

1. Perform a search using the Search feature.
2. Click the target contact and then click **Call** for that contact.

Answer Call

Calls can be answered automatically or manually.

To answer calls automatically:

Note that this feature works only if your device is Advanced Call Control (ACC)-compliant. In addition, if Auto Answer is enabled on the server, you must **not** enable Auto Answer in the client.

To answer a call manually:
Move the mouse over an incoming call and click **ANS**.

Blind Transfer Call

Calls can be blind transferred while active, held, or ringing (in).

1. To transfer the call to an ad hoc number, enter the number in the *Dialer* and then click **Transfer**.
2. To transfer the call to a contact, click a contact in one of the contact's directories and then click **TXR** for that contact.

Transfer Call with Consultation

Calls can be transferred while active, held, or ringing (in).

1. Dial the number or contact to transfer the call over to.
2. When the call is answered, speak to the party.
3. From the *Call Console,* select the original call.
4. Move the mouse over the new call and click **TXR**.

Transfer to Queue

1. From the *Call Console*, select the call to transfer.
2. In the *Contacts* pane, expand the *Queues* panel.
3. Click a queue to expand it and then click **TXR** for that queue.

Hold Call

This function is not available from a remote office.
In the *Call Console*, click **HOLD** for an active call.

Resume Call

This function is not available from a remote office.
In the *Call Console*, click **ANS** for a held call.

End Call

In the *Call Console*, move the mouse over a call and click END

Tag ACD Call with Disposition Codes

More than one disposition code can be assigned to a call.

To assign disposition codes to a current call:

1. In the *Call Console*, click the call.
2. From the list that appears, select a disposition code. The code is applied to the call and sent to the server.

To assign disposition codes in *Wrap-Up*:

1. When in *Wrap-Up*, click **Disposition Code** in the *Call Console* header.
2. From the drop-down list that appears, select a code. The code is applied to the last released call.

Start Three-Way Conference

1. In the *Call Console*, select one of the two calls to conference.
2. Move the mouse over the second, non-selected call and click **CONF**. The calls are moved to the *Conference Call* panel.

Add Participant to Conference

In the *Call Console*, move the mouse over a call and click **CONF**.

Hold or Resume Conference

- To hold a conference, click **HOLD** in the *Conference Call* panel header. The other parties continue their conversation.
- To resume a held conference, click **ANS**.

Leave Conference

You can only leave a Three-Way conference.

In the *Conference Call* panel, click **LEAVE**. The other parties continue their conversation and the calls are removed from the *Conference Call* panel.

Drop Call from Conference

In the *Conference Call* panel, select a call and then click END.

Hold Conference Participant

In the *Conference Call* panel, move the mouse over the target call and then click **HOLD**.

Resume Conference Participant

In the *Conference Call* panel, move the mouse over the target call and then click **ANS**.

End Conference

In the *Conference Call* panel header, click END. All calls are released.

Monitor Supervisor Phone State

When escalating a call or making an emergency call, it is useful to know which supervisors are available to take calls.

1. In the *Supervisors* panel, click **Edit**.
2. In the dialog box that appears, select the supervisors to monitor.
3. Click **Save**. The selected supervisors have their phone state displayed.

Phone States

The possible contact phone states are Available, On a Call, Ringing, Do Not Disturb, Private, Forwarding, and Unknown.

Make Emergency Call to Supervisor

While on a call, click **Emergency** in the *Supervisors* panel to let the system select a supervisor, or click an available supervisor and then click **EMER** for that supervisor.

Blind Escalate Call to Supervisor:

1. While on a call, click **Escalate** in the *Supervisors* panel to let the system select a supervisor, or click an available supervisor and then click **ESC** for that supervisor. The new call appears in the *Call Console.*
2. In the *Call Console*, select the original call.
3. Without waiting for the supervisor to answer, move the mouse over the call to the supervisor and then click **TXR**.

Escalate Call with Consultation

1. While on a call, click **Escalate** in the *Supervisors* panel to let the system select a supervisor, or click an available supervisor and then click **ESC** for that supervisor.
2. When the call is answered, consult with the supervisor.
3. In the *Call Console*, select the original call.
4. Move the mouse over the new call and then click **TXR**.

Escalate Call with Conference or Hand Over

1. While on a call, click **Escalate** in the *Supervisors* panel to let the system select a supervisor, or click an available supervisor and then click **ESC** for that supervisor.
2. When the call is answered, consult with the supervisor.
3. In the *Call Console*, select the original call.
4. Move the mouse over the call to the supervisor and click **CONF**. The call appears in the *Call Console* panel.
5. To hand over the call to the supervisor, click **LEAVE** in the *Conference Call* panel. The customer and the supervisor continue their conversation.

Escalate Call with Mid-Conference Hold

1. While on a call, click **Escalate** in the *Supervisors* panel to let the system select a supervisor, or click an available supervisor and then click **ESC** for that supervisor.
2. When the call is answered, consult with the supervisor.
3. In the *Call Console*, select the original call.
4. Move the mouse over the call to the supervisor and then click **CONF**.
5. To put the conference on hold, click **HOLD** in the *Conference Call* panel header. The other parties continue their conversation and the calls stay in the *Conference Call* panel.

Camp on Busy Contact

1. In the *Call Console*, select the call to camp on.
2. In the *Agents* or *Supervisors* directory, move the mouse over a busy or ringing contact and then click **CAMP**. The call is camped and removed from the *Call Console*.
3. If the call timer expires before the call is answered, the call is recalled to your device and reappears in the *Call Console.*

Sent E-mail to Contact

1. Expand the *Group/Enterprise* or *Favorites* tab, click a contact with e-mail, and then click **EMAIL**.
2. In the message window that appears, enter the required information and then click **Send.**

Record Call

To record selected calls in Call Center, your Call Recording service has to be set to “On Demand” via the web portal.

In the *Call Console*, select the call to record and click **Record**.

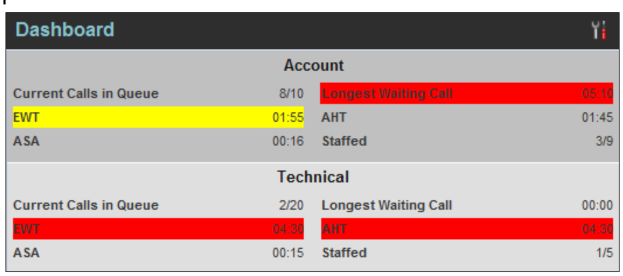
Display Call History

Call History displays your placed, received, and missed calls.

1. In the *Call Console*, click **Call History** .
2. To view call logs in a group, select the group from the *Show* drop-down list.

Monitor Call Centers

1. In the *Dashboard* pane, click **Options** and select the *Select Queues* option. The *Select Queues* dialog box appears.
2. Check the call centers you want to monitor and click **Save.**
3. Click **Options** again and click *Select Visible Fields*.
4. In the *Select Fields* dialog box, check *Select All* to display all performance indicators. Or to show or hide some performance indicators, check or uncheck the corresponding check boxes.
5. Click **Save**. The *Dashboard* displays the selected performance indicators for the selected call centers.



Your administrator can set yellow and red thresholds for some of the measurements. When a threshold is crossed, the measurement is displayed in the color corresponding to the crossed threshold. Red thresholds have higher severity that yellow thresholds. The fields that provide visual indicators are *Calls in Queue*, *Longest Waiting Time*, *EWT*, *AHT*, and *ASA*.

Show or Hide Contacts

1. At the top of the *Contacts* pane, click **Options** , select *View* and then *Directories*. Then check the directories you want visible and deselect the directories to hide.
2. To show or hide directory contents, click **Expand** or **Collapse** in the directory panel for that directory.
3. To display a directory in the *Directories* panel, select the directory from the drop-down list. To display all directories, select *Show all*.
4. To display a directory below the *Call Console,* select *Show All* in the *Directories* panel and click the **Pullout Directory** button for the target directory.

Search for Contacts

1. In the *Search* panel, select the directories to search from the drop-down list.
2. To restrict the search to contacts that start with the text to search for, check the *Begins with* box.
3. In the *Search* text box, enter the text to search for and press ENTER. You can enter partial information, such as part of a name or number. The text is matched against all attributes and the search results are displayed in the *Search* panel.
4. To clear the search results, click **Reset** .

Note that the search is not case-sensitive.

Manage Speed Dial and Personal Directories

1. In the *Speed Dial* or *Personal* panel, click **Edit** . The *Edit Speed Dials/Edit Personal Contacts* dialog box appears.
2. To add an entry, click **Add**. A new row appears.
   - For a *Speed Dial* entry, select the dial code and enter the number and description of the contact.
   - For a *Personal* entry, enter the name and number.
3. To delete an entry, select the entry, and click **Delete**.
4. To modify a *Speed Dial* entry, double-click the entry so that it can be edited and modify the information as required.

Note that you cannot modify a *Personal* entry.