 MAKING OUTBOUND CALLS

1. To make an external call select the Dialer icon located on the Menu Bar (top right) to access the Dialer pad.

2. Enter the area code and phone number you wish to dial & check the drop down is set to Outbound Call.

3. Select Ctrl +G to initiate the call (Dial).

4. If you are working in Off-Hook mode you will be connected to the outside person. If your are working in On-Hook mode your phone will ring and you will need to pick up your handset before an outside person will be dialled.

 MAKING AN INTERNAL CALL (ANOTHER WEBCC USER)

To make a call to another WebCC user do this:

1. Select Ctrl +T to launch the Company Directory.

2. In the Company Directory list search for the person you wish to call.

3. Click on the Dial Ext or double click on the relevant entry.

4. The call will be placed to the other person.

 LOGGING OUT OF THE INTERACTION MANAGER

1. Select Alt +L to Logout.

2. A confirmation box will appear. Select OK and you will be logged out of the New Call Window. <Note> You will still have the login page open click on the X to close this screen.

 TRANSFERING CALLS

While you have an existing call you can;

1. Select Ctrl +W to launch the Transfer to Box.

2. From the Transfer to Box using your mouse or keyboard choose who you wish to transfer the call to; User, Workgroup or External Number (select relevant Tab).

 Transfer To
User (Webcc User)
Workgroup

 Action
Select relevant user from list then select the Transfer Type
Select the relevant workgroup from the list then select the Transfer Icon to transfer the call into the selected workgroup queue.

 Transfer Type
External Number

 Transfer Information
Enter the full external number including area code then select the Transfer Type.

 Transfer Type
1. Select the Transfer Icon to make a blind transfer to a third party.

2. Select Supervised Transfer - existing caller is put on hold & third party is called.

3. Select Complete to transfer the call.

<Note> You can Select Cancel to disconnect the external call and return to caller on hold.

 Transfer Type
1. Select Warm Transfer - existing caller is put on hold & third party is called.

2. On connection agent speaks to third party

3. Select Combine to speak to all parties at the same time (conference).

4. Select Leave to transfer the calls (other parties).

<Note> Ask you Supervisor which Transfer options are relevant for your contact centre.

 LOGGING INTO THE INTERACTION MANAGER

1. Enter the Company Alias.

2. Enter your User Name and Password.

3. Click on the Login button.

4. A loading page will appear please wait while the system logs you in.

 TIP! Ask you Supervisor which Transfer options are relevant for your contact centre.

 WHERE TO GET ADDITIONAL HELP

1. Click on F1 to access the Webcc Interaction Manager Help Menu for a full list of features and functions of the 8.1.3 IM.

 GETTING STARTED


The following screen will appear:

Web Contact Centre Interaction Manager
8.1.3 Quick Guide: Hot Keys

TIP! You can narrow your search by department or you can use the filters to find the person you wish to call.

4. Enter the company name and password to login.
WEB CONTACT CENTRE (WEBCC) INTERACTION MANAGER HOT KEYS QUICK REFERENCE GUIDE

This guide covers using Hot Keys when logged on as an Interaction Manager. Hot Keys can be used by Agents working On-Hook (handset Mode) or Off-Hook (Head Set Mode). Users will still be required to use their mouse and keyboard to complete some of the commands.

INTERACTION MANAGER CALL CONTROL WINDOW

The workspace area is the first screen you will see when you log in and is where you will handle most your interactions. The Toolbar provides a view of your status and you can launch a variety of interactions. The Sidebar provides access to independent activities and information.

INTERACTION MANAGER BANNER (WALLBOARD)

When you first Login the Interaction Manager Banner will display a login message.
1. Select OK to see your Workgroups Queued Calls & view longest waiting Statistics. &lt;Note&gt; The Interaction Manager Banner information will auto scroll. Messages sent by the supervisor will also appear here.

SETTING UP YOUR PHONE TO RECEIVE CALLS

Ensure you enter your correct phone number (the phone at your desktop) as this is where the calls will be delivered.
1. To access the Configuration window select Alt+J on your keyboard
2. Click on the Phone tab using your mouse
3. In the Phone field enter your full phone number (including area code)

IF WORKING IN HEAD SET MODE (OFF-HOOK)

4. Select the General tab and ensure the Work off Hook check box is Not checked

IF WORKING IN HEAD SET MODE (OFF-HOOK)

4. Select the General tab and ensure the Work off Hook check box is checked (has a tick)
5. click on the OK button. You will receive a confirmation box the change has been successful. Click Ok again.

TESTING YOUR PHONE AND SETTING UP HAND-SET MODE

To check you have entered the correct phone number and the system can reach your phone.
1. Select Ctrl +S to Connect you to Server
2. Your Phone should ring. Do not pick up your phone
&lt;Note&gt; The Connect to Server button will have changed to say Hang Up
3. Select Ctrl +H to Hang-Up to put yourself in the On-Hook mode
4. Your Phone Icon in the bottom left hand corner of the Workspace Widow should now appear in a On-Hook position. As shown
&lt;Note&gt; Your Hang Up Button will have changed to say Connect to Server

TESTING YOUR PHONE AND SETTING UP HEAD-SET MODE

To check you have entered the correct phone number and the system can reach your phone.
1. Select Ctrl +S to Connect you to Server
2. Your Phone should ring
3. Select the Headset button on your phone to put yourself in head set mode
&lt;Note&gt; the Headset button (Off Hook) will vary on individual handsets.
4. Your Phone Icon in the bottom left hand corner of the Workspace Widow should now appear in a off-hook position. As shown

TIP! You can resize your workspace area by clicking one or all of the three arrows positioned at the top, bottom, & left side of the workspace.

SETTING YOUR STATUS TO RECEIVE CALLS

Your status tells Web CC whether you are available to take calls. Your selected status is displayed in the top left hand corner of the Workspace Widow
1. Select ALT+G and then select the relevant status required from the drop down list to change your status. Please refer to your supervisor for a description and when to use the company statuses

Note: Using your Hot Keys you are able to change your status to Available at anytime by selecting ALT+B

MANAGING CALLS USING HOT KEYS

When using the Hot Keys users must hold down the 'ALT' key and then select the alphabetic key simultaneously.

ACCEPTING CALLS IN HAND SET MODE (ON-HOOK)

1. Your telephone will ring
2. Pick up your handset to accept the interaction

ACCEPTING CALLS IN HEAD SET MODE (OFF-HOOK)

1. Select Alt + N to accept the waiting interaction

USING HOT KEYS TO HANDLE ACTIVE CALLS

<table>
<thead>
<tr>
<th>Action</th>
<th>Hot Keys</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Hold</td>
<td>Alt + O</td>
<td>Places an interaction on hold, the caller hears hold music.</td>
</tr>
<tr>
<td>Accepting Calls</td>
<td>Alt + N</td>
<td>Accepts the waiting interaction and retrieves calls from hold. &lt;Note&gt; Only Agents working Off-Hook can use the Hot Keys to Accept New Calls.</td>
</tr>
<tr>
<td>Disconnect</td>
<td>Alt + Z</td>
<td>Disconnects the selected (highlighted) interaction.</td>
</tr>
<tr>
<td>Auto Redial</td>
<td>Ctrl + J</td>
<td>Redials the last outbound call that was made</td>
</tr>
<tr>
<td>Mute</td>
<td>Ctrl + U</td>
<td>Mutes Agent from Caller</td>
</tr>
<tr>
<td>Un-Mute</td>
<td>Ctrl + U</td>
<td>Un-Mutes Agent from Caller</td>
</tr>
</tbody>
</table>