MITEL NETWORKS™

6160
Intelligent Queue (IQ)

Installation and User Guide

06 December 2001

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Mitel Networks 6160 Intelligent Queue Installation and User Guide

The Mitel Networks™ 6160 Intelligent Queue version 2.0 adds the following features to Impressa iQueue version 1.0:

- **Voice Callback**
  The caller can leave a voice message that is captured by 6160 and automatically distributed to the next available agent.
- **Web Callback**
  The caller can leave a Web message that is captured by 6160, converted to a verbal message, and automatically distributed to the next available agent.
- **Call Detail Reporting**
  You can create reports based on the callers actions as he navigates through the 6160 system.
- **Smart Routing**
  The caller is directed to a particular location (path/queue) based on his telephone number and routing plans.

Introduction

About 6160 Intelligent Queue

Mitel Networks 6160™ Intelligent Queue is an “all-in-one” announcement package for call centers. The application provides a scalable messaging solution that can be easily and effectively managed by call center managers.

Call center administrators can dynamically configure the application ports and messaging features of 6160 Intelligent Queue from an Internet Explorer browser. This flexibility makes the system highly responsive to the needs of the call center manager.

The messages you create with 6160 can be divided into two categories:

- RADs (recorded announcement device) are basic messages
- Smart Choice messages are advanced messages

RADs

RAD messages are played to greet callers, and provide advertisements or information, while the callers wait for an agent. These are a “Thank you for holding” type of message. Like messages, Music-on-hold can be played while callers are waiting on hold. Messages must be .wav files. Music can be .wav or .mp3 files, or an external music source such as a CD-ROM.

A TIQ Talk RAD is a message played to a caller while in queue, based on real-time automatic call distribution (ACD) statistics (for example, expected wait time before the call is answered).

Smart Choice messages

An initial Smart Choice message greets callers and lists their options. The caller chooses from the options by pressing a telephone digit. The caller can then navigate through a maximum of two more options to arrive at the information or ACD path that would best suit his or her needs.

A TIQ Talk Smart Choice message is a message played to a caller while in queue, based on real-time automatic call distribution (ACD) statistics (for example, expected wait time before the call is answered).

Ports

A port is like a door through which the caller must pass to hear the RAD or Smart Choice message (if it is a Messaging port). There are four types of ports: RAD Messaging ports, Smart Choice Messaging ports, Callback ports, and Routing ports. With a Callback port, a caller can leave a message. With a Routing port, a caller is directed to a destination based on this telephone number.

Profiles

The caller uses a profile to access the port. The configuration and the behavior of a port, or group of ports, is defined by a profile. This profile contains a list of the .wav files to be played, the decision criteria for determining which file is to be played, and a list of the ports that are assigned to the profile. The administrator assigns the ports to a profile. Access to profile configurations by the end user, (for example, the Call Center Manager) is restricted based on the profile.

Music on Hold

You can configure 6160 Intelligent Queue to be a music-on-hold source for a PBX. You can play music from CDs, .mp3 files, and .wav files. Integration to the system is provided through the sound card and does not require the use of a port.

You can also create RAD profiles that play music files instead, or in addition to messages files.

Message plans

Date-based messaging (with RAD or the Smart Choice option)

With date-based messaging, you can configure the ports to play specific messages on certain dates. This option would be used to program a holiday or special promotion schedule.

Day-of-week based messaging (with RAD or the Smart Choice option)

Similar to date based messaging, with day-of-week-based messaging you define what messages are played for each day of the week. For instance, messages could announce the business hours for the call center according to the day of the week when the call occurs.

Time-of-day based messaging (with RAD or the Smart Choice option)

You can configure profile behaviors to play different messages based on the time of day. For example, between 8:00 A.M. and 11:59 A.M., the message played would begin with “Good Morning.” Eight time zones are available to each group of ports when this option is used.

Emergency messaging (with RAD or the Smart Choice option)

With emergency messaging, a system administrator can temporarily enable an emergency plan for a department of the company. The system will play the emergency message that is defined when Emergency Mode is set.

6160 options

TIQ Talk/Queue messages

(real-time messages available with the TIQ Talk option)
You can configure the ports to play messages that will tell the caller what the status of the call queue is. These types of messages indicate the approximate time the caller can expect to be on hold before being transferred to an available agent, or the number of callers who are ahead of him.

Smart Routing

(available with the Smart Routing option)
With Smart Routing, you can route telephone calls based on the telephone number (ANI - Automatic Number Identification) and the Routing plan (date plan, day plan, time plan, and if you have TIQ Talk, queue plan).

Smart Choice

(tree-type messaging available with the Smart Choice option)
You can configure the ports to act as options, or Smart Choice message trees. Three levels of options are available to each port profile. With each level, the caller can press a digit to move onto another level. Each option will play a user-defined message and transfer the caller to the user-defined destination, or allow the customer to create a Voice Callback if this option has been purchased. When a port is configured as a Smart Choice message tree, it is dedicated to one caller and cannot play a RAD message.

Voice Callback

(available only with both the Smart Choice and Voice Callback option)
You can configure the ports to accept a voice message with the Voice Callback option. The caller has the option to leave a voice message rather than wait for an agent to become available. After the caller leaves the voice message and hangs up, the 6160 system automatically contacts the next available agent to deliver the caller’s message.

Web Callback

(available only with the Smart Choice, Voice Callback, and Web Callback options)
You can configure the ports to accept a Web message with the Web Callback option. The caller has the option to leave a Web message rather than wait for an agent to become available. After the caller leaves the Web message, the 6160 system automatically converts the written message into a verbal message, and then contacts the next available agent to deliver the caller’s message.

Call Detail Reporting

(available only with both Mitel Networks 6110 Contact Center Management version 3.0 and Call Detail Reporting options) You can create reports based on the callers actions as he navigates through the 6160 system by pressing telephone digits.

Installation of 6160 Intelligent Queue

If you will be installing both Mitel Networks 6110 Contact Center Management version 3.0 and Mitel Networks 6160 Intelligent Queue, you must install Mitel Networks 6110 first. Please read the *Mitel Networks 6110 Contact Center Management Installation Guide* for information on installing 6110 CCM.

NOTE: Mitel Networks 6160 Intelligent Queue will only work with Mitel Networks 6110 CCM version 3.0 and up.

These procedures explain how to install Mitel Networks 6160 Intelligent Queue software on a network-connected PC that is running Windows NT 4.0 Workstation, Windows NT, or Windows 2000 server.

You install 6160 on the server only, not the client computer. The agent using the client computer browses to the 6160 server. Typically, you install 6160 on the same server that Mitel Networks 6110 Contact Center Management version 3.0 is installed. However, you can install 6160 on a server other than the 6110 server. When 6160 and 6110 are not installed on the same server, this is referred to as Remote Installation. For a Remote Installation, the 6160 application must be pointed to the 6110 server with the System Settings, once the application is running.

If you have purchased Voice and Web Callback, you must also install 6160 Remote Web Callback on the client computer.

Hardware and Software requirements

Server hardware and software requirements

Hardware

The server is housed in a standard computer chassis. For optimum performance, the server should be equipped with the following hardware (or better):

- Intel Pentium III 550 MHz CPU
- 128 MB RAM (or better)
  See “Processor and memory requirements” on page 20.
- SCSI or IDE controller with 4.1 GB (or larger) hard disk
- CD-ROM drive
- 3.5 inch floppy disk drive
- sound card with speakers
- microtelephone (to record custom voice prompts)
- PS2 mouse and keyboard
- dialogic cards D/120JCT-LS, D/160SC-LS, D/41H, D/4PCI, or D/41ESC in the UK.
- Network Interface Card (NIC)
- internal MODEM card (optional)
- integrated video
- integrated 10 Base-T NIC
- Security Access Module (SAM)

Software

NOTE: Mitel Networks 6160 Intelligent Queue has not been tested on Windows XP.

The following third-party software (or later versions) is required for use with the server:

- Windows NT Workstation 4.0 with Service Pack 6a and Personal Web Server (PWS)(from NT Option Pack 6), (PWS must be loaded from the NT install disk first, then upgraded with Option Pack 4), or
  Windows NT Server 4.0 with Service Pack 6A and Internet Information Server 4 (from NT Option Pack 4), or
  Windows 2000 Service Pack 2 with Internet Information Server 5
- Microsoft Internet Explorer 5.5 with Service Pack 2
- MODEM card driver, if there is a modem card (For example, U.S. Robotics 56.6 Kbps Sportster)(optional)
- Symantec pcAnywhere Version 9.2 remote access software
- Microsoft Networking (TCP/IP)
- Adobe Acrobat Reader (found on the Mitel Networks 6160 Intelligent Queue Installation Disc)
- Microsoft Data Engine 2000 (found on the Mitel Networks 6160 Intelligent Queue Installation Disc)
- 4-port Dialogic card drivers v. 5.01 (found on the Mitel Networks 6160 Intelligent Queue Installation Disc)

Optional Software

- SQL 2000 server

Dialogic port requirements

It is important that you carefully plan the total number of each type of port you require before you configure 6160.

A sizing tool is available to help you determine the number of ports you will need. See “Appendix A” on page 173.

The type of port(s) you assign to the profile determines what happens when the caller presses a telephone digit. Generally, Messaging ports should make up the largest percentage of the ports. If you do not have Voice Callback, then you do not need Callback ports. If you do not have Smart Routing, then you do not need Routing ports.

NOTE: System requirements change with the number and type of ports you add. See “Processor and memory requirements” on page 20.

Types of ports

There are four types of ports:

- RAD (recorded announcement device) Messaging ports
- Smart Choice Messaging ports
- Callback ports
- Routing ports

RAD Messaging ports play messages to multiple callers at the same time.

RAD ports are used for one-way announcement messages, such as “All of our representatives are busy helping other callers, please continue to hold to maintain your call priority.” When the RAD message finishes playing, the caller hears music while waiting for an agent to become available. All new callers that were waiting in queue (maximum 50) then enter the RAD port and the RAD message begins again.

Smart Choice Messaging ports interact with callers on a call-by-call basis.

Smart Choice Messaging ports will play a message that gives the caller certain options, and then wait for a response (digit pressed) from that caller. The ports will then act on the response from the caller.

Callback ports direct the callers to leave a message.

The caller can leave a voice message over the telephone or a written message over the Web. The 6160 system sends this message to the next available agent. The agent then returns the call.

Routing ports direct the callers to a location.

Routing ports direct the callers to a location based on the callers telephone number (ANI). The location the caller is directed depends on the profile that the port is assigned to. See “Configuring the ports on the switch” on page 41.

Number of ports

There are five factors that effect the number of ports you will need for the 6160 system:

- the number of ports you have purchased on your license
- the number of ports available on the Dialogic board(s)
- the application type: RAD or Smart Choice
- the nature of the message
- the length of the message

Number of ports you have purchased

The number of ports you have purchased from Mitel Networks is shown on the Mitel Networks Options sheet.

Number of ports available

When creating ports for use by the 6160 system, you cannot exceed the number of ports available on the dialogic board(s).

Application type: RAD or Smart Choice

The number of ports that will be required by the 6160 system depends heavily on the applications that the ports are used for. RAD applications will require fewer ports than Smart Choice applications. RAD ports are shared between multiple callers, each hearing the same message at once. Smart Choice, Callback, and Routing ports are dedicated to a single caller at a time while their requests are processed.

Nature of the message

The nature of the message played by a RAD port will also have an effect on the number of ports required by the 6160 system. If the message is generic in nature, and can be shared by several applications, fewer ports will be required. For instance, if a RAD plays the message “Please hold to maintain your call priority,” then more than one ACD group can use this port. By comparison, only a Sales ACD group can use a RAD that plays the message “Please hold to speak with a sales representative.”

Length of the message

The length of the message that callers will hear should also be considered when determining the number of ports the system should have. If all of the ports are busy playing messages to callers, new callers will have to wait until the previous message has finished before they are answered.

6160 has no restriction on the length of the message files, however, the PBX does. You must program the length of the message in the PBX.

Processor and memory requirements

The server processor and memory requirements will increase as ports are added to the 6160 program if 6160 is located on the same server as 6110.

Memory and Processor Requirements

Ports	Memory		Processor
	Stand Alone	With 6110 CCM	
4	128 MB	192 MB	550 MHz
8	128 MB	192 MB	550 MHz
12	128 MB	192 MB	550 MHz
16	128 MB	192 MB	550 MHz
20	128 MB	192 MB	550 MHz
24	128 MB	192 MB	550 MHz
28	192 MB	256 MB	550 MHz
32	192 MB	256 MB	550 MHz
36	192 MB	256 MB	550 MHz
40	192 MB	256 MB	550 MHz
44	192 MB	256 MB	550 MHz
48	192 MB	256 MB	550 MHz
52	192 MB	256 MB	550 MHz
56	192 MB	256 MB	550 MHz
60	192 MB	256 MB	550 MHz
64	192 MB	256 MB	550 MHz

Each 6160 IQ port will require an On Premises Line from the PBX.

TIP: When possible, distribute RAD ports between peripheral nodes. This will lower the risk of a service outage to the application in the event of a power or equipment failure. This may also increase the performance of PBX call handling during peak hours.

Client computer hardware and software requirements

For optimum performance, each customer-supplied client PC should be equipped with the following hardware (or better):

Hardware

- Intel Pentium III 200 MHz CPU
- 64 MB RAM
- 150 MB free disk space
- SVGA graphics supporting a resolution of at least 800 x 600 pixels (optimum resolution is 1024x768)
- Integrated 10/100 Base-T NIC
- sound card with speakers
- microtelephone (to record custom voice prompts)
- keyboard and mouse

Software

The following software (or later versions) must be installed and configured on each client PC prior to installing the 6160 IQ software:

- Internet Explorer v. 5.5 or greater
- TCP/IP protocol enabled

PBX requirements

Your server connects to an ONS (On-Premises Station) line card on the PBX through a silver-satin cable. To proceed with the installation of the ONS line card and subsequent configuration of the ports, the PBX must have the following resources:

- ONS line cards with free circuits
- LIGHTWARE 30 Release 2.1 for the SX-2000
- Release 2.3 for the 3200 ICP (Integrated Communications Platform)
- Release 3.0 for the 3300 ICP with either a Universal Analog service Unit or an Analog service Unit
- LIGHTWARE 19 Release 1.0 for the SX-200

If you have Smart Routing, you will need a line card:

- for the SX-2000, you need an ONS/CLASS/CLIP line card (MC320EA)
- for the SX-200, you need a BCC III card with a DSP module and ONS/CLASS line card in the bay with the BCC III

SX-200 requirements

If you have the SX-200, you will need the following to run 6160:

- BCC III card, part number 9109-117-001-NA
- DSP module, part number 9180-510-006-NA
- ONS Class card, part number 9109-110-001-NA

Network Requirements

Your server can connect to a LAN through a standard network interface connector. The LAN must have the following characteristics:

- ethernet LAN adapter
- TCP/IP protocol enabled

Supporting Internet Domains

An IP address provided by the customer's Internet provider or the InterNIC (a domain name registration project formed by agreements between Network Solutions, the National Science foundation, General Atomics and AT&T) is essential to provide a fully routable IP address for your server. Even if the required IP address is obtained from the InterNIC, some Internet providers could decline to use it, so make sure you talk to the Internet provider before the IP address is obtained.

If your server will have a specific domain name, the domain name must be registered with the InterNIC. In this case, your server must have a static IP address and two Domain Name Service (DNS) servers fully functional on the LAN at all times. Most Internet providers can register the domain name and provide the required primary and secondary DNS servers.

Installing 6160 Intelligent Queue

The steps to follow when installing 6160 Intelligent Queue follow:

1. Install Adobe Acrobat Reader (found on the Mitel Networks 6160 Intelligent Queue Installation Disc).
2. Print the Mitel Networks 6160 Intelligent Queue Installation and User Guide.
3. Read the Mitel Networks 6160 Intelligent Queue Installation and User Guide.
4. Install and configure the Dialogic Drivers.
5. Verify that the Dialogic Card is functioning.
6. Install SQL 2000 server (optional) (purchased separately) or MSDE (found on the Mitel Networks 6160 Intelligent Queue Installation Disc).
7. Verify that MSDE is functioning.
8. Configure the port types on the switch.
9. Attach the Security Access Module (SAM).
10. Install 6160.
11. Install 6160 Web Callback Remote (if you have purchased Voice and Web callback).

Installing Adobe Acrobat Reader

You must have Adobe Acrobat Reader to read the Mitel Networks 6160 Intelligent Queue Installation and User Guide.

To install Adobe Acrobat Reader:

1. Insert the **Mitel Networks 6160 Intelligent Queue CD** into the drive.
   Upon insertion of the disc, the Install Wizard will start.
2. Select **Install Mitel Networks 6160 IQ Products**.
   The Mitel Networks 6160 Products window appears.
3. Select **Install Adobe Acrobat Reader**.
4. Exit from the installation.

Printing the Installation and User Guide

You should read the Mitel Networks 6160 Intelligent Queue Installation and User Guide before you attempt to install and configure 6160.

To print the *Mitel Networks 6160 Intelligent Queue Installation and User Guide*:

1. Insert the **Mitel Networks™ 6160 Intelligent Queue CD** into the drive.
   Upon insertion of the disc, the Install Wizard will start.
2. Select **View Mitel Networks 6160 IQ Documentation**.
   The Mitel Networks 6160 Intelligent Queue Installation and User Guide appears.
3. Print the guide.
4. Exit from the installation.

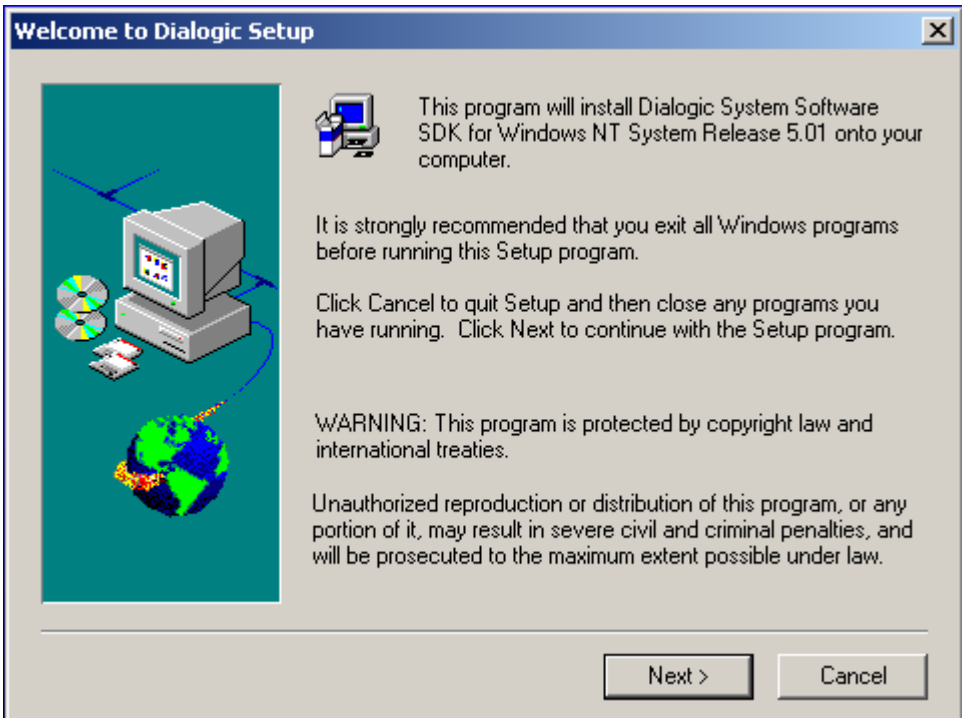
Installing and configuring the Dialogic Drivers

Installing the Dialogic Drivers

To install the Dialogic Drivers:

1. Insert the **Mitel Networks 6160 Intelligent Queue CD** into the drive.
   Upon insertion of the disc, the InstallShield Wizard will start.
2. Select **Install Mitel Networks 6160 IQ Products**.
   The Mitel Networks 6160 Products window appears.
3. Select **Install Dialogic Drivers**.
   The Welcome to Dialogic Setup window appears. (See Figure 1.)
4. Click **Next**.

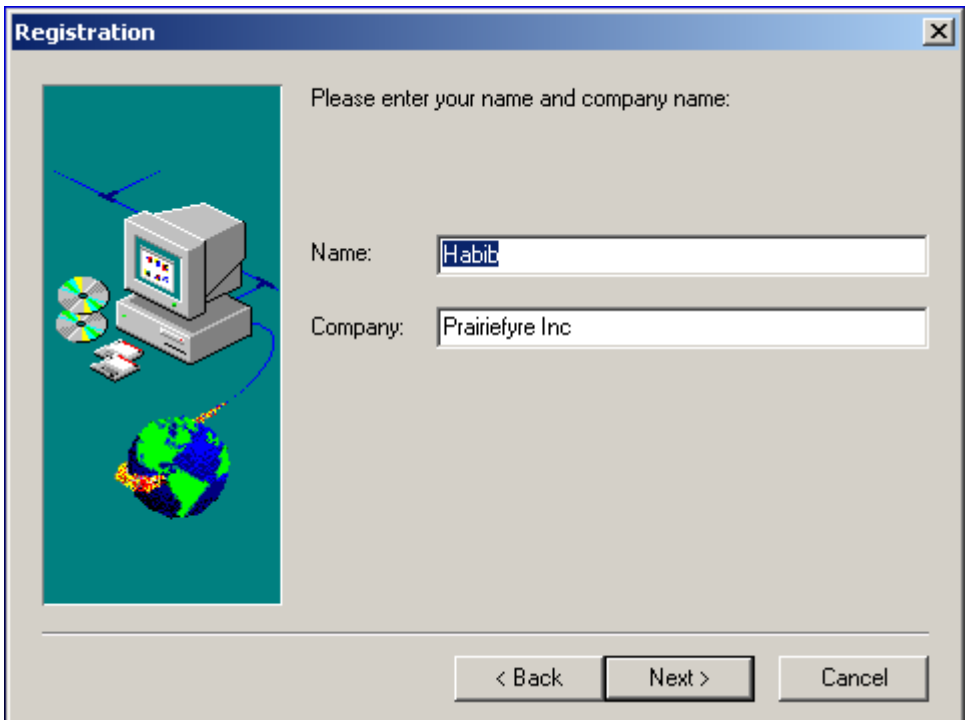
Figure 1 Welcome to Dialogic Setup window



The Registration window appears. (See Figure 2.)

5. After **Name**, type your name.
6. After **Company**, type your company name.
7. Click **Next**.

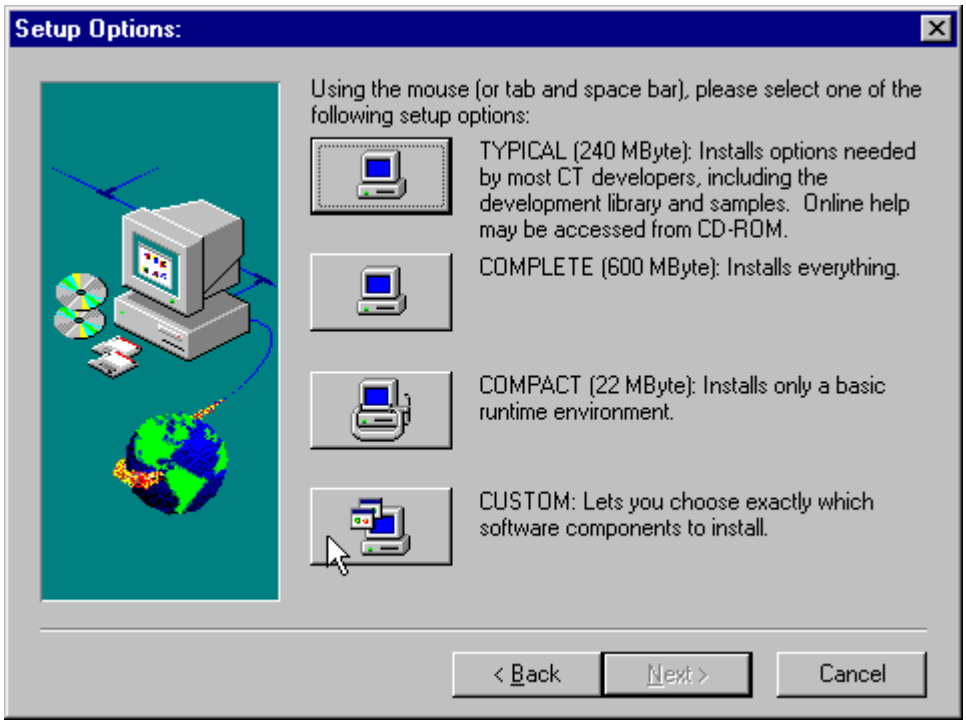
Figure 2 Registration window



The Setup Options window appears. (See Figure 3.)

8. Click **Custom**.

Figure 3 Setup Options window

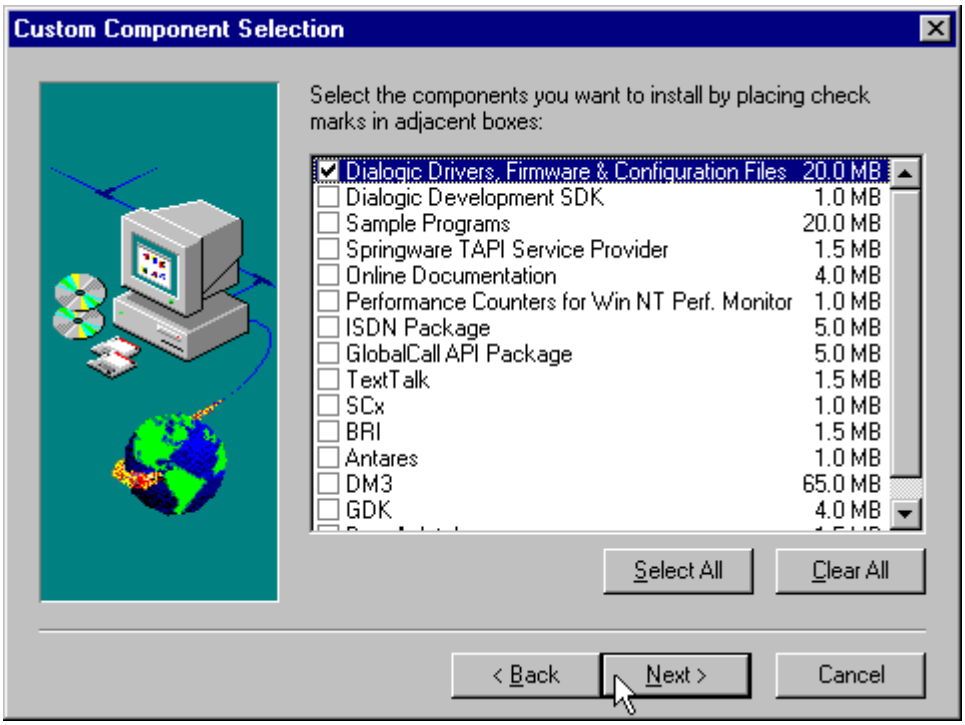


The Custom Component Selection window appears. (See Figure 4.)

NOTE: You can select the Sample Programs for testing the Dialogic Cards. Consult Dialogic documentation.

9. Click **Clear All**.
10. Select the **Dialogic Drivers, Firmware & Configuration Files** check box
11. Click **Next**.

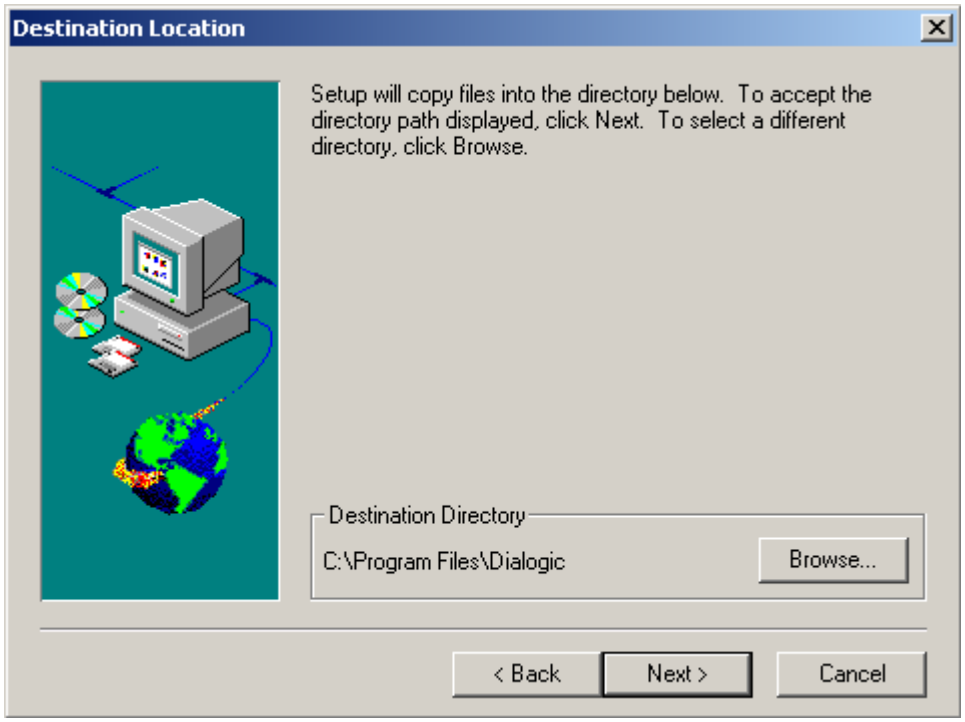
Figure 4 Custom Component Selection window



The Destination Location window appears. (See Figure 5.)

12. If you want to locate the directory in the default location, click **Next**.
13. If you want to locate the directory elsewhere, click **Browse**, select the location for the directory, and click **Next**.

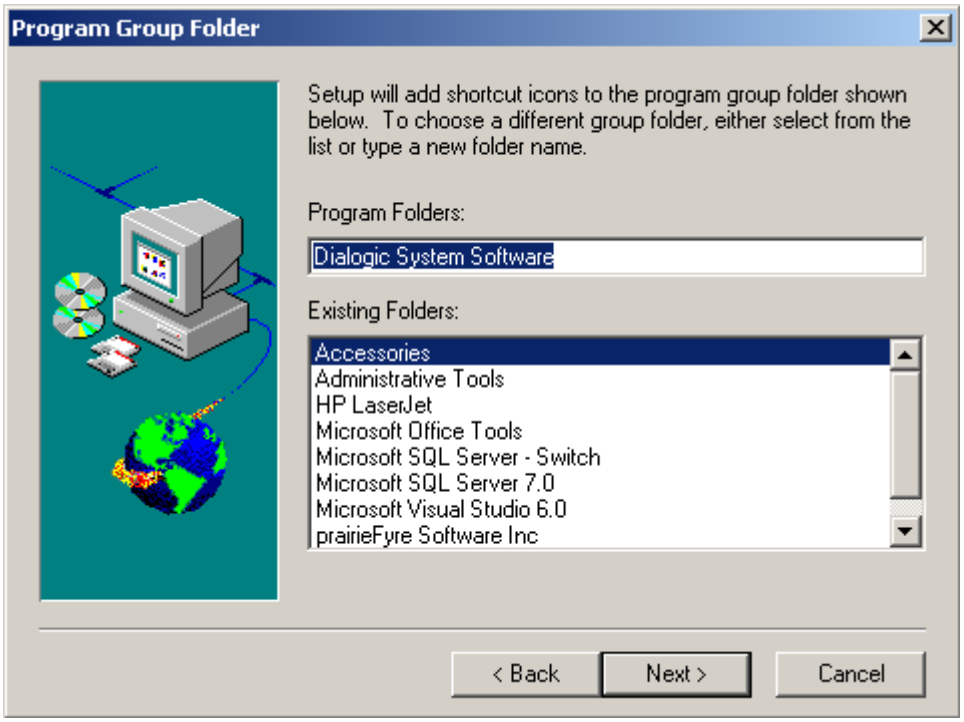
Figure 5 Destination Location window



The Program Group Folder window appears. (See Figure 6.)

14. If you want the Program Group Folder in the default location, click **Next**.
15. If you want the Program Group Folder in a different location, after **Program Folders**, type a new location for the folder, and click **Next**.

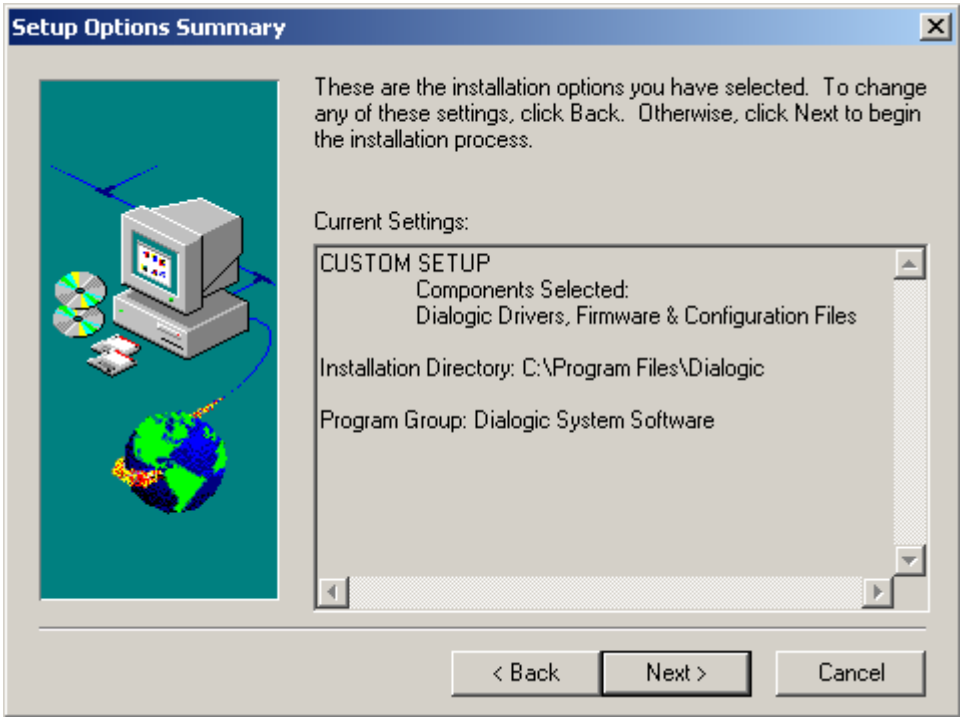
Figure 6 Program Group Folder window



The Setup Options Summary window appears. (See Figure 7.)

16. Review the settings.
17. Click **Next**.

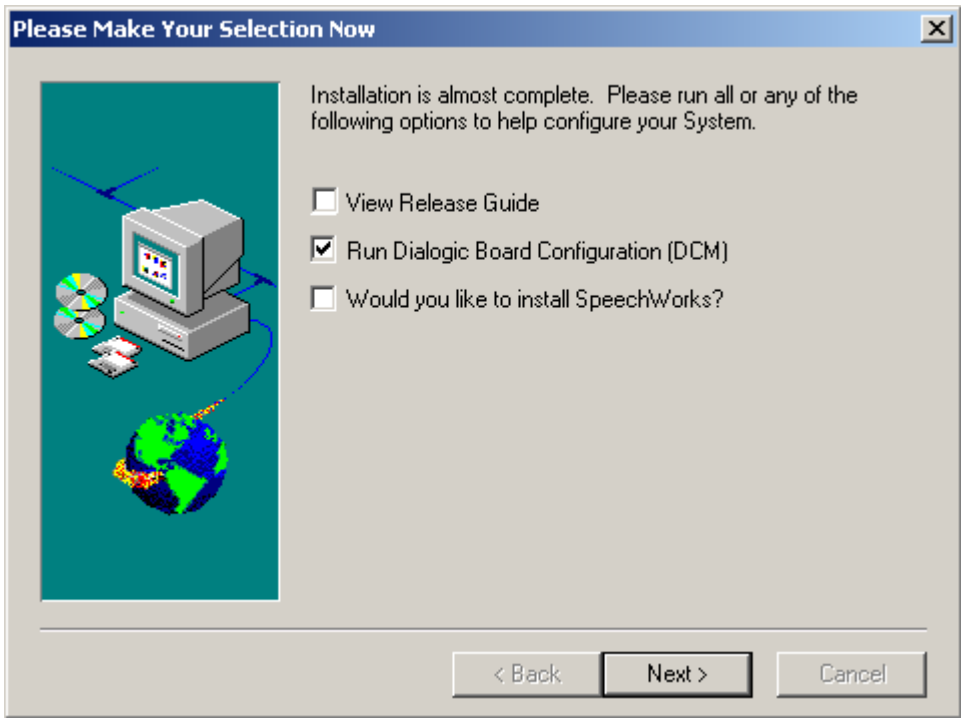
Figure 7 Setup Options Summary window



The Please Make Your Selection Now window appears. (See Figure 8.)

18. Select the **Run Dialogic Board Configuration (DCM)** check box.
19. Click **Next**.

Figure 8 Please Make Your Selection Now window



Configuring the Dialogic Drivers

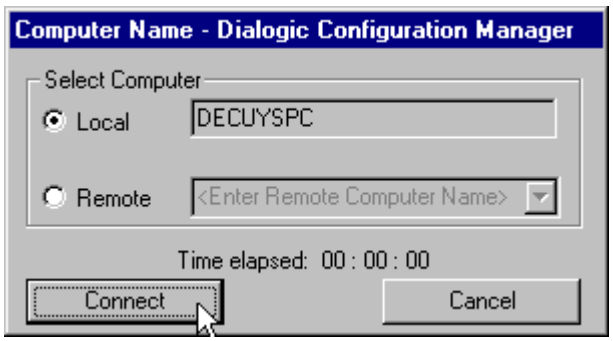
If you have a PCI card, the Dialogic Configuration Manager (DCM) should automatically detect and add your board to the configuration. Generally, the DCM detects all but the ISA cards D41H or the 16 port variant. If you have a PCI card, go to step 14.

The Computer Name - Dialogic Configuration Manager window appears. The installation of the dialogic drivers is complete and the configuration begins. (See Figure 9.)

To configure the Dialogic Drivers:

1. Under **Select Computer**, select **Local**.
2. Click **Connect**.

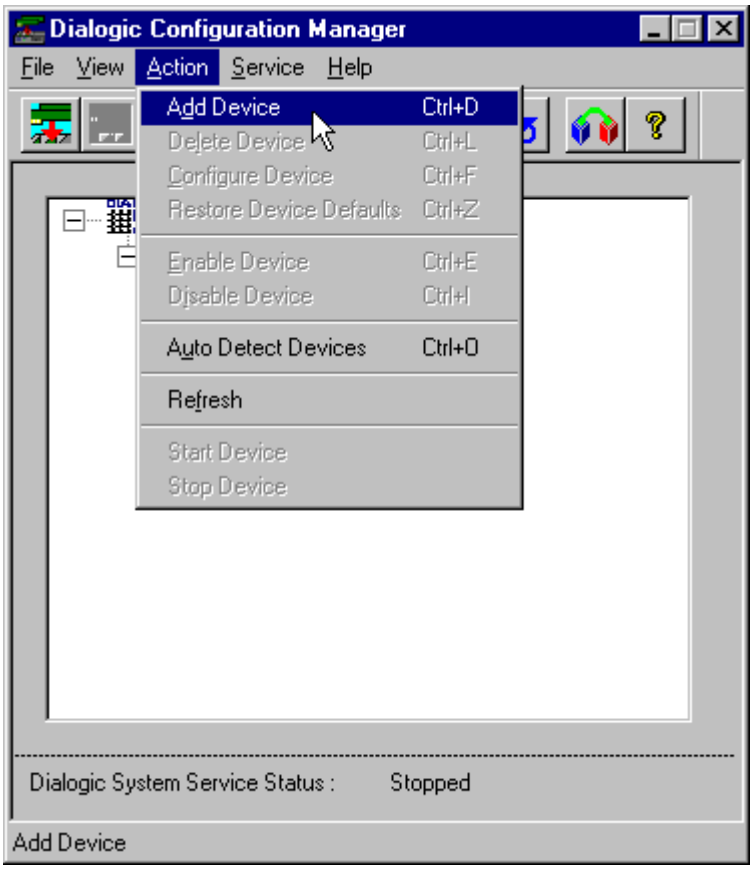
Figure 9 Computer Name - Dialogic Configuration Manager



The Dialogic Configuration Manager window appears. (See Figure 10.)

3. Click **Action=>Add Device**.

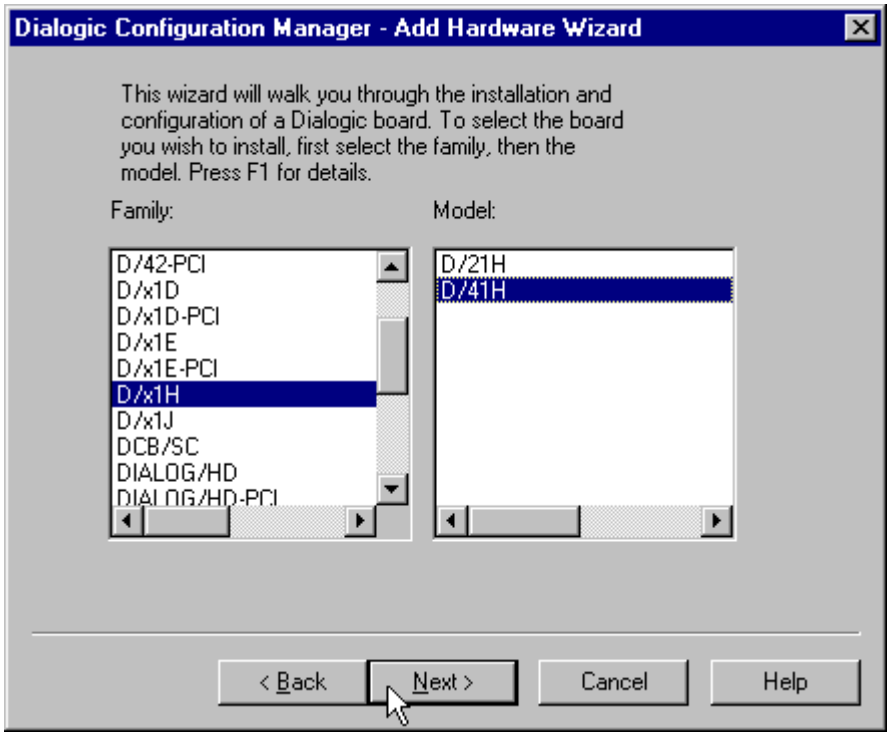
Figure 10 Dialogic Configuration Manager



The Dialogic Configuration Manager - Add Hardware Wizard window appears. (See Figure 11.)

4. Under **Family**, select the type of card that is physically present in your system, for example, **D/x1H**.
5. Under **Model**, select the model of your card, for example, **D/41H**.
6. Click **Next**.

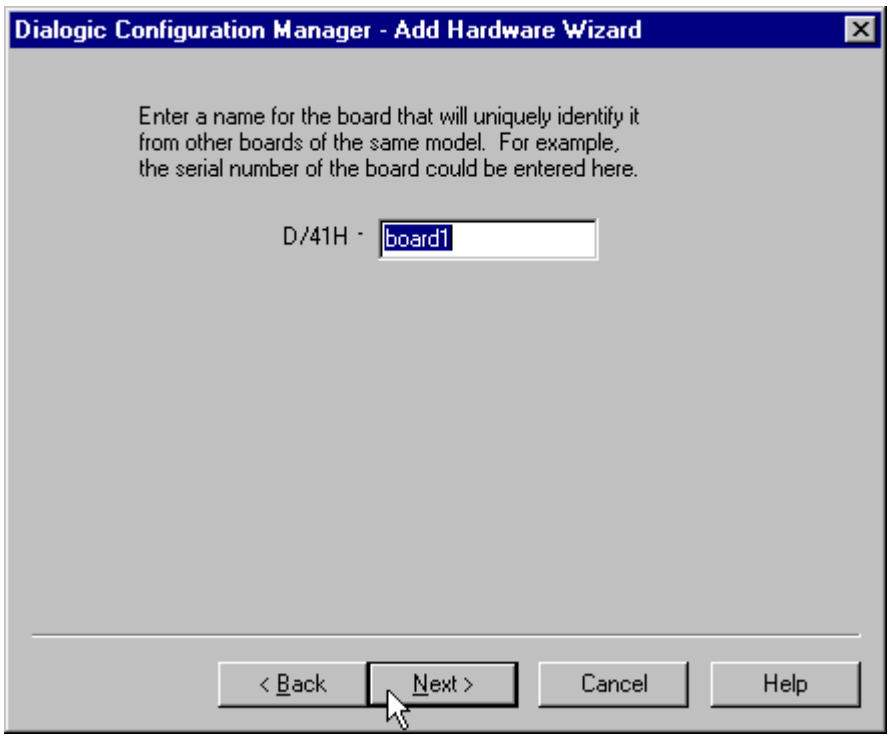
Figure 11 Dialogic Configuration Manager - Add Hardware Wizard window



The Dialogic Configuration Manager - Add Hardware Wizard window appears. (See Figure 12.)

7. In the space provided, type a unique identifier, such as the serial number of the board.
8. Click **Next**.

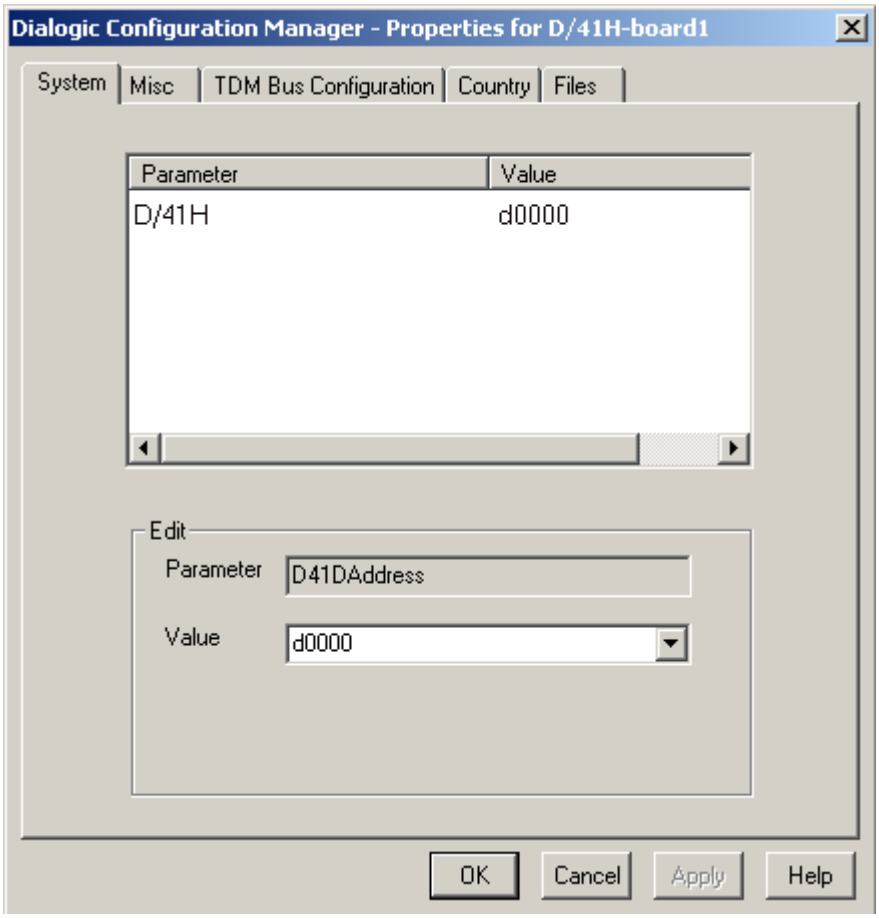
Figure 12 Dialogic Configuration Manager - Add Hardware Wizard window



The System tab of the Dialogic Configuration Manager - Properties for D/41H-board1 window appears. (See Figure 13.)

9. Under **Parameter**, select the address parameter.
10. Under **Edit**, select the Value.
11. Under **Parameter**, select the interrupt parameter.
12. Under **Edit**, select 10 from the Value menu.
13. Click **OK**.

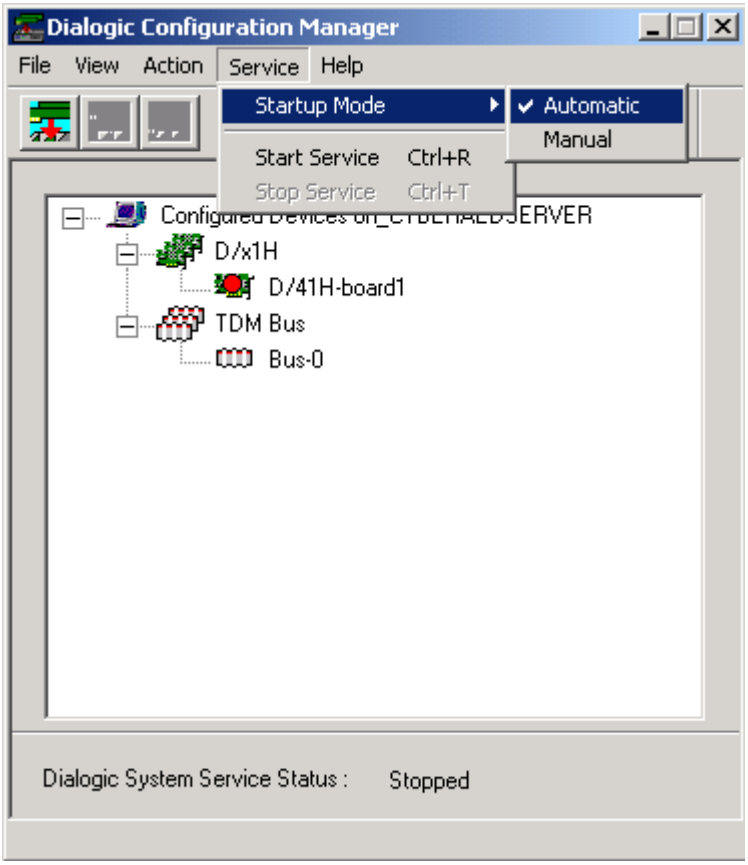
Figure 13 Dialogic Configuration Manager - Properties for D/41H-board1 window



The Dialogic Configuration Manager window appears. (See Figure 14.)

14. Click **Service=>Startup Mode=>Automatic**.

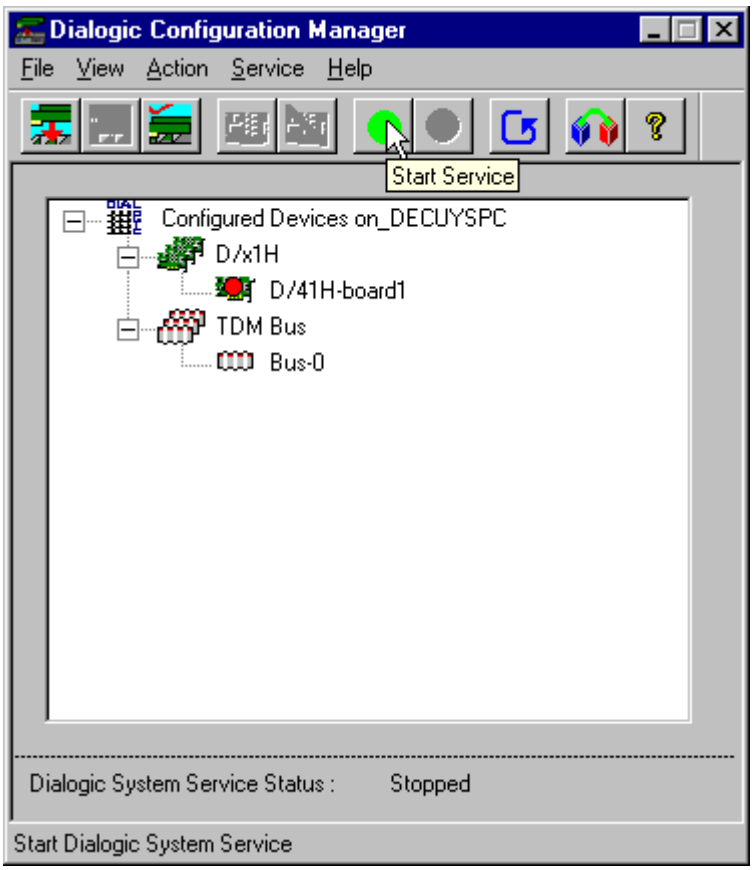
Figure 14 Dialogic Configuration Manager window



The Dialogic Configuration Manager window appears. (See Figure 15.)

15. Click the green button to start the service.
    From now on, when you start your system, the Dialogic System will start automatically.

Figure 15 Dialogic Configuration Manager



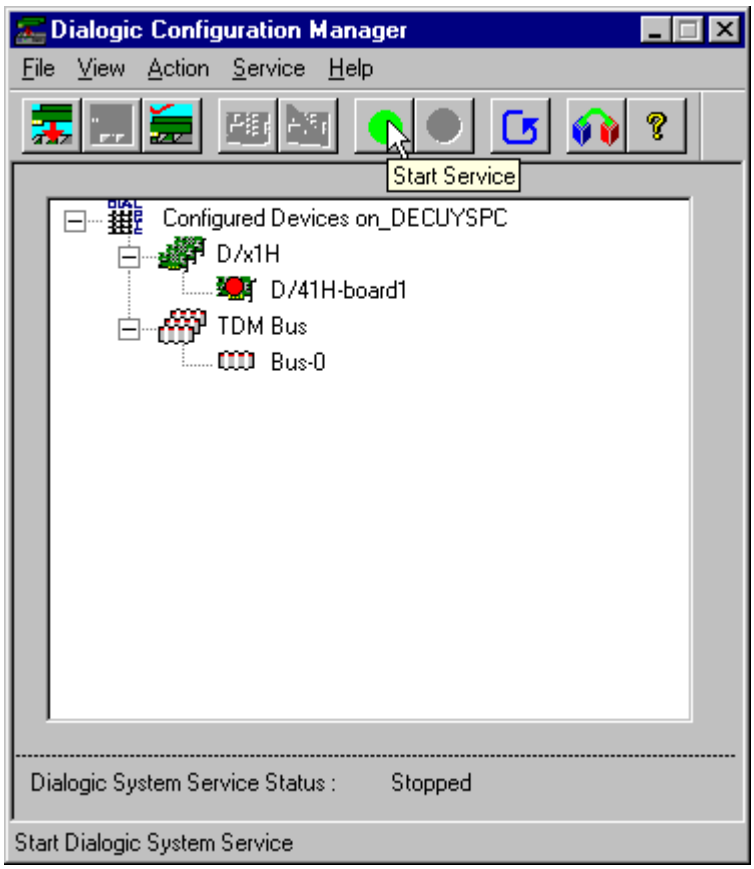
16. Click **OK** when you are prompted with a confirmation message.
17. View the bottom of the **Dialogic Configuration Manager** window. **Dialogic System Service Status: Started** will appear if the service is running.
18. If the DCM did not automatically start your service, you need to change your hardware settings on the dialogic card. See the dialogic documentation that accompanied your card.
19. If the DCM automatically detected and added your board to the configuration, then there is no need to restart the system. If it did not, you must restart your system.

Verifying that the Dialogic Card is functioning

To verify that the Dialogic Card is functioning:

1. Click **Start=>Programs=>Dialogic System Software=>Dialogic Configuration Manager - DCM**.
2. View the bottom of the Dialogic Configuration Manager.
   Dialogic System Service Status: Started will appear if the service is running. (See Figure 16.)

Figure 16 Dialogic Configuration Manager



Installing MSDE (Microsoft Data Engine) 2000

If MSDE 2000 is installed on your system, you can skip this step and continue to assigning the port types on the switch.

If you have Mitel Networks 6110 Contact Center Management version 2.6.00 or later, then the Microsoft Data Engine (MSDE) 2000 is installed automatically. You can skip this step and continue to “Configuring the ports on the switch” on page 41.

If you have the SQL 2000 server already installed, you can skip this step and continue to “Configuring the ports on the switch”. If you want to install SQL 2000 server instead of MSDE 2000, do so now, and then continue to “Configuring the ports on the switch”. Please follow the Microsoft SQL 2000 server instructions.

If you have Mitel Networks 6110 Contact Management versions prior to 2.6.00, or if you have a stand-alone system, then you must install MSDE 2000 manually. Follow the directions below.

To install MSDE 2000:

1. Insert the Mitel Networks™ 6160 Intelligent Queue CD into the drive.
   Upon insertion of the disc, the Install Wizard will start.
2. Select **View Mitel Networks 6160 IQ Products**.
3. Select **Install Microsoft Data Engine 2000**.
   A message appears **Please wait while the InstallShield Wizard is preparing to install MSDE. This may take several minutes**.
   A second message appears **You must restart your system**.
4. Click **Yes**.

Verifying that MSDE is functioning

To verify that MSDE is installed:

1. Click **Start=>Programs=>MSDE=>Service Manager**.
2. View the SQL icon.
   The green arrow indicates that the service is running.

Configuring the ports on the switch

SX-2000, 3200 ICP, and 3300 ICP port configuration

To configure RAD ports:

1. In the **ONS/OPS Circuit Descriptor Assignment form**, assign a directory number for each RAD device that will be used by 6160.
2. In the **Class of Service Options Assignment form**, assign a Class of Service (COS) to each RAD port that will be used by 6160.
3. In the **Class of Service Options Assignment form**, set the following options:
   • Message Waiting = “No”
   • Message Waiting - Audible Tone Notification = “No”
   • Recorded Announcement Device = “Yes”
   • ANSWER PLUS Message Length Timer equal to the longest message duration
   • ANSWER PLUS Expected Offhook Timer equal to the Message Length cycle time plus an allowance of five seconds of guard time.
4. In the **Station Service Assignment form**, assign the appropriate COS to each RAD directory number.
5. In the Code Assignment Form, create a Do Not Disturb - Cancel primary code. this must be entered in the 6160 System Settings. See “Setting System Settings (port and IP address)” on page 60.

To configure Smart Choice, Callback, Routing, and Reporting ports:

1. In the **ONS/OPS Circuit Descriptor Assignment form**, assign a directory number for each port.
2. In the **Class of Service Options Assignment form**, assign a Class of Service to each port.
3. In the **Class of Service Options Assignment form**, set the following:
   • Message Waiting = “No”
   • Message Waiting - Audible Tone Notification = “No”
   • Recorded Announcement Device = “No”
   • Dialing Conflict Timer = 2
   • First Digit Timer = 5
   • Inter-Digit Timer = 3.
4. In the **Station Service Assignment form**, assign the appropriate COS to each port’s directory number.
5. In the **Feature Access Code Assignment form**, create a Call Hold - Retrieve Primary Code.
6. If Smart Choice profiles are used, you must define the Call Hold - Retrieve feature access code in the 6160 System Settings. See “Setting System Settings (port and IP address)” on page 60.
7. Go to “Setting System Settings (port and IP address)” on page 60.

In addition, for Routing ports:

- ONS/CLASS/CLIP = Yes

In addition, for Reporting ports:

1. In the **Class of Service Options Assignment form**, set the following options:
   • SMDR - external = Yes
   • SMDR - internal = Yes
   • Allow Non Verified Account Codes = Yes

SX-200 port configuration

To configure recording hunt groups used in ACD (Automatic Call Distribution), Attendant Automatic Overflow, and Automated Attendant:

1. Select a time for COS Option 404 (Recording Failure to Hangup Timer) in the COS of the recording hunt group members.
2. Since some RADs will not answer calls that use discriminating ringing (non-standard ringing), ensure that COS Option 809 (Standard Ring Applies) is enabled in the COS of the incoming trunks.

In addition, for Routing ports:

- You must enable COS option 505 ONS stations support class = Yes

Refer to your SX-200 EL technical documentation CDE Form 17 (Hunt Groups) for details on programming the hunt group itself.

Attaching the Security Access Module

The Security Access Module (SAM) is included in the box with the Mitel Networks 6160 Intelligent Queue software.

To attach the SAM:

- Plug the 6160 SAM into the printer port.

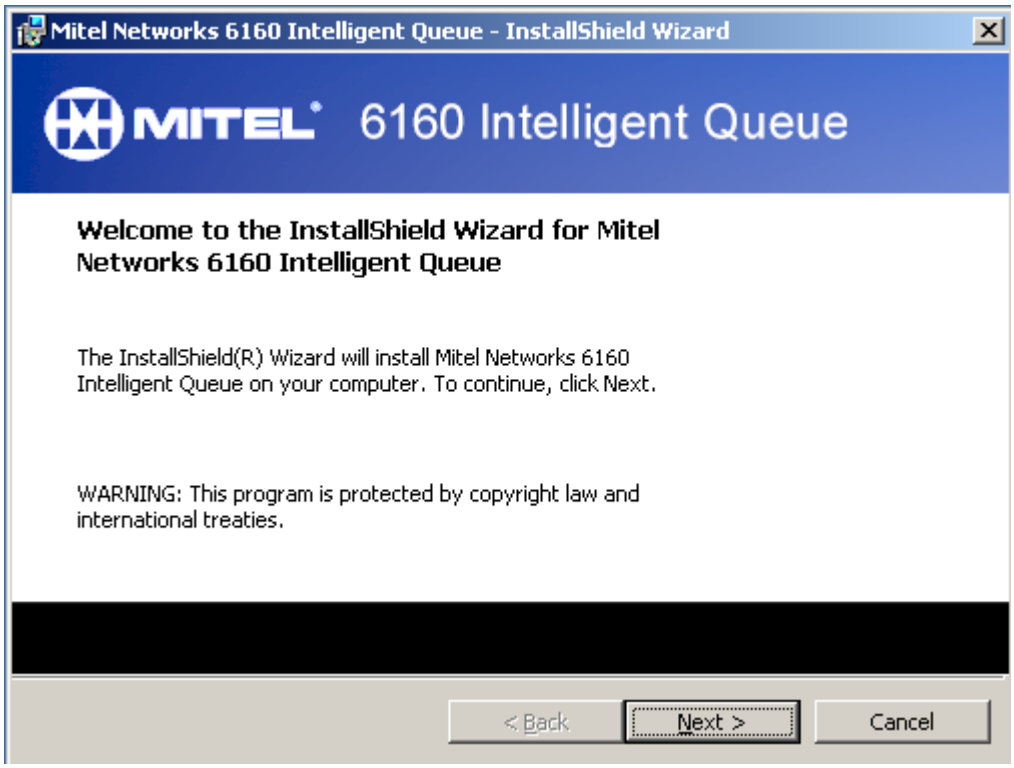
Installing 6160

NOTE: You will need the Mitel Networks Options Sheet to complete the installation.

To install 6160:

1. Insert the Mitel Networks™ 6160 Intelligent Queue CD into the drive.
   Upon insertion of the disc, the InstallShield Wizard will start.
2. Select **Install Mitel Networks 6160 IQ Products**.
   The Mitel Networks 6160 Products window appears.
3. Select **Install Mitel Networks 6160 IQ**.
   The Welcome window appears. (See Figure 17.)
4. Click **Next**.

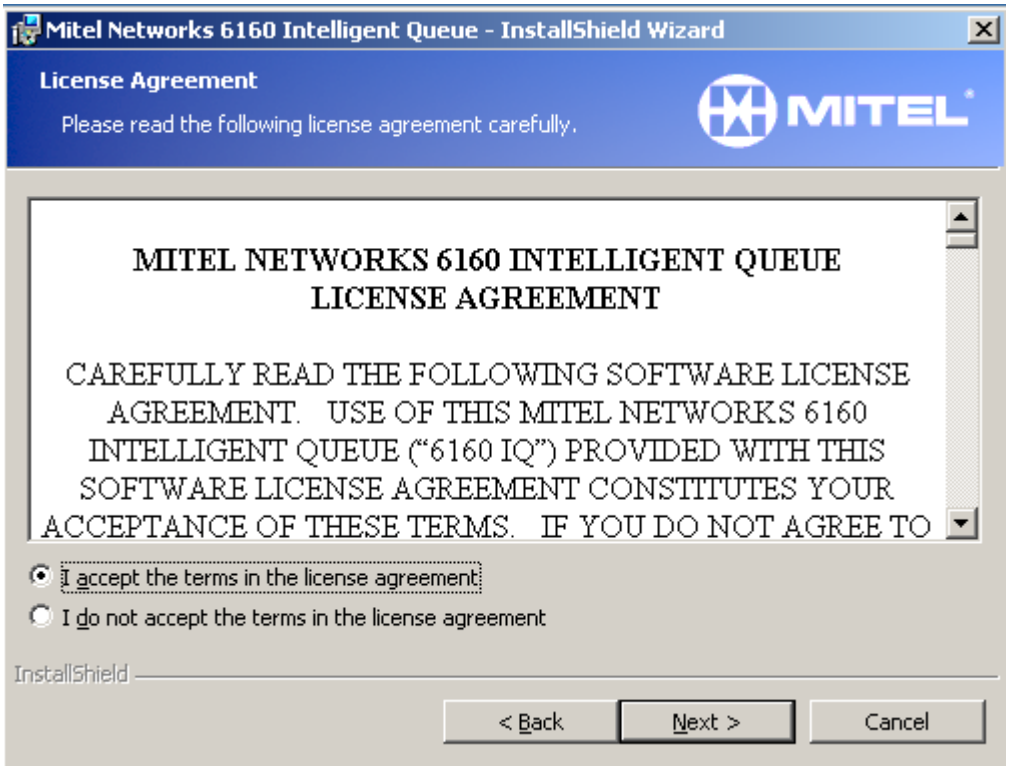
Figure 17 Welcome window



The License Agreement window appears. (See Figure 18)

5. Select **I accept the terms in the license agreement**.
6. Click **Next**.

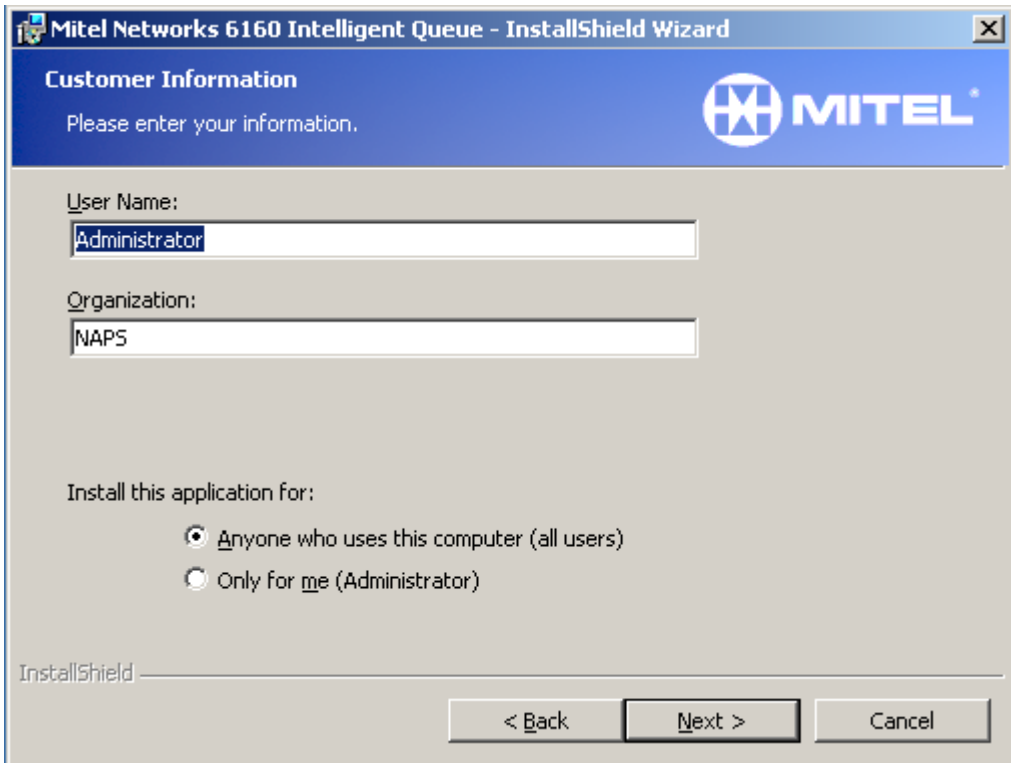
Figure 18 License Agreement window



The Customer Information window appears. (See Figure 19)

7. If you want 6160 to be available to all users, after **Install this application for**, select **Anyone who uses this computer (all users)**.
8. Alternatively, if you want 6160 to be available only to you, after **Install this application for**, select **Only for me (*administrator/user name*)**.
9. Under **User Name**, type the server name.
10. Under **Organization**, type the name of your company.
11. Click **Next**.

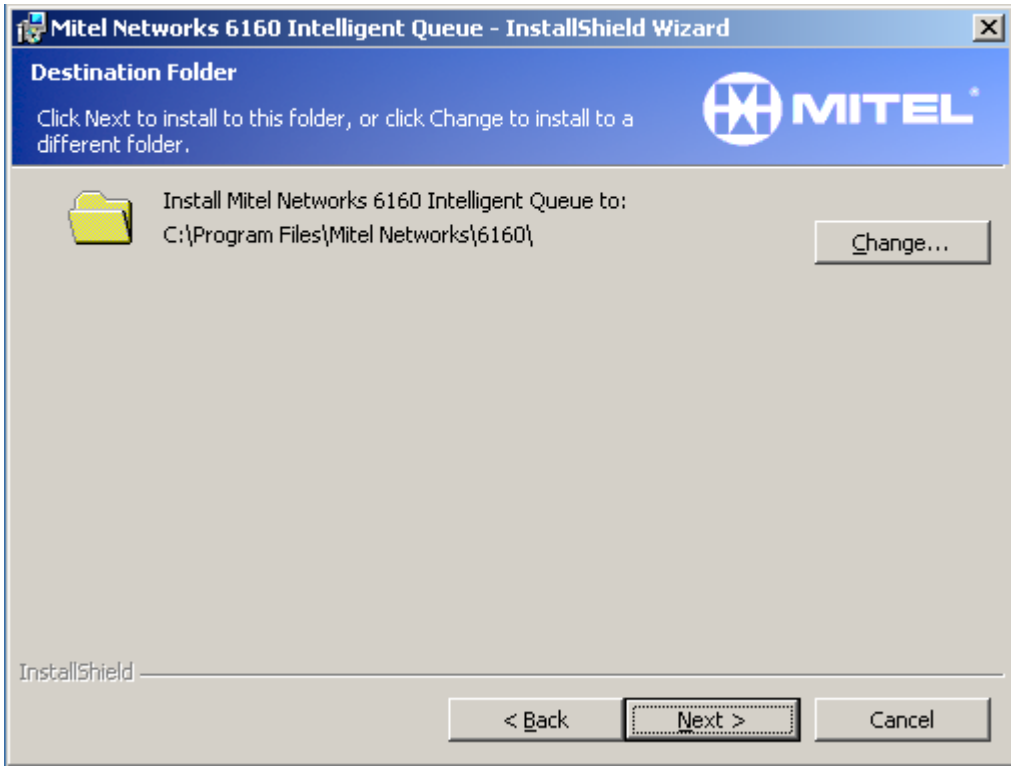
Figure 19 Customer Information window



The Destination window appears. (See Figure 20)

12. If you do not want your 6160 folder installed on your C drive, click **Change,** browse to the desired location, select the location, and then click **OK**.
13. Click **Next**.

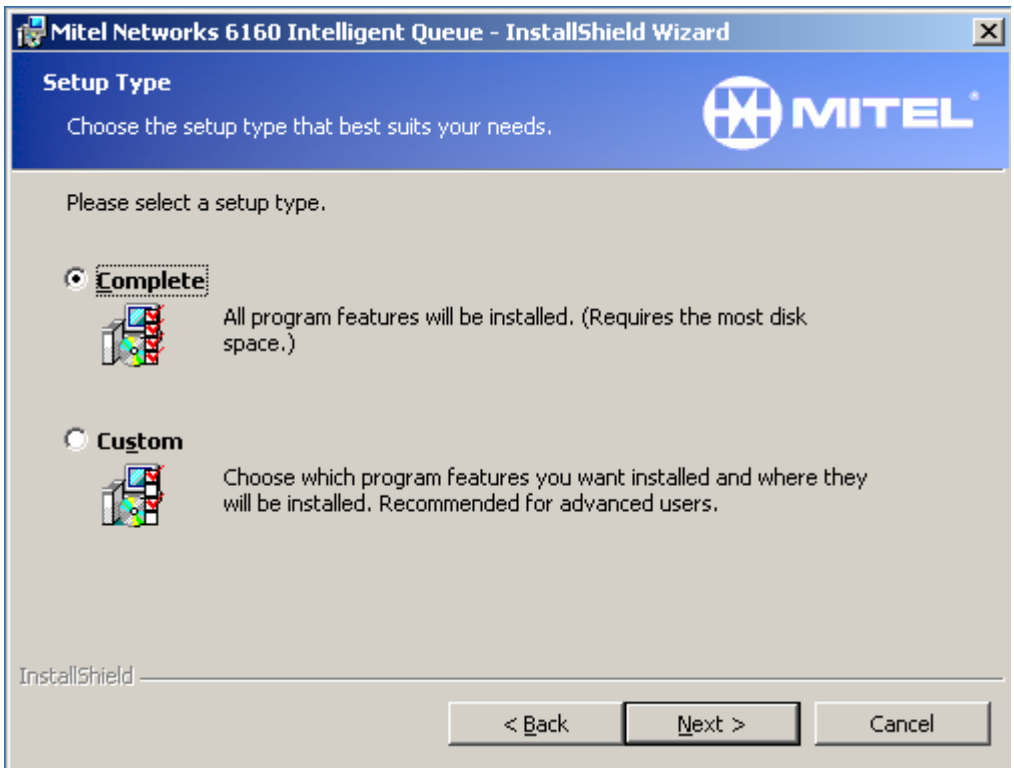
Figure 20 Destination window



The Setup Type window appears. (See Figure 21)

14. If you want to install all program features, select **Complete**.
15. Alternatively, if you want to install just some program features, select **Custom**.
16. Click **Next**.

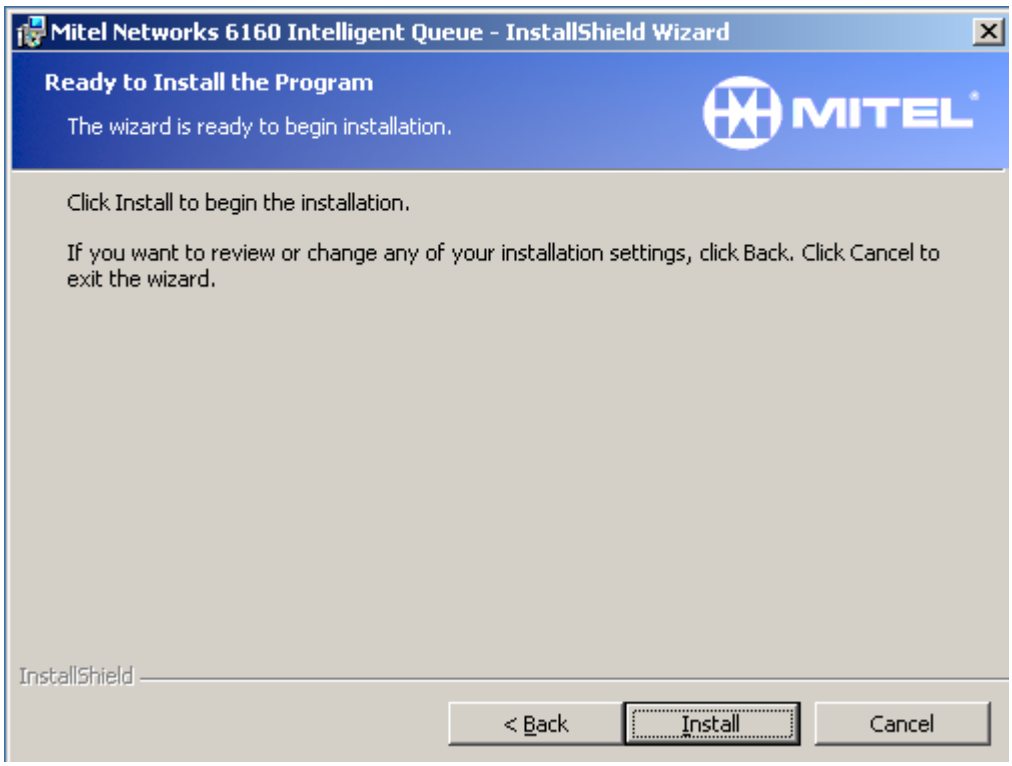
Figure 21 Setup Type window



The Ready to Install the Program window appears. (See Figure 22)

17. Click **Install**.
    The installation will take a few minutes to complete.

Figure 22 Ready to Install the Program window



The System Options window appears. (See Figure 23)
The Mitel system ID number will automatically appear. The system gets the identification number from the SAM.

18. Beside **Define the number of ports that this system will use**, select the number of ports you have purchased (shown on your Mitel Options Sheet).
19. Select the check boxes next to the applications you have purchased (shown on your Mitel Options Sheet).
20. After **Mitel System ID**, the identification number will automatically appear.
21. **Mitel Options Password**, type the password shown on your Mitel Options Sheet.
22. Click **Save**.

Figure 23 System Options window

A screen will appear with your new default username (Mitel) and your new default password. The default password is the Mitel Options Password shown on your Mitel Options Sheet. If you purchase new options your default log on information will change.

NOTE: Store the username and password in a safe and secure place. You will need it to access the 6160 application.

23. Click **OK**.
    The InstallShield Wizard Completed window appears.
24. Click **Finish**.
25. When the final setup screen asks you to reboot your system, click **Yes**. Your PC should automatically shut down.

Installing 6160 Remote Web Callback

The installation procedures for 6160 Remote Web Callback are the same for 6160.

See “Configuring Remote Web Callback (offsite)” on page 142.

To install 6160 Web Callback Remote:

1. Insert the **Mitel Networks™ 6160 Intelligent Queue CD** into the drive.
   Upon insertion of the disc, the Install Wizard will start.
2. Select **Install Mitel Networks 6160 IQ Products**.
3. Select **Install Mitel Networks 6160 IQ Web Callback Remote**.
   The steps of the Mitel Networks 6160 IQ Remote Web Callback Installation are exactly the same as the steps for the 6160 installation.

Adding IUSR to the Administrators Group

Adding the Windows 2000 IUSR

1. Click **Start=>Programs=>Administrative Tools=>Computer Management**.
   The Computer Management Console window appears.
2. Expand the tree: **Computer Management=>Local Users and Groups=>Users**.
3. Right-click **IUSR**_*[the computer name]*.
4. Select **Properties**.
   The Properties window appears.
5. Click the **Members of** tab.
6. Click **Add**.
   The Select Groups window appears.
7. Select **Administrators**.
8. Click **Add**.
9. Click **OK** twice.
10. Close the **Computer Management** window.

Adding the Windows NT IUSR

1. Click **Start=>Programs=>Administrative Tools=>User Manager for Domains**.
   The User Manager window appears.
2. Select **IUSR**_*[the computer name]*.
3. Click **Enter**.
   The User Properties window appears.
4. Click **Groups**.
   The Groups Membership window appears.
5. In the **Not Member of** column, click **Administrators**.
6. Click **Add**.
7. Click **OK** twice.
8. Close the **User Manager** window.

Configuring Internet Information Server

You must permit 6160 access to the Internet Information Server (IIS) for 6160 to run properly. The IIS permissions on the MSADC virtual directory must be set as follows to permit 6160 access to the IIS.

Because of the recent Nimba virus attack, many people have performed an IIS lockdown (IISLockd.exe) on all servers running IIS. This process secures an IIS server from malicious attack by blocking all access to an IIS server for anything but HTML pages. In order to run an IIS application, the system requires access to Microsoft Data Access Components via the MSADC (Microsoft ActiveX Data Components) virtual directory. IISLockd.exe resets all security on the IIS server so that you must open only the components that you need.

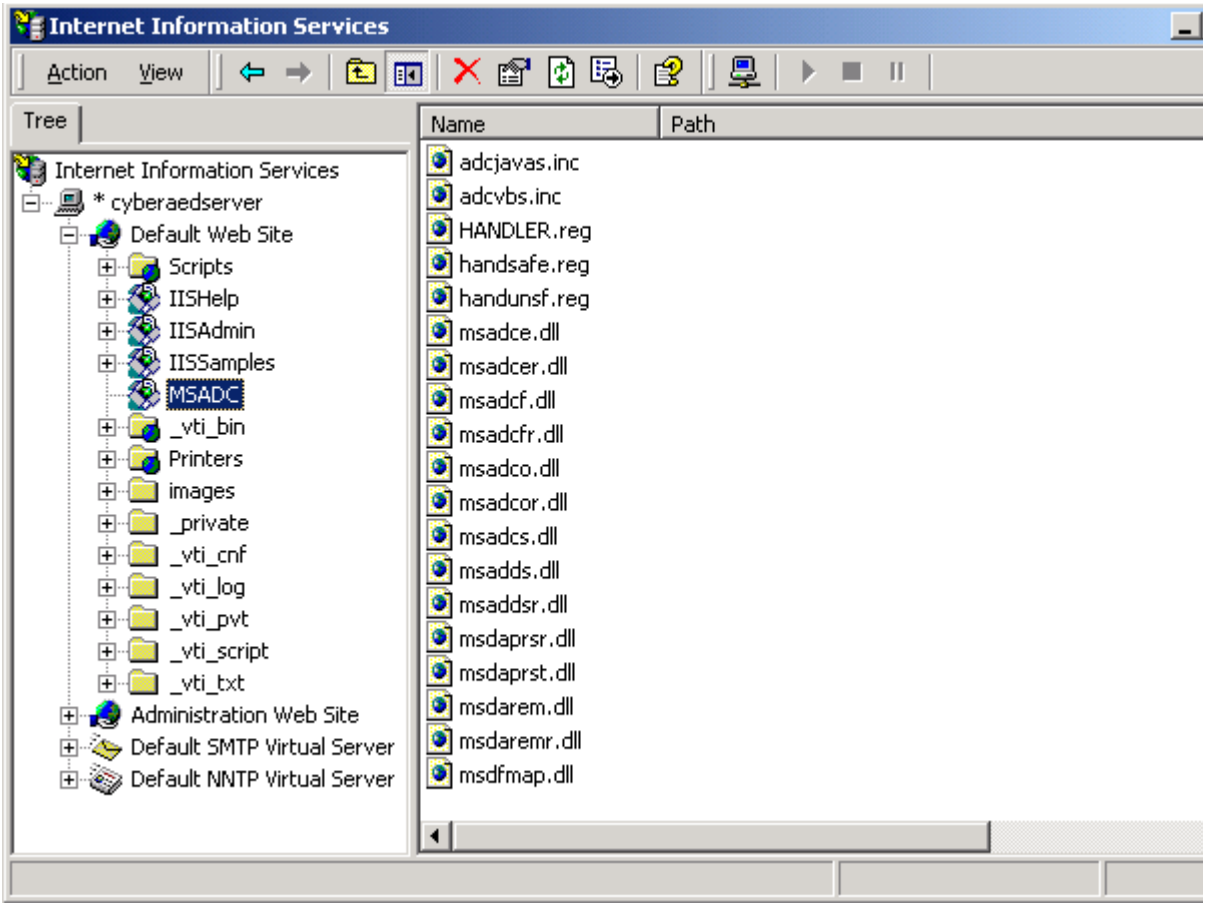
Restoring IIS access permissions to 6160

1. Click **Programs=>Administrative Tools=>Internet Services Manager**.

The Internet Information Services window appears. (See Figure 24.)

2. Expand the computer name in the left pane.
3. Expand **Default Web Site**.
   The MSADC should appear as a virtual directory on the root of the Web site. If it does not exist, right-click on the > “>Default Web Site>”> and select New=>Virtual Directory.
4. Right-click the **MSADC** virtual directory and select **Properties**.

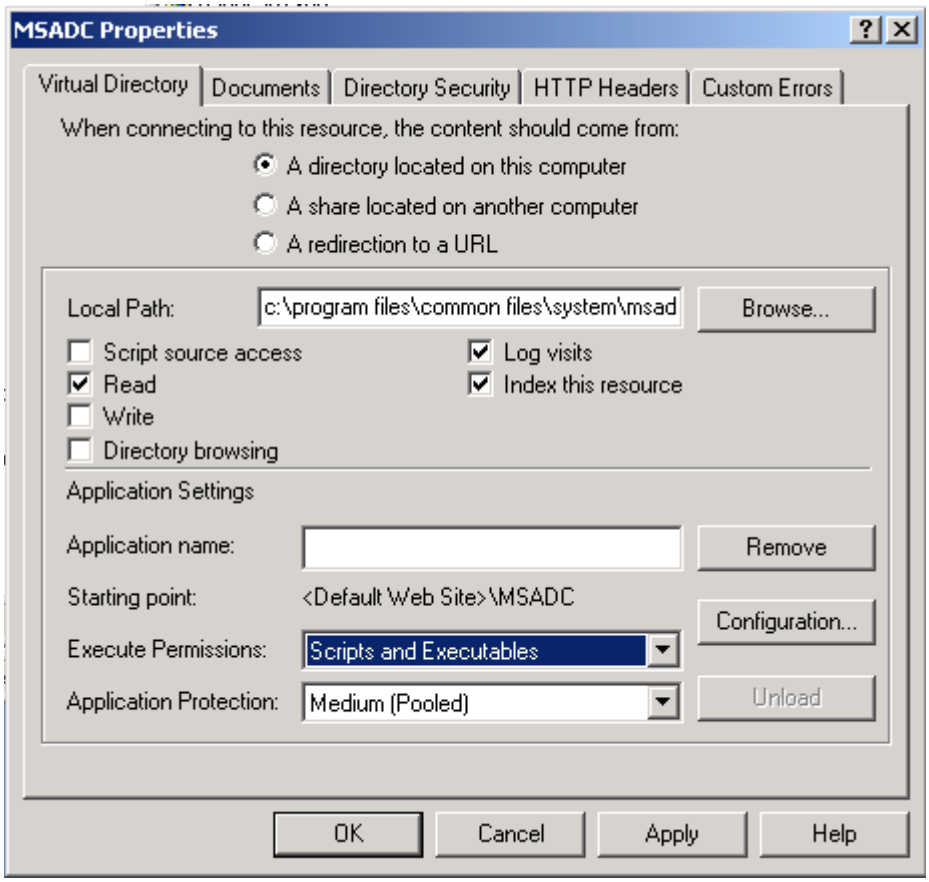
Figure 24 Internet Information Services window



The MSADC Properties window appear. (See Figure 25.)

5. Ensure that after **Local Path** is **\program files\common files\system\msadc**.
6. After **Execute Permissions**, select **Scripts and Executables** (IIS 5.0) or **Executable** (Including Script) (IIS 4.0).
7. Select both the **Read** and the **Write** check boxes.

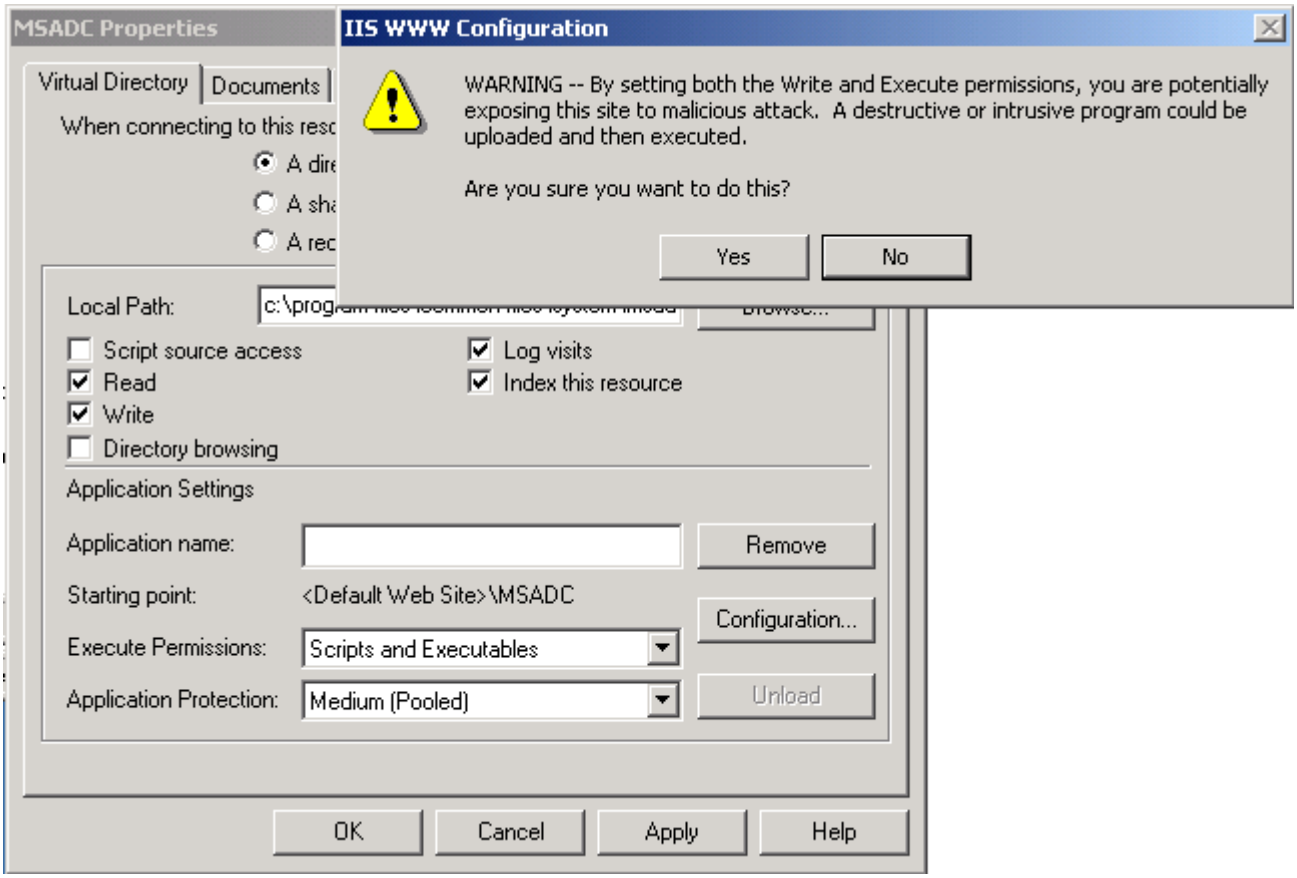
Figure 25 MSADC Properties window



The IIS WWW Configuration window appears. See Figure 26.

8. Click **Yes**.
9. Click the **Directory Security** tab.

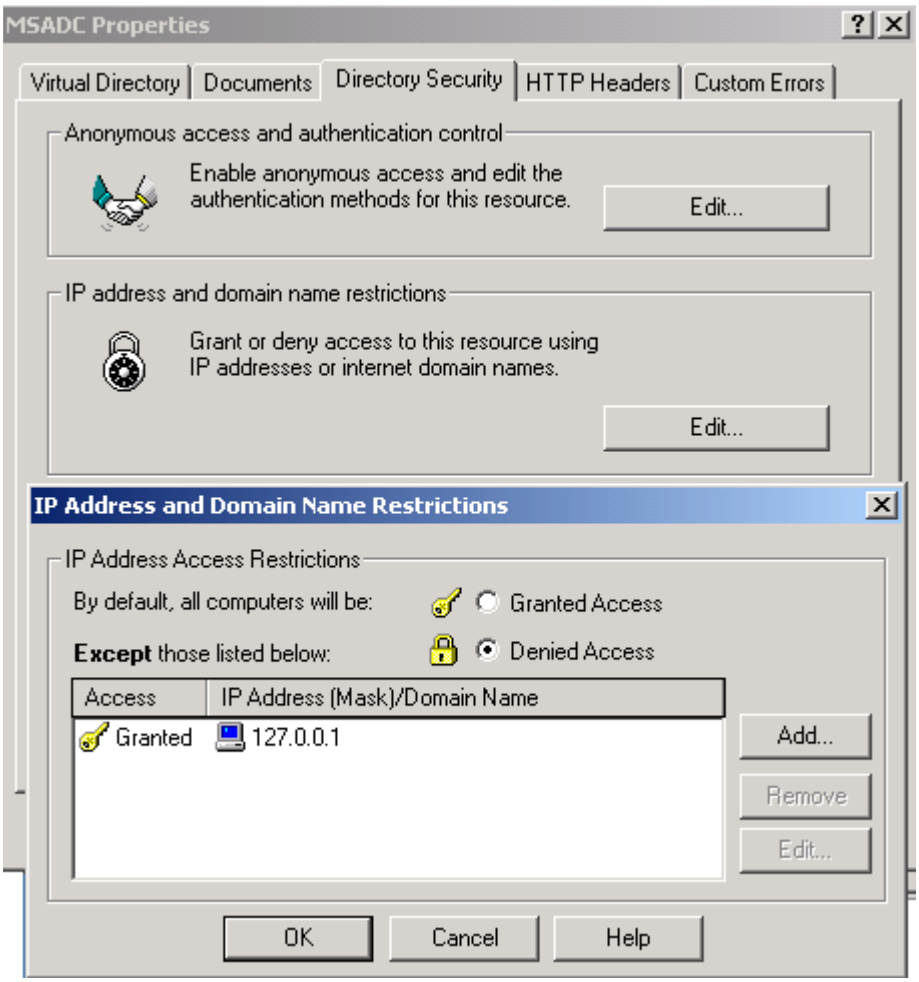
Figure 26 IIS WWW Configuration Window



The IP Address and Domain Name Restrictions window appears. See Figure 27.

10. To enable RDS-based applications and pages on this server,
    if you want all clients to access RDS-based pages and applications, then select Granted Access,or
    if you want to grant access only to selected clients, then click Add to enter their IP addresses or domain names.
11. Click **OK**.
12. Click **OK**.

Figure 27 IP Address and Domain Name Restrictions window appears



System maintenance and troubleshooting

System maintenance

Upgrading Impresa Intelligent Queue version 1.0 to Mitel Networks 6160 Intelligent Queue version 2.0.

Mitel Networks 6160 Intelligent Queue uses a different database than Impresa Intelligent Queue did, so you will have to reprogram your system when you install 6160.

Caution: Ensure that your customized .wav files are saved to a temporary directory or you will lose them when you uninstall Impresa Intelligent Queue.

Uninstalling Impressa Intelligent Queue version 1.0

To uninstall Impressa Intelligent Queue version 1.0:

1. Run C;\iQueue\Service\UninstallMESVC.bat
2. Run C;\iQueue\Serice\UninstallMOHSVC.bat
3. Restart the computer
4. Uninstall Impresa iQueue from the control panel using Add/Remove Programs. Select Remove All when asked, and OK to unable to remove file.
5. Restart the computer.

   NOTE: If you have ISA cards, take note of their IRQ and I/O Addresses before you uninstall them.

6. Uninstall the Dialogic cards from the control panel using Add/Remove Programs.

Installing new releases

From time to time, Mitel Networks produces new versions of 6160 software. New releases of software are shipped on CD-ROM. You must first uninstall the old version of 6160 before installing the new version of the software on your server.

NOTE: The uninstall procedure takes your server out of service. Upgrade your server during off-hours.

Uninstalling 6160 Intelligent Queue

You do not have to save your customized .wav files to a temporary directory. All profiles will keep the .wav files associated with them.

To uninstall 6160 Intelligent Queue:

1. Log on to your server as the Administrator.
2. Click **Start=>Settings=>Control Panel**.
3. Double click **Add/Remove Programs**.
4. Select **6160 Intelligent Queue**.
5. Follow the Uninstall Wizard instructions.

Installing new 6160 Intelligent Queue versions

NOTE: You do not need to reinstall your dialogic drivers or the SQL server.

To install 6160 Intelligent queue, follow “Installing 6160” on page 43.

Troubleshooting

Problem	Reason	Possilble solution
The Dialogic Port is not working.	The Dialogic service was not started.	Start the Dialogic service with the DCM (Dialogic Configuration Manager) and set it to start automatically. See step 14 of “Installing the Dialogic Drivers.”
The Dialogic Port is not working.	The class of service options in the PBX are incorrect.	See “Configuring the ports on the switch” on page 41.
The Dialogic Port is not working.	The RAD ports are not in Do Not Disturb.	See “Configuring the ports on the switch” on page 41.
The Dialogic Port is not working.	The DND code was not entered in the Feature Access Code form or in the System Settings page.	See “Configuring the ports on the switch” on page 41 and “Setting System Settings (port and IP address)” on page 60.
The Dialogic Port is not working.	The IRQ or the I/O address is incorrect.	Correct them.
The Dialogic Port is not working.	The Dialogic card is not set to onhook.	Set the Dialogic card to onhook. See your Dialogic documentation.
The Dialogic Port is not working.		Run the Dialogic sample programs. The Horoscope program tests if a port is answering. The Multi-threaded voice program tests if a port can dial out.
The Dialogic card is working but 6160 is not answering.	The systems are not started.	See “Starting the systems” on page 58. If the service will not start, check the event logs for specific errors.
The RAD message does not play the complete message file.	The Answer Plus Message Length Timer and the expected Offhook Timer in the Class of Service Options Assignment form are incorrect.	See “Configuring the ports on the switch” on page 41.
The ACD paths do not appear under TIQ settings of RAD ports in the Profile Administration.	You have not purchased 6110 version 3.0 and the TIQ Talk Option.	Purchase the applications.
The ACD paths do not appear under TIQ settings of RAD ports in the Profile Administration.	6160 and 6110 version 3.0 are not communicating.	Type the correct IP address for the 6110 CCM server if it 6160 is a remote installation. See “Setting System Settings (port and IP address)” on page 60. The host name should be found if the server address is entered correctly.
The ACD paths do not appear under TIQ settings of RAD ports in the Profile Administration.	6160 and 6110 version 3.0 are located on different subnets.	Type the gateway information in your TCP/IP properties. Test your connection to the gateway with the ping utility.
The ACD paths do not appear in the menu when creating a Queue plan.	The TIQ Talk Settings were not applied.	See “Assigning ACD paths to the profile” on page 80.
No messages appear under my profile when defining messaging plans.	You have not associated any messages with this profile.	See “Uploading message files to the 6160 system” on page 103

Procedures for 6160 Intelligent Queue

There are System procedures, Profile procedures, RAD messaging procedures, Smart Choice messaging procedures, Smart Routing procedures, Music procedures, and Reporting procedures. You must follow Profile procedures before attempting RAD or Smart Choice messaging procedures.

System procedures

Logging on 6160

To create new users, you must be an administrator. See “Creating users who are permitted on the 6160 system” on page 65.

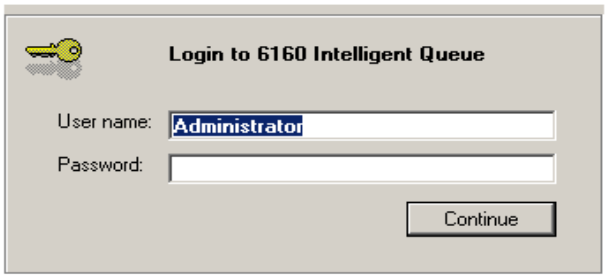
To log on 6160 (from the server):

1. Double click the **6160 Administration** icon located on the desktop.
2. After **username**, type the user or administrator name.
   The default username is Mitel.
3. After **password**, type the password.
   The default password is the Mitel Options code.
4. Click **Continue**.

To log on 6160 (from the client computer):

1. Using Internet Explorer 5.5, type in your 6160 server IP address **http://[your server address]/6160/6160 Admin.htm**
   The Logging on window appears. (See Figure 28.)
2. After **username**, type the user or administrator name.
   The default username is Mitel.
3. After **password**, type the password.
   The default password is the Mitel Options code.
4. Click **Continue**.

Figure 28 Logging on window



Logging off 6160

To log off 6160:

1. Click **Logout**.
   The login page will appear.

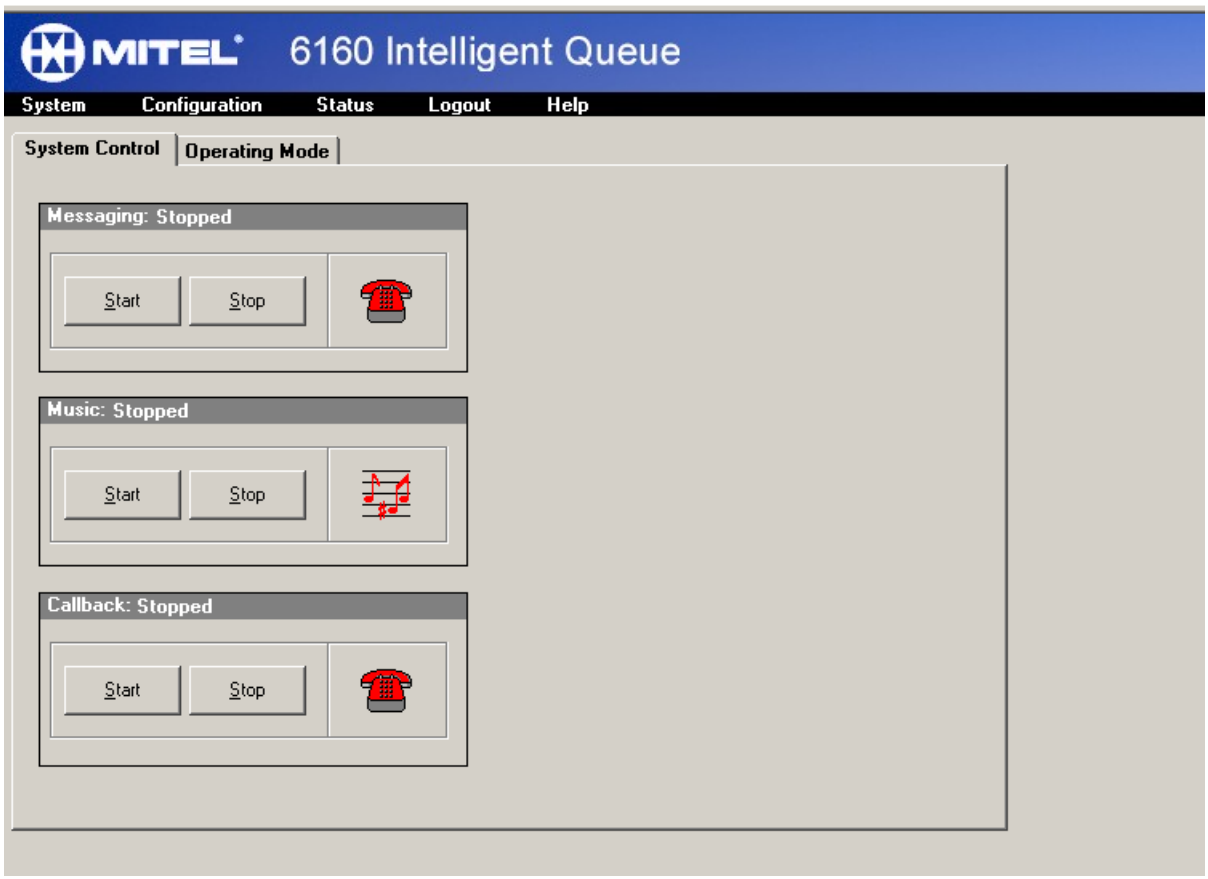
Starting the systems

The Messaging, Music, and Callback systems should have started automatically when you started 6160. If the systems did not start, you can start the systems with the following procedure.

To start the systems:

1. Click **System=>System Start/Stop**.
   The System Control window appears. (See Figure 29.)
2. Under **Messaging: Stopped**, click **Start** to start the Messaging system.
3. Under **Music: Stopped**, click **Start** to start the Music system.
4. Under **Callback: Stopped**, click **Start** to start the Callback system.

Figure 29 System: System Control window



Stopping the systems

To stop the systems:

1. Click **System=>System Start/Stop**.
   The System Control window appears.
2. Under **Messaging: Started**, click **Stop** to stop the Messaging system.
3. Under **Music: Started**, click **Stop** to stop the Music system.
4. Under **Callback: Started**, click **Stop** to stop the Callback system.

Activating further applications

With the System Options, you can activate further applications you purchase. When you first installed 6160, you activated the applications you initially purchased.

When activating further applications, you must first stop the systems, and then activate the new applications. Finally, you must restart the systems. See “Stopping the systems” on page 58, and “Starting the systems” on page 58.

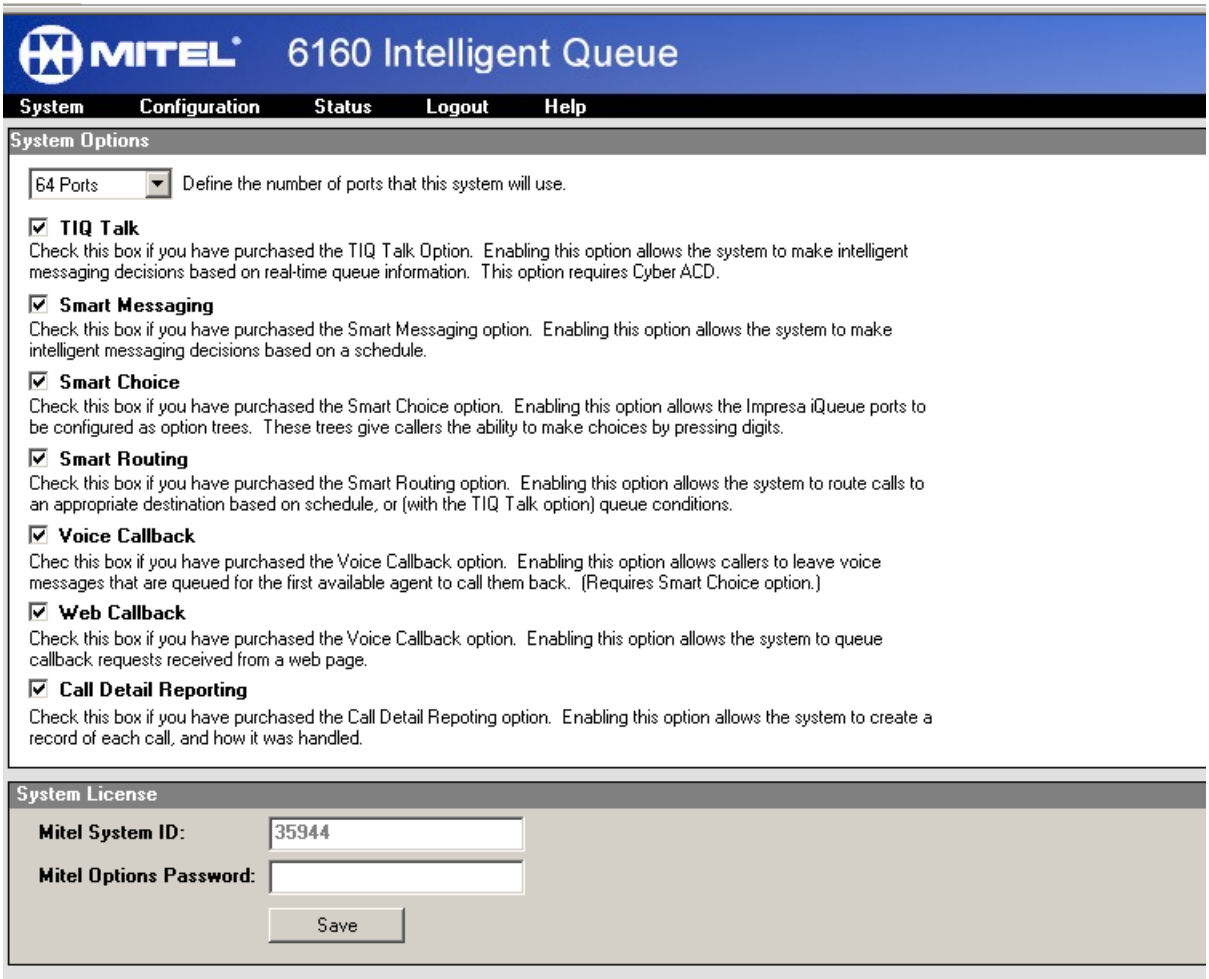
NOTE:

- **The Mitel system ID number automatically appears. The system gets the identification number from the Security Access Module (SAM).**
- **The Mitel Options Password will change when you purchase further applications. It is found on the new Mitel Options Sheet.**

To activate further applications:

1. Click **System=>System Options**.
   The System Options window appears. (See Figure 30.)
2. Click the application check boxes that you want to activate.
3. After **Mitel System ID**, the identification number will automatically appear.
4. After **Mitel Options Password**, type the password.
5. Click **Save**.

Figure 30 System: System Options window



Setting System Settings (port and IP address)

See “Before you can produce a report” on page 163. If the ports and IP address are not set up correctly, you will not be able to produce reports.

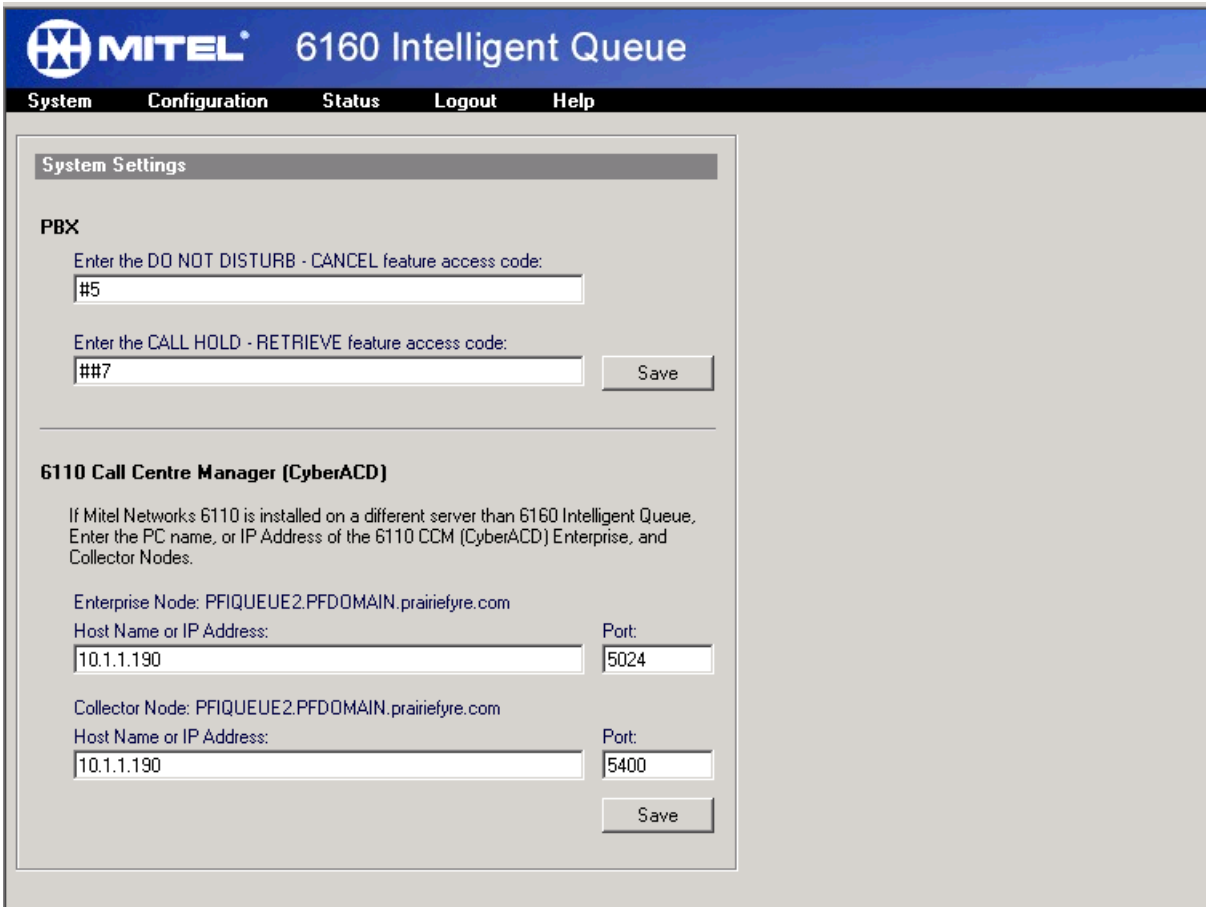
NOTE: 6160 default ports are listed below. These default ports will automatically appear in the System Settings. If these default ports do not reflect the ports you have assigned your PBX or your system, please adjust the information in System Settings.

- The default port of the PBX is 5400.
- The default port of the CEN Node is 5401. (If it is the first port after creating the port for the PBX.)
- The default node of the ACD server real-time is 5024.

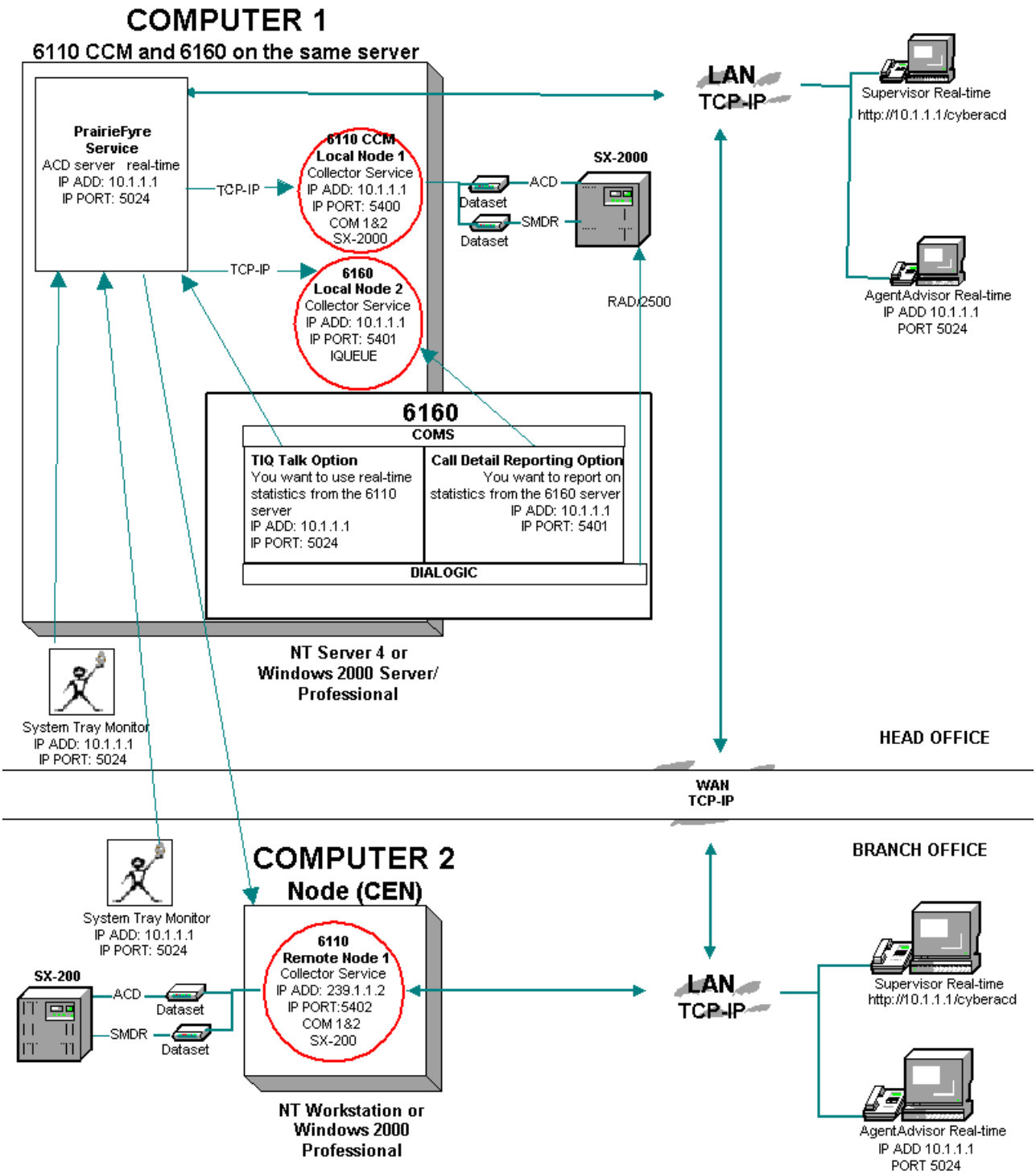
To set the System Settings:

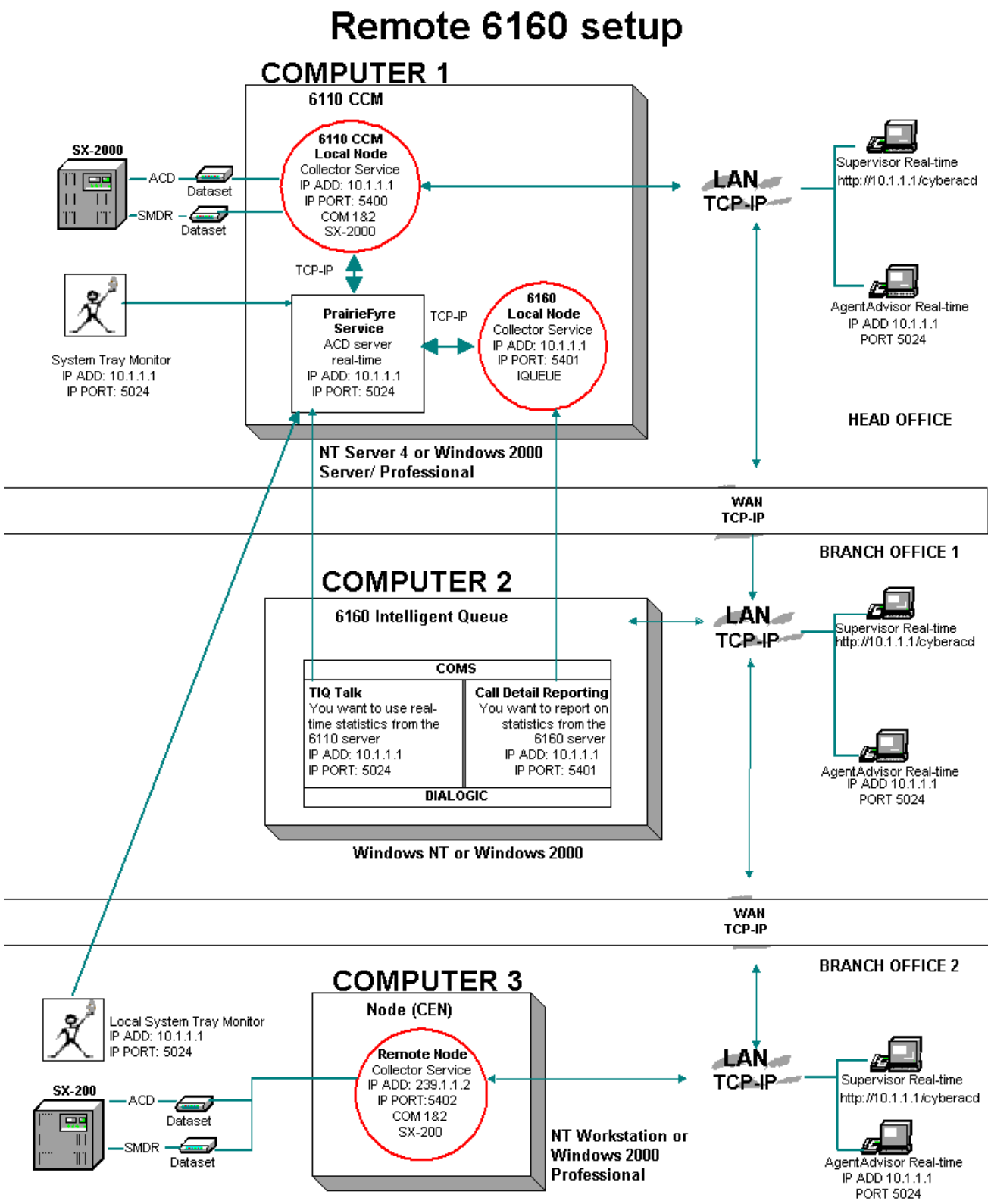
1. Click **System=>System Settings**.
   The System Settings window appears. (See Figure 31.)
2. Under **Enter the DO NOT DISTURB - CANCEL feature access code**, type the DND feature access code assigned by the PBX.
3. Under **Enter the CALL HOLD - RETRIEVE feature access code**, type the Call Hold feature access code assigned by the PBX.
4. Click **Save**.
5. Under **Enterprise Node**, type the IP address of 6110 server (the Enterprise server). Alternatively, if 6160 is located on a remote machine, type the IP address or host name of the 6160 server. (This is a remote installation if 6160 is not located on the 6110 server.)
6. Under **Collector Node**, if you have the Smart Reporting option, type the IP address of the CEN Node.
7. Click **Save**.

Figure 31 System: System Settings window



Local 6160 setup




Remote 6160 setup
COMPUTER 1
6110 CCM
SX-2000
ACD
Dataset
SMDR
Dataset
6110 CCM
Local Node
Collector Service
IP ADD: 10.1.1.1
IP PORT: 5400
COM 1&2
SX-2000
TCP-IP
System Tray Monitor
IP ADD: 10.1.1.1
IP PORT: 5024
PrairieFyre
Service
ACD server
real-time
IP ADD: 10.1.1.1
IP PORT: 5024
TCP-IP
6160
Local Node
Collector Service
IP ADD: 10.1.1.1
IP PORT: 5401
IQUEUE
NT Server 4 or Windows 2000
Server/ Professional
LAN
TCP-IP
Supervisor Real-time
http://10.1.1.1/cyberacd
AgentAdvisor Real-time
IP ADD 10.1.1.1
PORT 5024
HEAD OFFICE
WAN
TCP-IP
BRANCH OFFICE 1
COMPUTER 2
6160 Intelligent Queue
COMS
TIQ Talk
You want to use real-time statistics from the 6110 server
IP ADD: 10.1.1.1
IP PORT: 5024
Call Detail Reporting
You want to report on statistics from the 6160 server
IP ADD: 10.1.1.1
IP PORT: 5401
DIALOGIC
Windows NT or Windows 2000
LAN
TCP-IP
Supervisor Real-time
http://10.1.1.1/cyberacd
AgentAdvisor Real-time
IP ADD 10.1.1.1
PORT 5024
WAN
TCP-IP
BRANCH OFFICE 2
COMPUTER 3
Node (CEN)
Local System Tray Monitor
IP ADD: 10.1.1.1
IP PORT: 5024
SX-200
ACD
Dataset
SMDR
Dataset
Remote Node
Collector Service
IP ADD: 239.1.1.2
IP PORT:5402
COM 1&2
SX-200
NT Workstation or
Windows 2000
Professional
LAN
TCP-IP
Supervisor Real-time
http://10.1.1.1/cyberacd
AgentAdvisor Real-time
IP ADD 10.1.1.1
PORT 5024

Activating the Emergency Mode

There are two ways to activate Emergency Mode:

- You can activate the Emergency Mode for a single department of the company with an emergency plan by activating a single profile.
- You can activate the Emergency Mode company-wide by activating the entire system.

Activating the Emergency Plan for a single profile

To activate the Emergency Plan:

1. Click **Configuration=>Profile Manager=>Profile Messaging Plans**.
   The Default tab appears.
2. Under **Your Profiles**, select the profile you want to use as the emergency profile.
3. Under **Current Profile Operating Mode**, click the **Emergency Plan** tab.
4. Click **Emergency Mode**.
   The text **Normal Operation** and **Emergency Mode** changes to red.

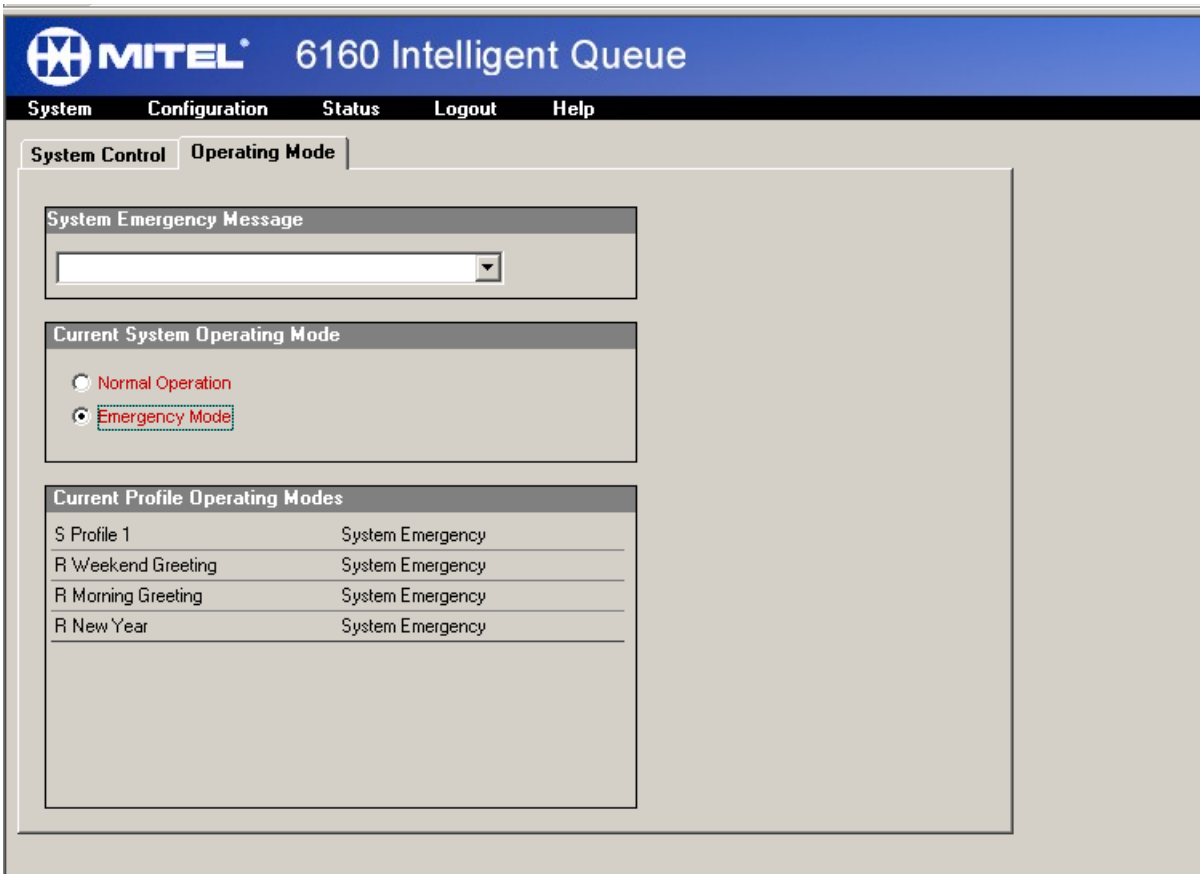
Activating the Emergency Mode system-wide

To activate the Emergency Mode system-wide, you must use the System Controls.

To activate the Emergency Mode:

1. Click **Configuration=>System=>System Start/Stop**.
   The System Control tab appears.
2. Click the **Operating Mode** tab.
   The Operating Mode window appears. (See Figure 32.)
3. Under **System Emergency Message**, select the message(s) that will play when the system is in Emergency Mode.
4. Under **Current System Operating Mode**, select **Emergency Mode**.

Figure 32 System Start/Stop: Operating Mode window



Creating users who are permitted on the 6160 system

You can create users and administrators who will use the 6160 system.

- A user can monitor ports, and has access to the Profile Messaging Plans and the Prompt Manager.
- An administrator has access to the entire system.

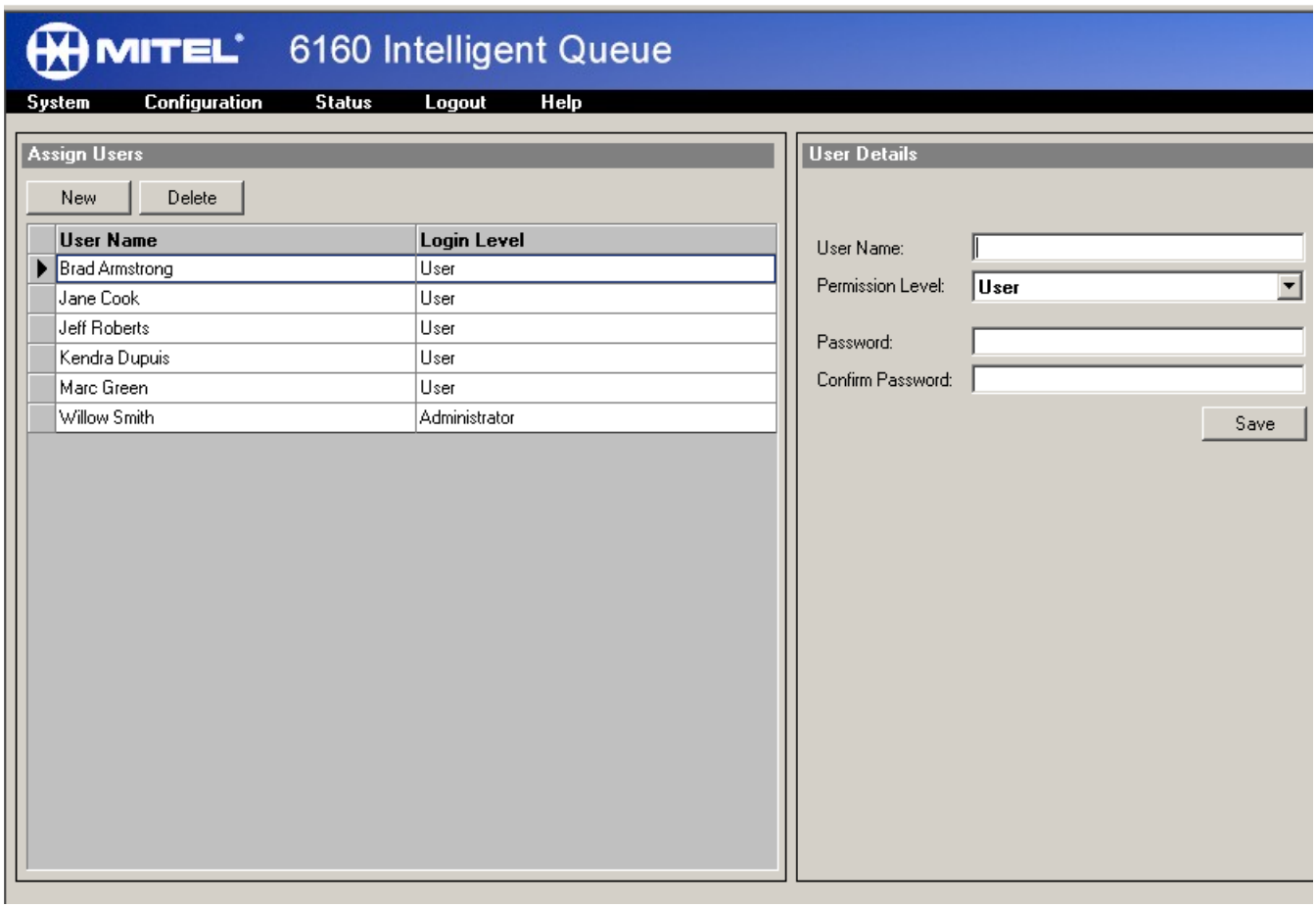
Creating a user

As you create new users, they will appear alphabetically according to the users' first names.

To create a user:

1. Click **System=>Assign Users**.
   The Assign Users window appears. (See Figure 33.)
2. Click **New**.
3. After **User Name**, type the user name.
4. After **Permission Level**, select **User**.
5. After **Password**, type the password.
6. After **Confirm Password**, retype the password.
7. Click **Save**.

Figure 33 System: Assign Users window



Creating an administrator

To create an administrator:

1. Click **System=>Assign Users**.
   The Assign Users window appears.
2. Click **New**.
3. After **User Name**, type the administrator name.
4. After **Permission Level**, select **Administrator**.
5. After **Password**, type the password.
6. After **Confirm Password**, retype the password.
7. Click **Save**.

Deleting users or administrators

To delete users or administrators:

1. Click **System=>Assign Users**.
   The Assign Users window appears.
2. Under **Assign Users**, select the check box of the user you want to delete.
3. Click **Delete**.

Viewing the Peg Counter

The number of times a port has been accessed is referred to as a peg count. When a caller uses a port to access a profile, increases the peg count by one.

Viewing the peg count

To view the port status:

1. Click **Status=>Ports**.
   The Peg Counter window appears. (See Figure 34.)
2. view the number of times each port has been accessed.

Clearing all peg counts

To clear the port status:

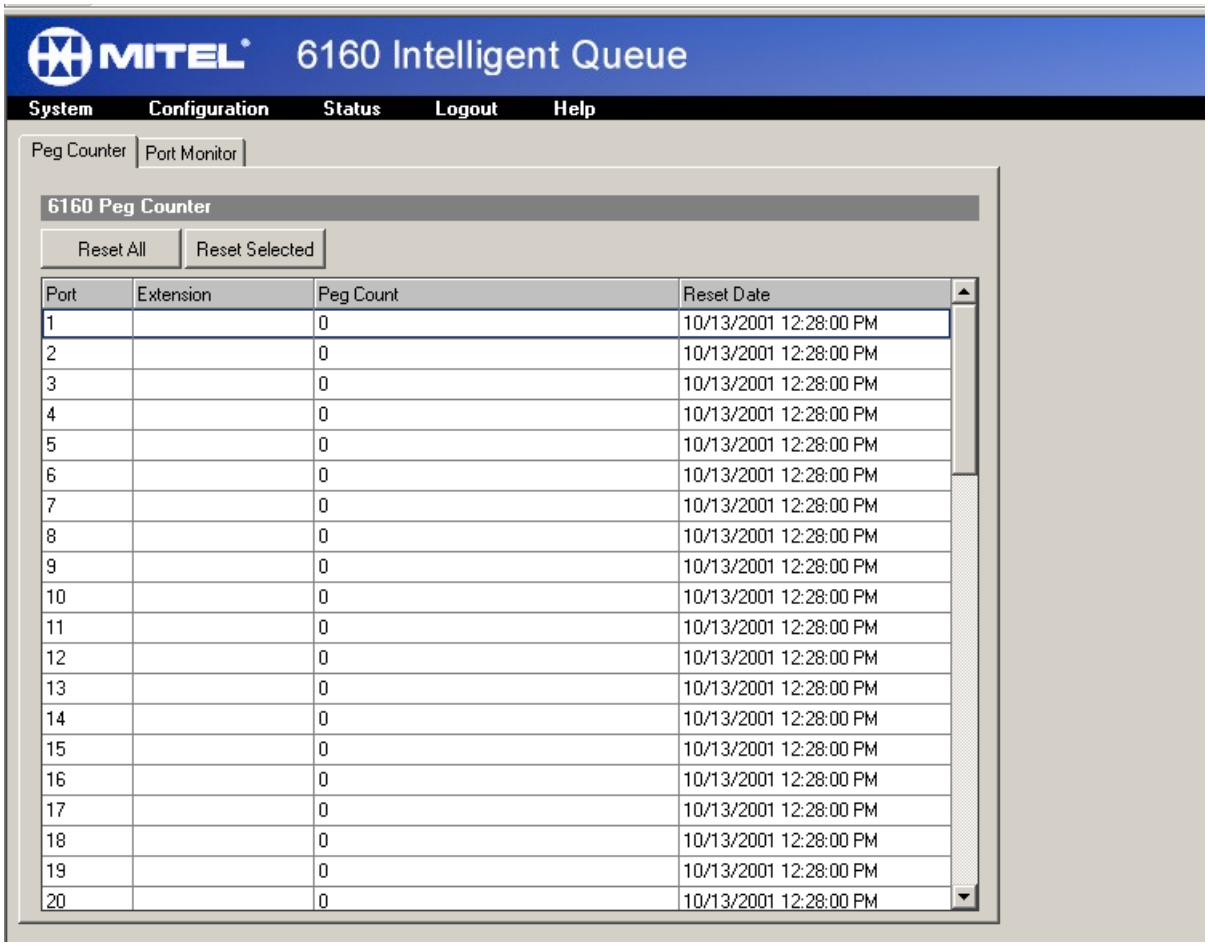
1. Click **Status=>Ports**.
   The Peg Counter window appears. (See Figure 34.)
2. Click **Reset All**.

Clearing selected peg counts

To clear selected port status:

1. Click **Status=>Ports**.
   The Peg Counter window appears. (See Figure 34.)
2. Select the port access count you want to clear.
3. Click **Reset Selected**.

Figure 34 Status: Peg Counter window

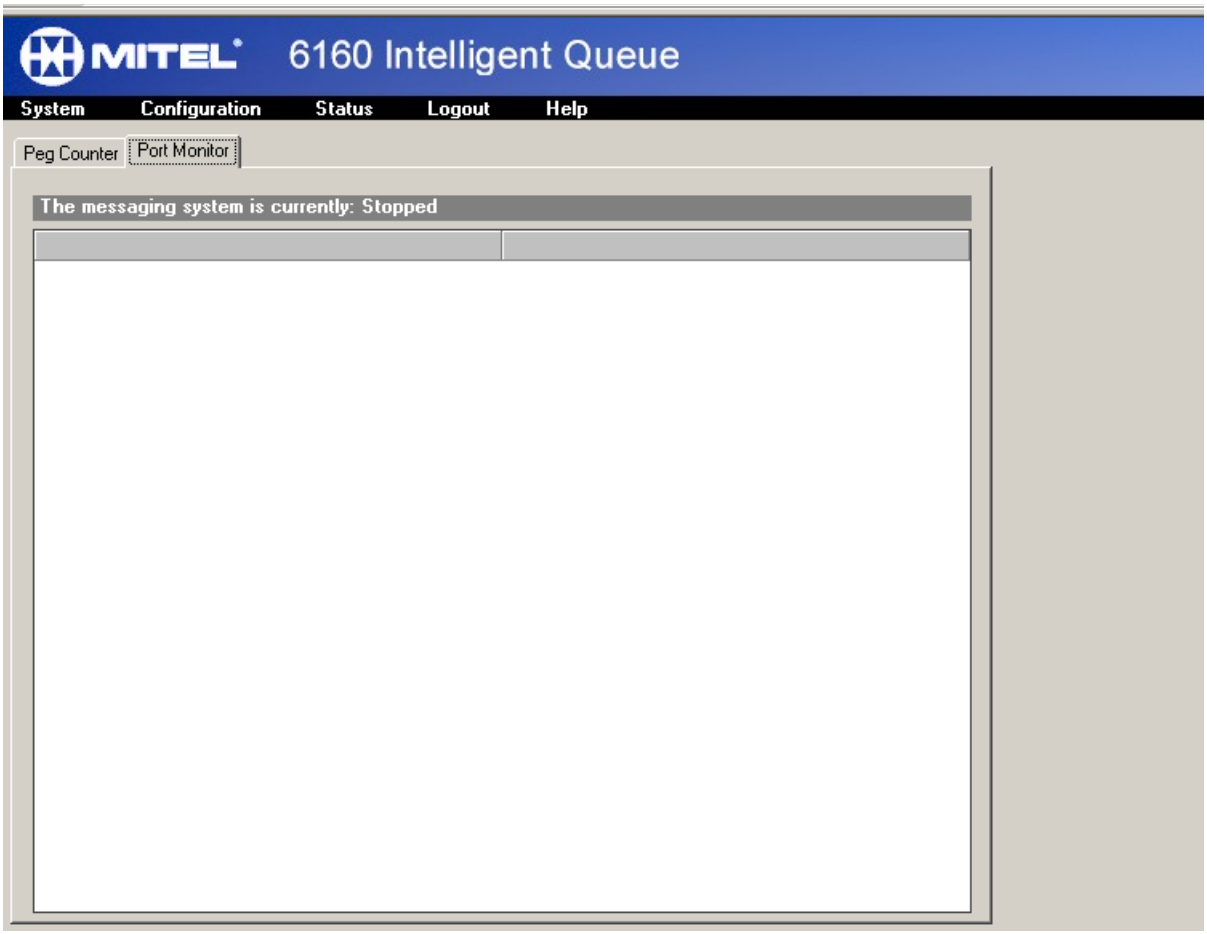


Viewing the Port Monitor

To view the Port Monitor:

1. Click **Status=>Ports**.
   The Port Monitor window appears. (See Figure 35.)
2. Click the **Port Monitor** tab.
3. View the port status.

Figure 35 Status: Port Monitor



Profile procedures

The caller uses a profile to access the port. The configuration and behavior of a port, or a group of ports, is defined by a profile. This profile contains a list of the .wav files to be played, the decision criteria for determining which file is to be played, and a list of the ports that are assigned to the profile. The administrator assigns the ports to a profile. Access to profile configurations by the end user, (for example, the Call Center Manager) is restricted based on the profile. You must create profiles for both RADs and Smart Choice messages.

Creating a messaging profile

You must follow these five steps to configure a messaging profile:

1. Create Messaging ports.
2. Create a profile.
3. Assign the port.
4. Assign the users for this profile.
5. Reset the call counter (optional).

Creating Messaging ports

There are two types of Messaging ports: RAD ports and Smart Choice Messaging ports.

RAD Messaging ports play messages to multiple callers at the same time. RAD Messaging ports are used for one-way announcement messages, such as “All of our representatives are busy helping other callers, please continue to hold to maintain your call priority.” When the RAD message finishes playing, the caller hears music while waiting for an agent to become available. All new callers waiting in queue (maximum 50) enter the RAD port and the RAD message begins again.

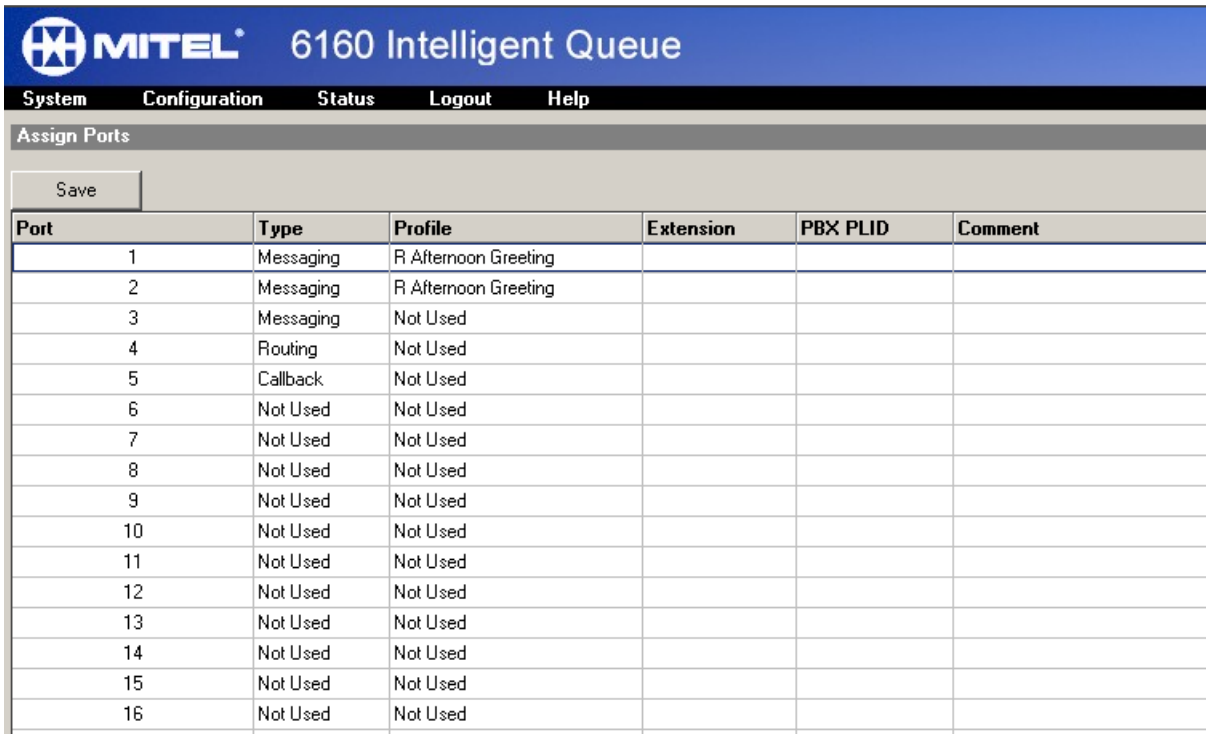
Smart Choice Messaging ports interact with callers on a call-by-call basis. Smart Choice Messaging ports will play a message that gives the caller certain options, and then wait for a response (digit pressed) from that caller. The port will then act on the response from the caller.

For more information on ports, see “Dialogic port requirements” on page 18.

To create Messaging ports:

1. Click **System=>Assign Ports**.
   The Assign Ports window appears. (See Figure 36.)
2. Under **Port**, the port number is shown.
3. Under **Type**, select **Messaging from the menu**.
4. Under **Profile**, you cannot enter text.
   When you create a profile (Profile Administrator: General tab), the profile name will then automatically appear here.
5. Under **Extension,** type the extension.
   This box is optional.
6. Under **PBX PLID**, type the location of the telephone card. For example, type 1-2-13-14 to indicate cabinet 1, shelf 2, slot 13, circuit 14.
   This box is optional.
7. Under **Comment**, type any comments.
   This box is optional.
8. Click **Save**.

Figure 36 System: Assign Ports window



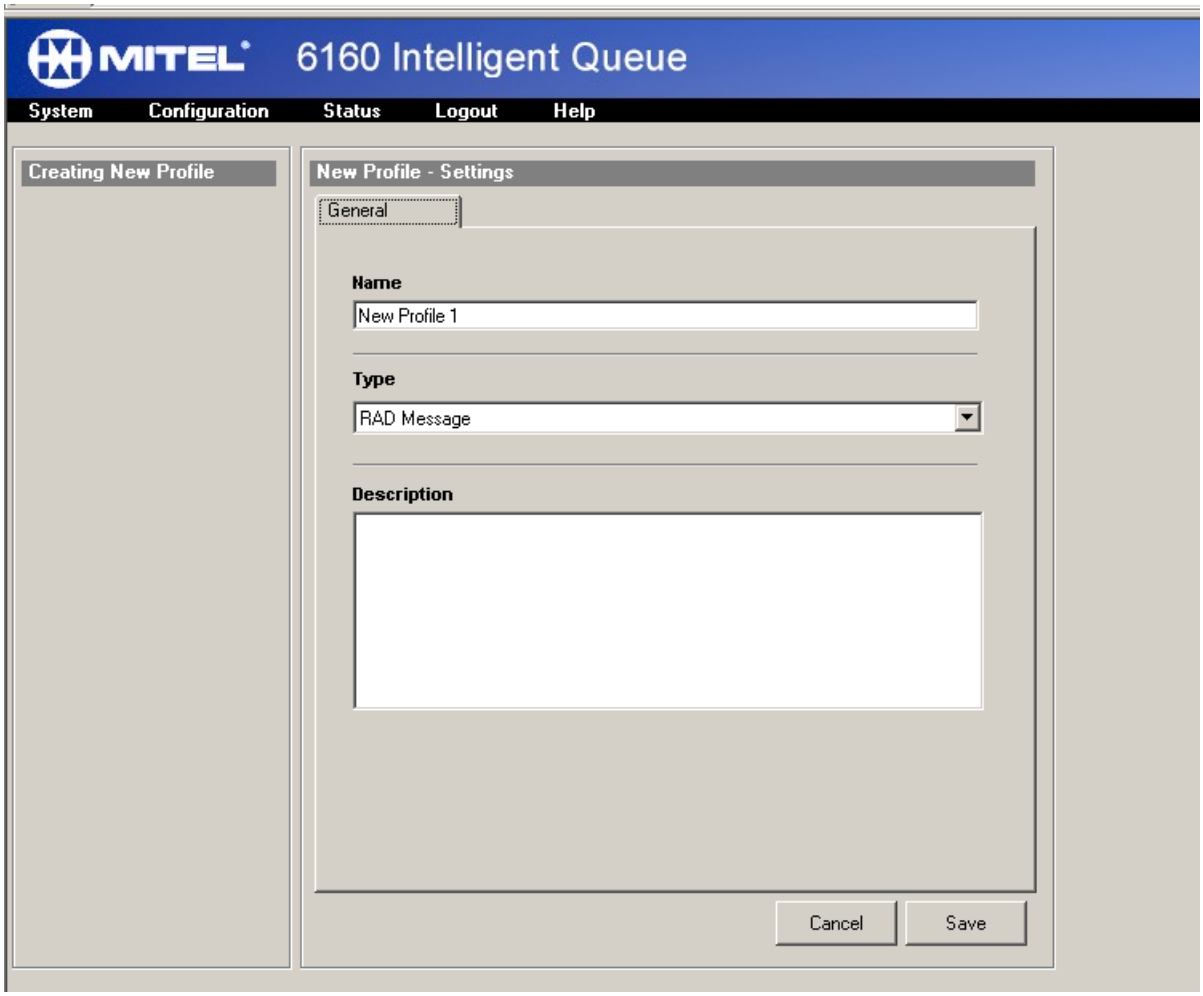
Port	Type	Profile	Extension	PBX PLID	Comment
1	Messaging	R Afternoon Greeting			
2	Messaging	R Afternoon Greeting			
3	Messaging	Not Used			
4	Routing	Not Used			
5	Callback	Not Used			
6	Not Used	Not Used			
7	Not Used	Not Used			
8	Not Used	Not Used			
9	Not Used	Not Used			
10	Not Used	Not Used			
11	Not Used	Not Used			
12	Not Used	Not Used			
13	Not Used	Not Used			
14	Not Used	Not Used			
15	Not Used	Not Used			
16	Not Used	Not Used			

Creating a messaging profile

To create a messaging profile:

1. Click **Configuration=>Profile Manager=>Profile Administration**.
   The General window appears. (See Figure 37.)
2. Click **New**.

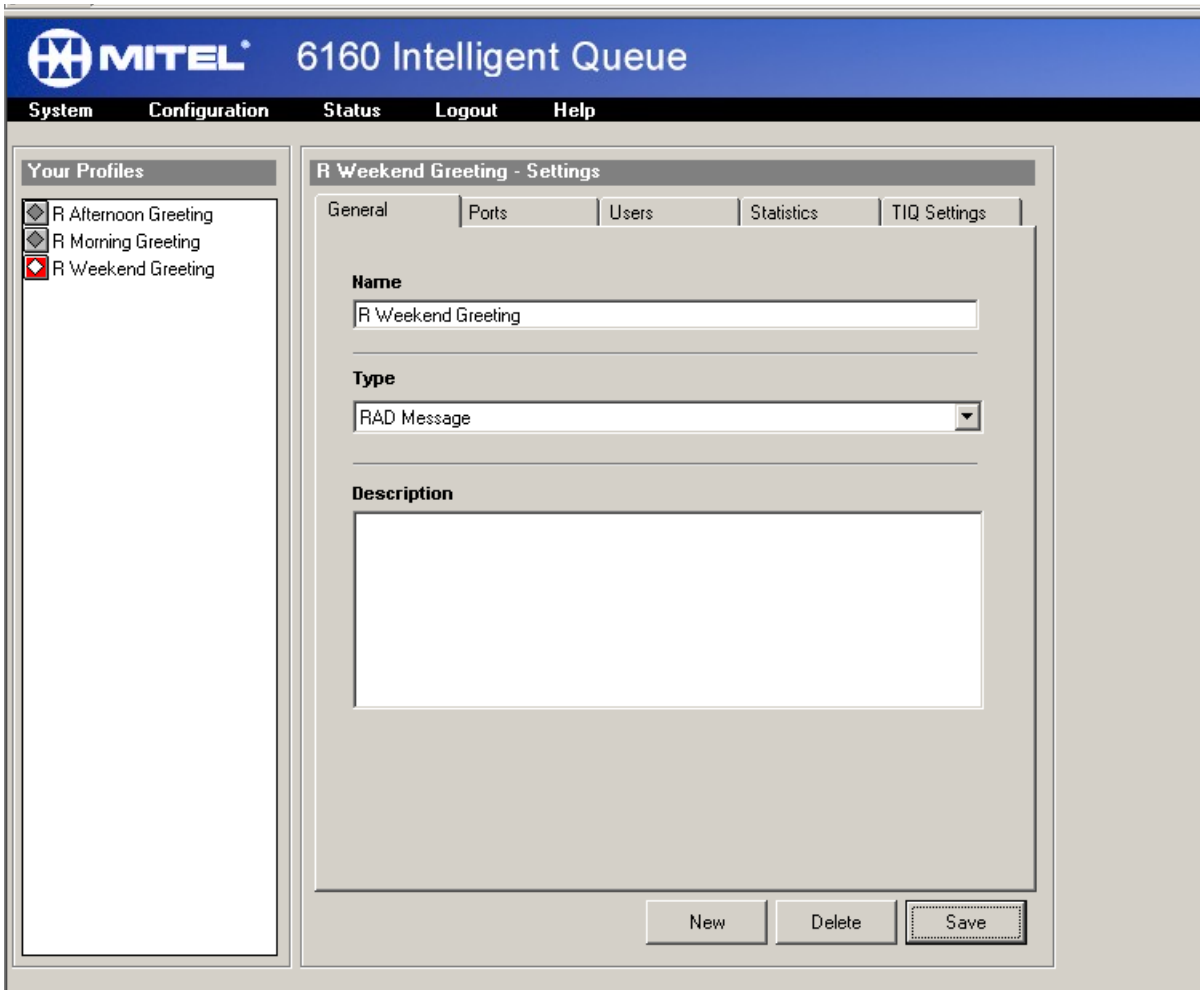
Figure 37 Profile Administration: General window



The Creating New Profile window appears. (See Figure 38.)

3. Under **Name**, type the name of the new profile.
   It is recommended that you preface the profile name with either an R (for RAD) or an S (for Smart Choice) to indicate the type of profile it is.
4. Under **Type**, select the type of profile you are creating (either RAD or Smart Choice).
5. Under **Description**, type a description of the message.
   This is optional.
6. Click **Save**.

Figure 38 Profile Administration: New window



Deleting a profile

To delete a profile:

1. Click **Configuration=>Profile Manager=>Profile Administration**.
   The General window appears.
2. Under **Your Profiles**, select the profile you want to delete.
3. Click **Delete**.

Assigning the port

There are RAD Messaging, Smart Choice Messaging, Callback, and Routing ports. Each profile must have at least one Messaging port assigned to it.

You can assign one or more ports to the same messaging profile:

- RAD profiles generally have one port assigned to one profile because many callers can access the same port and can therefore hear the same message.
- Smart Choice profiles generally have several ports assigned to one profile because only one person at a time can access the profile and hear the message.

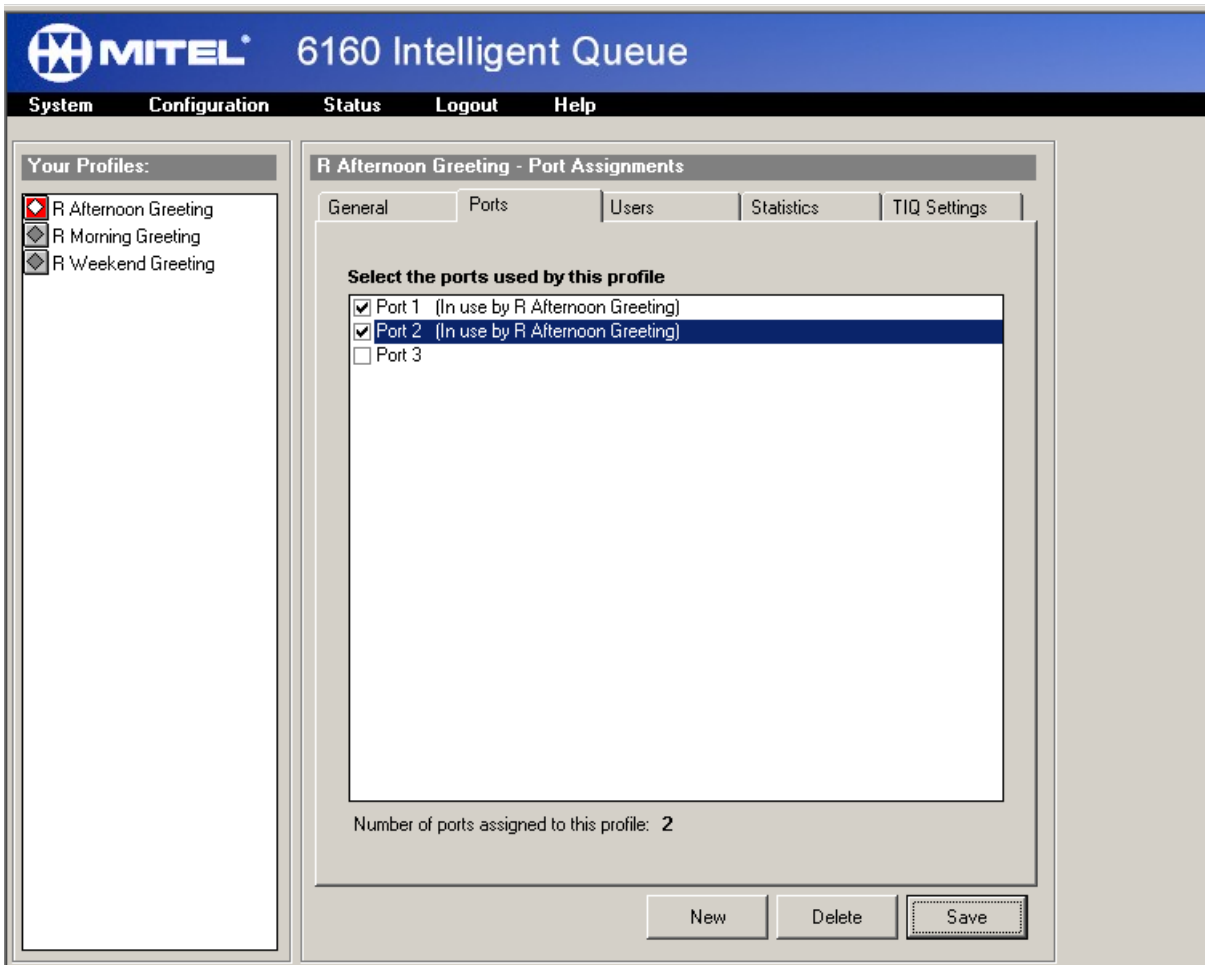
NOTE:

- **Ensure that your PBX has the correct class of service assigned to these ports. See "Configuring the ports on the switch" on page 41.**
- **If you assign several ports to a profile, you will need to put these ports into a hunt group on the PBX.**
- **You must create ports prior to assigning them to the profile. See "Creating Messaging ports" on page 69.**
- **The New and Delete buttons do not apply to ports. They apply only to profiles.**

To assign the port:

1. Click **Configuration=>Profile Manager=>Profile Administration**.
   The General window appears.
2. Under **Your Profiles**, select the profile that you will assign the port to.
3. Click the **Ports** tab. (See Figure 39.)
4. Select the check box next to the appropriate port(s).
5. Click **Save**.

Figure 39 Profile Administration: Ports window



Changing the port assignation

To change the port assignation:

1. Click **Configuration=>Profile Manager=>Profile Administration**.
   The General window appears.
2. Click the **Ports** tab.
3. Clear the check box of the current port assignment.
4. Select the check box of the appropriate port.
5. Click **Save**.

Assigning the users to this profile

You must assign users to each profile. Only users assigned to a profile and the system administrator have access to that profile. If no users are assigned only the administrator can access the profile.

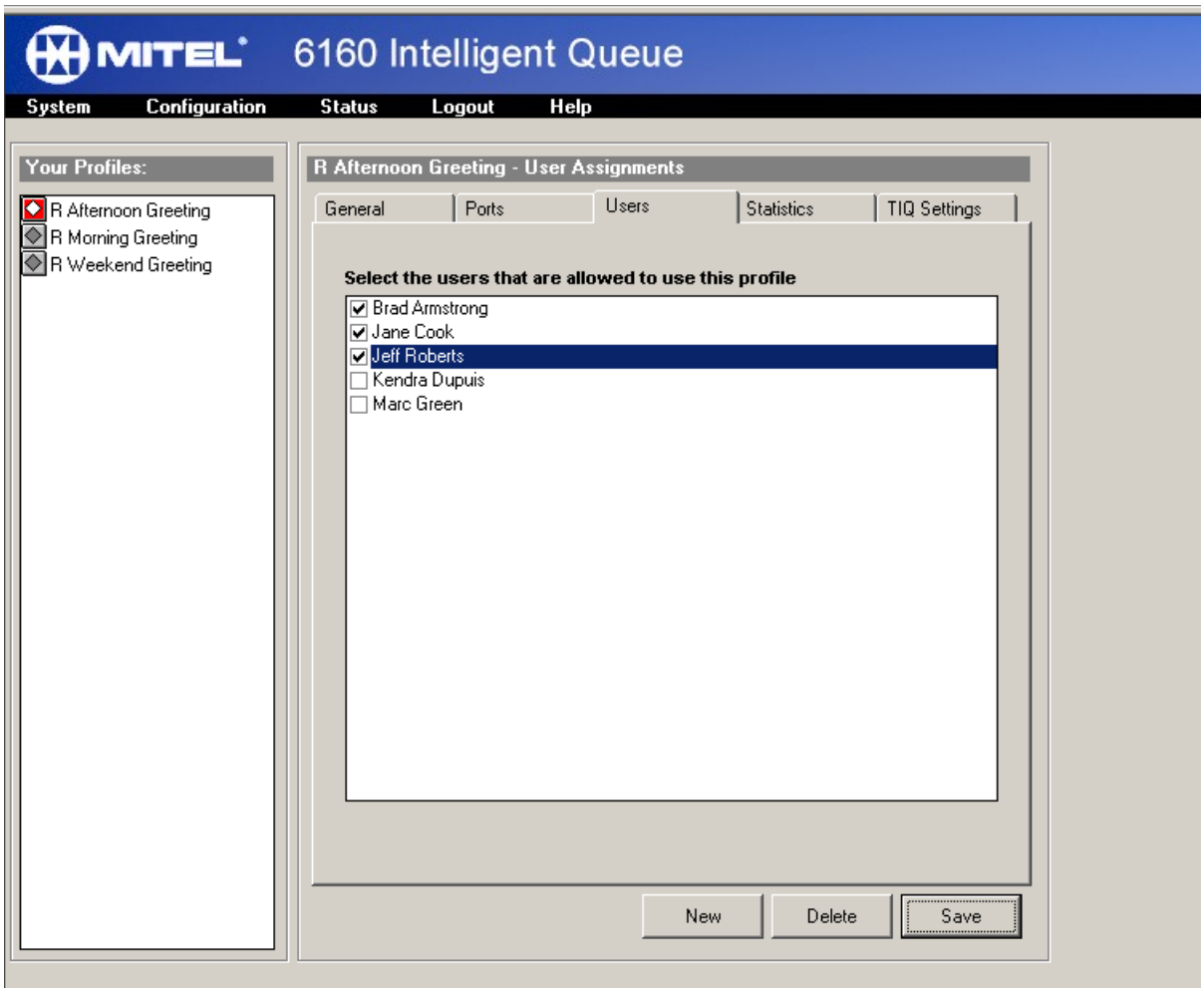
NOTE:

- **You must have created users prior to assigning them to the profile. See “Creating users who are permitted on the 6160 system” on page 65.**
- **The New and Delete buttons do not apply to users. They apply only to profiles.**

To assign the users to this profile:

1. Click **Configuration=>Profile Manager=>Profile Administration**.
   The General window appears.
2. Under **Your Profiles**, select the profile that you are assigning users to.
3. Click the **Users** tab. (See Figure 40.)
4. Select the check box next to the users who this profile will use.
5. Click **Save**.

Figure 40 Profile Administration: Users window



Changing the users assignation

To change the users assignation:

1. Click **Configuration=>Profile Manager=>Profile Administration**.
   The General window appears.
2. Under **Your Profiles**, select the profile that you are changing the assigned user of.
3. Click the **Users** tab.
   The current list of users is found under **Select the users that are allowed to use this profile.**
4. Clear the check box of the users who are not allowed to use this profile.
5. Select the check box of the users who are allowed to use this profile.
6. Click **Save**.

Resetting the call counter

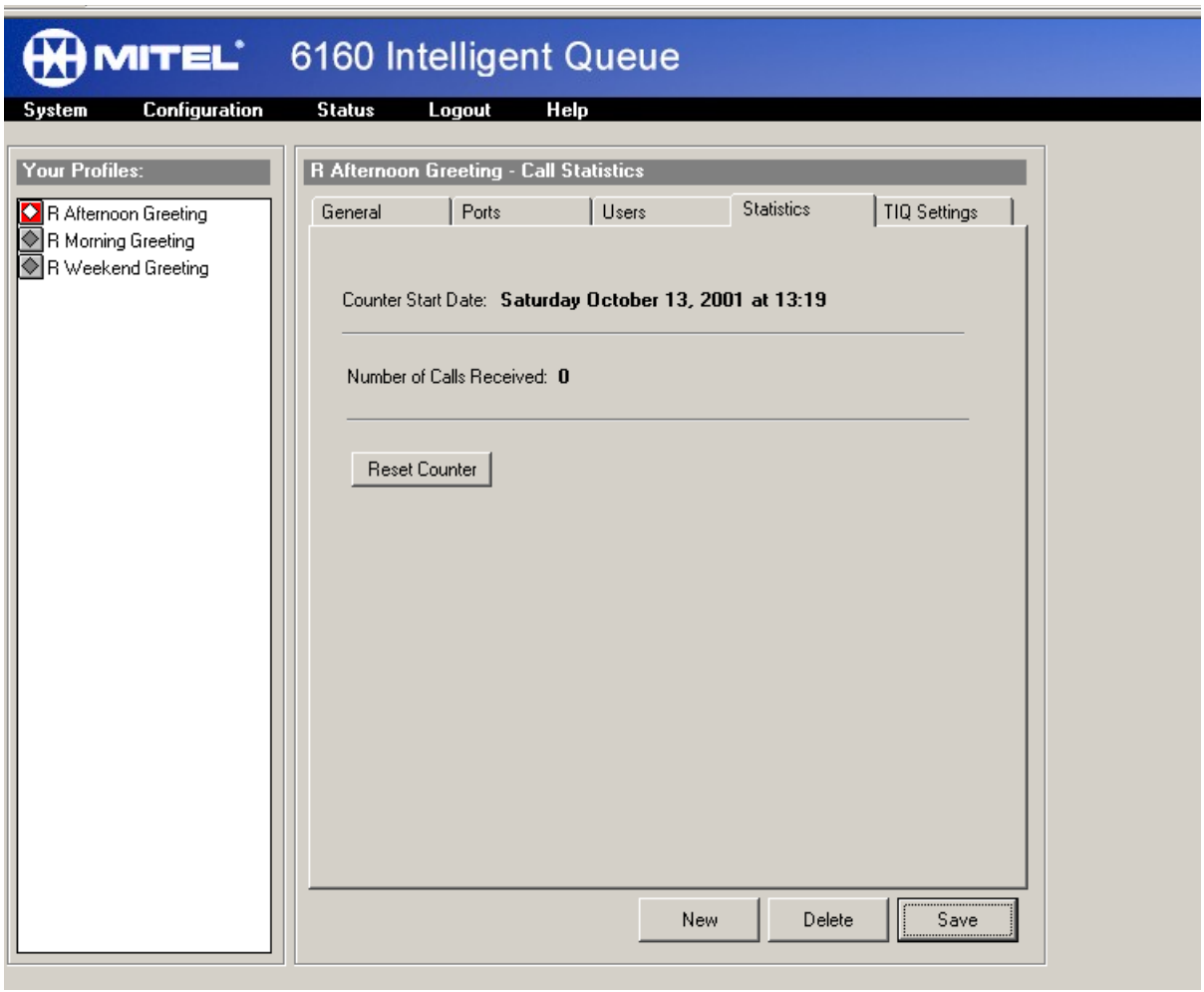
Resetting the call counter is optional, but you should reset the call counter when you create a new profile so that the Number of Calls Received is accurate.

NOTE: The New and Delete buttons do not apply to users. They apply only to profiles.

To reset the call counter:

1. Click **Configuration=>Profile Manager=>Profile Administration**.
   The General window appears.
2. Under **Your Profiles**, select the profile that you want to reset the call counter for.
3. Click the **Statistics** tab.
   The Statistics window appears. (See Figure 41.)
4. Click **Reset Counter**
5. Click **Save**.

Figure 41 Profile Administrator: Statistics window



RAD messaging procedures

When a caller receives a RAD message, he listens to a message that is played, and then holds for the next available agent.

The order to configure your 6160 system for RAD messages is:

1. Create a messaging profile.
   See “Creating a messaging profile” on page 69.
2. Assign ACD paths to the profile (if you want to create a TIQ Talk RAD).
3. Upload message files to the 6160 system.
4. Create a message (if you want to create a TIQ Talk RAD, or a message with linked .wav files).
5. Define the Message Plans.

Assigning ACD paths to the profile

With TIQ (Time in Queue) Talk, a profile can announce information on queue conditions (estimated hold time in a queue or number of callers in queue) based on information from Mitel Networks 6110 Contact Center Management version 3.0 about that ACD path (queue).

If you have the TIQ Talk option, and you want to create a TIQ Talk RAD, then you must assign the ACD paths. These paths are used to define a Queue Plan or to create messages with the Prompt Manager. Paths are listed under **Select the ACD Paths that this profile will use**.

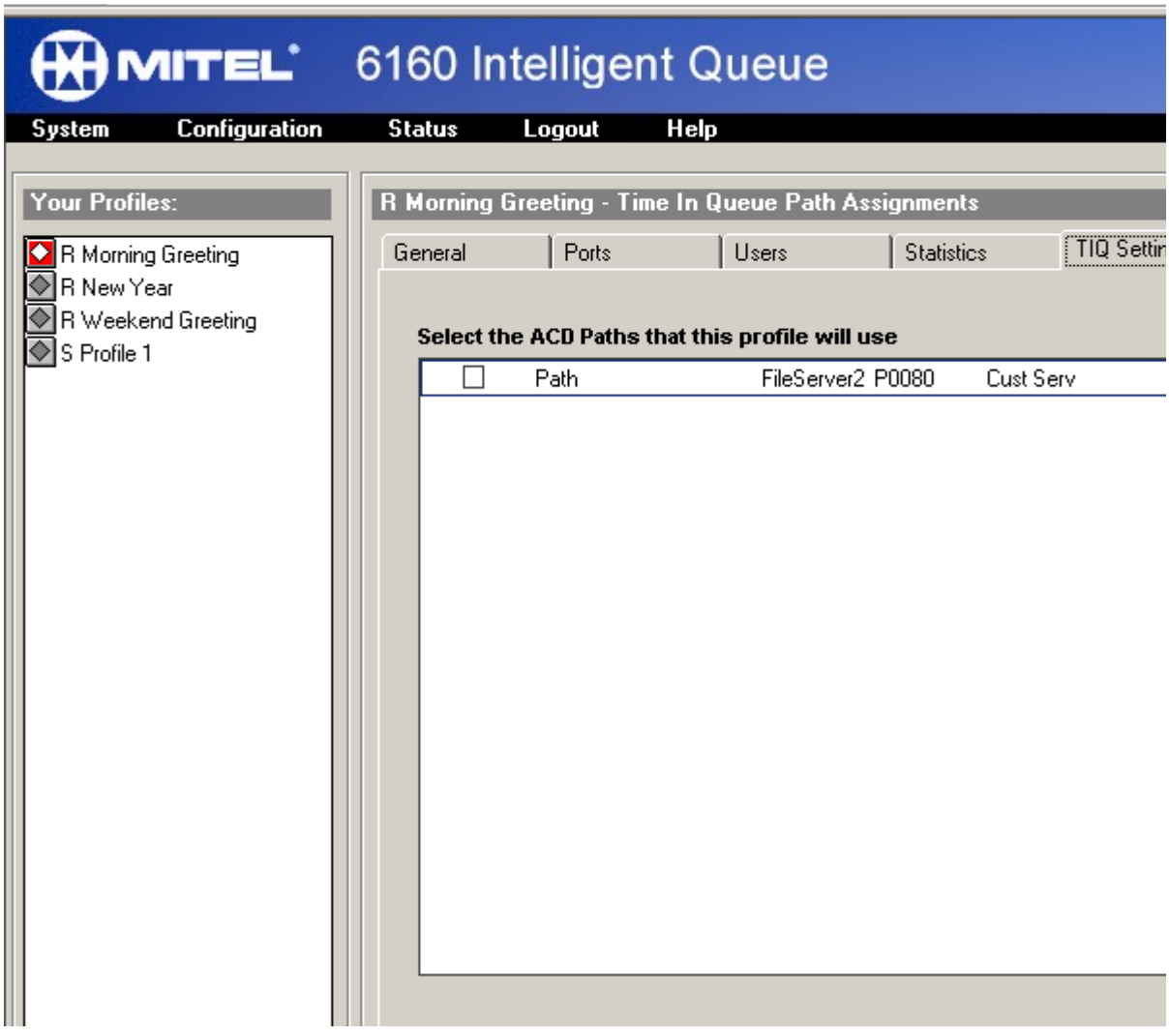
NOTE:

- **6160 collects the path information from 6110. If you do not see any paths listed, either 6110 is not configured or you do not have a connection to the 6110 server.**
- **The New and Delete buttons do not apply to paths. They apply only to profiles.**

To assigning ACD paths to the profile:

1. Click **Configuration=>Profile Manager=>Profile Administration**.
   The General window appears. (See Figure 42.)
2. Under **Your Profile**, select the profile that you are assigning paths to.
3. Click the **TIQ Settings** tab.
   The current list of ACD paths is found under **Select the ACD paths that this profile will use.**
4. Select the check box next to the ACD path(s) that this profile will use.
5. Click **Save**.

Figure 42 Profile Administration: TIQ Settings window



Changing the ACD paths assignation

To change the ACD paths assignation:

1. Click **Configuration=>Profile Manager=>Profile Administration**.
   The General window appears.
2. Under **Your Profiles**, select the profile that you are changing the assignment of the path for.
3. Click the **TIQ Settings** tab.
   The current list of ACD paths is found under **Select the ACD paths that this profile will use.**
4. Clear the check box of the ACD paths that you do not want this profile to use.
5. Select the check box of the ACD paths that this profile will use.
6. Click **Save**.

Uploading message files (.wav) to the 6160 system

Message files appear in the Message Files window once they are in the system. You must upload message files to each profile before you can create message plans.

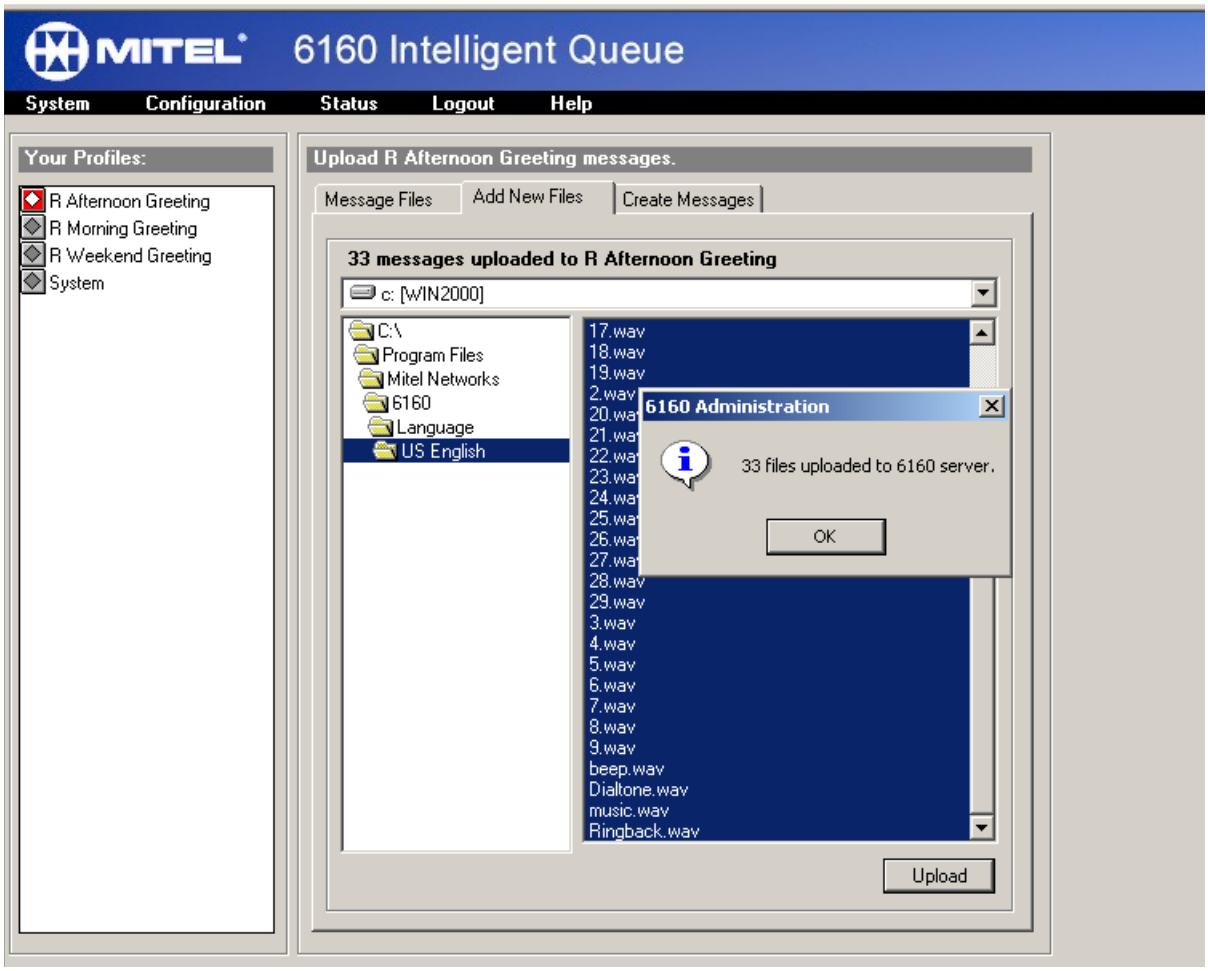
There are 29 messages files that are included with 6160. These phrases are located on the C drive=>Program Files=>Mitel Networks=>6160=>Languages=>US English.

You do not have to use the .wav files provided. You can create custom .wav files using a program such as Windows Sound Recorder. All custom .wav files must be saved in CCITT µLaw, 8kHz format.

To upload message files to the 6160 system:

1. Click **Configuration=>Prompt Manager**.
   The Message Files tab appears.
2. Under **Your Profiles**, select the profile that you are uploading messages for.
3. Click the **Add New Files** tab.
   The Add New Files window appears. (See Figure 43.)
4. Under **Click Upload to send the files**, select the drive where the message files are located.
5. In the left pane, browse until you locate the folder containing the message files.
6. Double-click the folder containing the message files.
   The message files will appear in the right pane.
7. Click **Upload**.

Figure 43 Prompt Manager: Add New Files window



Creating a message

There are two reasons why you would create a message:

- You can create a message to link several .wav files together so that they will play as one message.
- You can create a TIQ Talk RAD, which is a message that reports current queue conditions. You must have the TIQ (Time in Queue) Talk option. You create a message so that the path is linked to the message file.

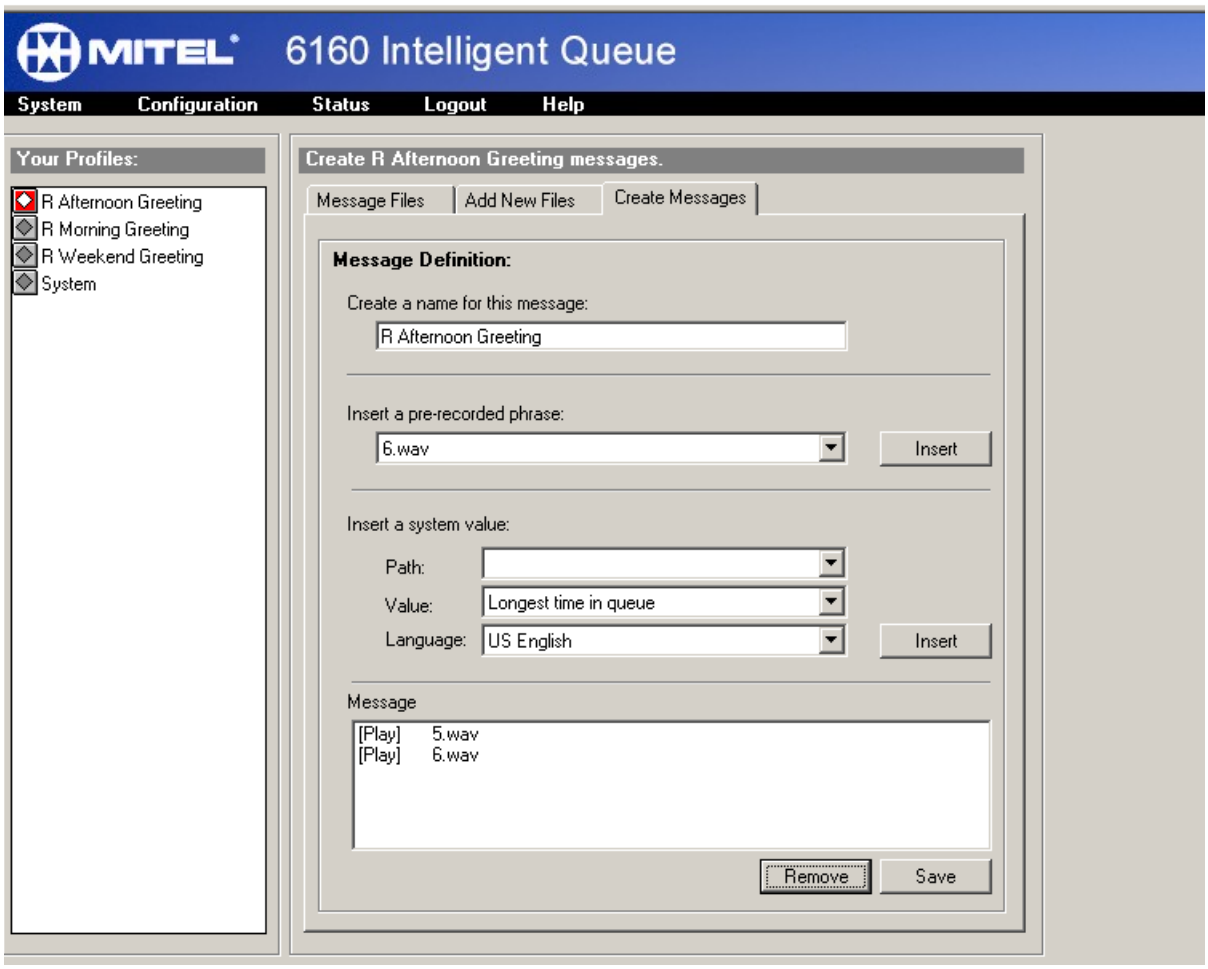
NOTE: • You must assign the ACD paths before they will appear here. See "Assigning ACD paths to the profile" on page 80.

• Both message files (.wav) and messages appear in the Message Files window and are available for message plans.

To create a message that links several .wav files:

1. Click **Configuration=>Prompt Manager**.
   The Message Files tab appears.
2. Under **Your Profiles**, select the RAD profile that you are creating the message for.
3. Click the **Create Messages** tab.
   The Create Messages window appears. (See Figure 44.)
4. Under **Create a name for this message**, type a name for this message.
5. Under **Insert a pre-recorded phrase**, select a message file from the list.
6. Click **Insert**.
7. Repeat steps 5 and 6 to add as many .wav files as you want to play sequentially as one message.
8. Under **Message**, all message files you have added to the profile are listed.
9. Click **Save**.

Figure 44 Prompt Manager: Create Messages window



There are two types of TIQ Talk RAD messages: longest time in queue and number of calls in queue. When you create a TIQ Talk RAD, you link the path to the message file.

With the longest time in queue message, you must link the first half of a message (Thank you for calling. Based on current call volumes, the expected wait time is...), to the path information (5 minutes and 10 seconds), and then to the second half of the message (We thank you for your patience.)

With the number of calls in queue, you must link the first half of the message (Thank you for calling. You are the), to the path information indicating the number of callers on hold (14th), and then to the second half of the message (caller waiting. Your call will be answered as soon as an agent becomes available.)

If you have decided to give the caller the estimated hold time, you might want to offer the caller the option to continue to hold or to leave voice mail. This option is possible if you create two ACD paths which are exactly the same except that the second paths has a higher priority than the first. The first path will play the real-time messages, but will actually monitor the second, higher priority path. After a short period of time (say 2 minutes), this path will interflow to voice mail, or to a Smart Choice message tree, where the caller can be given the option to go to a mailbox or to transfer to the higher priority path. In this case, you might want to monitor the high priority path until a threshold of 0 (less than 1 minute of hold time in this queue), and announce to the callers “We are experiencing a moderate call volume. Your estimated hold time is 2 minutes.” The next threshold could be set to 1, and an interactive message could be used announcing the actual hold time in this queue. The customer can then decide whether to hold or to leave voice mail when presented with the option.

To create a TIQ Talk RAD message:

1. Click **Configuration=>Prompt Manager**.
   The Message Files tab appears.
2. Under **Your Profiles**, select the RAD profile that you are creating the message for.
3. Click the **Create Messages** tab.
   The Create Messages window appears.
4. Under **Create a name for this message**, type a name for this message.
5. Under **Insert a pre-recorded phrase**, select a message file from the list.
6. Click **Insert**.
7. After **Path**, select the path you want to use. The paths available are determined by TIQ settings. The value information is determined by the path. The value for the Longest time in queue is the estimated duration of the wait, expressed in minutes and seconds. The value for Number of calls in queue is a number.
8. After **Value**, select either **Longest time in queue** or **Number of calls in queue**.
9. After **Language**, select either **French**, **UK English**, or **US English**.
10. Click **Insert**.
11. Under **Message**, all message files you have added to the profile are listed.
12. If you want to add more .wav files that will play after the Value, repeat steps 5 and 6.
13. Click **Save**.

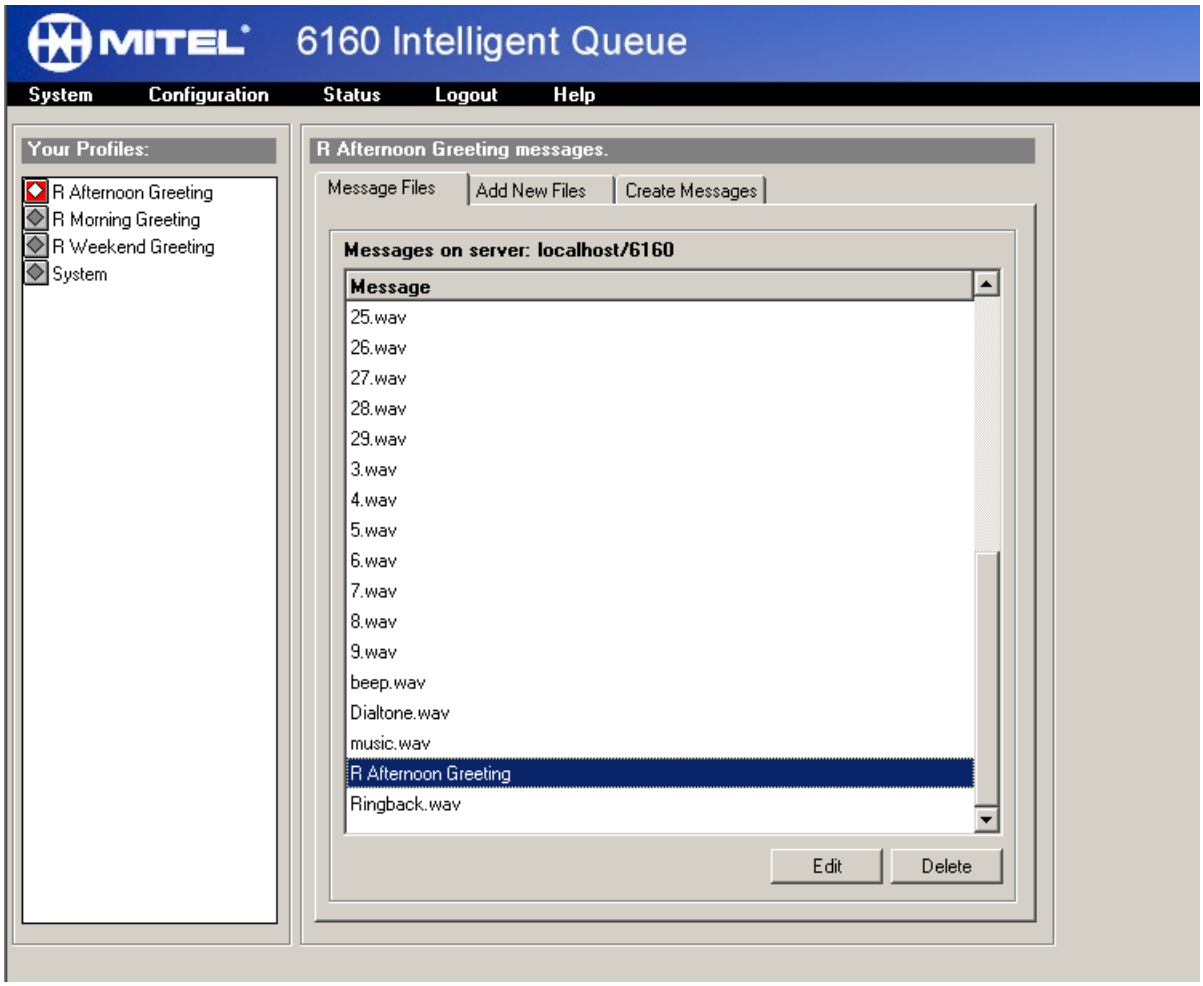
Editing a message

You can edit messages (but not message files) with the following steps.

To edit a message:

1. Click **Configuration=>Prompt Manager**.
   The Message Files tab appears. (See Figure 45.)
2. Under **Your Profiles**, select the RAD profile that you are editing a message for.
3. Under **Message**, select the message you want to edit.
4. Click **Edit**.

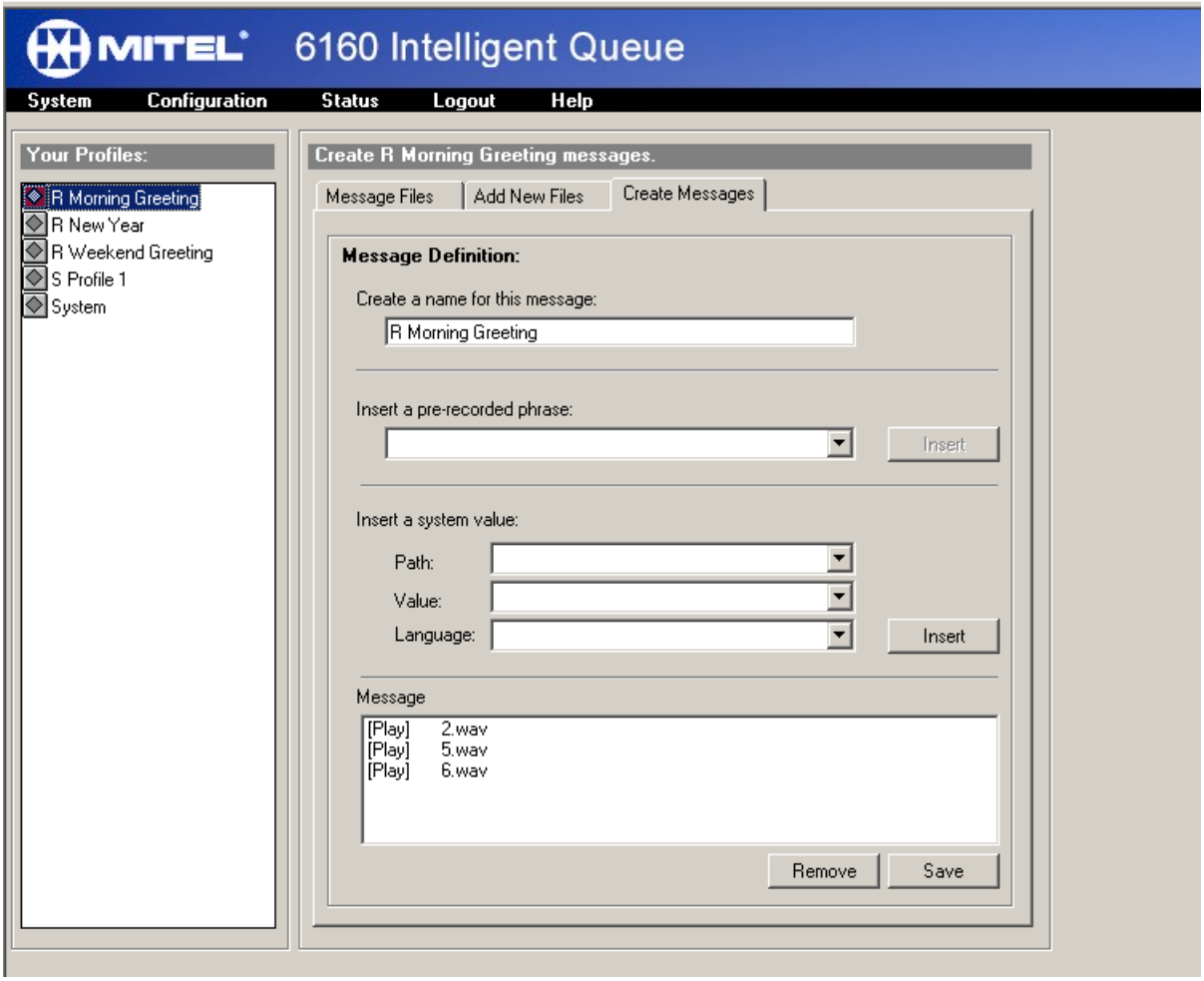
Figure 45 Prompt Manager: Message Files window



The Edit window opens, with the message information in view. (See Figure 46.)

5. Adjust the appropriate information.
6. Click **Save**.

Figure 46 Prompt Manager: Edit window

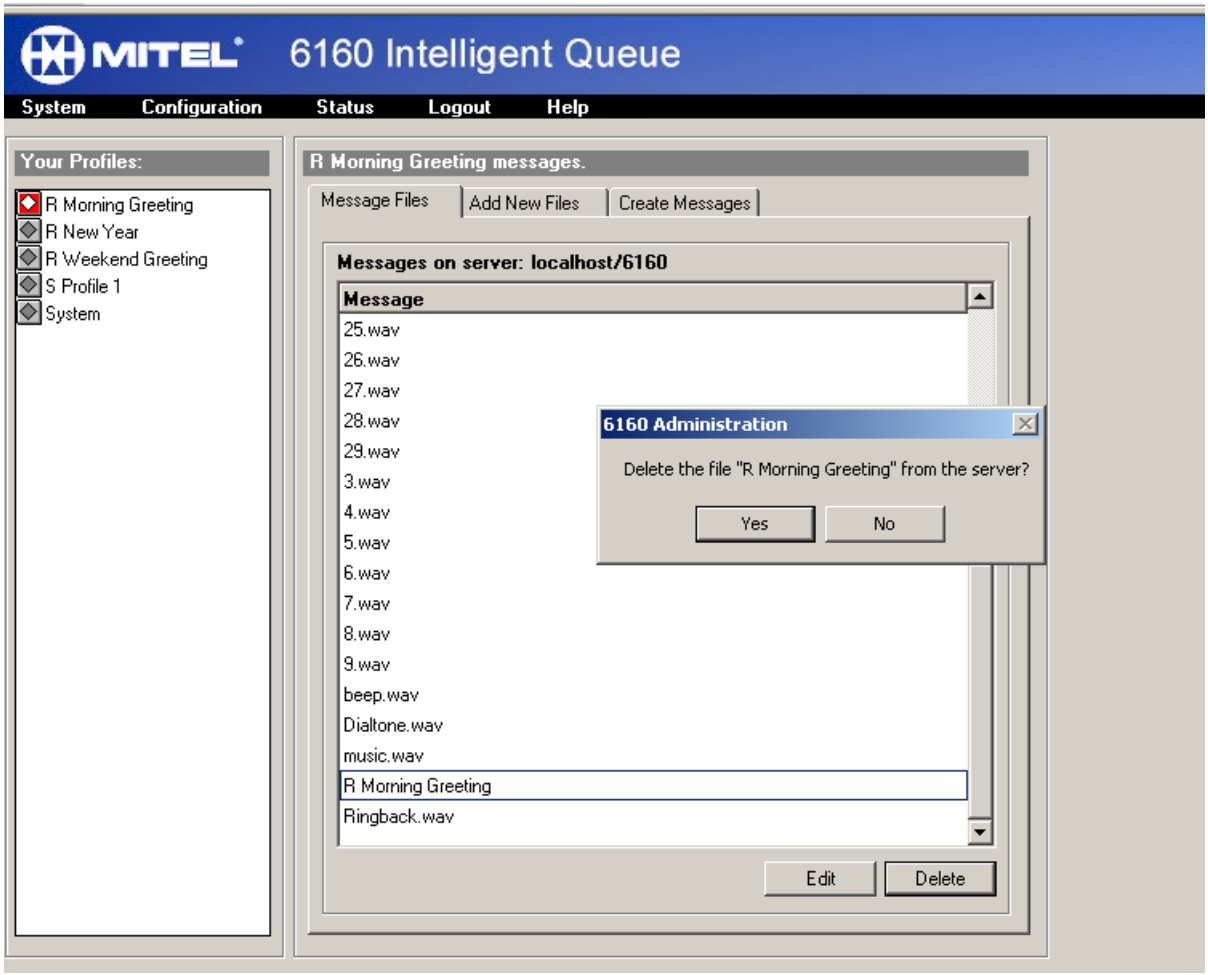


Deleting a message

To delete a message:

1. Click **Configuration=>Prompt Manager**.
   The Message Files tab appears.
2. Under **Your Profiles**, select the RAD profile that your are deleting a message for.
3. Under **Message**, select the message you want to delete.
4. Click **Delete**.
   The **6160 Administration** box appears. (See Figure 47.)
5. Click **Yes**.

Figure 47 Prompt Manager: Delete window



Defining RAD Message Plans

There are six RAD message plans:

- the default plan
- the date plan
- the day plan
- the time plan
- the queue plan
- the emergency plan

You do not have to define all plans. However, you must define the default plan. If there are no plans defined, the call will be lost.

A useful advertising feature of RAD message plans is that you can rotate through a list of messages, only playing one of the messages each time the RAD port is accessed by a message plan. The first time the RAD is accessed, message one will play. The second time the RAD is accessed, message two will play, and so on. The RAD will begin at message one again when all listed messages have been played.

If you want to create a single message from a series of .wav files, you must do this with the Prompt Manager. See “Creating a message” on page 83.

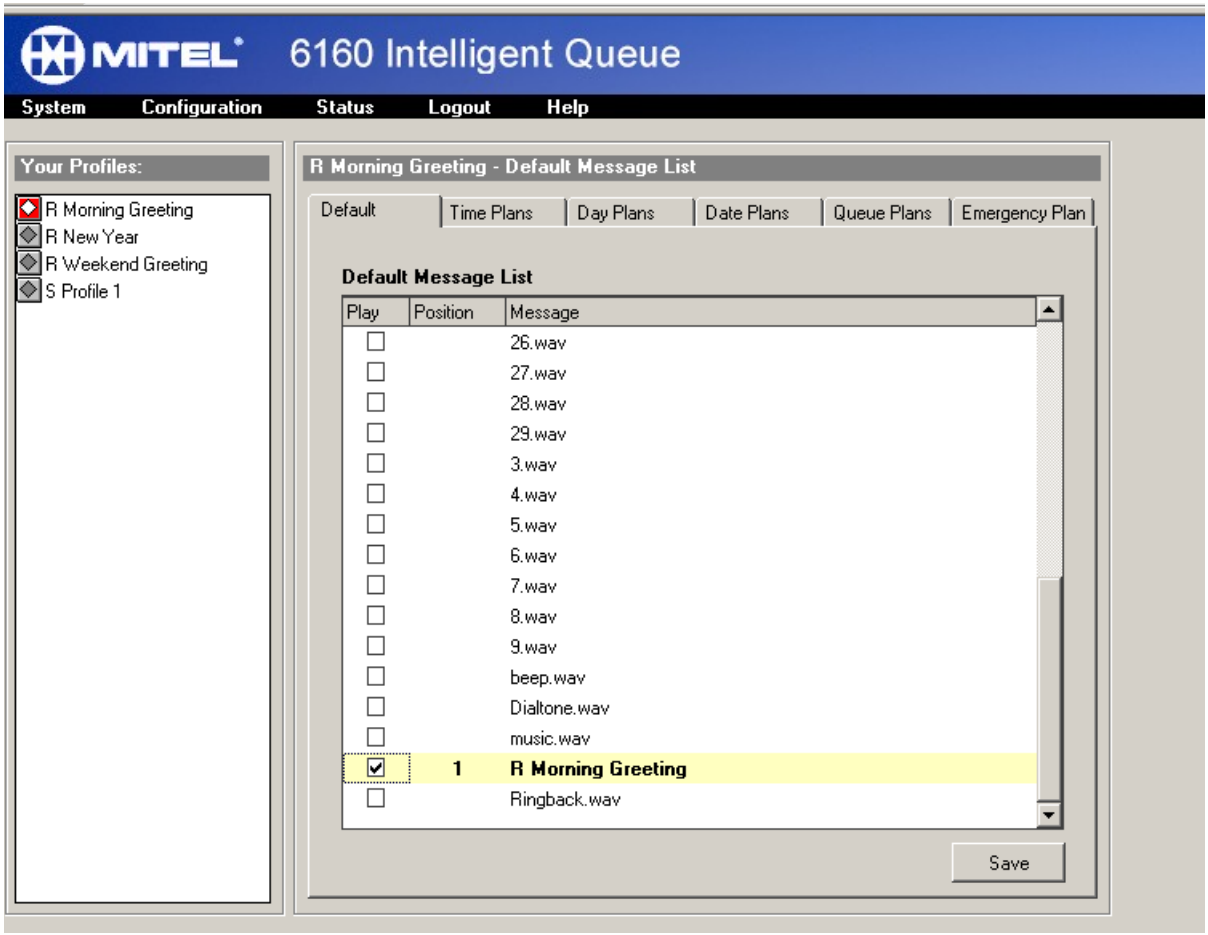
Defining the RAD default plan

To define a default message plan, you must assign a default message to each profile. If you do not, and the other message conditions (Date Plan, Day Plan, Time Plan, Queue Plan, Emergency Plan) do not apply, you will lose the incoming calls. The default message only plays when the conditions of the other plans do not apply.

To define the RAD default plan:

1. Click **Configuration=>Profile Manager=>Profile Messaging Plans**.
   The Default tab appears. (See Figure 48.)
2. Under **Your Profiles**, select the RAD profile that you are assigning a default message to.
3. Under **Play**, select the check box beside the message you want the caller to hear.
4. If you want to create a list of messages to rotate through, repeat the preceding step for each additional message. The first time the RAD port is accessed, message one will play. The second time the RAD port is accessed, message two will play, and so on.
5. Click **Save**.

Figure 48 Profile Messaging Plans: Default window



Changing the RAD default message(s) assignation

To change the RAD default message(s) assignation:

1. Click **Configuration=>Profile Manager=>Profile Messaging Plans**.
   The Default tab appears.
2. Under **Your Profiles**, select the RAD profile that you are changing the message assignation of.
3. Under **Play**, clear the check box of the message(s) you *do not* want the caller to hear.
4. Under **Play**, select the check box beside the message(s) you *want* the caller to hear.
5. Click **OK**.

Changing the order of the RAD default profile messages

If you have a list of messages that the system rotates through, and you want to change the order of those messages, follow the steps below:

To change the order of the RAD default profile messages:

1. Click **Configuration=>Profile Manager=>Profile Messaging Plans**.
   The Default tab appears.
2. Under **Your Profile**, select the RAD profile that you are changing the order of the messages of.
3. Under **Play**, clear all check boxes.
4. Select each message in the order you want the messages to be played.
   The first time the RAD port is accessed, message one will play. The second time the RAD port is accessed, message two will play, and so on.
5. Click **OK**.

Defining a RAD date plan

To define a date plan, you determine what messages you want the caller to hear and what date and time to play those messages.

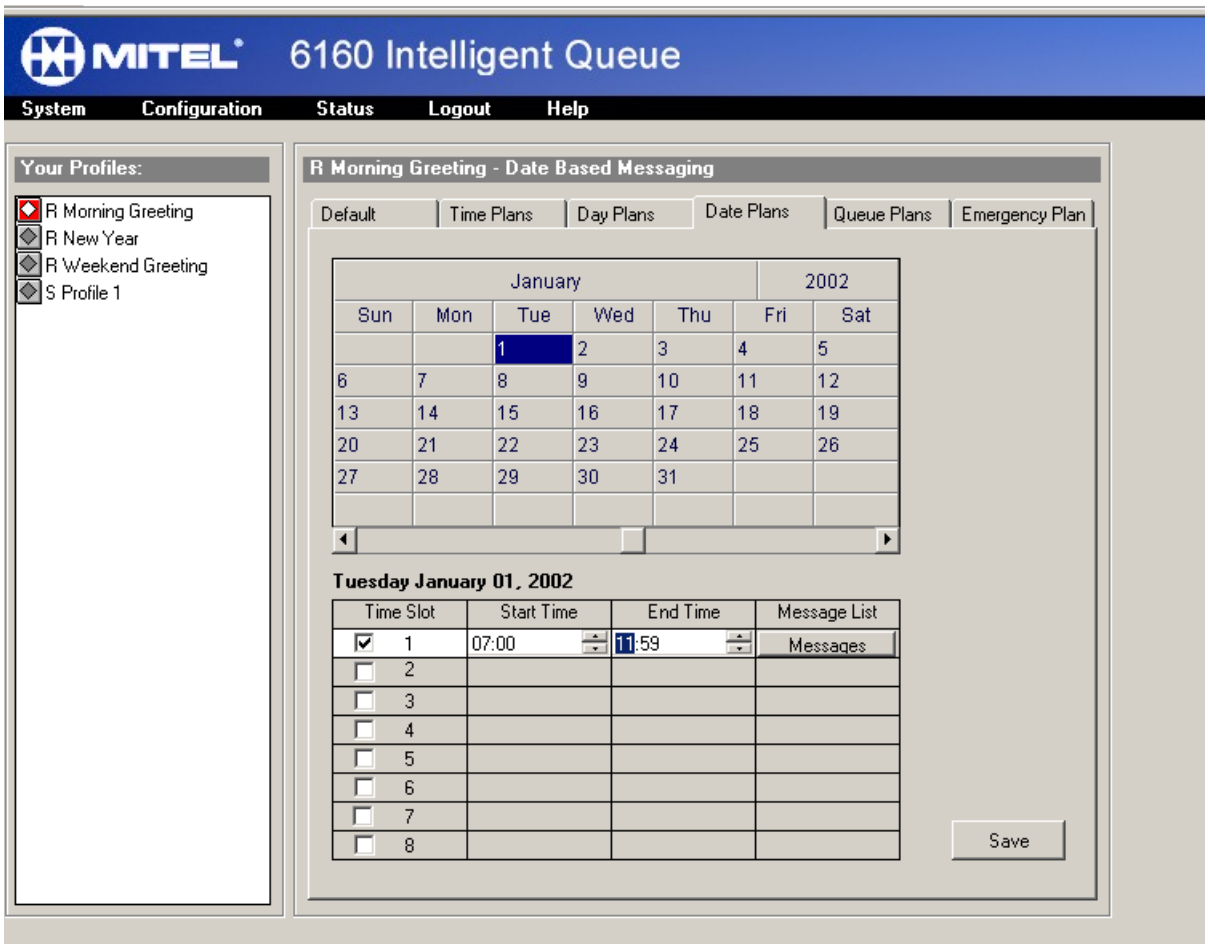
Information programmed into a date plan takes precedence over a day plan or a time plan.

NOTE: The system is synchronized to use the time shown on the PC, not the time shown on the PBX.

To define a RAD date plan:

1. Click **Configuration=>Profile Manager=>Profile Messaging Plans**.
   The Default tab appears.
2. Under **Your Profiles**, select the RAD profile that you are creating a date plan for.
3. Click the **Date Plan** tab.
   The Date Plans window appears. (See Figure 49.)
4. On the calendar, click the date for which you want to program a time slot or slots.
5. Under **Time Slot**, select the check box that you want to program.
6. Under **Start Time**, click on the digits representing the hour, and then type the hour you want callers to be directed to the message. Alternatively, you can click the digits representing the hour, then click the arrows to change the hour by increments of one.
7. Under **Start Time**, click on the digits representing the minutes, and then type the minutes you want callers to be directed to the message. Alternatively, you can click the digits representing the minutes, then click the arrows to change the minute by increments of one.

Figure 49 Profile Messaging Plans: Date Plans window



8. Under **End Time**, select the time of day you would like to stop the direction of callers to this message by repeating the preceding two steps.
9. Under **Message List**, click on the cell, then select the check box beside the message you would like to play.
10. If you want to create a list of messages to rotate through, repeat the preceding step for each additional message. The first time the RAD port is accessed, message one will play. The second time the RAD port is accessed, message two will play, and so on.
11. Click **OK**.
12. When you have programmed all the time slots you want, click **Save**.

Defining a RAD day plan

To define a day plan, you determine what messages you want the caller to hear and what day and time to play the messages.

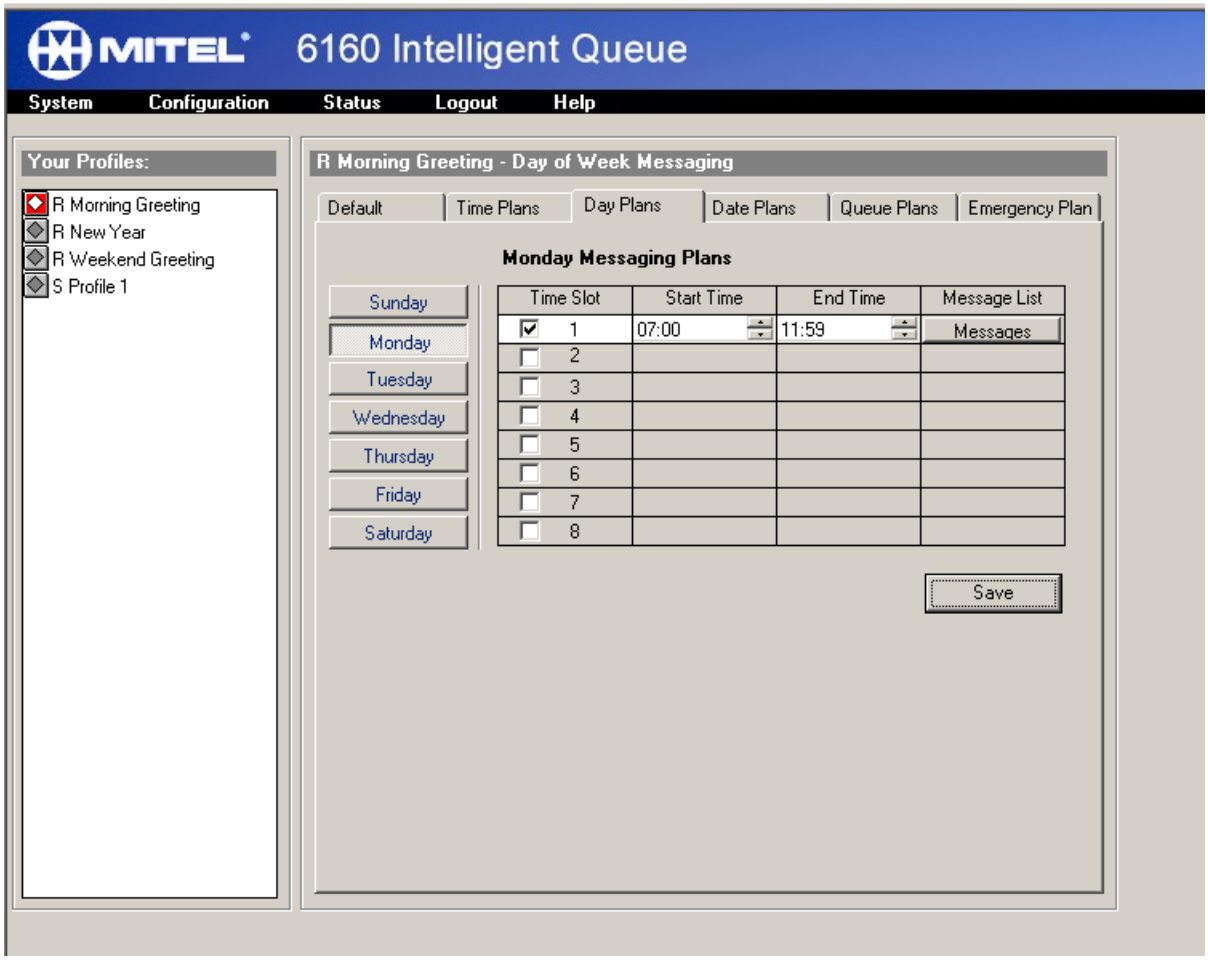
Information programmed into a day plan takes precedence over a time plan.

NOTE: The system is synchronized to use the time shown on the PC, not the time shown on the PBX.

To define a RAD day plan:

1. Click **Configuration=>Profile Manager=>Profile Messaging Plans**.
   The Default tab appears.
2. Under **Your Profiles**, select the RAD profile that your are creating a day plan for.
3. Click the **Day Plans** tab.
   The Day Plans window appears. (See Figure 50.)

Figure 50 Profile Messaging Plans: Day Plans window



4. Click the day-of-the-week button for which you want to create the time slot. For example, click the **Monday** button to create a time slot for a message every Monday.
5. Under **Time Slot**, select the check box that you want to program.
6. Under **Start Time**, click on the digits representing the hour, and then type the hour you want callers to be directed to the message. Alternatively, you can click the digits representing the hour, then click the arrows to change the hour by increments of one.
7. Under **Start Time**, click on the digits representing the minutes, and then type the minutes you want callers to be directed to the message. Alternatively, you can click the digits representing the minutes, then click the arrows to change the minute by increments of one.
8. Under **End Time**, select the time of day you would like to stop the direction of callers to this message by repeating the preceding two steps.
9. Under **Message List**, click on the cell, then select the check box beside the message you would like to play.
10. If you want to create a list of messages to rotate through, repeat the preceding step for each additional message. The first time the RAD port is accessed, message one will play. The second time the RAD port is accessed, message two will play, and so on.
11. Click **OK**.
12. When you have finished programing the time slots for a full day, click **Save**.

Defining a RAD time plan

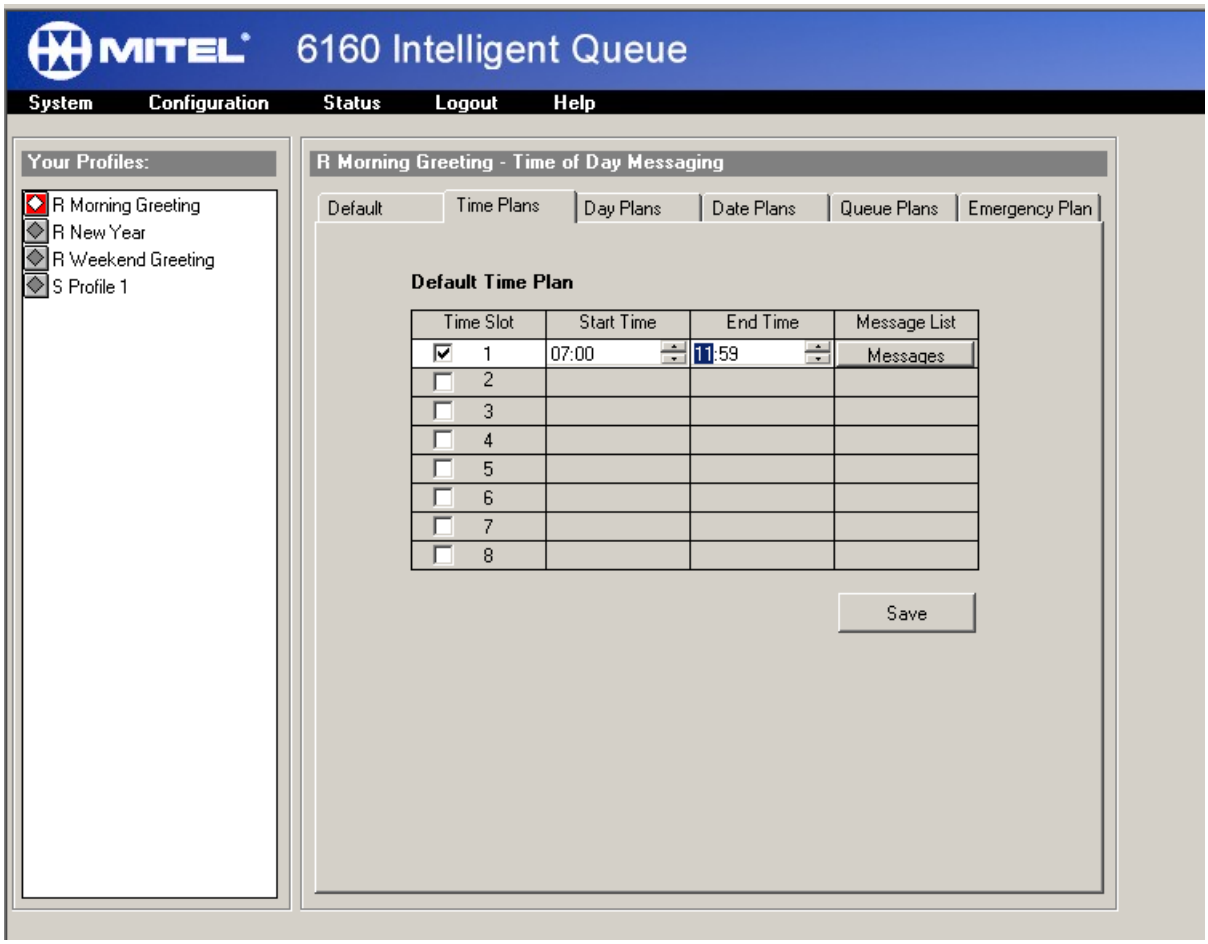
To define a time plan, you determine what messages you want the caller to hear at different times of the day.

NOTE: The system is synchronized to use the time shown on the PC, not the time shown on the PBX.

To define a RAD time plan:

1. Click **Configuration=>Profile Manager=>Profile Messaging Plans**.
   The Default tab appears.
2. Under **Your Profiles**, select the RAD profile that your are creating a time plan for.
3. Click the **Time Plans** tab.
   The Time Plans window appears. (See Figure 51.)
4. Under **Time Slot**, select the check box that you want to program.
5. Under **Start Time**, click on the digits representing the hour, and then type the hour you want callers to be directed to the message. Alternatively, you can click the digits representing the hour, then click the arrows to change the hour by increments of one.
6. Under **Start Time**, click on the digits representing the minutes, and then type the minutes you want callers to be directed to the message. Alternatively, you can click the digits representing the minutes, then click the arrows to change the minute by increments of one.

Figure 51 Profile Messaging Plans: Time Plans window



7. Under **End Time**, select the time of day you would like to stop the direction of callers to this message by repeating the preceding two steps.
8. Under **Message List**, click on the cell, then select the check box beside the message you would like to play.
9. If you want to create a list of messages to rotate through, repeat the preceding step for each additional message. The first time the RAD port is accessed, message one will play. The second time the RAD port is accessed, message two will play, and so on.
10. Click **OK**.
11. When you have finished programing the time slots for a full day, click **Save**.

Defining a RAD queue plan

You must have TIQ (Time in Queue) Talk to define a Queue Plan.

If you want to play a specific message when the number of callers reaches a certain threshold point, or the wait time reaches a certain threshold point, then you must define a queue plan.

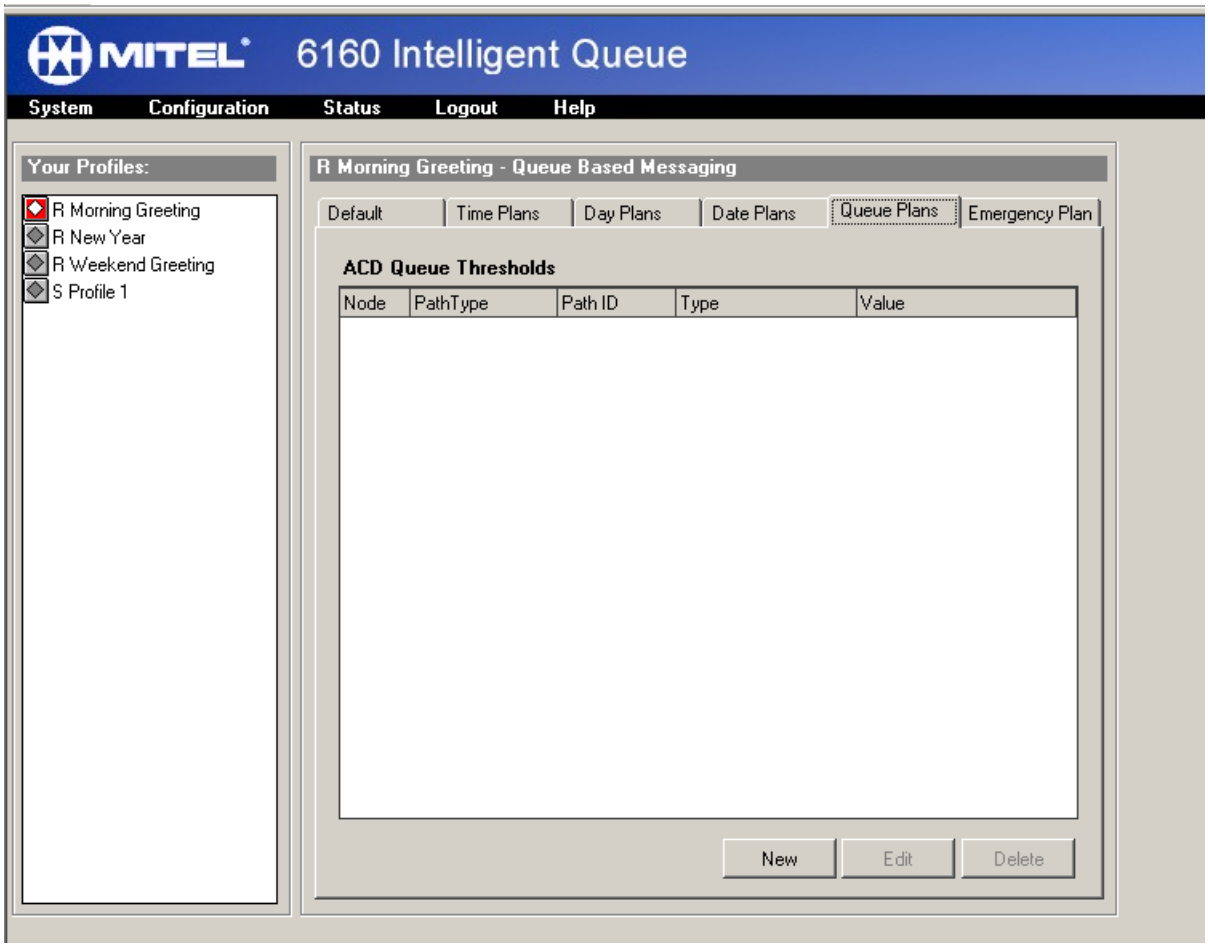
To define a queue plan, you determine the queue settings for a path or path group. See “Assigning ACD paths to the profile” on page 80.

You can select the type of queue condition you want to use for a threshold. The condition could monitor whether the *number of calls waiting* in the queue exceeds the threshold you have set, or whether the *longest number of minutes* that a caller has been waiting exceeds the threshold you have set. Then, you determine the message the system will play to callers when the threshold value has been exceeded.

To define a RAD queue plan:

1. Click **Configuration=>Profile Manager=>Profile Messaging Plans**.
   The Default tab appears.
2. Under **Your Profiles**, select the RAD profile that you are creating a queue plan for.
3. Click the **Queue Plans** tab.
   The Queue Plans window appears. (See Figure 52.)
4. Click **New**.

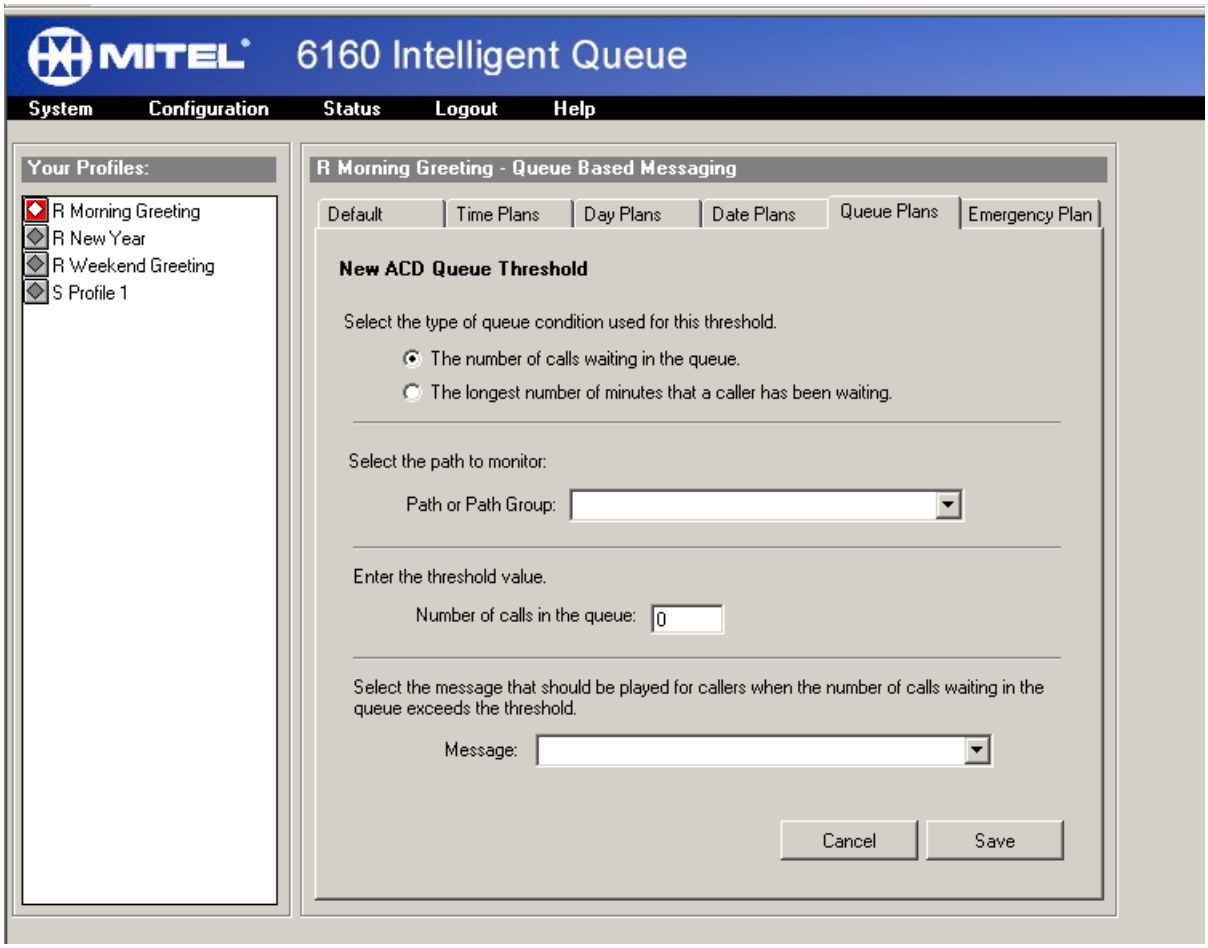
Figure 52 Profile Messaging Plans: Queue Plans window



The Queue Plans: New window appears. (See Figure 53.)

5. Under **Select the type of queue condition used for this threshold**, either click
   •**The number of calls waiting in the queue** or
   •**The longest number of minutes that a caller has been waiting**.
6. Under **Select the path to monitor**, select the path or path group you want the system to monitor.
7. Under **Enter the threshold value**, type either the maximum number of calls that can be in the queue before the threshold is reached, or the number of minutes in the queue before the threshold is reached (wait time).
8. Under **Select the message that should be played for callers when waiting in the queue exceeds the threshold**, select the message.
9. Click **Save**.

Figure 53 Queue Plans: New window



Editing a RAD queue plan message

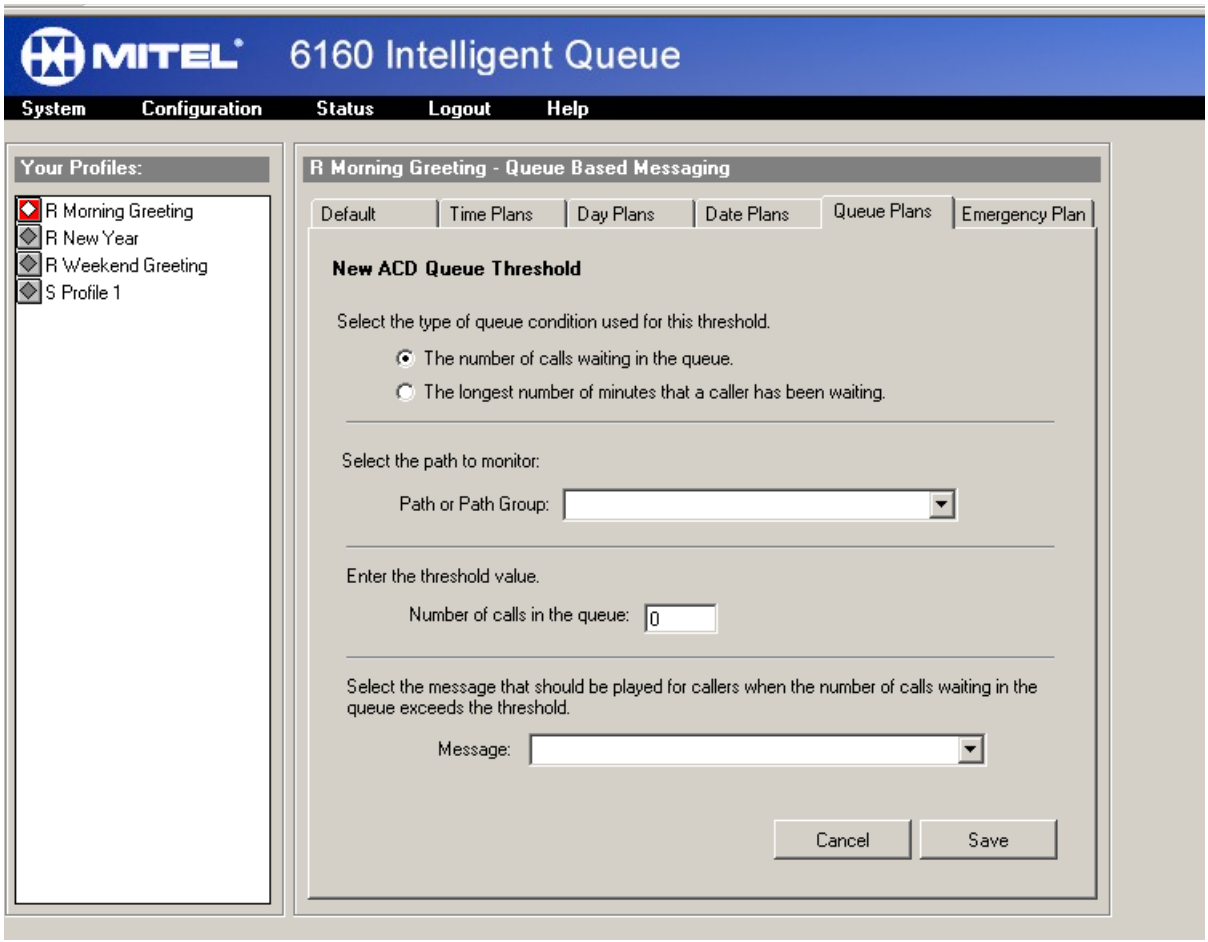
To edit a RAD queue plan message:

1. Click **Configuration=>Profile Manager=>Profile Messaging Plans**.
   The Default tab appears.
2. Under **Your Profiles**, select the RAD profile that you are editing the queue plan for.
3. Click the **Queue Plans** tab.
4. Select the queue plan.
5. Click **Edit**.
   The Queue Plans: Edit window appears. (See Figure 54.)
6. Under **Select the type of queue condition used for this threshold**, either click
   •**The number of calls waiting in the queue** or

•**The longest number of minutes that a caller has been waiting**.

7. Under **Select the path to monitor**, select the path or path group you want the system to monitor.
8. Under **Enter the threshold value**, type either the maximum number of calls that can be in the queue before the threshold is reached, or the number of minutes in the queue before the threshold is reached (wait time).
9. Under **Select the message that should be played for callers when waiting in the queue exceeds the threshold**, select the message.
10. Click **Save**.

Figure 54 Queue Plans: Edit window



Deleting a RAD queue plan message

To delete a RAD queue plan message:

1. Click **Configuration=>Profile Manager=>Profile Messaging Plans**.
   The Default tab appears.
2. Under **Your Profiles**, select the RAD profile that you are deleting the queue plan of.
3. Click the **Queue Plans** tab.
   The Queue Plans window appears.
4. Select the queue plan.
5. Click **Delete**.

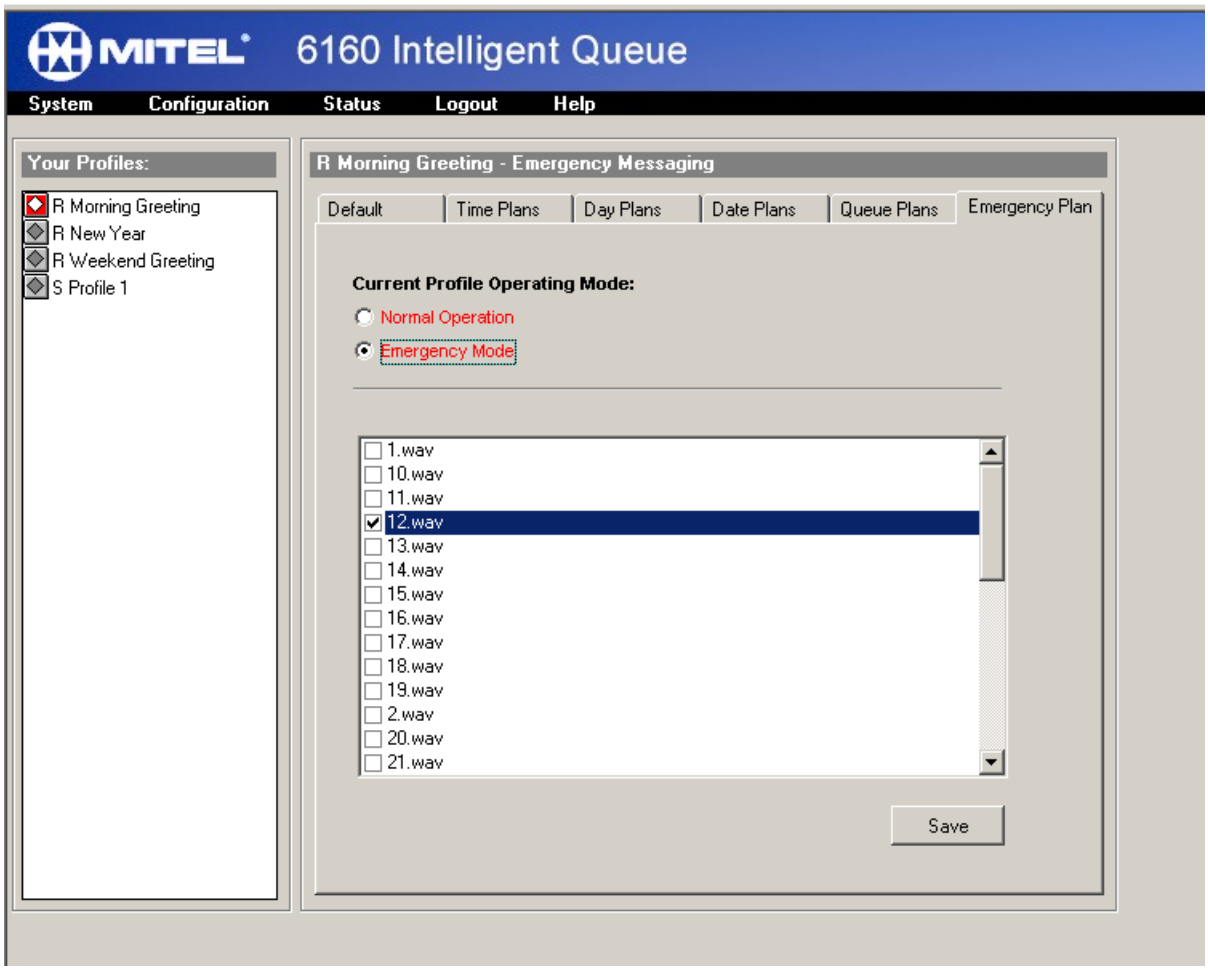
Defining a RAD emergency plan

To define an emergency plan, you determine the message that will be played when Emergency Mode is activated.

To define a RAD emergency plan:

1. Click **Configuration=>Profile Manager=>Profile Messaging Plans**.
   The Default tab appears. (See Figure 55.)
2. Under **Your Profiles**, select the RAD profile that you are creating an emergency plan for.
3. Under **Current Profile Operating Mode**, click the **Emergency Plan** tab.
4. Select the message the emergency mode profile will use.
5. Click **Save**.

Figure 55 Profile Messaging Plans: Emergency Plan window



Smart Choice messaging procedures

Smart Choice messaging differs from RAD messaging in one important way:

- When creating a message plan, you can program three layers of messaging instructions. The Smart Choice message is referred to as the message tree because of the three layers.

A Smart Choice message is dynamic. When a caller receives a Smart Choice Message, he listens to the first message and can navigate to the next message using telephone digits as directed by the 6160 system. There is a maximum of three layers of messages.

The order to configure your 6160 system for Smart Choice Messages is:

1. Create a Smart Choice messaging profile.
   See “Creating a messaging profile” on page 69.
2. Assign ACD paths to the profile (only if you want to create a TIQ Talk Smart Choice message).
3. Upload message files to the 6160 system.
4. Create a message (only if you want to create a TIQ Talk Smart Choice message).
5. Define the Smart Choice message plans.

Assigning ACD paths to the profile

If you have the TIQ (Time in Queue) Talk option, and you want to create a TIQ Talk Smart Choice message, then you must assign the ACD paths. These paths are used to define a Queue Plan or to create messages with the Prompt Manager. Paths are listed under **Select the ACD Paths that this profile will use**.

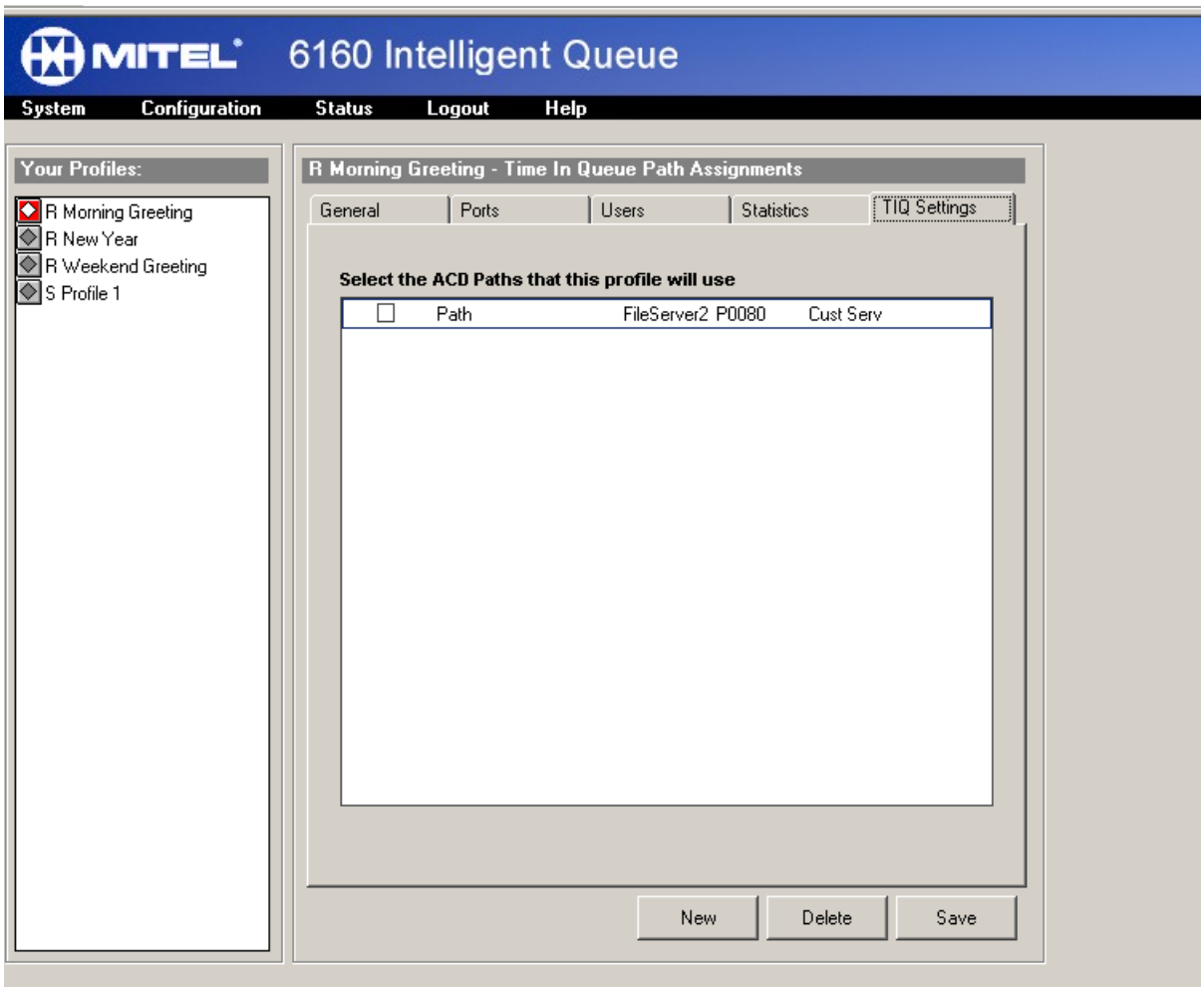
NOTE:

- **6160 collects the path information from 6110. If you do not see any paths listed, either 6110 is not configured or you do not have a connection to the 6110 server.**
- **The New and Delete buttons do not apply to paths. They apply only to profiles.**

To assign ACD paths to the Smart Choice profile:

1. Click **Configuration=>Profile Manager=>Profile Administration**.
   The General window appears. (See Figure 56.)
2. Under **Your Profile**, select the Smart Choice profile that you are assigning paths to.
3. Click the **TIQ Settings** tab.
   The current list of ACD paths is found under **Select the ACD paths that this profile will use.**
4. Select the check box next to the ACD paths that this profile will use.
5. Click **Save**.

Figure 56 Profile Administration: TIQ Settings window



Changing the ACD paths assignation

To change the ACD path assignation:

1. Click **Configuration=>Profile Manager=>Profile Administration**.
   The General window appears.
2. Under **Your Profile**, select the Smart Choice profile that you are changing the path assignation of.
3. Click the **TIQ Settings** tab.
   The current list of ACD paths is found under **Select the ACD paths that this profile will use.**
4. Clear the check box of the ACD paths that you do not want to use this profile.
5. Select the check box of the ACD paths that this profile will use.
6. Click **Save**.

Uploading message files to the 6160 system

Message files appear in the Message Files window once they are in the system. You must upload message files to each profile before you can create message plans.

There are 29 messages files that are included with 6160. These phrases are located on the C drive=>Program Files=>Mitel Networks=>6160=>Languages=>US English.

You do not have to use the .wav files provided. You can create custom .wav files using a program such as Windows Sound Recorder. All custom .wav files must be saved in CCITT µLaw, 8kHz format.

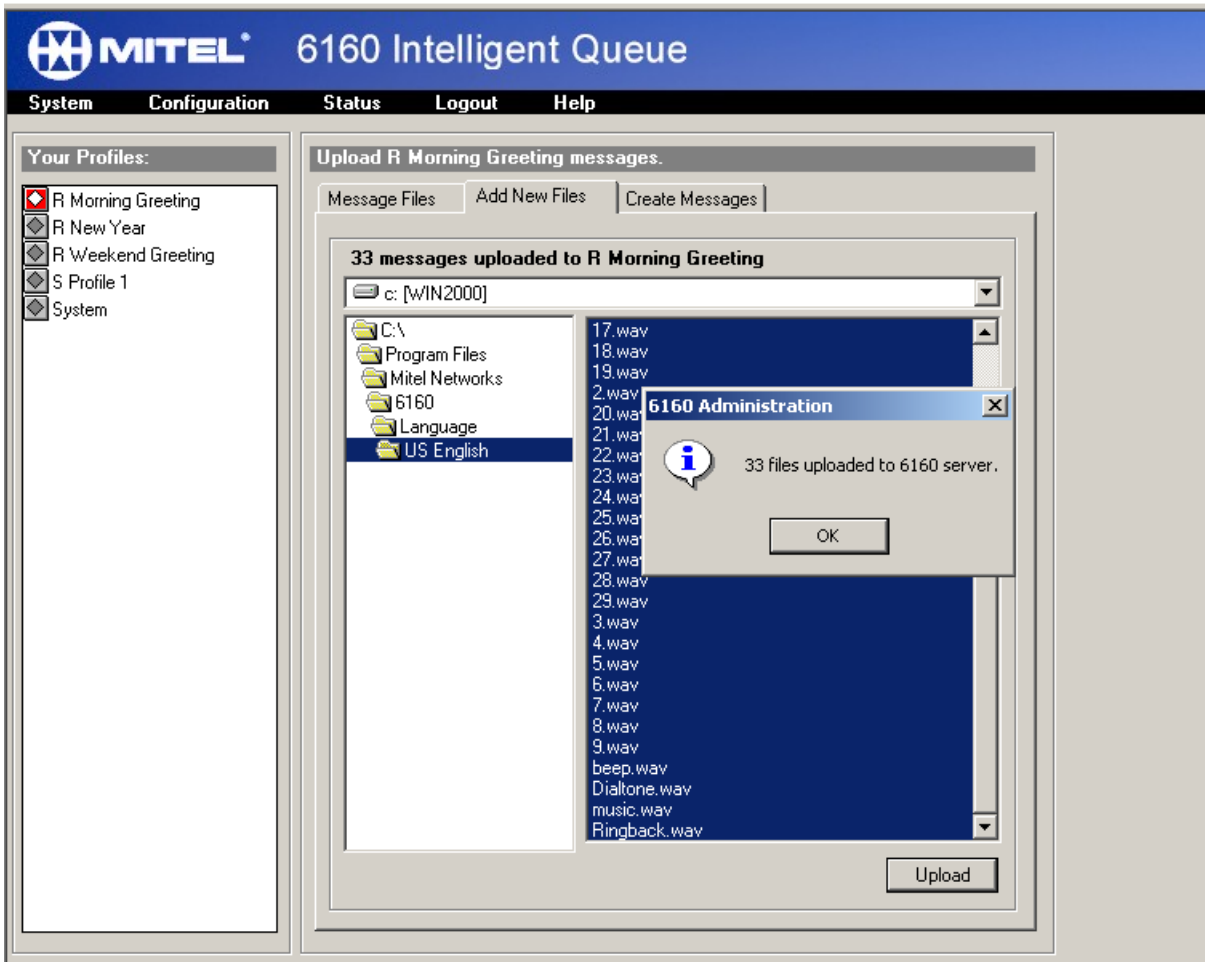
To upload message files to the 6160 system:

1. Click **Configuration=>Prompt Manager**.
   The Message Files tab appears.
2. Under **Your Profiles**, select the Smart Choice profile that you are uploading messages to.
3. Click the **Add New Files** tab.

The Add New Files window appears. (See Figure 57.)

4. Under **Click Upload to send the files**, select the drive where the message files are located.
5. In the left pane, browse until you locate the folder containing the message files.
6. Double-click the folder containing the message files.
   The message files will appear in the right pane.
7. Click **Upload**.
8. Click **OK**.

Figure 57 Prompt Manager: Add New Files window



Creating a message

There are two reasons why you would create a Smart Choice message:

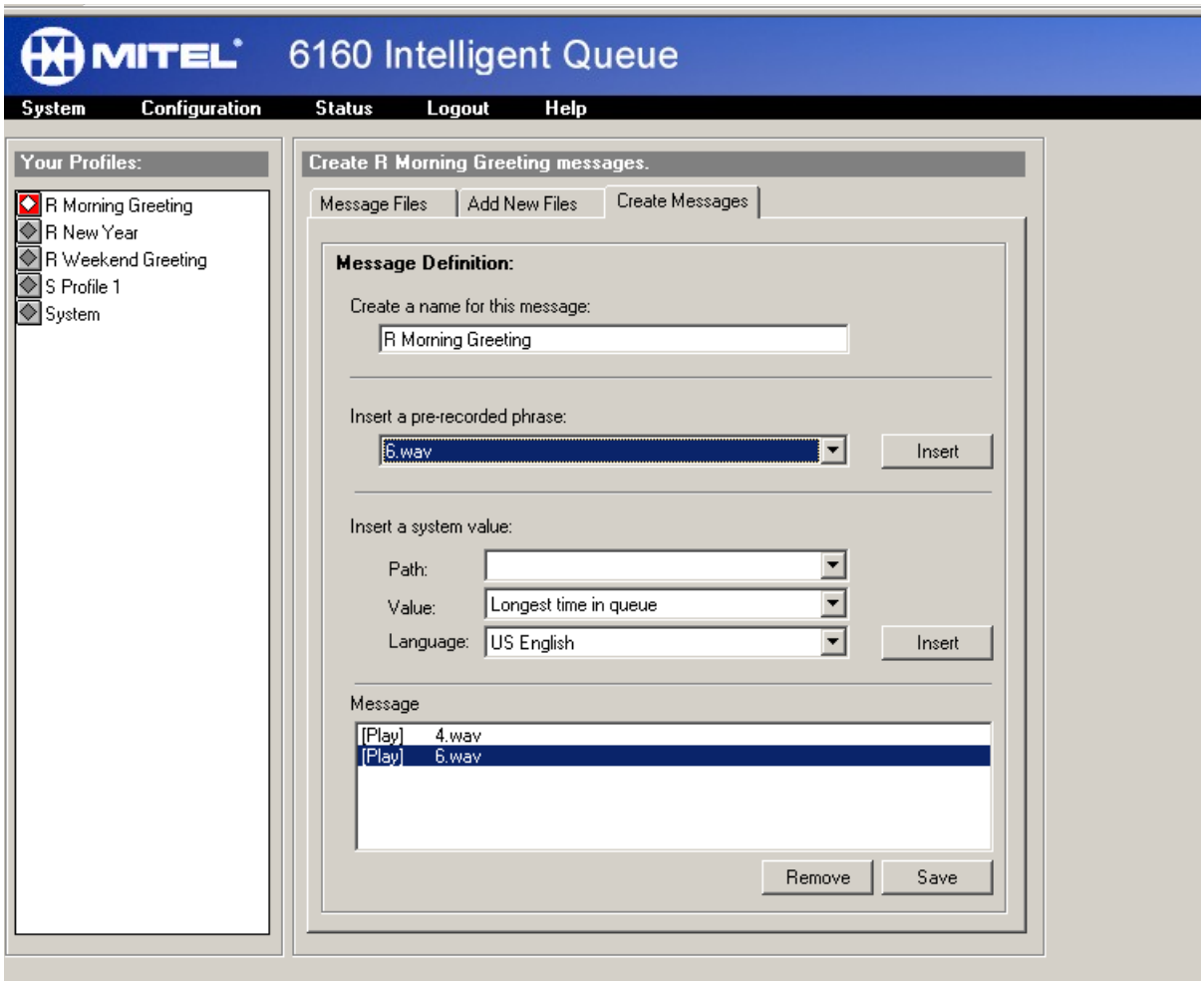
- You can create a message to link several .wav files together so that they will play as one message.
- You can create a TIQ Talk Smart Choice message, which is a message that reports current queue conditions. You must have the TIQ (Time in Queue) Talk option. You create a message so that the path is linked to the message file.

NOTE: • You must assign the ACD paths before they will appear here. See "Assigning ACD paths to the profile" on page 102.
• Both message files (.wav) and messages appear in the Message Files window and are available for message plans.

To create a message that links several .wav files:

1. Click **Configuration=>Prompt Manager**.
   The Message Files tab appears.
2. Under **Your Profiles**, select the Smart Choice message that you are creating a message for.
3. Click the **Create Messages** tab.
   The Create Messages window appears. (See Figure 58.)
4. Under **Create a name for this message**, type a name for this message.
5. Under **Insert a pre-recorded phrase**, select a message file from the list.
6. Click **Insert**.
7. Repeat steps 5 and 6 for as many .wav files as you want to play sequentially as one message.
8. Under **Message**, all message files you have added to the profile are listed.
9. Click **Save**.

Figure 58 Prompt Manager: Create messages window



There are two types of TIQ Talk Smart Choice messages: longest time in queue and number of calls in queue. A TIQ Talk Smart Choice message is a message that reports current queue conditions. You must have the TIQ Talk option. You create a message so that the path is linked to the message file.

With the longest time in queue message, you must link the first half of a message (Thank you for calling. Based on current call volumes, the expected wait time is...), to the path information (5 minutes and 10 second), and then to the second half of the message (We thank you for your patience.)

With the number of calls in queue, you must link the first half of the message (Thank you for calling. You are the), to the path information indicating the number of callers on hold (14th), and then to the second half of the message (caller waiting. Your call will be answered as soon as an agent becomes available.)

If you have decided to give the caller the estimated hold time, you might want to offer the caller the option to continue to hold or to leave voice mail. This option is possible if you create two ACD paths which are exactly the same except that the second paths has a higher priority than the first. The first path will play the real-time messages, but will actually monitor the second, higher priority path. After a short period of time (say 2 minutes), this path will interflow to voice mail, or to a Smart Choice message tree, where the caller can be given the option to go to a mailbox or to transfer to the higher priority path. In this case, you might want to monitor the high priority path until a threshold of 0 (less than 1 minute of hold time in this queue), and announce to the callers “We are experiencing a moderate call volume. Your estimated hold time is 2 minutes.” The next threshold could be set to 1, and an interactive message could be used announcing the actual hold time in this queue. The customer can then decide whether to hold or to leave voice mail when presented with the option.

To create a TIQ Talk Smart Choice message:

1. Click **Configuration=>Prompt Manager**.
   The Message Files tab appears.
2. Under **Your Profiles**, select the Smart Choice profile that you are creating the message for.
3. Click the **Create Messages** tab.
   The Create Messages window appears.
4. Under **Create a name for this message**, type a name for this message.
5. Under **Insert a pre-recorded phrase**, select a message file from the list.
6. Click **Insert**.
7. After **Path**, select the path you want to use. The paths available are determined by TIQ settings. The value information is determined by the path. The value for the Longest time in queue is the estimated duration of the wait, expressed in minutes and seconds. The value for Number of calls in queue is a number.
8. After **Value**, select either **Longest time in queue** or **Number of calls in queue**.
9. After **Language**, select either **French**, **UK English**, or **US English**.
10. Click **Insert**.
11. Under **Message**, all message files you have added to the profile are listed.
12. If you want to add more .wav files that will play after the Value, repeat steps 5 and 6.
13. Click **Save**.

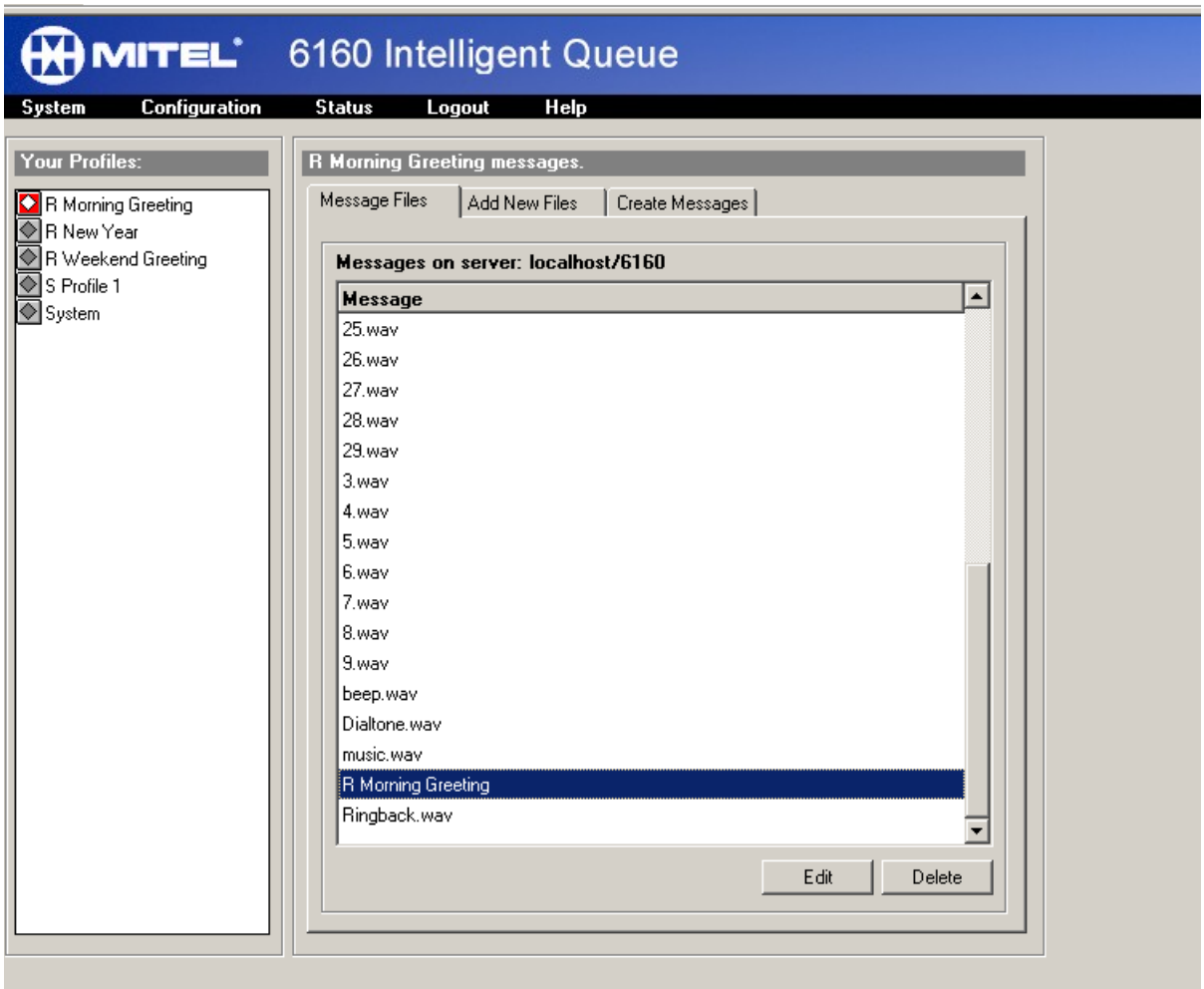
Editing a message

You can edit messages (but not message files) with the following steps.

To edit a message:

1. Click **Configuration=>Prompt Manager**.
   The Message Files tab appears.
2. Under **Your Profiles**, select the Smart Choice profile that you are editing a message for.
3. Under **Message**, select the message you want to edit.
4. Click **Edit**.
   The Edit window appears. (See Figure 59.)
5. Adjust the appropriate information.
6. Click **Save**.

Figure 59 Prompt Manager: Edit window

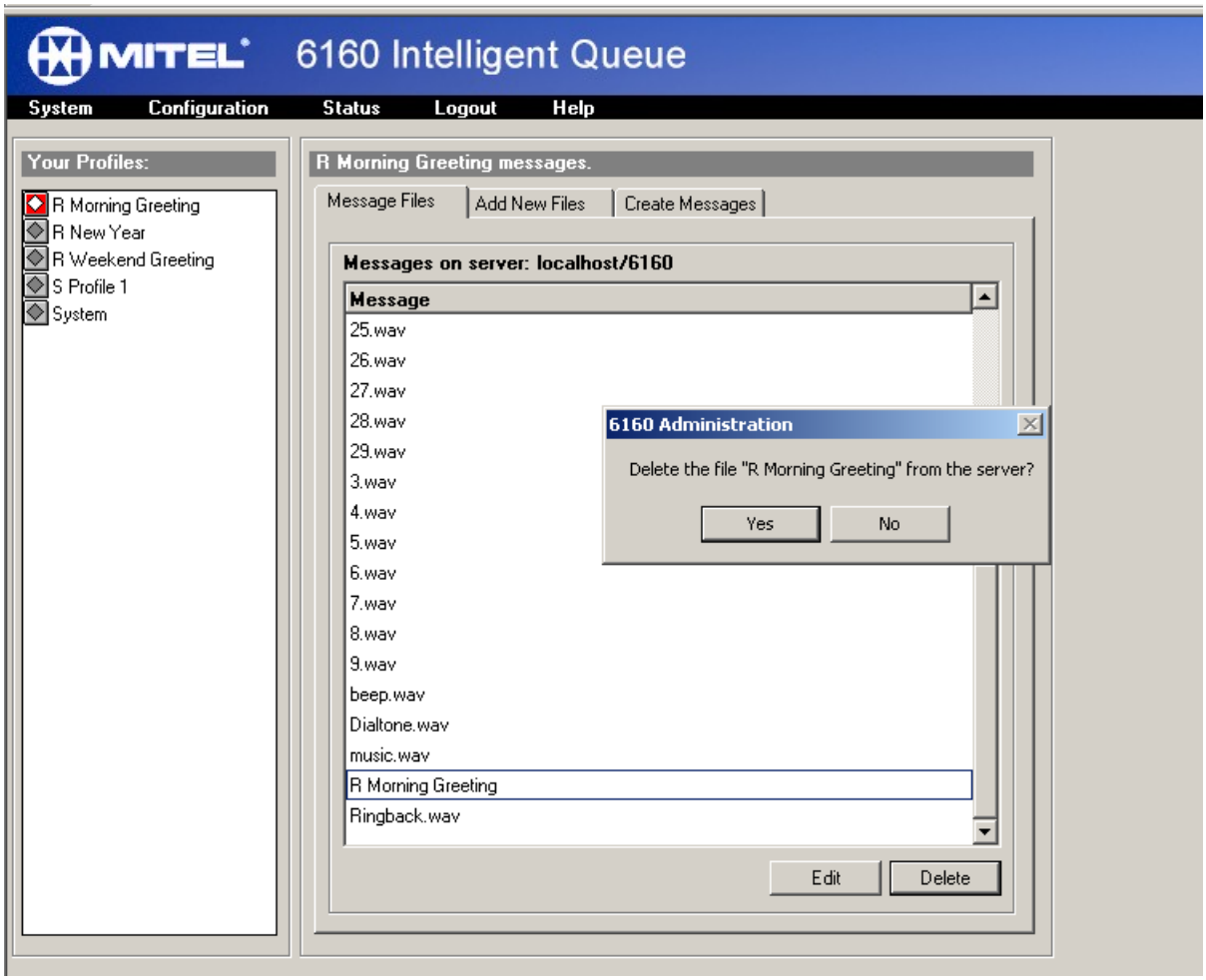


Deleting a message

To delete a message:

1. Click **Configuration=>Prompt Manager**.
   The Message Files tab appears.
2. Under **Your Profiles**, select the Smart Choice profile that you are deleting a message from.
3. Under **Message**, select the message you want to delete.
4. Click **Delete**.
   The **6160 Administration** box appears. (See Figure 60.)
5. Click **Yes**.

Figure 60 Prompt Manager: Delete window



Defining Smart Choice message plans

There are five Smart Choice message plans:

- the Smart Choice default plan
- the Smart Choice date plan
- the Smart Choice day plan
- the Smart Choice time plan
- the Smart Choice emergency plan

You do not have to define all plans, however, you must define the Smart Choice default plan. If there are no plans defined, the call will be lost.

Defining a Smart Choice default plan

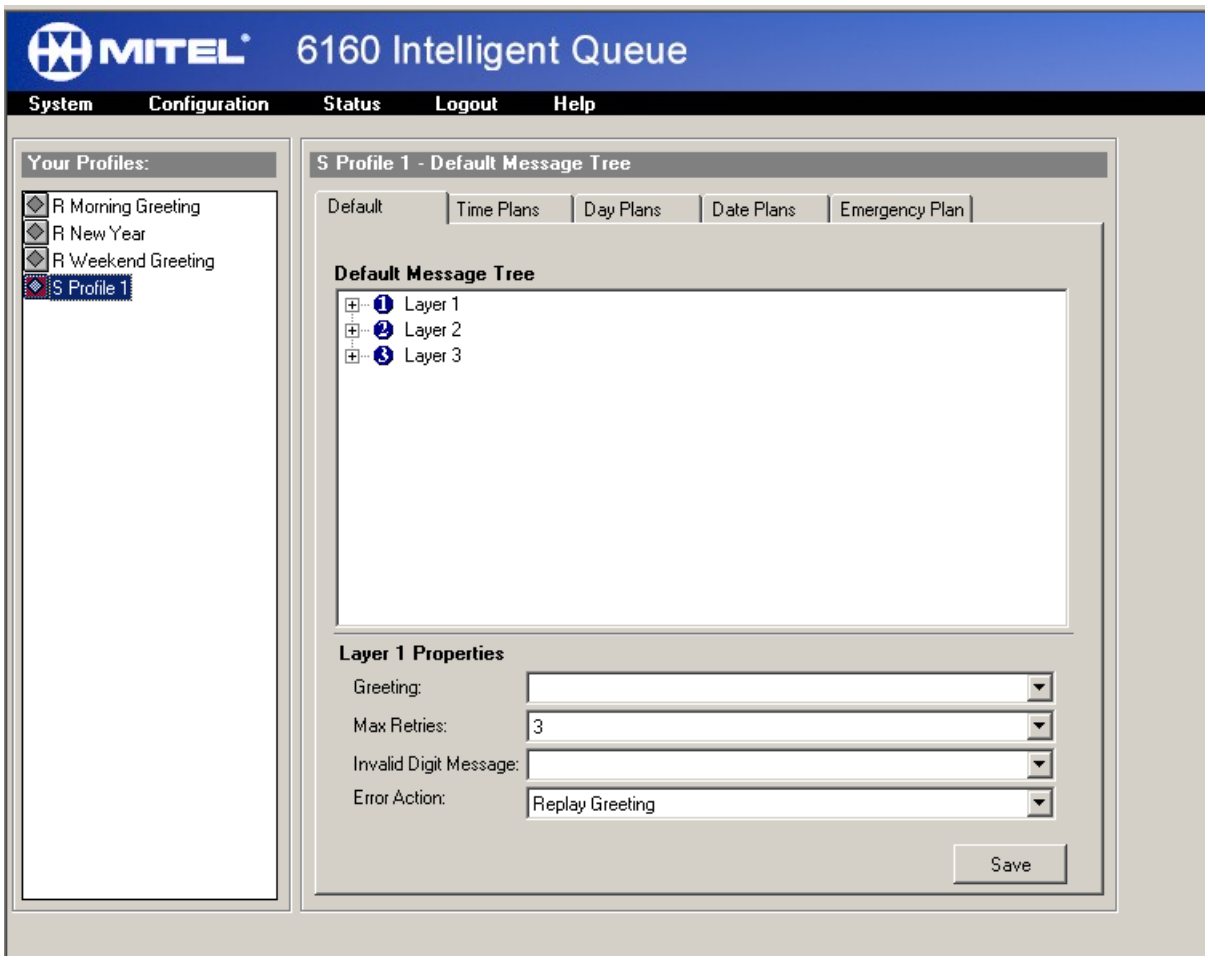
you must assign a default message to each profile. If you do not, and the other message conditions (Date Plan, Day Plan, Time Plan, Queue Plan, Emergency Plan) do not apply, you will lose the incoming call. The default message only plays when the other conditions do not apply.

You can program up to three layers of messages for the caller to select from. This layered message is referred to as the message tree. When navigating through the layers of messages, you can program the caller to select from several options: replay the same message, play a new message, or transfer. If you have Voice Callback, the caller can also leave a message which will be queued like a regular call.

To define a Smart Choice default plan:

1. Click **Configuration=>Profile Manager=>Profile Messaging Plans**.
   The Profile Messaging Plans: Default window appears. (See Figure 61.)
2. Under **Your Profiles**, select the Smart Choice profile that you are creating a default plan for.
3. Under **Default Message Tree**, select **Layer 1**.

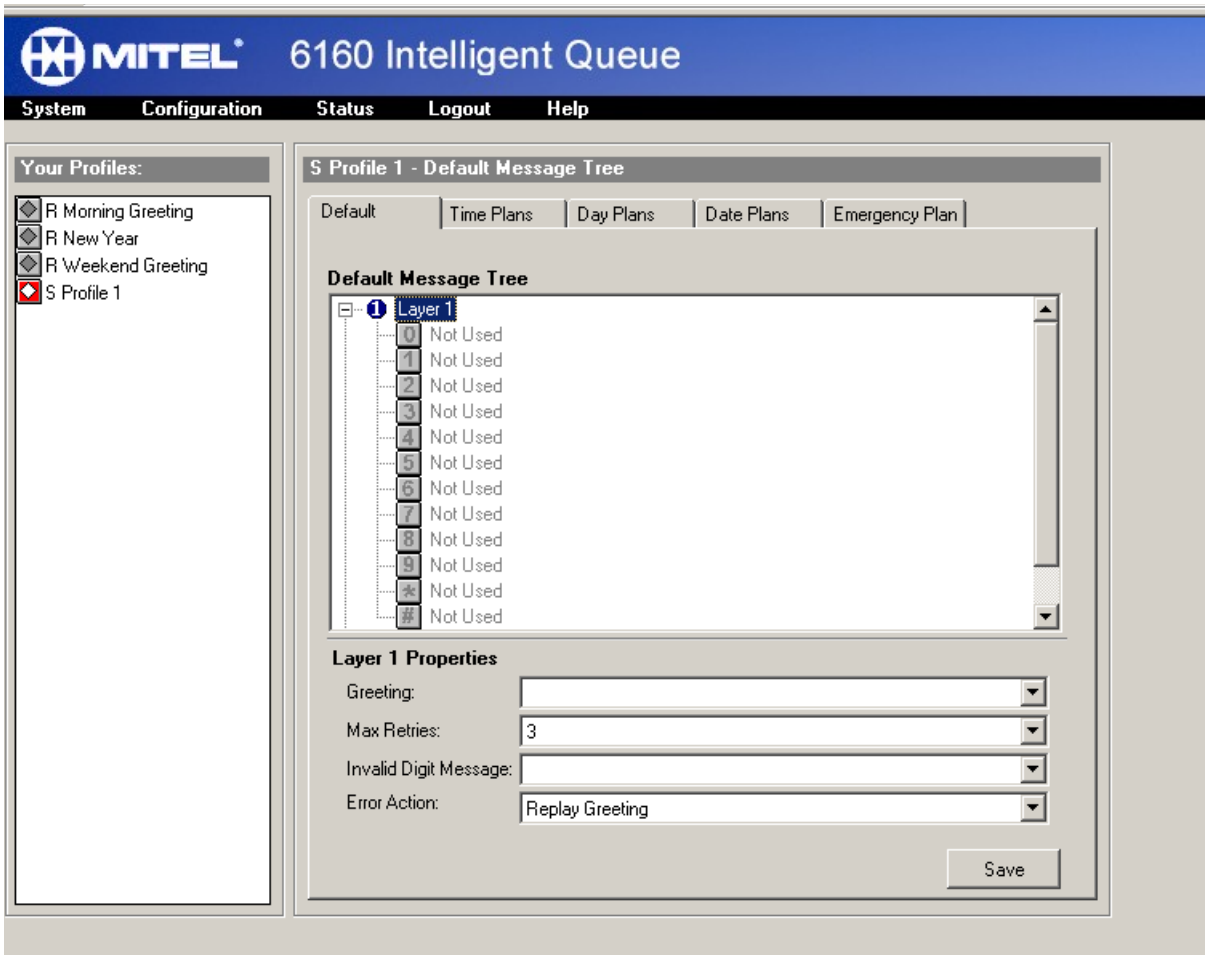
Figure 61 Profile Messaging Plans: Default window



The Default Plan Layer 1 window appears. (See Figure 62.)

4. After **Greeting,** select the appropriate message.
5. After **Max. Retries,** select the maximum number of times a caller can press a non-programmed digit before being transferred to the Err. digit path.
6. After **Invalid Digit Message,** select the message that will be played for a caller who has pressed an incorrect digit.
7. After **Error Action**, select the appropriate action.
8. Under **Layer 1**, click the first digit you want to program (for example **0**).

Figure 62 Profile Messaging Plans: Default Plan Layer 1 window



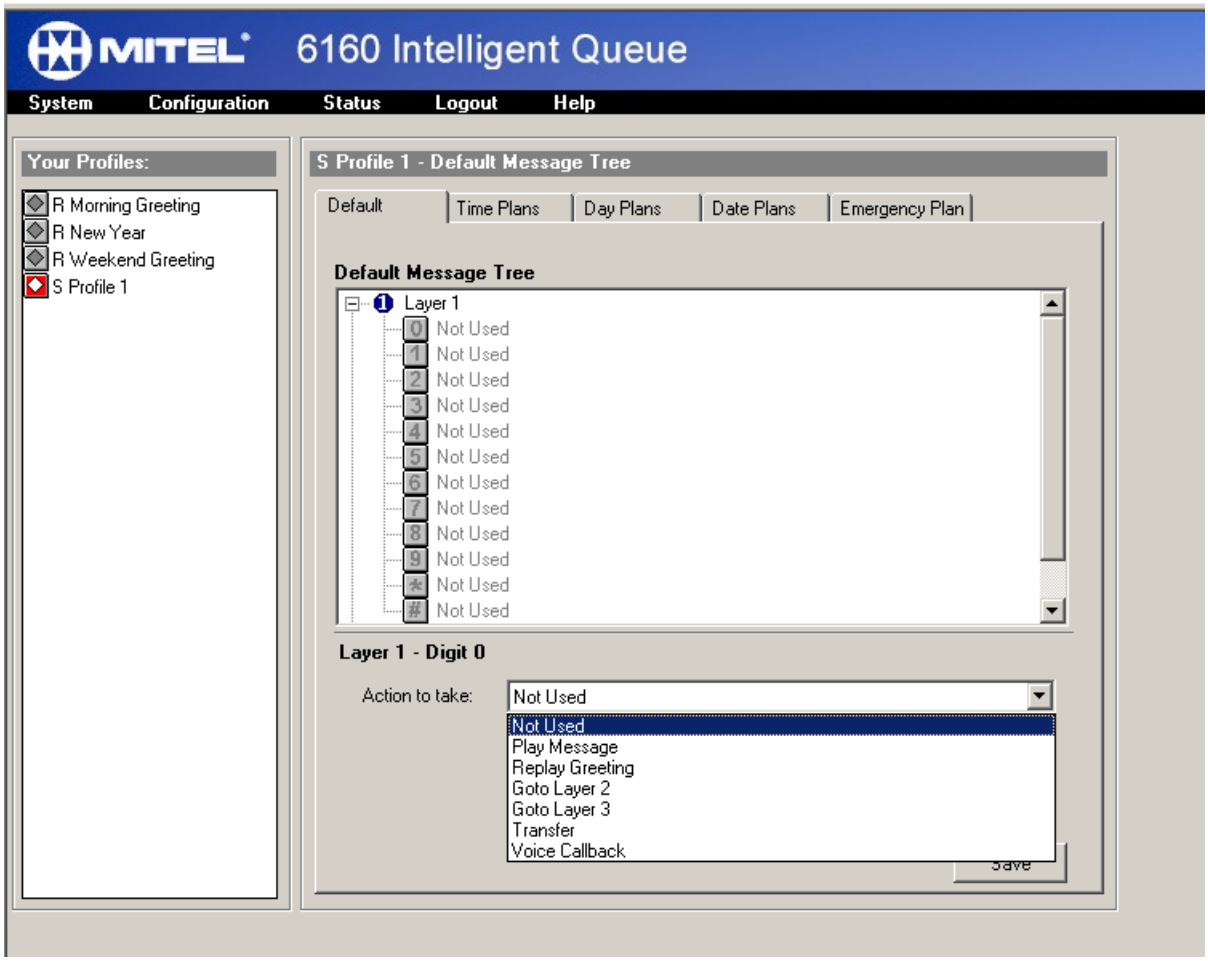
The Layer 1 window appears. (See Figure 63.)

NOTE: The Voice Callback action will appear in the action list only if you have purchased Voice Callback. You select the Voice Callback action only when you are creating Voice Callback messaging. See “Callback procedures” on page 125.

NOTE: Callbacks can only be directed to ACD paths without RADs. It is recommended that a second ACD path be created for all paths that will be using Callbacks. This ACD path should contain the same agent group as the voice ACD path, it should have a lower priority than the voice ACD path, and it should not have a RAD programmed.

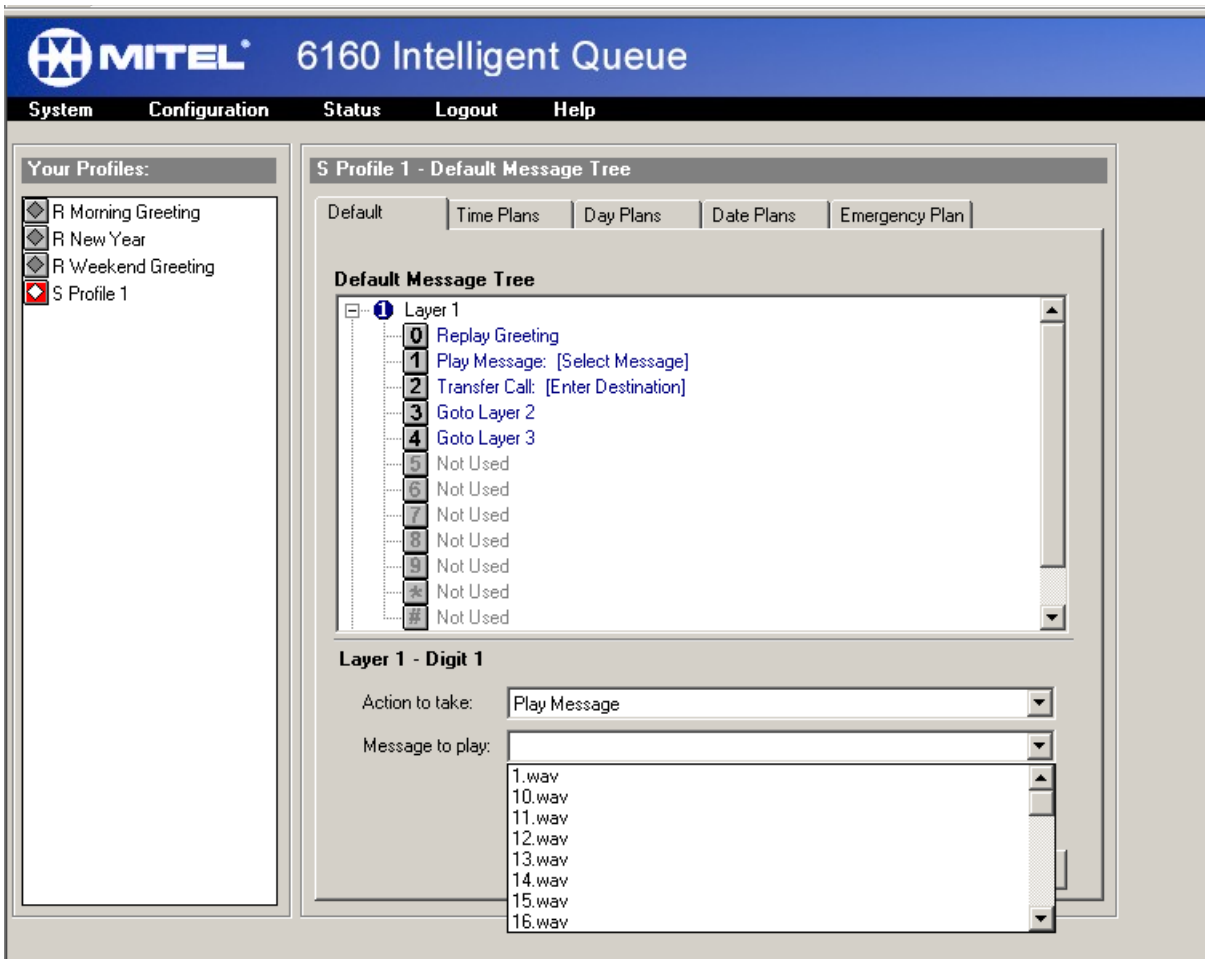
9. After **Action to take**, select the action (Play Message, Replay Greeting, Goto Layer x, Transfer, or Voice Callback).

Figure 63 Default Messaging Plans: Layer 1 window



10. If you select **Play Message** or **Transfer**, select the message or type the transfer digits. (See Figure 64.)
11. If you select **Voice Callback**, type the directory number of the ACD path.
12. Repeat until you have programmed all necessary digits for three layers maximum.
13. Click **OK**.
14. When you have finished programing the time slots for a full day, click **Save**.
15. If you have selected **Voice Callback** as an action, you must now configure the Voice Callback Request with the Callback Manager. See “Callback procedures” on page 125.

Figure 64 Default Messaging Plans: Message to play



Changing the Smart Choice default messages assignation

To change the Smart Choice default message assignation:

1. Click **Configuration=>Profile Manager=>Profile Messaging Plans**.
   The Default tab appears.
2. Under **Your Profiles**, select the Smart Choice profile that you are changing the message assignation for.
3. Under **Play**, clear the check box of the message you do not want the caller to hear.
4. Under **Play**, select the check box beside the message you want the caller to hear.
5. Click **Save**.

Defining a Smart Choice date plan

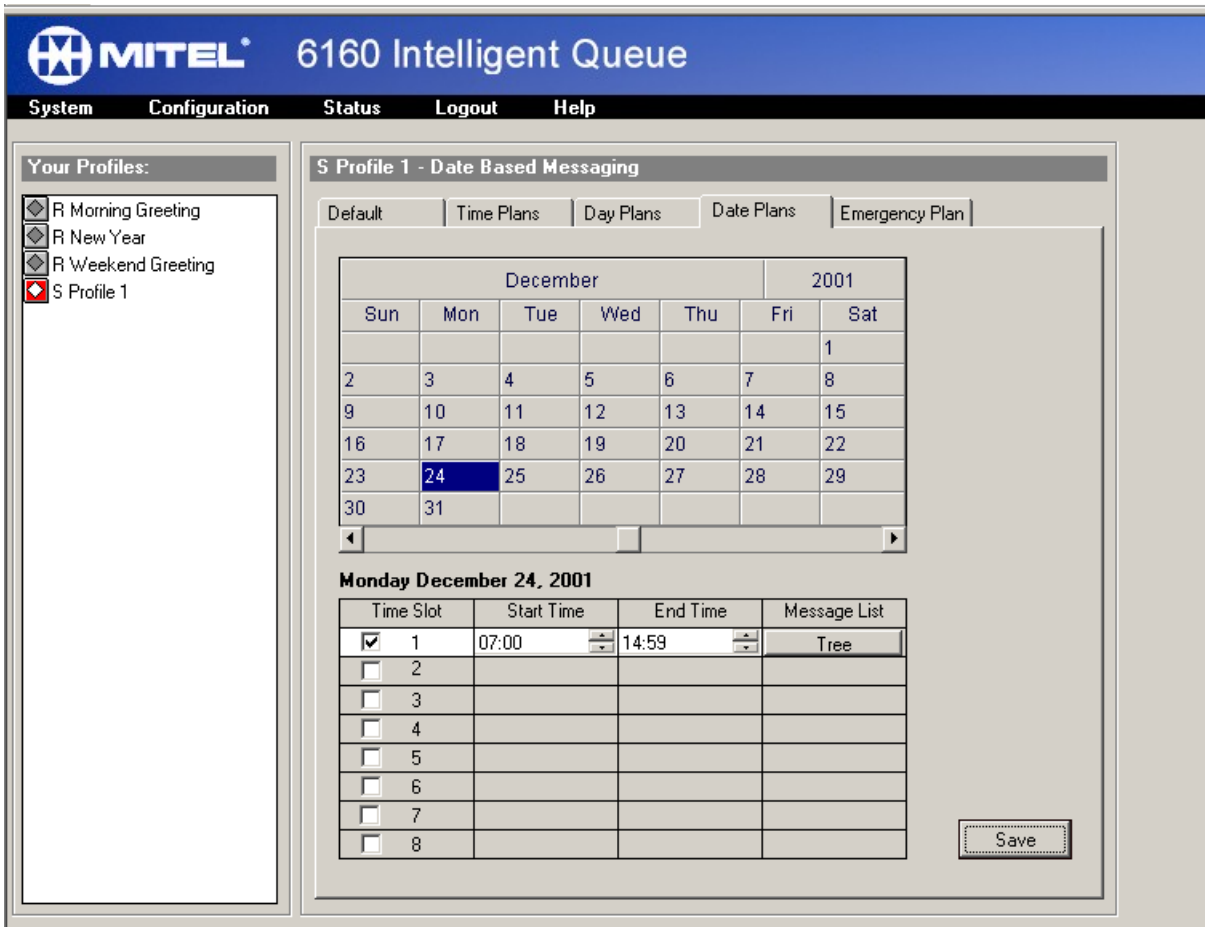
To define a Smart Choice date plan, you determine what messages you want the caller to hear and what date and time to play the messages.

NOTE: The system is synchronized to use the time shown on the PC, not the time shown on the PBX.

To define a Smart Choice date plan:

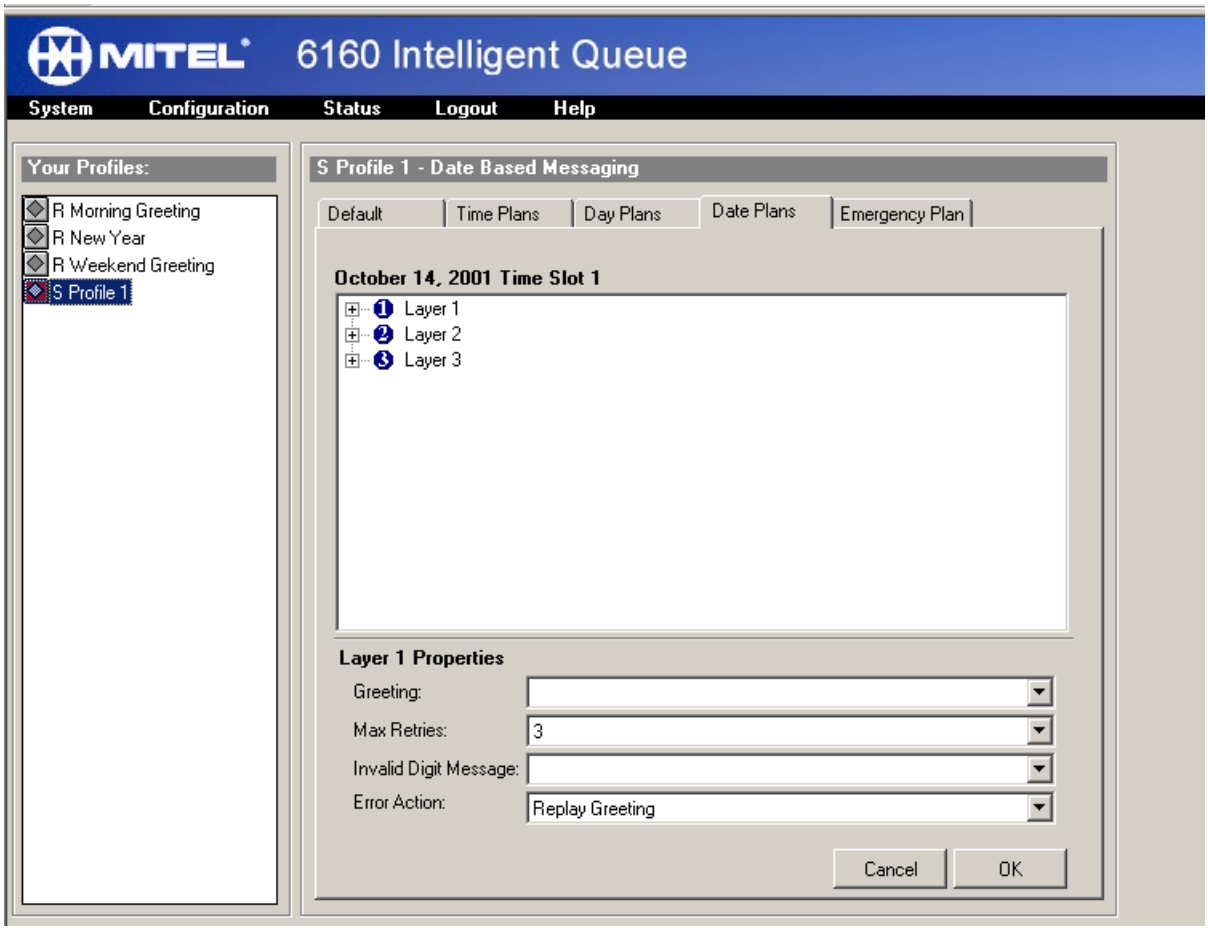
1. Click **Configuration=>Profile Manager=>Profile Messaging Plans**.
   The Default tab appears.
2. Under **Your Profiles**, select the Smart Choice profile that you are creating the date plan for.
3. Click the **Date Plan** tab.
   The Date Plans window appears. (See Figure 65.)
4. On the calendar, click the date for which you want to program a time slot or slots.
5. Under **Time Slot**, select the check box that you want to program.
6. Under **Start Time**, click on the digits representing the hour, and then type the hour you want callers to be directed to the message tree. Alternatively, if you can click the digits representing the hour, then click the arrows, you will change the hour by increments of one.
7. Under **Start Time**, click on the digits representing the minutes, and then type the minutes you want callers to be directed to the message tree. Alternatively, if you click the digits representing the minutes, then click the arrows, you will change the minute by increments of one.

Figure 65 Profile Messaging Plans: Date Plans window



8. Under **End Time**, select the time of day you would like to stop the direction of callers to this message tree by repeating the preceding two steps.
9. Click **Message Tree**.
   The Date Plans Message Tree window appears. (See Figure 66.)
10. Under ***the date you selected*** **Time Slot 1**, select **Layer 1**.

Figure 66 Date Plans Message Tree window



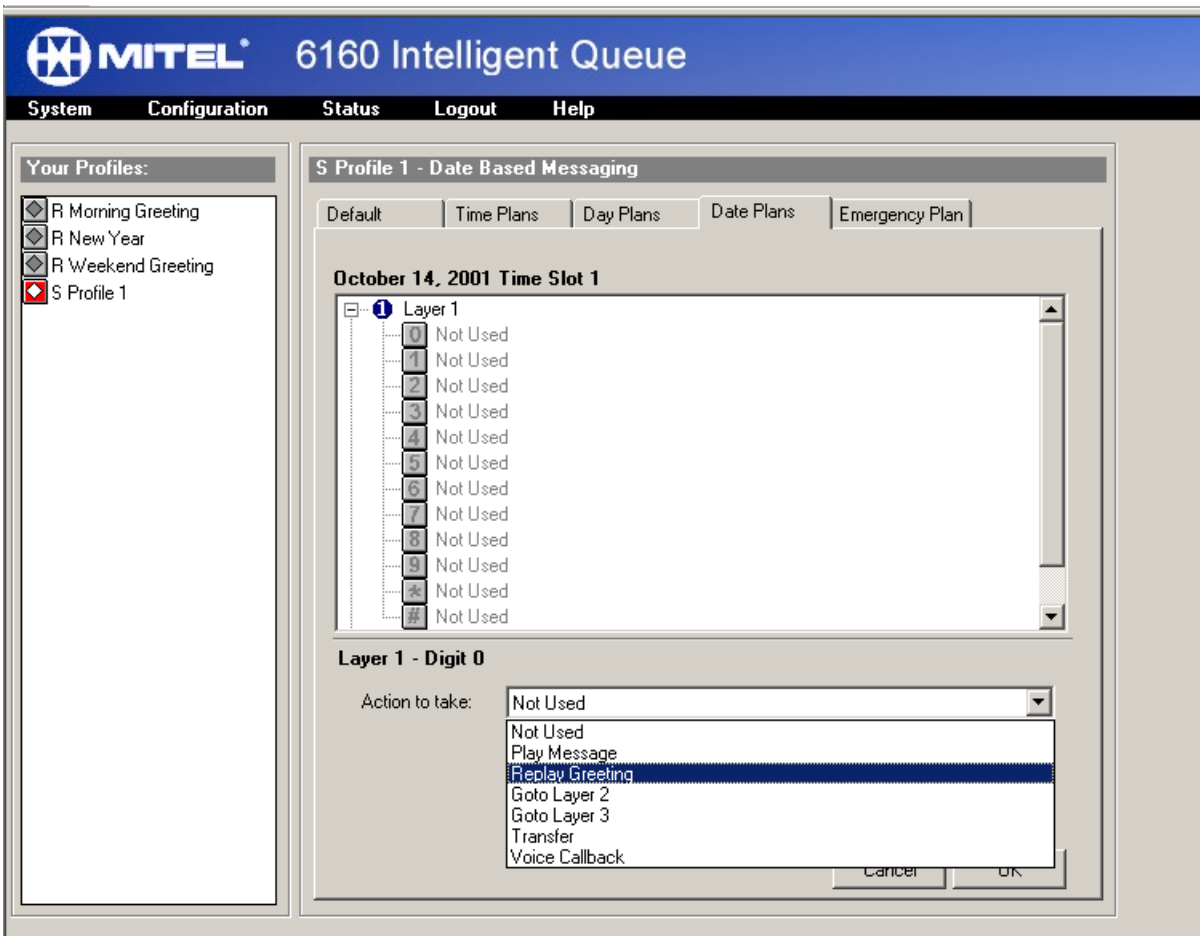
The Date Plans Layer 1 window appears. (See Figure 67.)

11. Under **Greeting,** select the appropriate message.
12. Under **Max. Retries,** select the maximum number of times a caller can press a non-programmed digit before being transferred to the Err. digit path.
13. Under **Invalid Digit Message,** select the message that will be played for a caller who has pressed an incorrect digit.
14. After **Error Action**, select the appropriate action.
15. Under **Layer**, click the first digit you want to program (for example **0**).

NOTE: The Voice Callback action will appear in the action list only if you have purchased Voice Callback. You select the Voice Callback action only when you are creating Voice Callback messaging. See "Callback procedures" on page 125.

16. After **Action to take**, select the action (Play Message, Replay Greeting, Goto Layer x, Transfer, or Voice Callback).
17. If you select **Play Message** or **Transfer**, select the message or type the transfer digits.
18. If you select **Voice Callback**, type the directory number of the ACD path.
19. Repeat until you have programmed all necessary digits for three layers maximum.
20. Click **OK**.
21. When you have finished programing the time slots for a full day, click **Save**.
22. If you have selected **Voice Callback** as an action, you must now configure the Voice Callback Request with the Callback Manager. See "Callback procedures" on page 125.

Figure 67 Profile Messaging Plans: Date Plans Layer 1 window



Defining a Smart Choice day plan

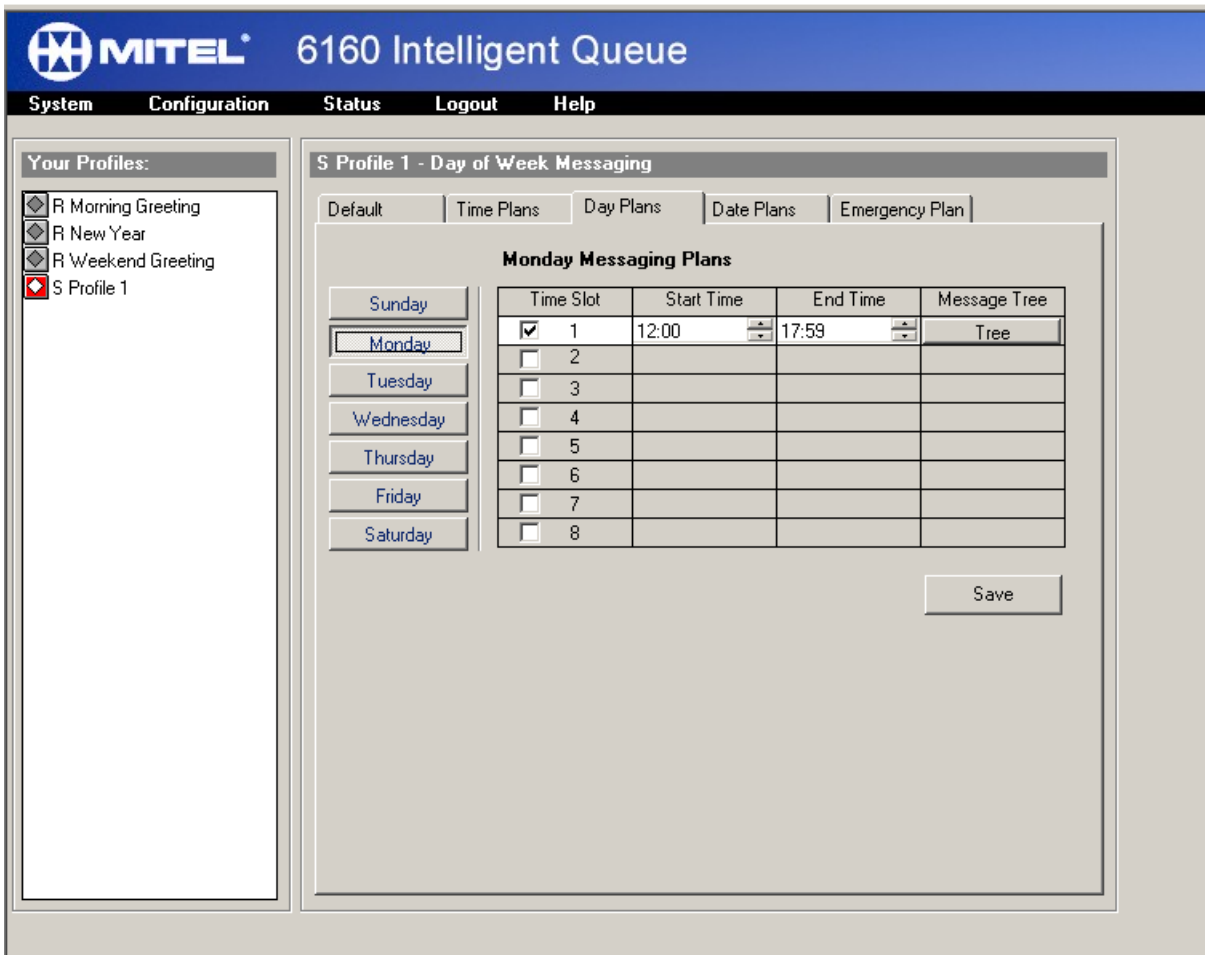
To define a Smart Choice day plan, you determine what messages you want the caller to hear and what day and time to play the messages.

NOTE: The system is synchronized to use the time shown on the PC, not the time shown on the PBX.

To define a Smart Choice day plan:

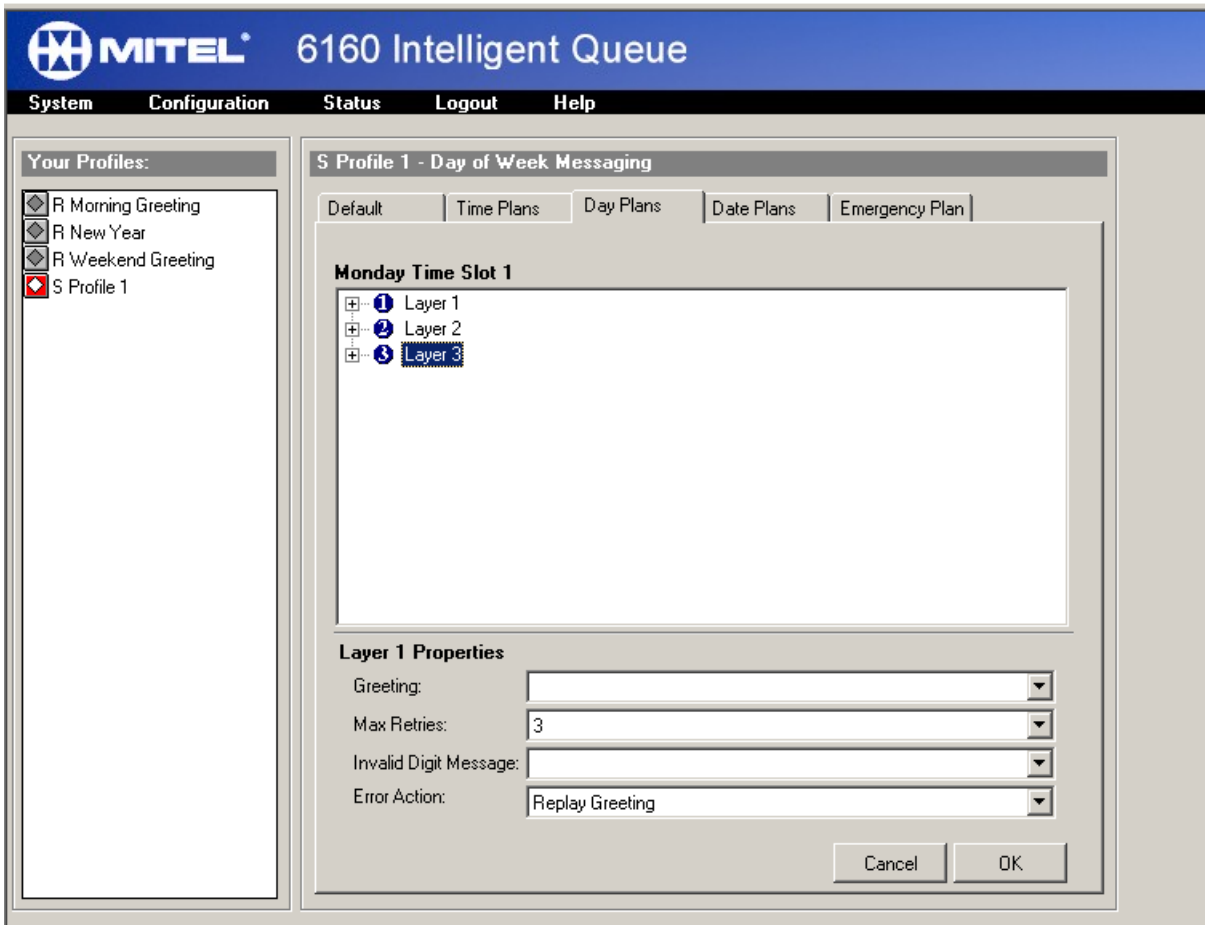
1. Click **Configuration=>Profile Manager=>Profile Messaging Plans**.
   The Default tab appears.
2. Under **Your Profiles**, select the Smart Choice profile you are creating a day plan for.
3. Click the **Day Plans** tab.
   The Day Plans window appears. (See Figure 68.)

Figure 68 Profile Messaging Plans: Day Plans window



4. Click the day-of-the-week button for which you want to create the time slot. For example, click the **Sunday** button to create a time slot for a message every Sunday.
5. Under **Time Slot**, select the check box that you want to program.
6. Under **Start Time**, click on the digits representing the hour, and then type the hour you want callers to be directed to the message tree. Alternatively, if you can click the digits representing the hour, then click the arrows, you will change the hour by increments of one.
7. Under **Start Time**, click on the digits representing the minutes, and then type the minutes you want callers to be directed to the message tree. Alternatively, if you click the digits representing the minutes, then click the arrows, you will change the minute by increments of one.
8. Under **End Time**, select the time of day you would like to stop the direction of callers to this message tree by repeating the preceding two steps.
9. Click **Message Tree**.
   The Day Plans Message Tree window appears. (See Figure 69.)
10. Under ***the day you selected*** **Time Slot 1**, select **Layer 1**.

Figure 69 Day Plans Message Tree window



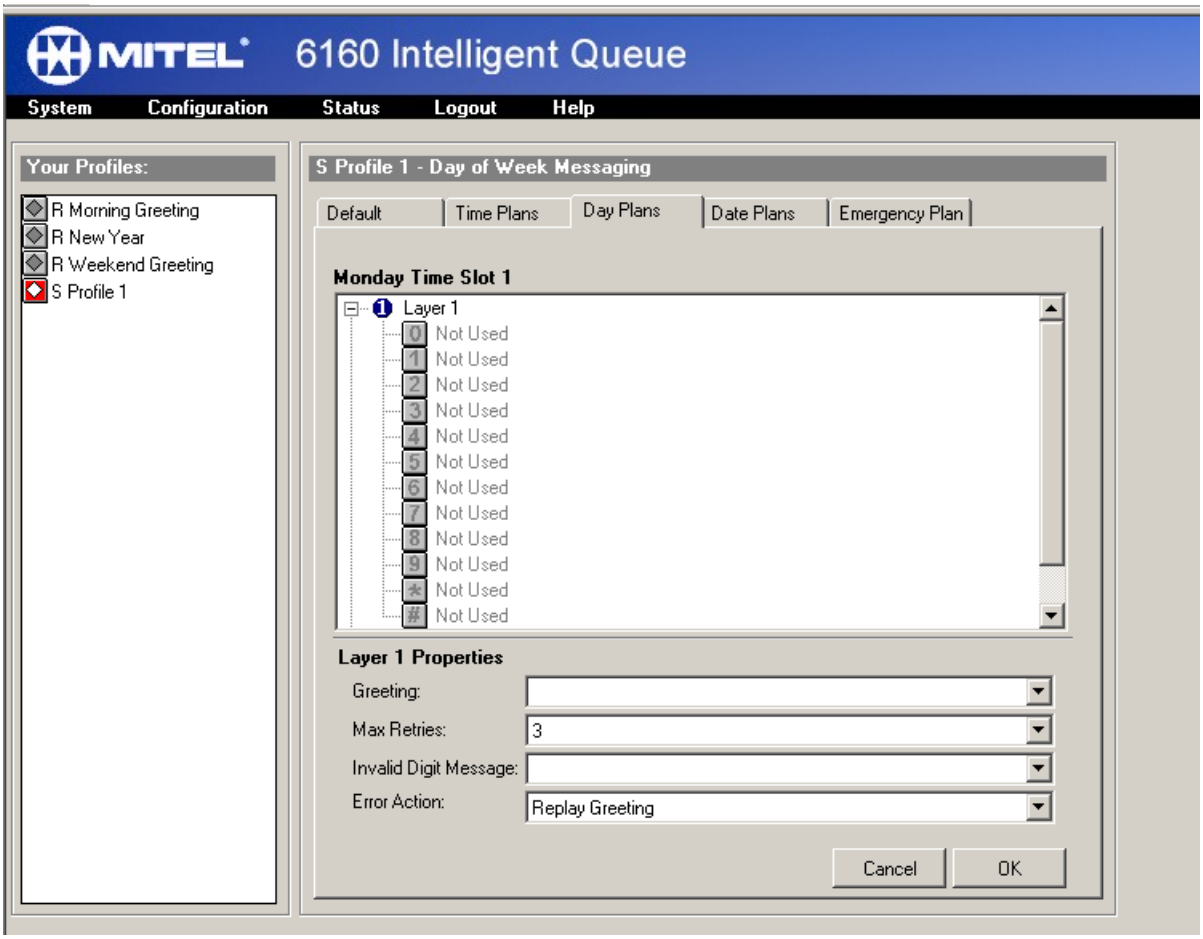
The Day Plans Layer 1 window appears. (See Figure 70.)

11. Under **Greeting,** select the appropriate message.
12. Under **Max. Retries,** select the maximum number of times a caller can press a non-programmed digit before being transferred to the Err. digit path.
13. Under **Invalid Digit Message,** select the message that will be played for a caller who has pressed an incorrect digit.
14. Under **Time Slot 1**, click the first digit you want to program (for example **0**).

NOTE: The Voice Callback action will appear in the action list only if you have purchased Voice Callback. You select the Voice Callback action only when you are creating Voice Callback messaging. See “Callback procedures” on page 125.

15. After **Action to take**, select the action (Play Message, Replay Greeting, Goto Layer x, Transfer, or Voice Callback).
16. If you select **Play Message** or **Transfer**, select the message or type the transfer digits.
17. If you select **Voice Callback**, type the directory number of the ACD path.
18. Repeat until you have programmed all necessary digits for three layers maximum.
19. Click **OK**.
20. When you have finished programing the time slots for a full day, click **Save**.
21. If you have selected **Voice Callback** as an action, you must now configure the Voice Callback Request with the Callback Manager. See “Callback procedures” on page 125.

Figure 70 Profile Messaging Plans: Day Plans Layer 1 window



Defining a Smart Choice time plan

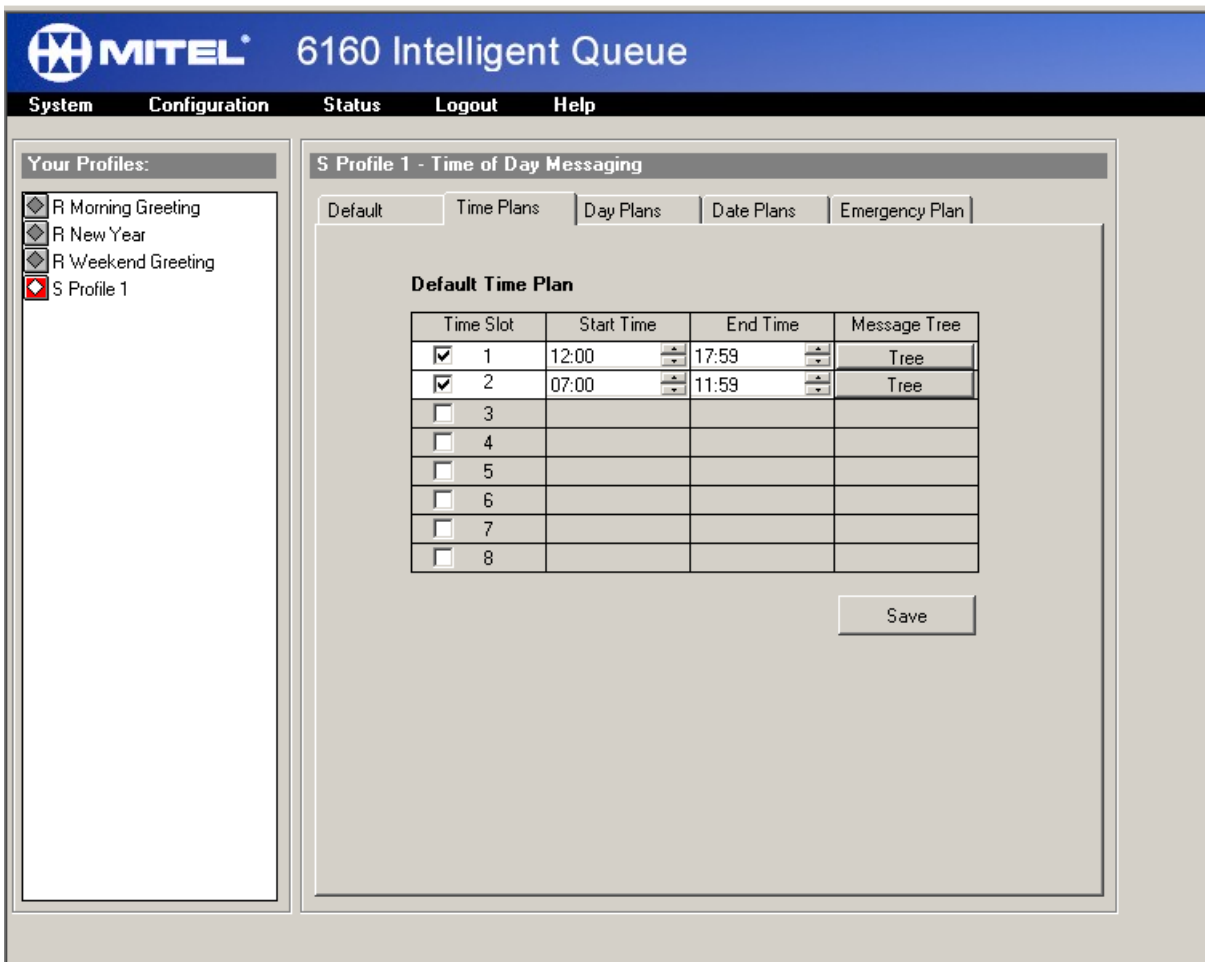
To define a Smart Choice time plan, you determine what messages you want the caller to hear and when to play the messages.

NOTE: The system is synchronized to use the time shown on the PC, not the time shown on the PBX.

To define a Smart Choice time plan:

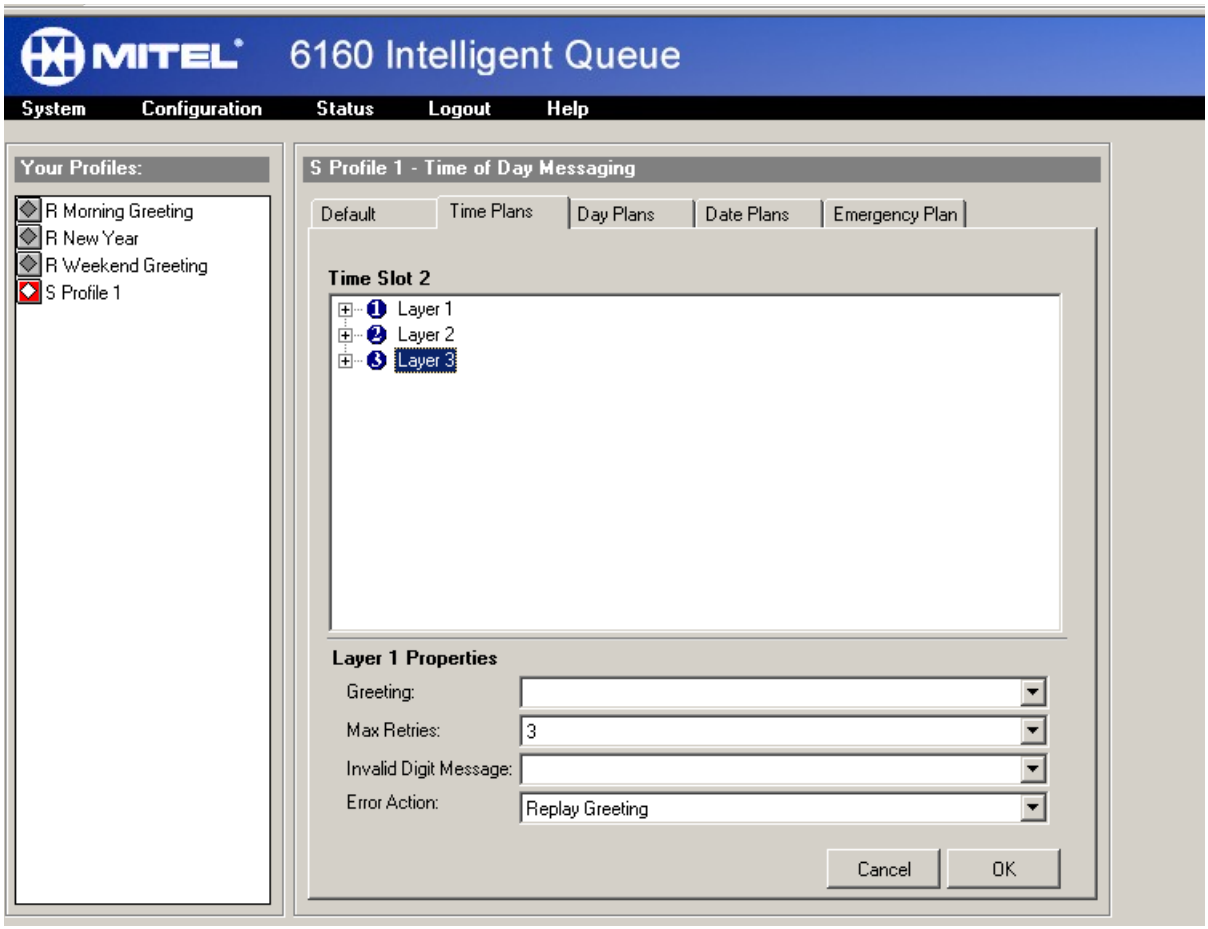
1. Click **Configuration=>Profile Manager=>Profile Messaging Plans**.
   The Default tab appears.
2. Under **Your Profiles**, select the Smart Choice profile that you are creating a time plan for.
3. Click the **Time Plans** tab.
   The Time Plans window appears. (See Figure 71.)
4. Under **Time Slot**, select the check box that you want to program.

Figure 71 Profile Messaging Plans: Time Plans window



5. Under **Start Time**, click on the digits representing the hour, and then type the hour you want callers to be directed to the message tree. Alternatively, if you can click the digits representing the hour, then click the arrows, you will change the hour by increments of one.
6. Under **Start Time**, click on the digits representing the minutes, and then type the minutes you want callers to be directed to the message tree. Alternatively, if you click the digits representing the minutes, then click the arrows, you will change the minute by increments of one.
7. Under **End Time**, select the time of day you would like to stop the direction of callers to this message tree by repeating the preceding two steps.
8. Click **Message Tree**.
   The Time Plans Message Tree window appears. (See Figure 72.)
9. Under **Time Slot 1**, select **Layer 1**.

Figure 72 Time Plans Message Tree window



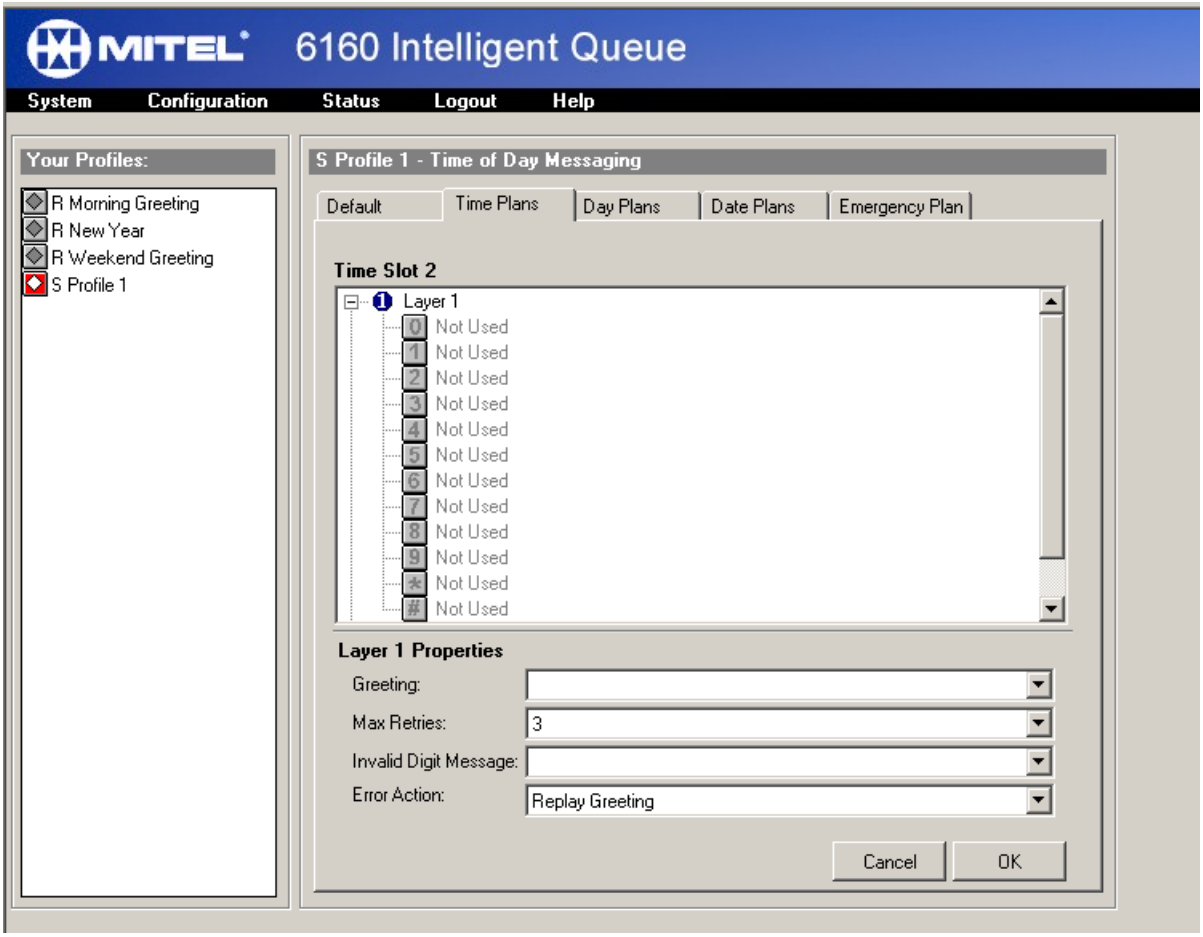
The Time Plans Layer 1 window appears. (See Figure 73.)

10. Under **Greeting,** select the appropriate message.
11. Under **Max. Retries,** select the maximum number of times a caller can press a non-programmed digit before being transferred to the Err. digit path.
12. Under **Invalid Digit Message,** select the message that will be played for a caller who has pressed an incorrect digit.
13. Under **Time Slot 1**, click the first digit you want to program (for example **0**).

NOTE: The Voice Callback action will appear in the action list only if you have purchased Voice Callback. You select the Voice Callback action only when you are creating Voice Callback messaging. See “Callback procedures” on page 125.

14. After **Action to take**, select the action (Play Message, Replay Greeting, Goto Layer x, Transfer, or Voice Callback).
15. If you select **Play Message** or **Transfer**, select the message or type the transfer digits.
16. If you select **Voice Callback**, type the directory number of the ACD path.
17. Repeat until you have programmed all necessary digits for three layers maximum.
18. Click **OK**.
19. When you have finished programing the time slots for a full day, click **Save**.
20. If you have selected **Voice Callback** as an action, you must now configure the Voice Callback Request with the Callback Manager. See “Callback procedures” on page 125.

Figure 73 Profile Messaging Plans: Time Plans Layer 1 window

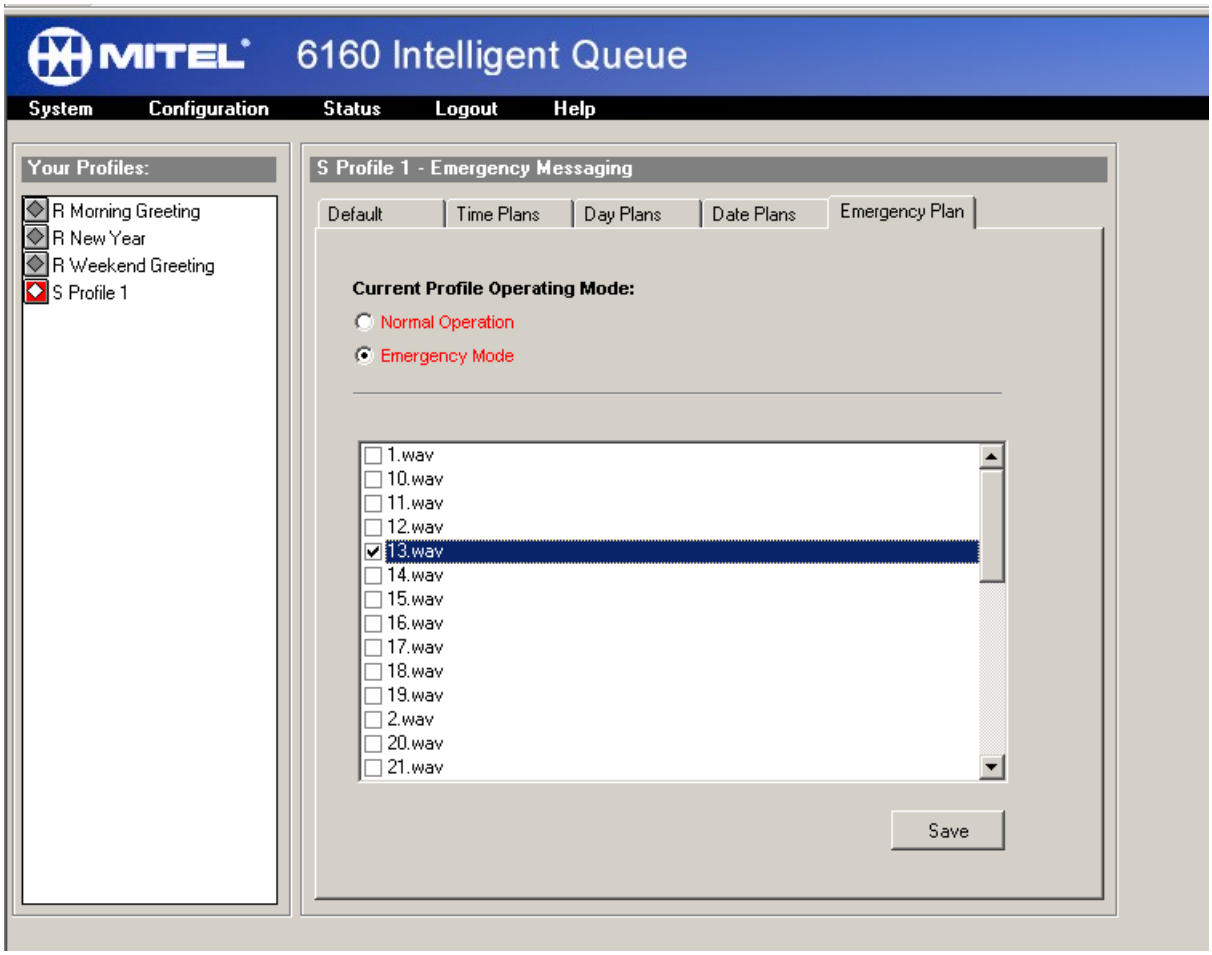


Defining a Smart Choice emergency plan

To define a Smart Choice emergency plan:

1. Click **Configuration=>Profile Manager=>Profile Messaging Plans**.
   The Default tab appears. (See Figure 74.)
2. Under **Your Profiles**, select the Smart Choice emergency profile.
3. Under **Current Profile Operating Mode**, click the **Emergency Plan** tab.
4. Select the message the emergency mode profile will use.
5. Click **Save**.

Figure 74 Profile Messaging Plans: Emergency Plan window



Callback procedures

NOTE: Callbacks can only be directed to ACD paths without RADs. It is recommended that a second ACD path be created for all paths that will be using Callbacks. This ACD path should contain the same agent group as the voice ACD path, it should have a lower priority than the voice ACD path, and it should not have a RAD programmed.

Adding the Voice Callback option

You must have Smart Choice Messaging in conjunction with Voice Callback to activate Voice Callback.

The Voice Callback option is added to Smart Choice messaging plans. With Smart Choice messaging plans, the caller has the option to replay the message, play a new message, or transfer. With the Voice Callback option, the caller also has the option to leave a voice message.

If the caller selects the Voice Callback option, then he has the option to leave a message rather than wait for an agent to become available. After the caller leaves the message and hangs up, the message enters a queue (see “Viewing Callback queues” on page 143). 6160 system automatically contacts the next available agent to deliver the caller's message through a Callback port.

What the caller hears when he calls your company is determined by the Smart Choice Message Plans. When a caller indicates he wants to leave a message (by pressing a digit, thereby accessing the Callback port), he hears what has been programmed in the Callback Manager: Voice Callback Request. What the agent and the caller hear when 6160 is establishing the Callback is determined by Callback Manager: Voice Prompts.

Callback Messaging differs from Smart Choice Messaging in two ways:

- Voice Callback requires a Callback port.
- Voice Callback requires the Voice Callback action when creating message plans.

To add the Voice Callback option to a Smart Choice message, you must follow these steps:

1. Create a Callback port.
2. Define a Voice Callback request.
3. Follow the Smart Choice messaging procedures.
   See “Smart Choice messaging procedures” on page 101.
4. Apply the Voice Callback action to enable the caller to leave a voice message when Defining Smart Choice message plans. See “Defining Smart Choice message plans” on page 109.
5. Set the agent controls.
6. Assign the messages for the Callback.
7. Setting the Callback parameters.

Creating Callback ports

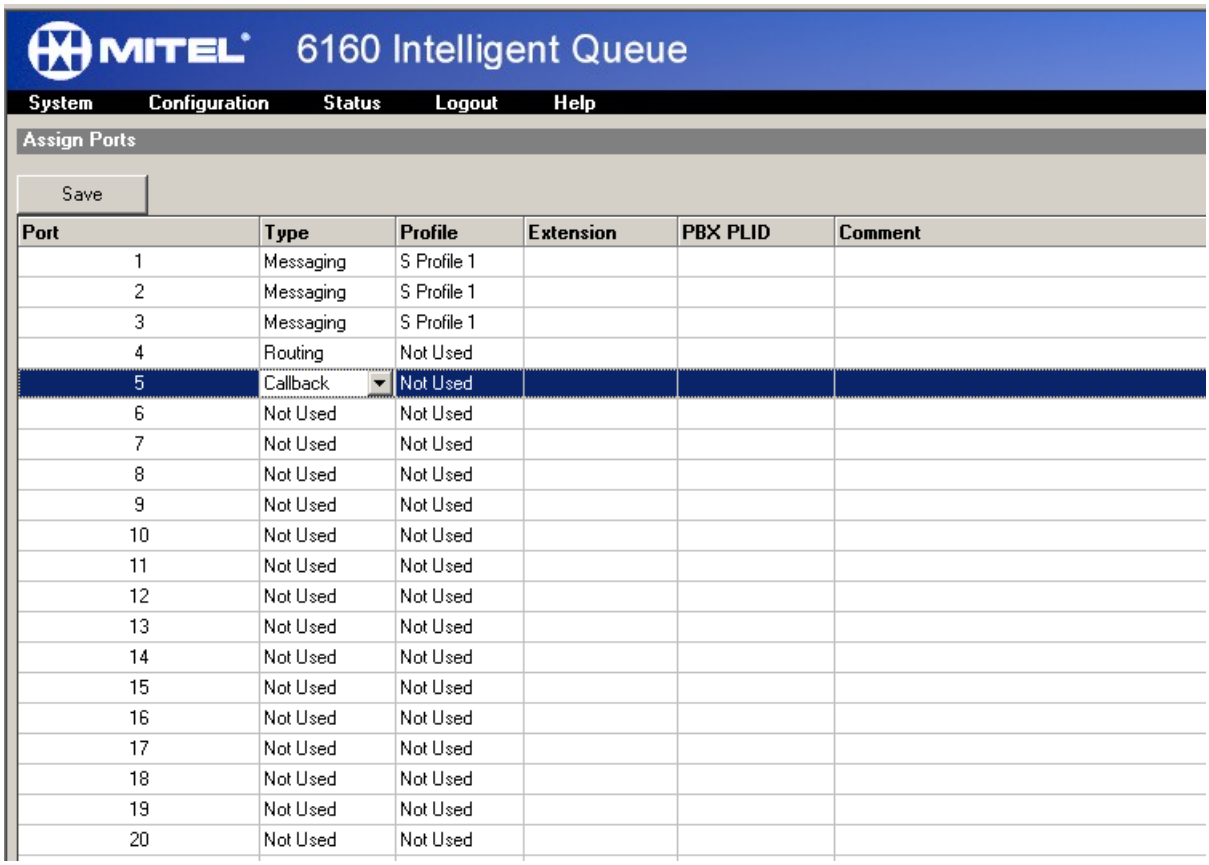
You need to create Callback ports through which callers can leave messages. They may do so, for example, when call waiting times are long.

For more information on ports, see “Installation of 6160 Intelligent Queue” on page 15.

To create Callback ports:

1. Click **Configuration=>System=>Assign Ports**.
   The Assign Ports window appears. (See Figure 75.)
2. Under **Port**, the port number is shown.
3. Under **Type**, select **Callback**.
4. Under **Profile**, you cannot enter text.
   When you create a profile (Profile Administrator: General tab), the profile name will then automatically appear here.
5. Under **Extension,** type the extension.
   This box is optional.
6. Under **PBX PLID**, type the location of the telephone card. For example, type 1-2-13-14 to indicate cabinet 1, shelf 2, slot 13, circuit 14.
   This box is optional.
7. Under **Comment**, type any comments.
   This box is optional.
8. Click **Save**.

Figure 75 System: Assign Ports window



Port	Type	Profile	Extension	PBX PLID	Comment
1	Messaging	S Profile 1			
2	Messaging	S Profile 1			
3	Messaging	S Profile 1			
4	Routing	Not Used			
5	Callback	Not Used			
6	Not Used	Not Used			
7	Not Used	Not Used			
8	Not Used	Not Used			
9	Not Used	Not Used			
10	Not Used	Not Used			
11	Not Used	Not Used			
12	Not Used	Not Used			
13	Not Used	Not Used			
14	Not Used	Not Used			
15	Not Used	Not Used			
16	Not Used	Not Used			
17	Not Used	Not Used			
18	Not Used	Not Used			
19	Not Used	Not Used			
20	Not Used	Not Used			

Defining a Voice Callback request

If you have Voice Callback, the caller can leave a voice message if he does not reach an agent. The 6160 system will automatically call an agent with the voice message, once an agent becomes available.

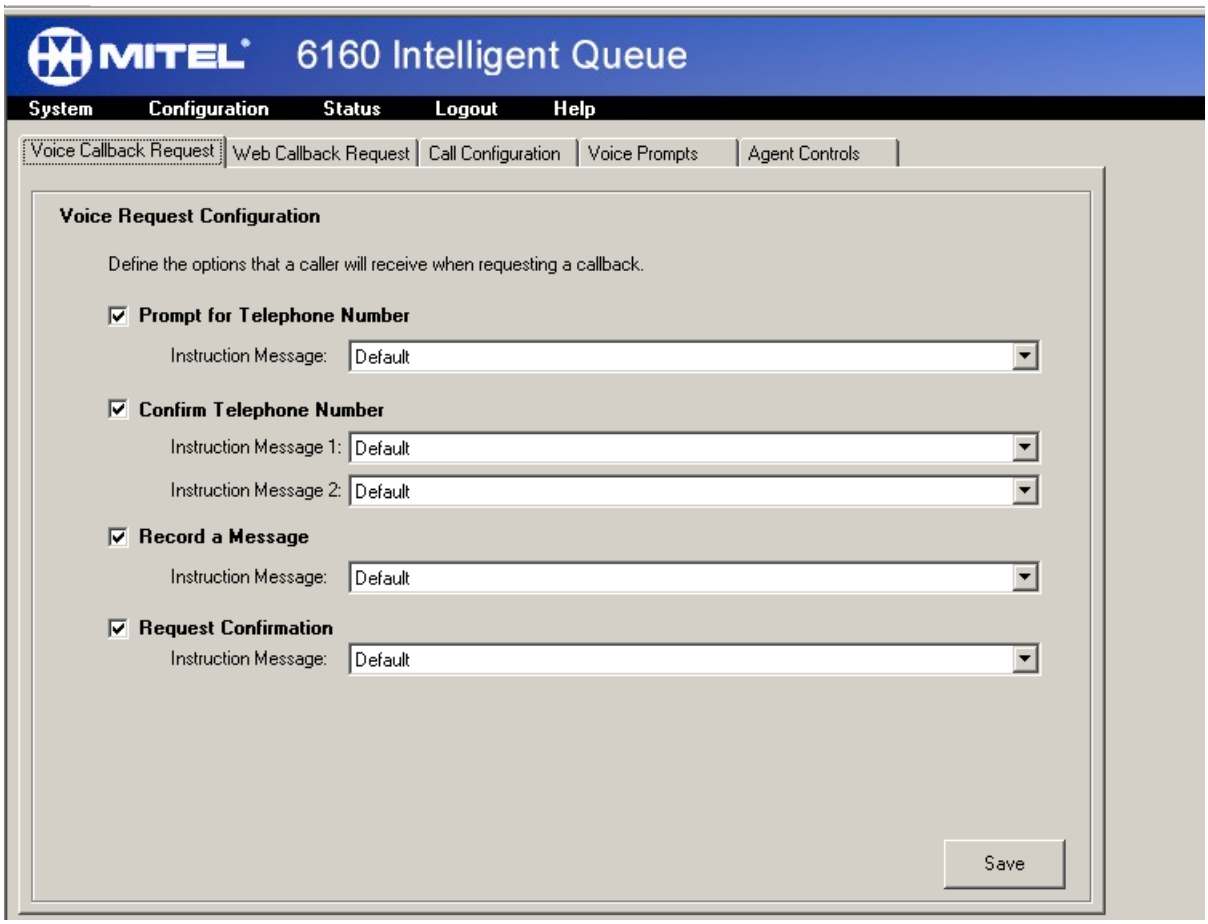
There are 29 messages files that are included with 6160. These phrases are located on the C drive=>Program Files=>Mitel Networks=>6160=>Languages=>US English. See Appendix D if you want to read the content of the .wav files.

You can create new .wav files with a sound recording tool such as Windows Sound Recorder and then upload these .wav files to 6160 with the Prompt Manager. All new .wav files must be 8kHz µLaw format. See “Uploading message files to the 6160 system” on page 103.

To define a Voice Callback request:

1. Click **Configuration=>Callback Manager**.
   The Voice Callback Request window appears. (See Figure 76.)
2. Select the **Prompt for Telephone Number** check box, and select a message. The default message is (13.wav) “Please enter a telephone number where you can be reached, followed by the pound sign.”
3. Select the **Confirm Telephone Number** check box.
4. After **Instruction Message 1**, select a message. The default message is (14.wav) “You have entered...”
5. After **Instruction Message 2**, select a message. The default message is (15.wav) “If this is correct, press one. If this is not correct, please press the star key.”

Figure 76 Callback Manager: Voice Callback Request



6. Select the **Record a Message** check box, and select a message. The default message is (16.wav) “At the tone, please record your name. When you have finished recording, press one.”
7. Select the **Request Confirmation** check box, and select a message. The default message is (17.wav) “To submit this callback request, press one. To cancel this request and leave the system, please press the star key.”

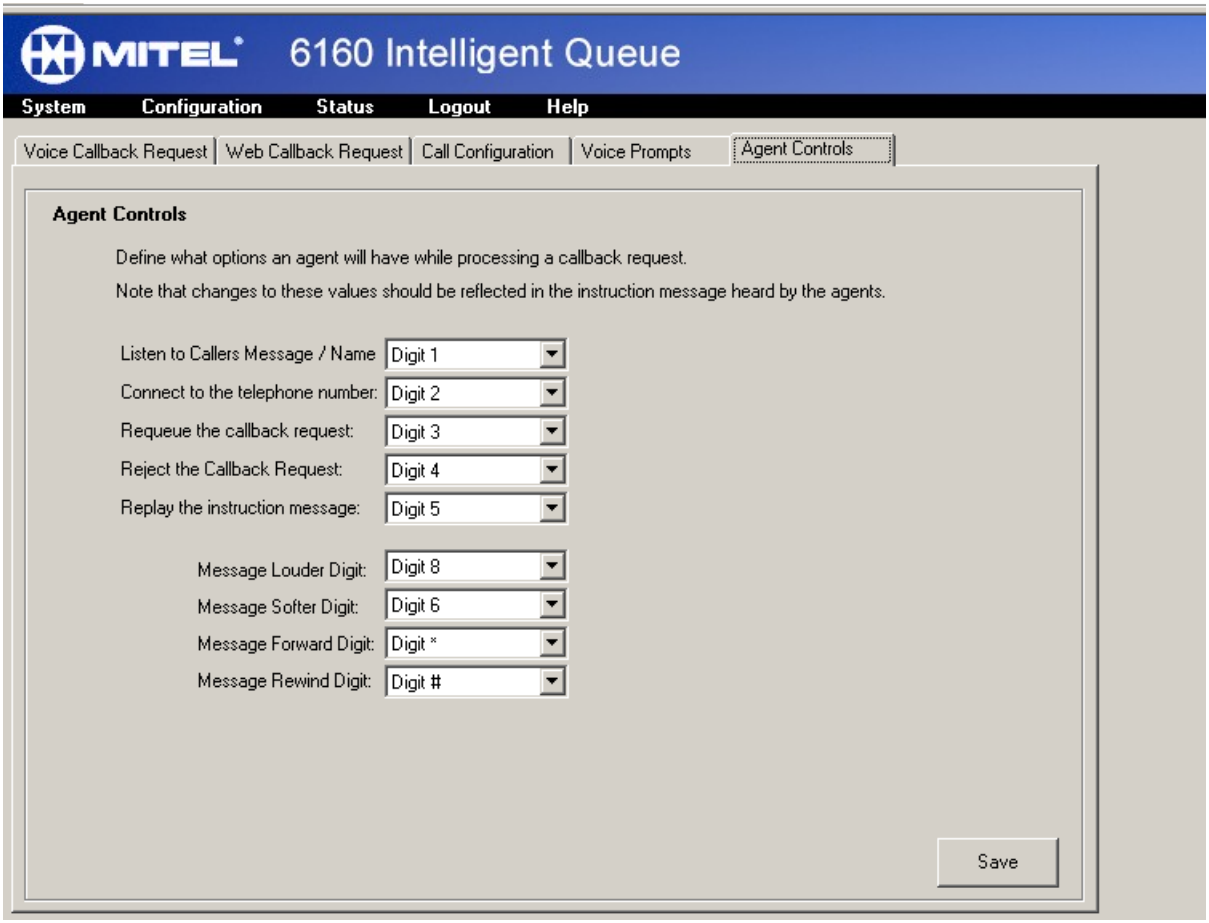
Setting the agent controls

With the Agent Controls option, you can determine the digits an agent would press to cause an action. The agent will hear these instructions when returning a call.

To set the agent controls:

1. Click **Configuration=>Callback Manager**.
   The Voice Callback Request window appears.
2. Click the **Agent Controls** tab.
   The Agent Controls window appears. (See Figure 77.)
3. In each box, select the digit the agent will press to cause the associated action.
4. Click **Save**.

Figure 77 Callback Manager: Agent Controls window



Assigning the messages for the Callback

With the Voice Prompts option, you can determine what messages the agents and the caller will hear when the 6160 system is establishing the callback.

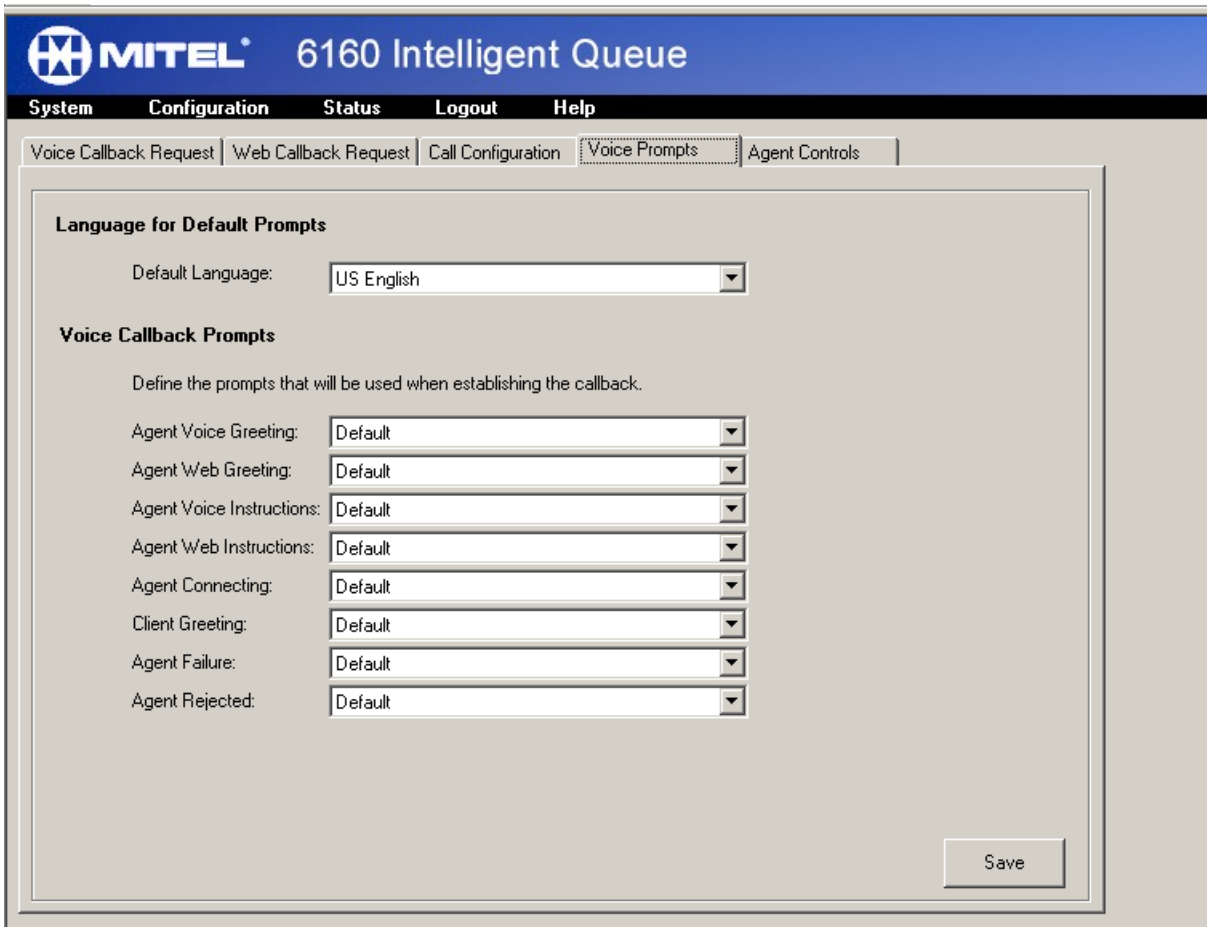
There are 29 messages files that are included with 6160. These phrases are located on the C drive=>Program Files=>Mitel Networks=>6160=>Languages=>US English. These phrases are listed in “Appendix E” on page 183.

You can create new .wav files with a sound recording tool such as Windows Sound Recorder and then upload these .wav files to 6160 with the Prompt Manager. All new .wav files must be 8kHz µLaw format. See “Uploading message files to the 6160 system” on page 103.

To assign the messages for the Callback:

1. Click **Configuration=>Callback Manager**.
   The Voice Callback Request window appears.
2. Click the **Voice Prompts** tab.
   The Voice Prompts window appears. (See Figure 78.)
3. Under **Default Language**, select the language you want the caller to hear.
4. After **Agent Voice Greeting**, select a message. The default message is (18.wav) “You have a voice callback request.”

Figure 78 Callback Manager: Voice Prompts



5. After **Agent Web Greeting**, select a message. The default message is (19.wav) “You have a Web Callback request.”
6. After **Agent Voice Instructions**, select a message. The default message is (20.wav) “To listen to the caller’s message, press one. To place this call, press 2. To requeue this request, press 3. To reject this request, press 4. To hear these options again, press star.”
7. After **Agent Web Instructions**, select a message. The default message is (21.wav) “To listen to the caller’s name, press one. To place this call, press 2. To requeue this request, press 3. To reject this request, press 4. To hear these options again, press star.”
8. After **Agent Connecting**, select a message. The default message is (22.wav) “Please wait while the call is established.”
9. After **Client Greeting**, select a message. The default message is (26.wav) “You have a callback. We are connecting you to an agent now.”
10. After **Agent Failure**, select a message. The default message is (27.wav) “The callback could not be established.”
11. After **Agent Rejected**, select a message. The default message is (29.wav) “Your request has been cancelled. Goodbye.”
12. Click **Save**.

Setting the Callback parameters

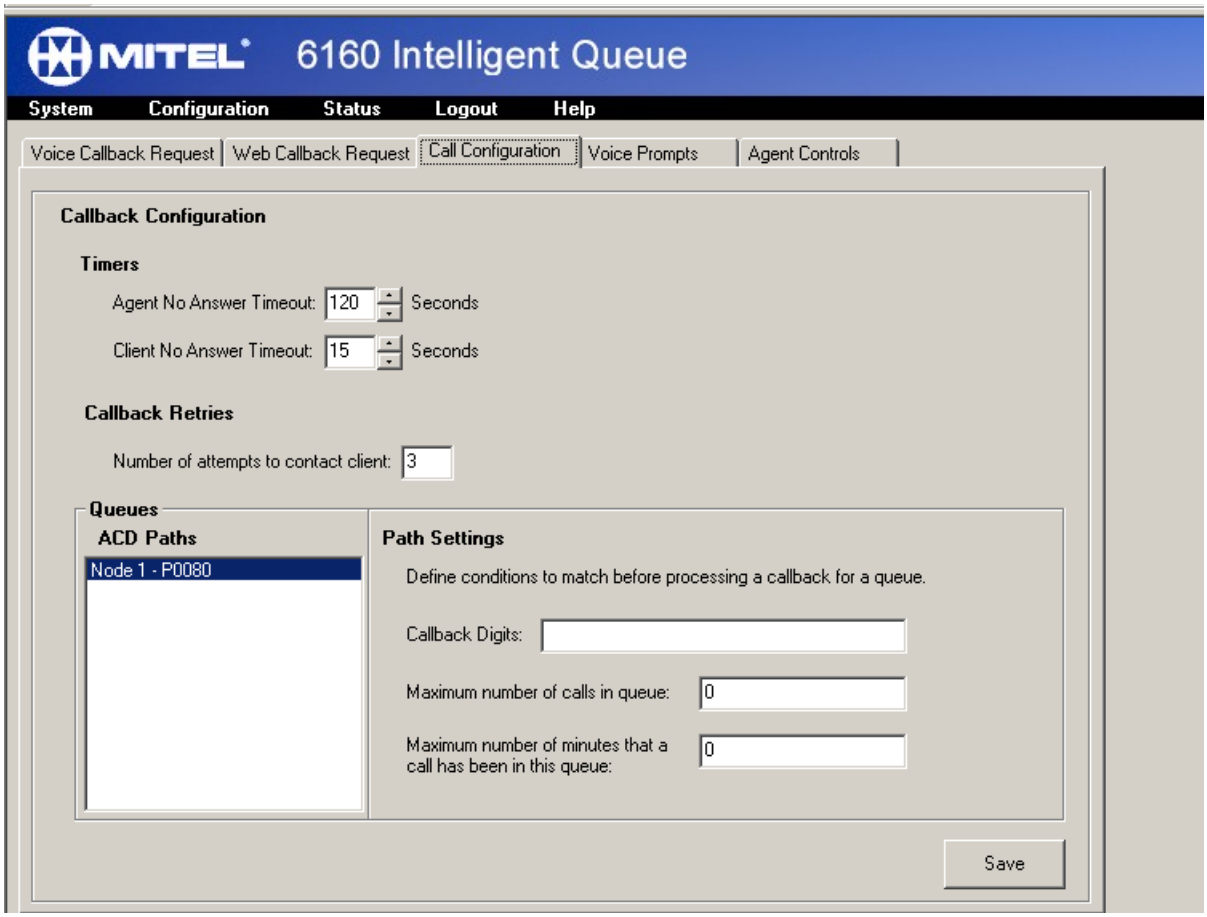
Call parameters can be set to determine how and when a Callback Request is processed.

If you have TIQ Talk, you can determine the threshold of the call levels before callback requests are added to the queue.

To set the Callback parameters:

1. Click **Configuration=>Callback Manager**.
   The Voice Callback Request window appears.
2. Click the **Call Configuration** tab.
   The Call Configuration window appears. (See Figure 79.)
3. After **Agent No Answer Timeout**, select the duration (in seconds) a callback port will wait for an agent to answer.
4. After **Client No Answer Timeout**, select the duration (in seconds) a callback port will wait for a client to answer.
5. After **Number of attempts to contact client**, select the maximum number of times the 6160 system will attempt to return the client's call.
6. Click **Save**, unless you have TIQ Talk and want to assign path settings.

Figure 79 Callback Manager: Call Configuration window



If you have TIQ Talk, continue.

7. Under **ACD paths**, select the path where the callback request will be directed along. The level of calls along this path will be checked before a callback is sent to the queue.
8. After **Callback Digits**, type the digits that the callback is set to dial, such as the ACD path directory.
9. After **Maximum number of calls in queue**, type the number of calls that the system will consider to be too many to process a callback to that queue.
10. After **Maximum number of minutes that a call has been in this queue**, type the duration (in minutes) that the system will consider too great to process a callback to that queue.
11. Click **Save**.

Web Callback procedures

Web Callback can be installed on the server and/or offsite. If it is installed offsite, it is called Remote Web Callback. See “Configuring Remote Web Callback (offsite)” on page 142.

NOTE: Callbacks can only be directed to ACD paths without RADs. It is recommended that a second ACD path be created for all paths that will be using Callbacks. This ACD path should contain the same agent group as the voice ACD path, it should have a lower priority than the voice ACD path, and it should not have a RAD programmed.

Configuring Web Callback on the server

You must have Smart Choice Messaging and Voice callback, in conjunction with Web Callback to activate Web Callback.

With the Web Callback option the caller has the option to leave a Web message. After the caller leaves the Web message, the 6160 system automatically converts the written message into a verbal message, and then contacts the next available agent to deliver the caller's message. The 6160 system also automatically dials the caller for the agent.

To add the Web Callback option, you must follow these steps:

1. Set up Web Callback.
2. Create a Webpage for the caller to access.
3. Create Callback ports.
4. Set the Agent Controls.
5. Assign the messages the callers will hear.
6. Set the Callback parameters.

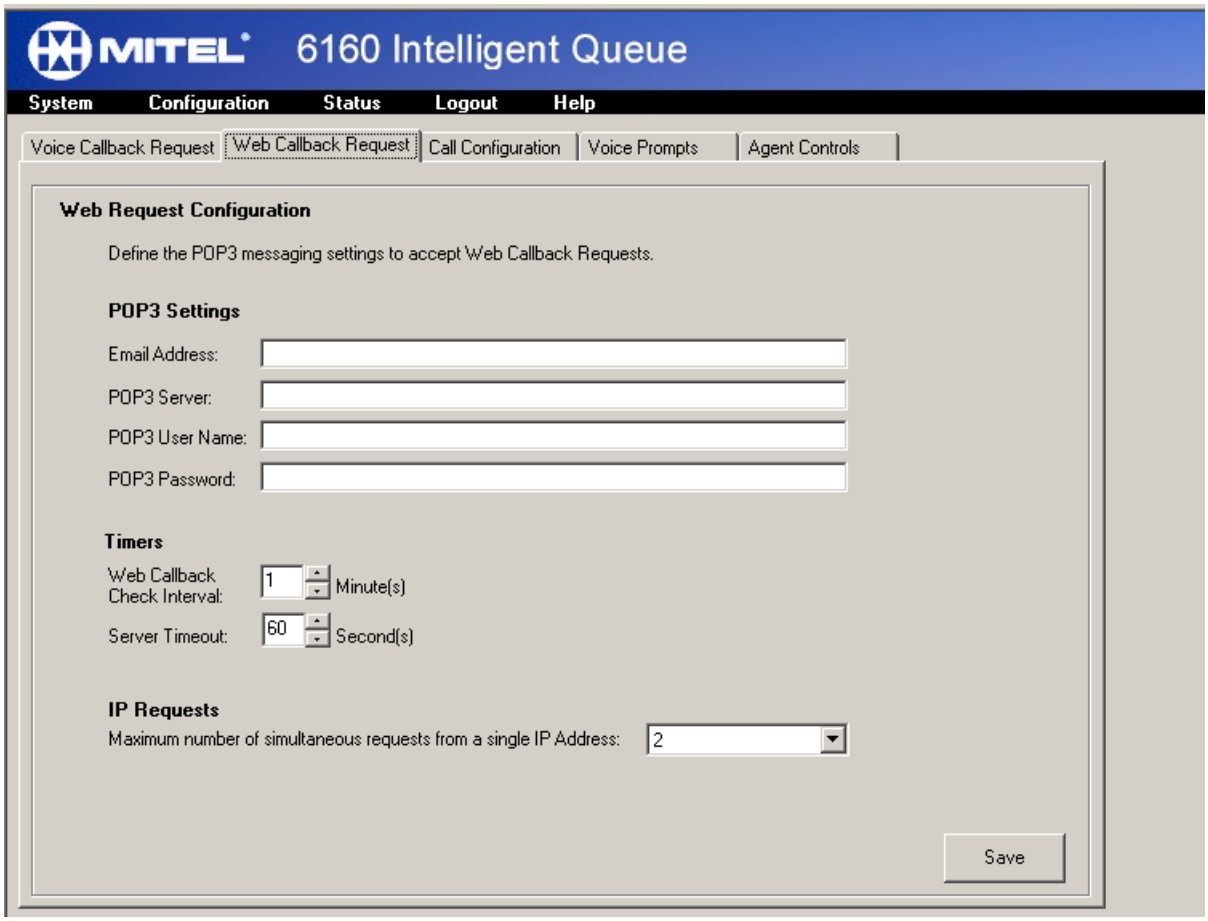
Setting up Web Callback

To view an example of a Web form the client will complete when he leaves a Web message, see “Remote Web Callback” on page 185.

To set up Web Callback:

1. Click **Configuration=>Callback Manager**.
   The Voice Callback Request tab appears.
2. Click the **Web Callback Request** tab.
   The Web Callback Request window appears. (See Figure 80.)
3. After **Email Address**, type the e-mail address used to send the Callback requests.
   NOTE: The account has to be set up solely for the use of the 6160 application. It also has to be a POP3/SMTP enabled account.
4. After **POP3 Server**, type the name of the POP3 (Post Office Protocol 3) server for the company.
5. After **POP3 User Name**, type the user name used to access the e-mail account.
6. After **POP3 Password**, type the password for the user name to access the account.
7. After **Web Callback Check Interval**, select the interval, in minutes, which the 6160 server will wait before checking for new callback request.
8. After **Server Timeout**, type **60**.
   This is used to cancel the attempt to retrieve Callback requests from the POP3 server.
9. After **Maximum number of simultaneous requests from a single IP Address**, select a value limiting the number of Callbacks that a malicious Web user can request at one time.
10. Click **Save**.

Figure 80 Callback Manager: Web Callback Request window



Creating a Webpage for the caller to access

You must associate the Web Callback Web page information with 6160. You would make this association with a .asp file.

A Webpage example has been provided for you on the installation CD. Browse to Web\Samples located in the Web folder (WCBRSend.asp, WCBRSend.html). The .asp file shows the code needed to produce the .html document.

How you create your Webpage is up to you, however 6160 needs six pieces of information, in the order they are listed: telephone number, name, path, expires, hours and IP address.

- telephone number
  The 6160 system will call the telephone Number when making the Callback.
- Name
  The name is the name of the caller making the Callback Request.
- Path
  The path is the type of Callback the caller requests. For example, the caller might want to contact Sales.
- Expires
  If the caller must receive a response before a cut-off time, he must indicate that he wants the Callback to expire. If the Callback is not made before the cut-off time the request is removed from the Callback Queue and entered in the Incomplete Callbacks queue.
- Hours
  If the caller has indicated that he must receive a response before a cut-off time, he must also indicate when the cut-off time is.

- IP address
  The 6160 system automatically grabs the IP address of the caller. By checking the IP address each time 6160 receives a request, you can limit the number of Web Callback Requests from the same person.

Depending on your Webpage design, you might also need to do the following:

- Associate the path with the Callback types.
- Modify the value of Expires before submitting it to the 6160 server.
- Set the value of hours to zero if the Callback does not have a cut-off time.

Creating Callback ports

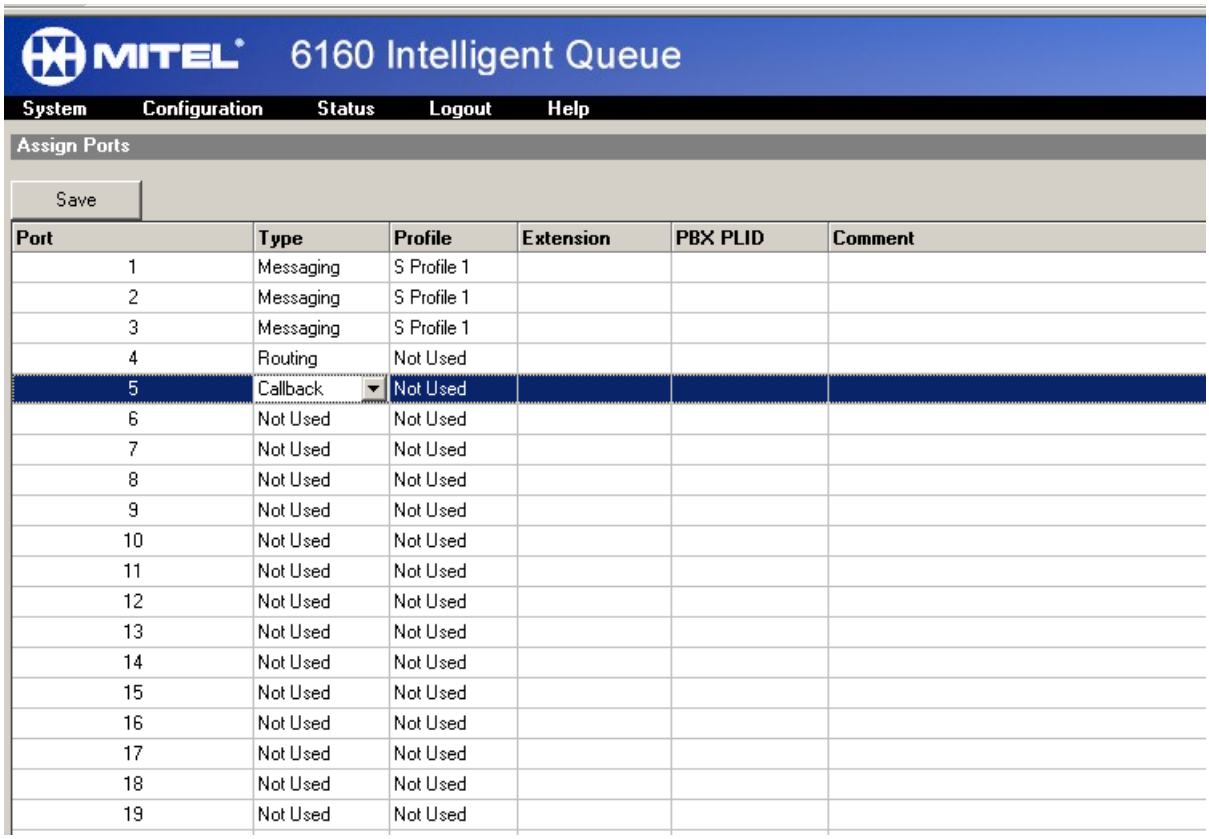
You need to create Callback ports through which callers can leave messages when call waiting times are long.

For more information on ports, see “Installation of 6160 Intelligent Queue” on page 15.

To create Callback ports:

1. Click **Configuration=>System=>Assign Ports**.
   The Assign Ports window appears. (See Figure 81.)
2. Under **Port**, the port number is shown.
3. Under **Type**, select **Callback**.
4. Under **Profile**, you cannot enter text.
   When you create a profile (Profile Administrator: General tab), the profile name will then automatically appear here.
5. Under **Extension,** type the extension.
   This box is optional.

Figure 81 System: Assign Ports window



Port	Type	Profile	Extension	PBX PLID	Comment
1	Messaging	S Profile 1			
2	Messaging	S Profile 1			
3	Messaging	S Profile 1			
4	Routing	Not Used			
5	Callback	Not Used			
6	Not Used	Not Used			
7	Not Used	Not Used			
8	Not Used	Not Used			
9	Not Used	Not Used			
10	Not Used	Not Used			
11	Not Used	Not Used			
12	Not Used	Not Used			
13	Not Used	Not Used			
14	Not Used	Not Used			
15	Not Used	Not Used			
16	Not Used	Not Used			
17	Not Used	Not Used			
18	Not Used	Not Used			
19	Not Used	Not Used			

6. Under **PBX PLID**, type the location of the telephone card. For example, type 1-2-13-14 to indicate cabinet 1, shelf 2, slot 13, circuit 14.
   This box is optional.
7. Under **Comment**, type any comments.
   This box is optional.
8. Click **Save**.

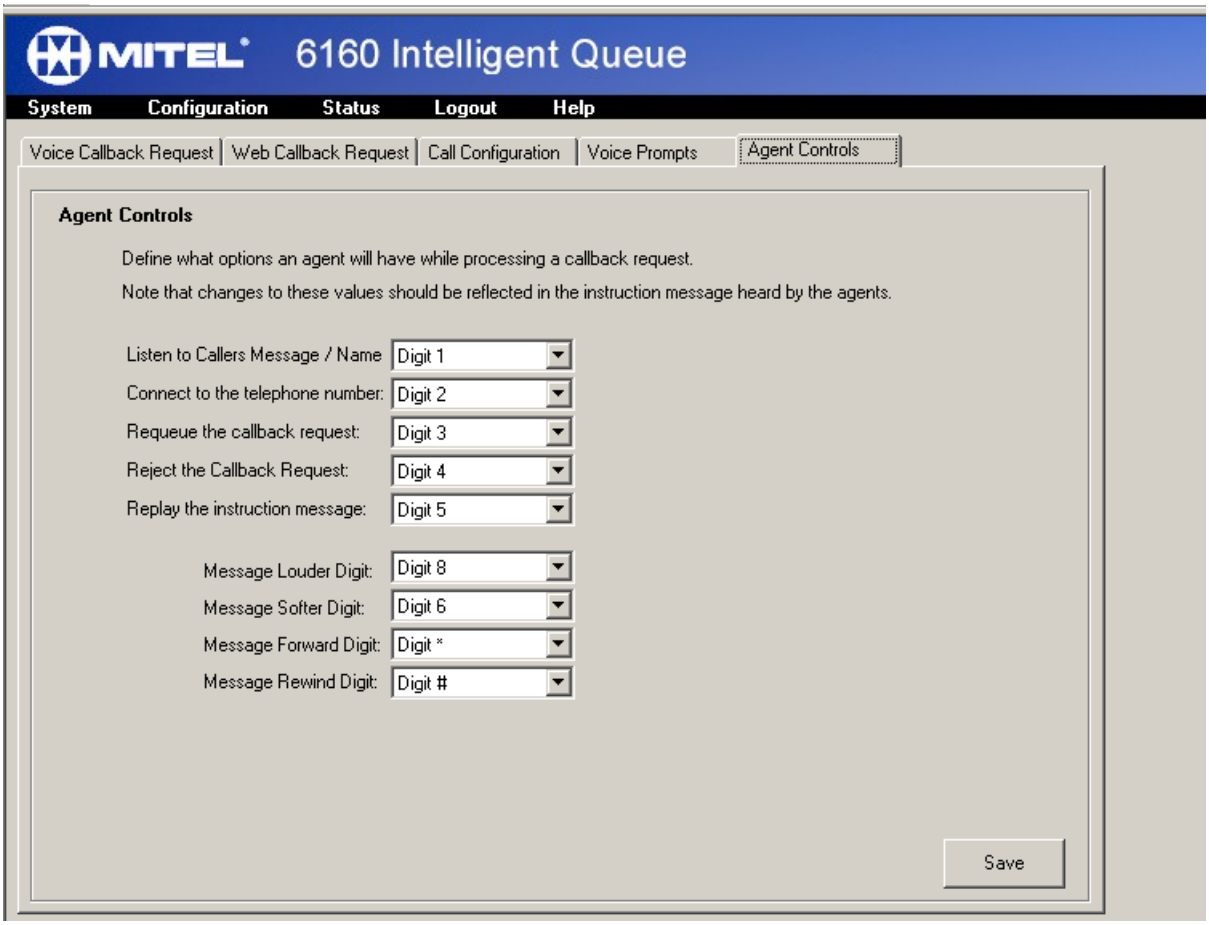
Setting the agent controls

With the Agent Controls option, you can determine the digits an agent would press to cause an action. The agent will hear these instructions when returning a call.

To set the agent controls:

1. Click **Configuration=>Callback Manager**.
   The Voice Callback Request window appears.
2. Click the **Agent Controls** tab.
   The Agent Controls window appears. (See Figure 82.)
3. In each box, select the digit the agent will press to cause the associated action.
4. Click **Save**.

Figure 82 Callback Manager: Agent Controls window



Assigning the messages for the Callback

With the Voice Prompts option, you can determine what messages the caller will hear when the 6160 system is establishing the callback.

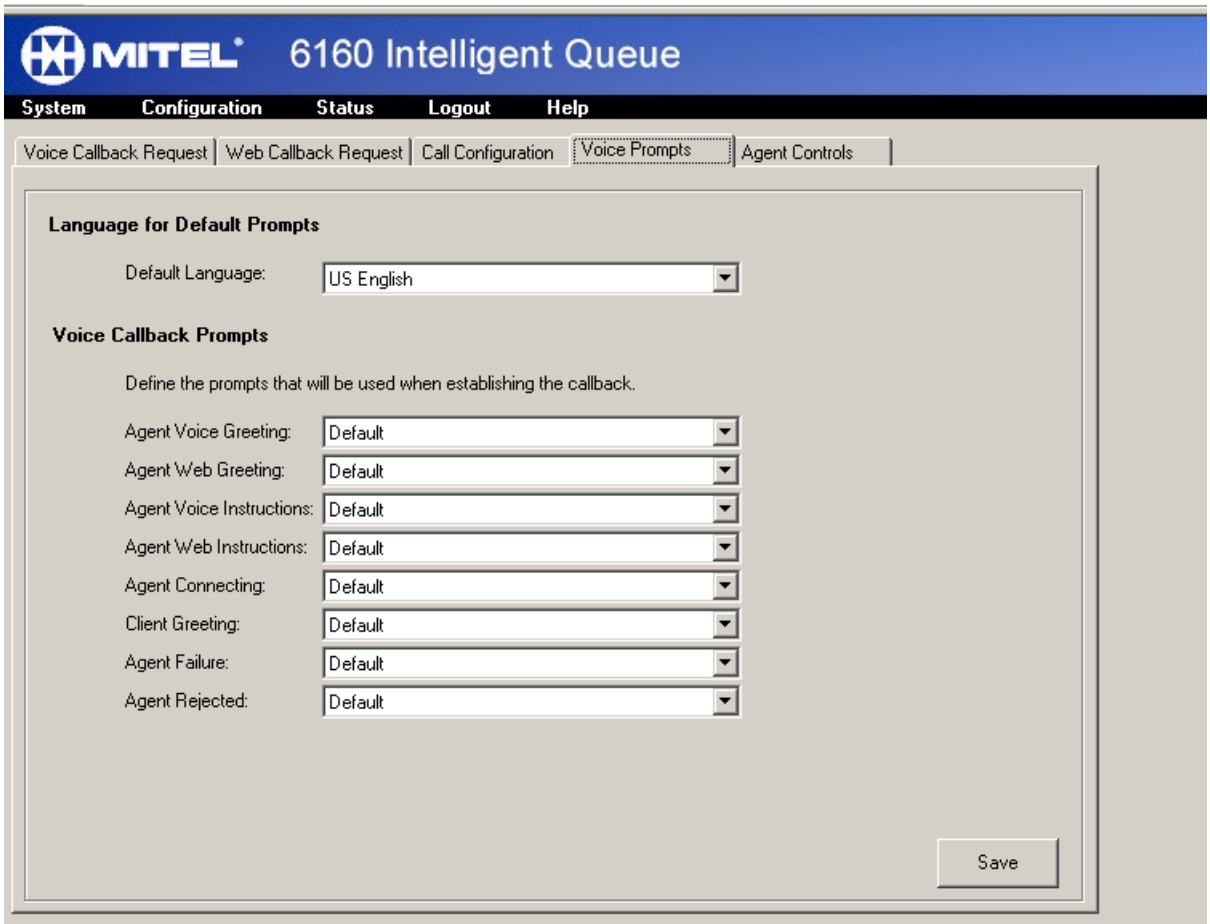
There are 29 messages files that are included with 6160. These phrases are located on the C drive=>Program Files=>Mitel Networks=>6160=>Languages=>US English. See Appendix D if you want to read the content of the .wav files.

You can create new .wav files with a sound recording tool such as Windows Sound Recorder and then upload these .wav files to 6160 with the Prompt Manager. All new .wav files must be 8kHz µLaw format. See “Uploading message files to the 6160 system” on page 103.

To assign the messages for the Callback:

1. Click **Configuration=>Callback Manager**.
   The Voice Callback Request window appears.
2. Click the **Voice Prompts** tab.
   The Voice Prompts window appears. (See Figure 83.)
3. Under **Default Language**, select the language you want the caller to hear.
4. After **Agent Voice Greeting**, select a message. The default message is (18.wav) “You have a voice callback request.”

Figure 83 Callback Manager: Voice Prompts



5. After **Agent Web Greeting**, select a message. The default message is (19.wav) “You have a Web Callback request.”
6. After **Agent Voice Instructions**, select a message. The default message is (20.wav) “To listen to the caller’s message, press one. To place this call, press 2. To requeue this request, press 3. To reject this request, press 4. To hear these options again, press star.”
7. After **Agent Web Instructions**, select a message. The default message is (21.wav) “To listen to the caller’s name, press one. To place this call, press 2. To requeue this request, press 3. To reject this request, press 4. To hear these options again, press star.”
8. After **Agent Connecting**, select a message. The default message is (22.wav) “Please wait while the call is established.”
9. After **Client Greeting**, select a message. The default message is (26.wav) “You have a callback. We are connecting you to an agent now.”
10. After **Agent Failure**, select a message. The default message is (27.wav) “The callback could not be established.”
11. After **Agent Rejected**, select a message. The default message is (29.wav) “Your request has been cancelled. Goodbye.”
12. Click **Save**.

Setting the Callback parameters

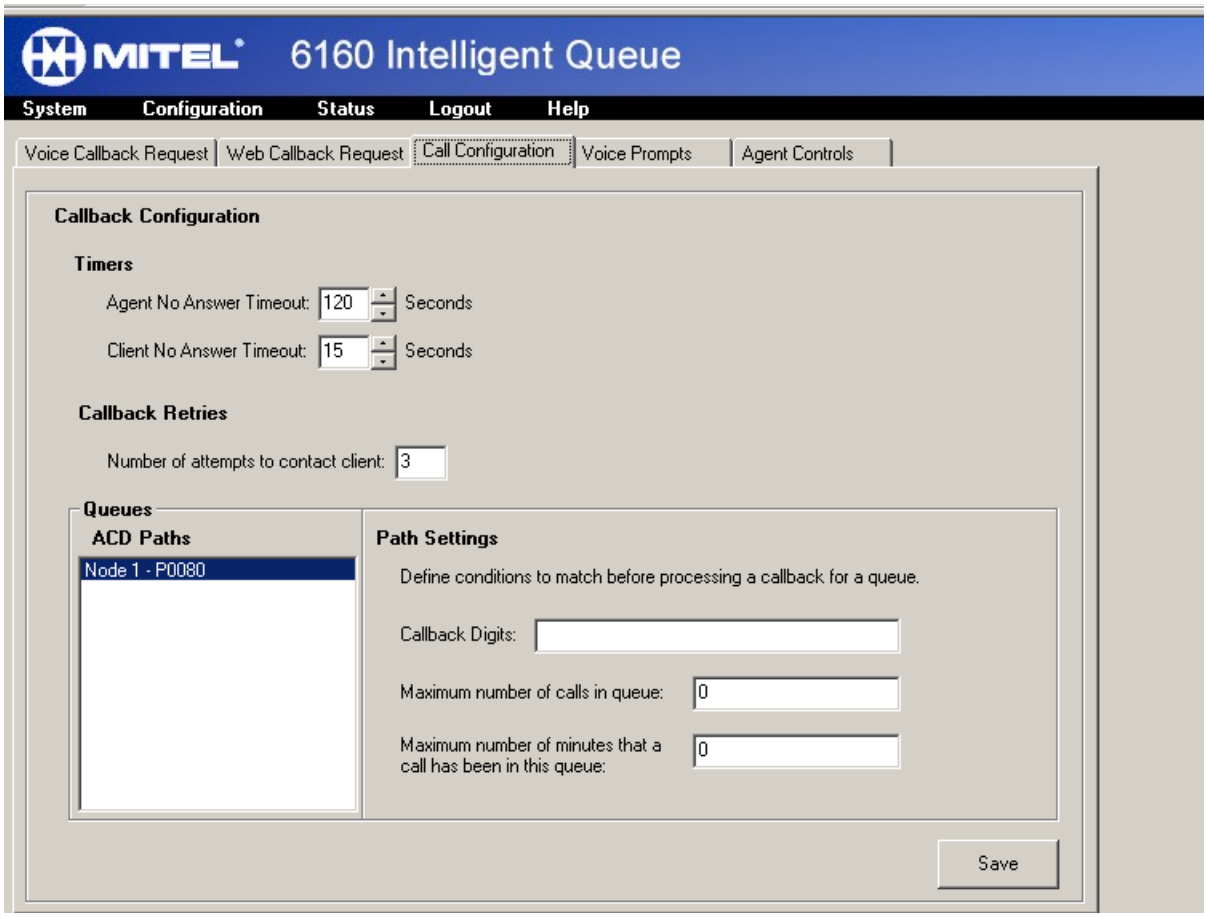
Call parameters can be set to determine how and when a Callback Request is processed.

If you have TIQ Talk, you can determine the threshold of the call levels before callback requests are added to the queue.

To set the Callback parameters:

1. Click **Configuration=>Callback Manager**.
   The Voice Callback Request window appears.
2. Click the **Call Configuration** tab.
   The Call Configuration window appears. (See Figure 84.)
3. After **Agent No Answer Timeout**, select the duration (in seconds) a callback port will wait for an agent to answer.
4. After **Client No Answer Timeout**, select the duration (in seconds) a callback port will wait for a client to answer.
5. After **Number of attempts to contact client**, select the maximum number of times the 6160 system will attempt to return the client's call.
6. Click **Save**, unless you have TIQ Talk and want to assign path settings.

Figure 84 Callback Manager: Call Configuration window



If you have TIQ Talk, continue.

7. Under **ACD paths**, select the path where the callback request will be directed along. The level of calls along this path will be checked before a callback is sent to the queue.
8. After **Callback Digits**, type the digits that the callback is set to dial, such as the ACD path directory.
9. After **Maximum number of calls in queue**, type the number of calls that the system will consider to be too many to process a callback to that queue.
10. After **Maximum number of minutes that a call has been in this queue**, type the duration (in minutes) that the system will consider too great to process a callback to that queue.
11. Click **Save**.

Configuring Remote Web Callback (offsite)

Remote Web Callback is necessary for agents offsite to be able to access the Web Callback server.

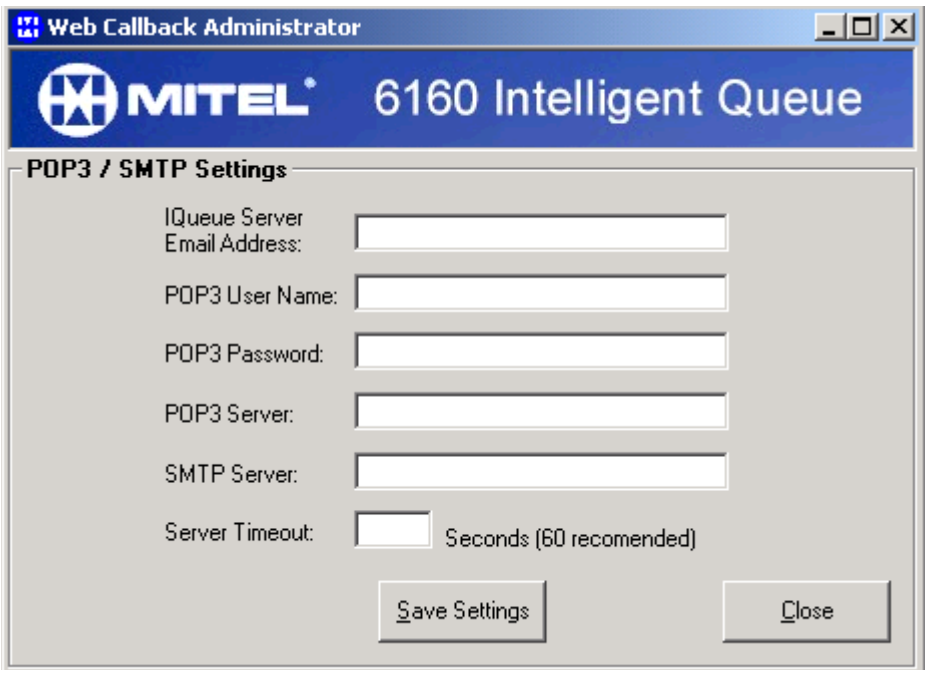
Setting up Remote Web Callback

To view an example of a Web form the client would complete when he leaves a Web message, see “Remote Web Callback” on page 185.

To set up Remote Web Callback:

1. Click **Start=>Programs=>Mitel Networks=>6160=>6160 Web Callback Administration**.
   The Web Callback Administrator window appears. (See Figure 85.)
2. After **IQueue Server Email Address**, type the e-mail address where the Callback requests will be sent.
   The account has to be set up solely for the use of the 6160 application. It also has to be a POP3/SMTP enabled account.
3. After **POP3 User Name**, type the user name used to access the e-mail account.
4. After **POP3 Password**, type the password for the user name to access the account.
5. After **POP3 Server**, type the name of the POP3 (Post Office Protocol 3) server for the company.
6. After **Web Callback Check Interval**, select the interval, in minutes, which the 6160 server will wait before checking for new callback request.
7. After **SMTP Server**, type the name of the SMTP server.
8. After **Server Timeout**, type **60**.
   This is used to cancel the attempt to retrieve callback requests from the POP3 server.
9. Click **Save Settings**.

Figure 85 Web Callback Administrator



Viewing Callback queues

If you have TIQ Talk, you can set the system with Callback Manager: Call Configuration to return the call only when the volume of calls reaches a certain threshold.

Viewing Callbacks in queue

To view Callback in queue:

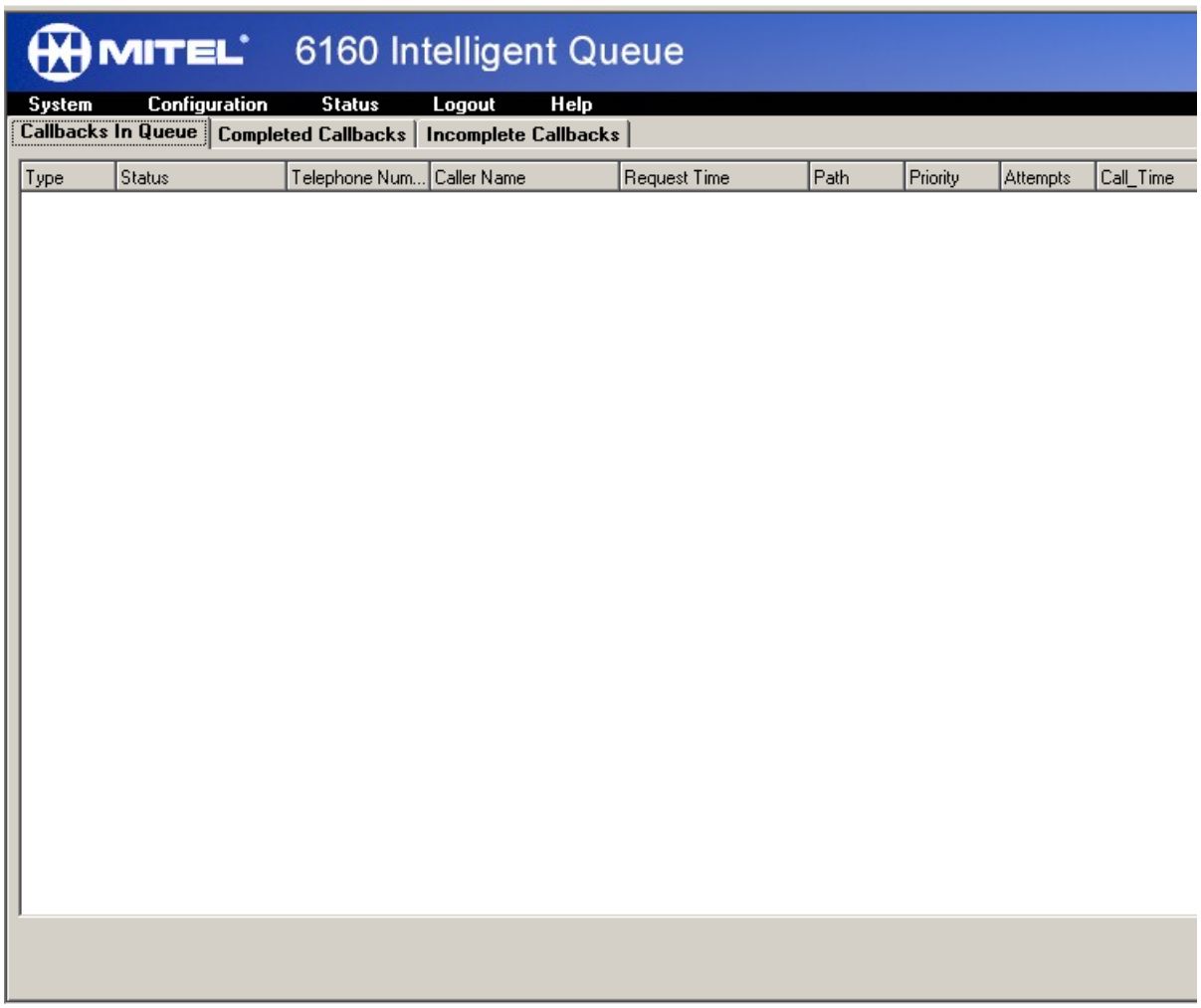
- Click **Status=>Callback Queues**.
  The Callbacks In Queue window appears. (See Figure 86.)

Removing Callbacks from queue

To remove Callbacks from queue:

1. Click **Status=>Callback Queues**.
   The Callbacks In Queue window appears. (See Figure 86.)
2. Select the Callback you want to remove from queue.
3. Click **Remove from Callback Queue**.

Figure 86 Status: Callbacks In Queue window

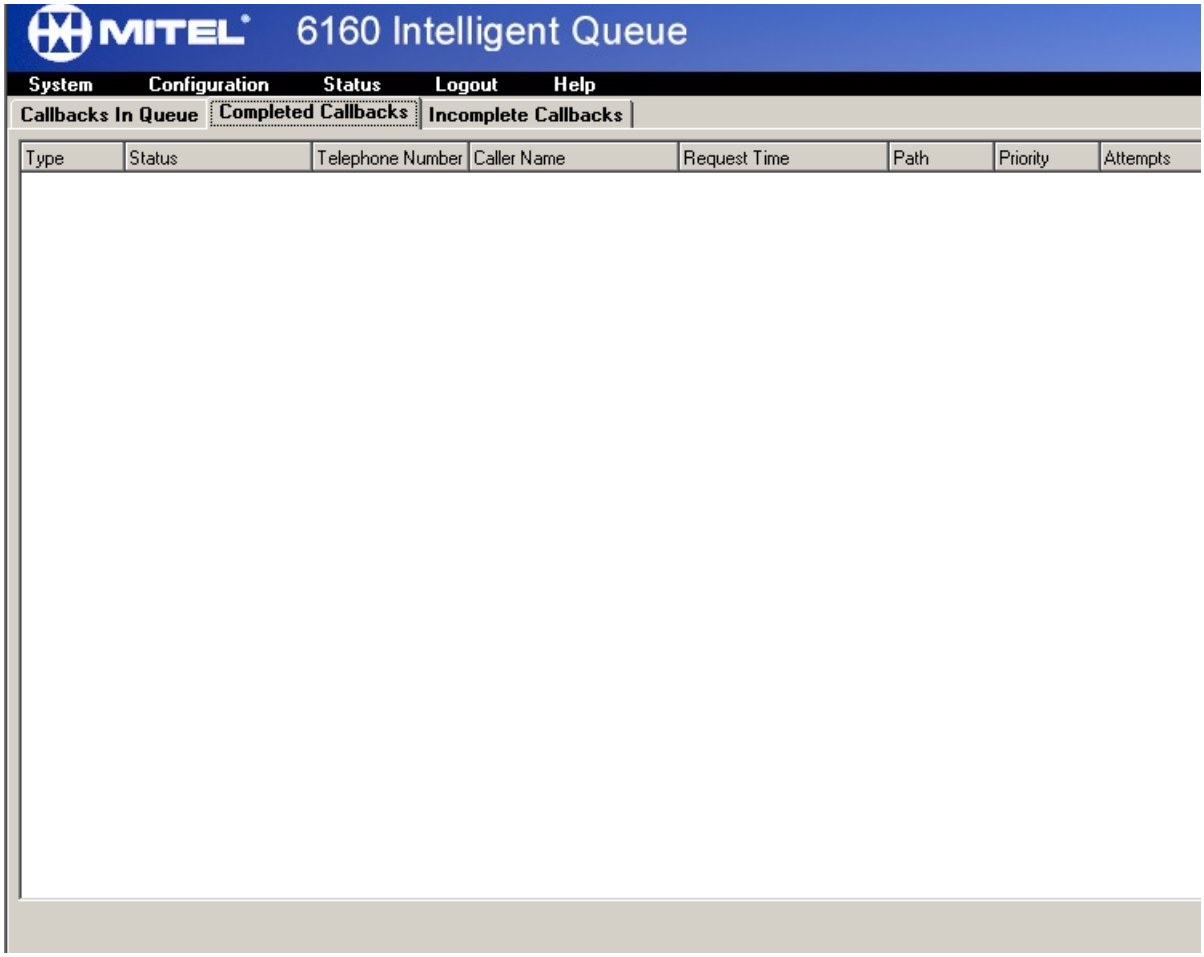


Viewing completed Callbacks

To view completed Callbacks

1. Click **Status=>Callback Queues**.
   The Callbacks In Queue window appears.
2. Click the **Completed Callbacks** tab.
   The Completed Callbacks window appears. (See Figure 87.)

Figure 87 Status: Completed Callbacks window



Viewing incomplete Callbacks

All messages rejected by agents appear in the Incomplete Callbacks window.

To view incomplete Callbacks:

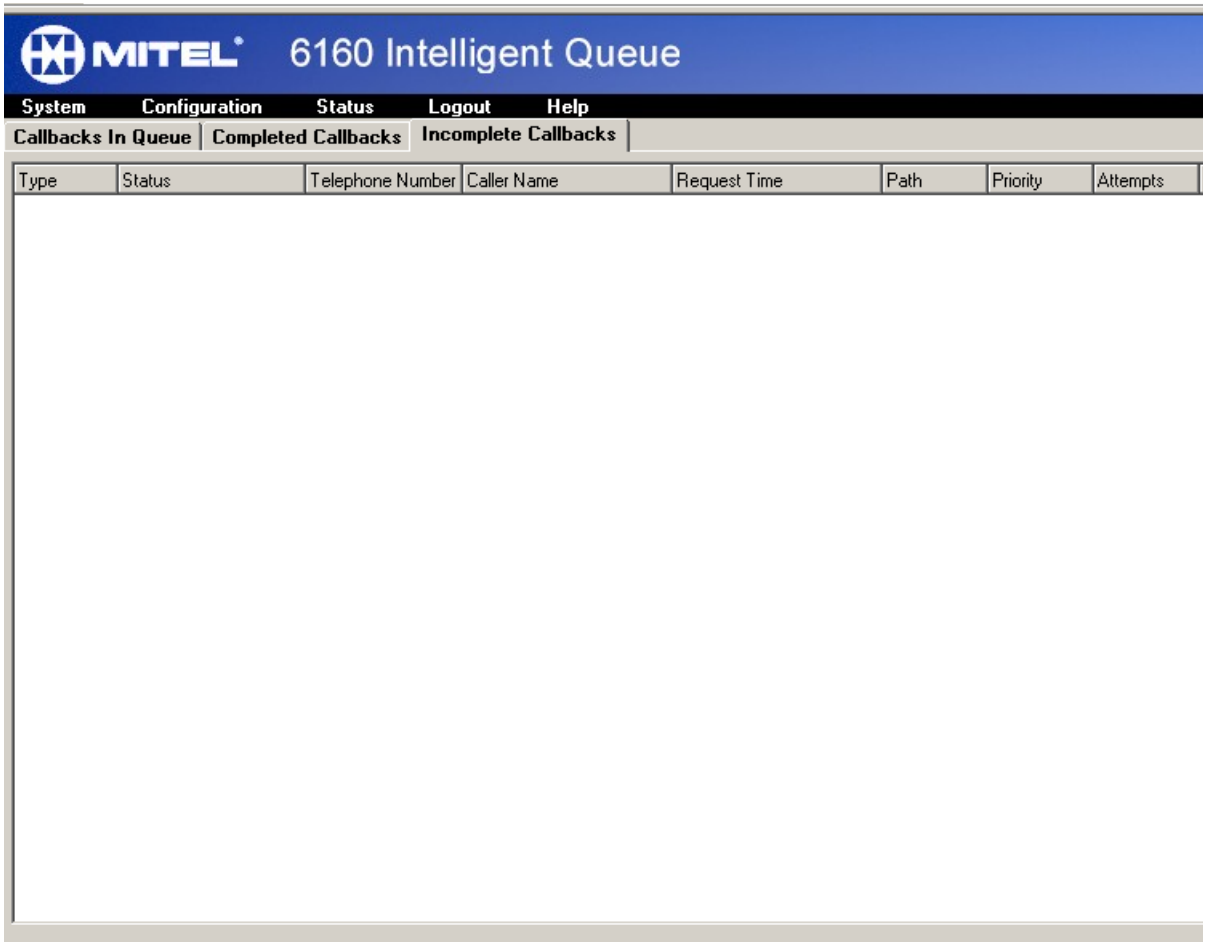
1. Click **Status=>Callback Queues**.
   The Callbacks In Queue window appears.
2. Click the **Incomplete Callbacks** tab.
   The Incomplete Callbacks window appears. (See Figure 88.)

Resubmitting incomplete Callbacks to queue

To resubmit incomplete Callbacks to queue:

1. Click **Status=>Callback Queues**.
   The Callbacks In Queue window appears.
2. Click the **Incomplete Callbacks** tab.
   The Incomplete Callbacks window appears. (See Figure 88.)
3. Select the Callback you want to resubmit to queue.
4. Click **Resubmit to Callback Queue**.

Figure 88 Status: Incomplete Callbacks window



Routing procedures

With Smart Routing, you route telephone calls based on the telephone number ANI (Automatic Number Identification) and the Routing plan. The Routing plan directs calls based on the date, the day of the week, or the time of the day. If you have TIQ Talk, the Routing plan can also direct calls based on the telephone queue.

Once the caller has been routed accordingly, the call is answered by the target location.

NOTE: No messaging is involved. You do not create a profile for Routing plans.

The steps for routing calls based on the telephone number follow:

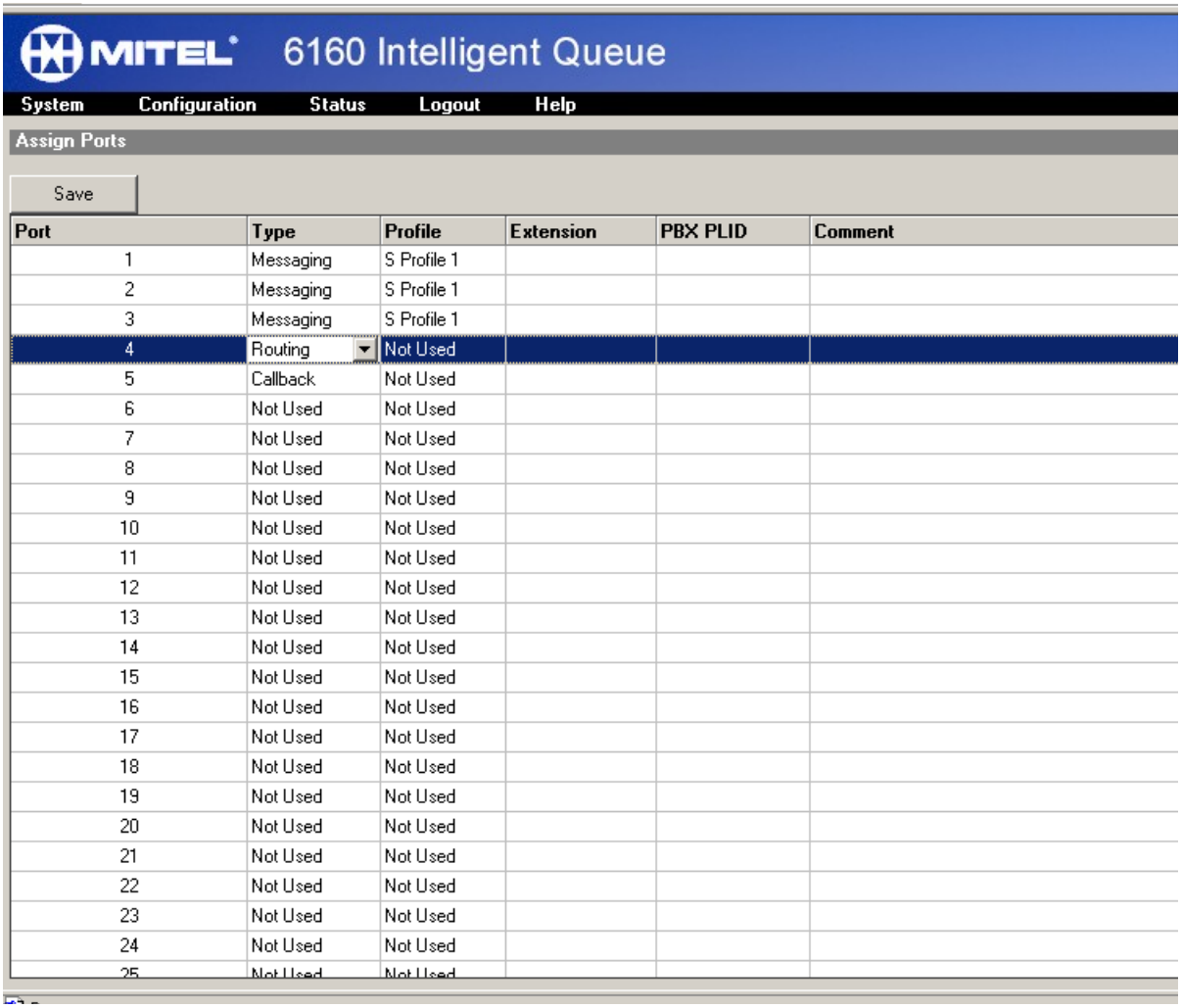
1. Create a Routing port.
2. Define digit patterns.
3. Create Routing plans using the digit patterns.

Creating Routing ports

To create Routing ports:

1. Click **Configuration=>System=>Assign Ports**.
   The Assign Ports window appears. (See Figure 89.)
2. Under **Port**, the port number is shown.
3. Under **Type**, select **Routing**.
4. Under **Profile**, you cannot enter text.
   When you create a profile (Profile Administrator: General tab), the profile name will then automatically appear here.
5. Under **Extension,** type the extension.
   This box is optional.
6. Under **PBX PLID**, type the location of the telephone card. For example, type 1-2-13-14 to indicate cabinet 1, shelf 2, slot 13, circuit 14.
   This box is optional.
7. Under **Comment**, type any comments.
   This box is optional.
8. Click **Save**.

Figure 89 Routing ports window



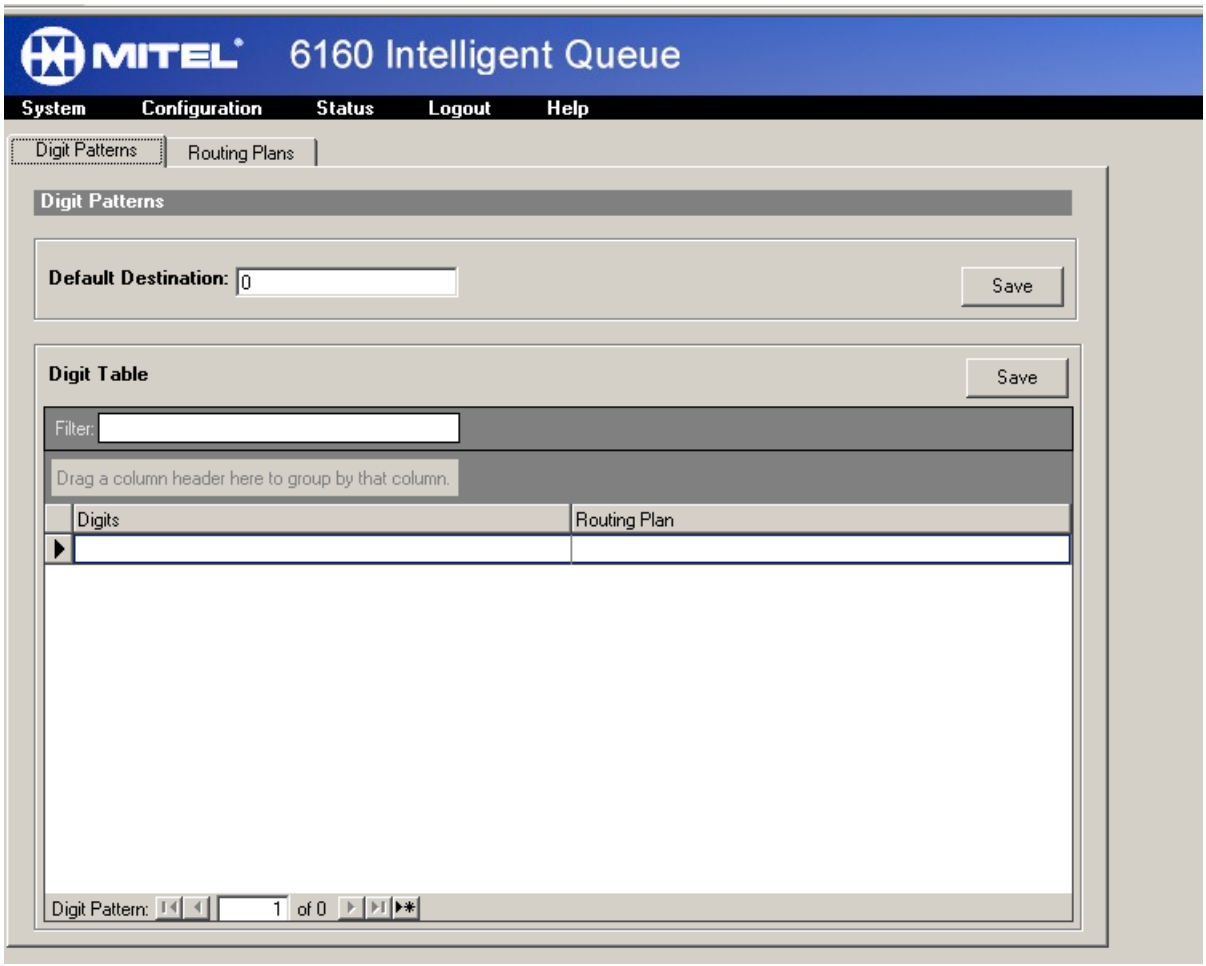
Port	Type	Profile	Extension	PBX PLID	Comment
1	Messaging	S Profile 1			
2	Messaging	S Profile 1			
3	Messaging	S Profile 1			
4	Routing	Not Used			
5	Callback	Not Used			
6	Not Used	Not Used			
7	Not Used	Not Used			
8	Not Used	Not Used			
9	Not Used	Not Used			
10	Not Used	Not Used			
11	Not Used	Not Used			
12	Not Used	Not Used			
13	Not Used	Not Used			
14	Not Used	Not Used			
15	Not Used	Not Used			
16	Not Used	Not Used			
17	Not Used	Not Used			
18	Not Used	Not Used			
19	Not Used	Not Used			
20	Not Used	Not Used			
21	Not Used	Not Used			
22	Not Used	Not Used			
23	Not Used	Not Used			
24	Not Used	Not Used			
25	Not Used	Not Used			

Defining Digit Patterns

With the Routing Manager, you can route telephone calls to locations based on the telephone number. You must define the digits of the telephone number that you want to route with the Digit Patterns tab. You can use the filter to search for the digit patterns.

1. Click **Configuration=>Routing Manager**.
   The Properties tab appears.
1. Click the **Digit Patterns** tab. (See Figure 90.)
2. After **Default Destination**, type the path (location) of this digit pattern.
3. Click **Save**.
4. Under **Digits**, type the digits (three or more) that you want to create a Routing Plan for, followed by *.
5. Under **Routing Plan**, type the name of the Routing Plan.
6. Click **Save**.

Figure 90 Routing Manager: Digit Patterns



Defining Routing Plans

You can determine where a call is routed based on the directory number and the date, the day of the week, or the time of the call. The directory number can be an ACD path or a telephone number where overflow calls are directed when the call center is busy. If you have TIQ Talk, you can determine where a call is routed base on the queue.

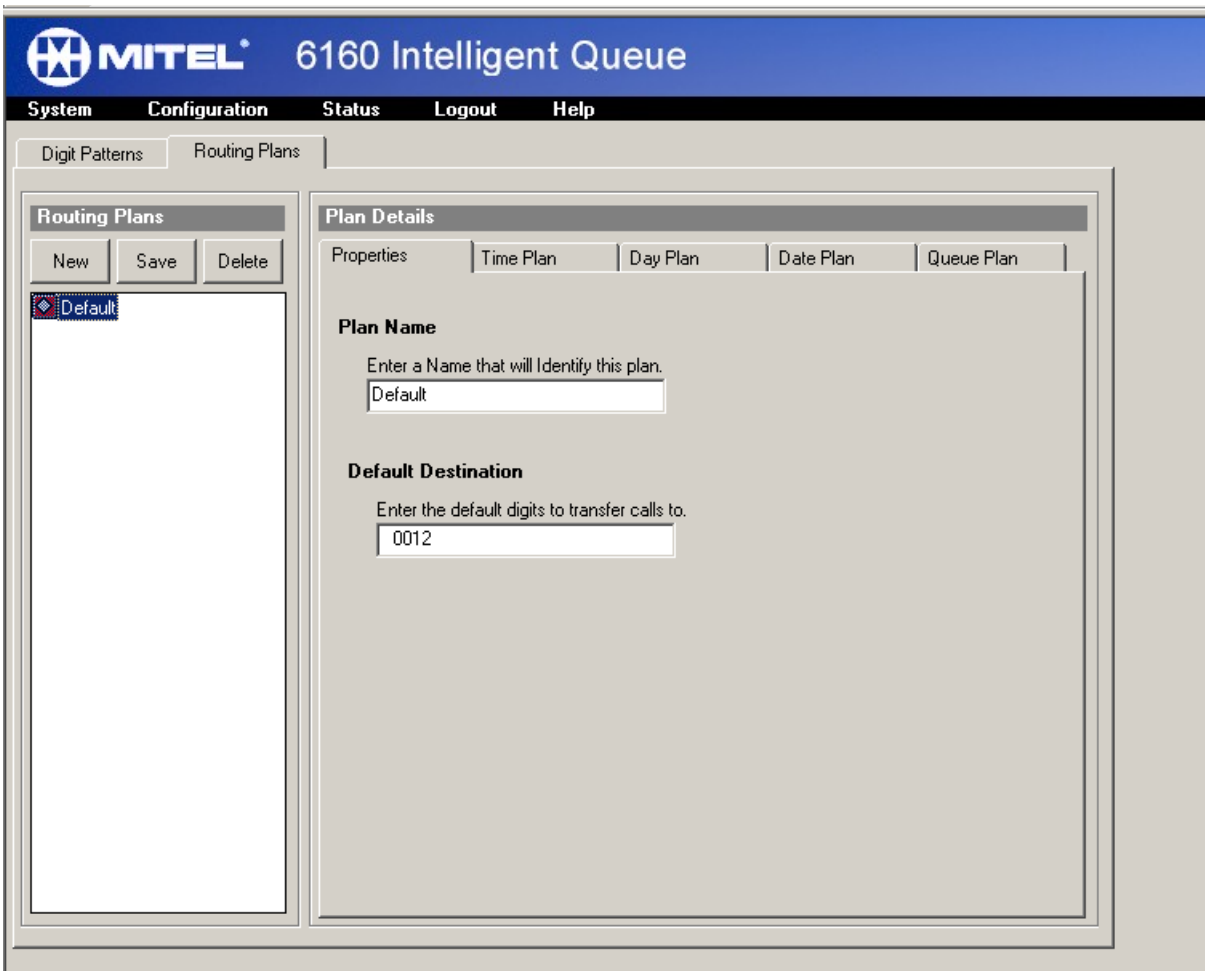
Defining a Routing default plan

If you have created a a Date Plan, a Day Plan, and Time Plan, but the call does not fit any of these plans, the call is then routed to the default destination found on the Properties tab.

To define a Routing default plan:

1. Click **Configuration=>Routing Manager**.
   The Properties tab appears. (See Figure 91.)
2. Under **Plan Name**, type the name of this plan. For example, type Default.
3. Under **Default Destination**, type the directory (dialable) number where the call will be routed.
4. Click **Save**.

Figure 91 Routing Manager: Properties window



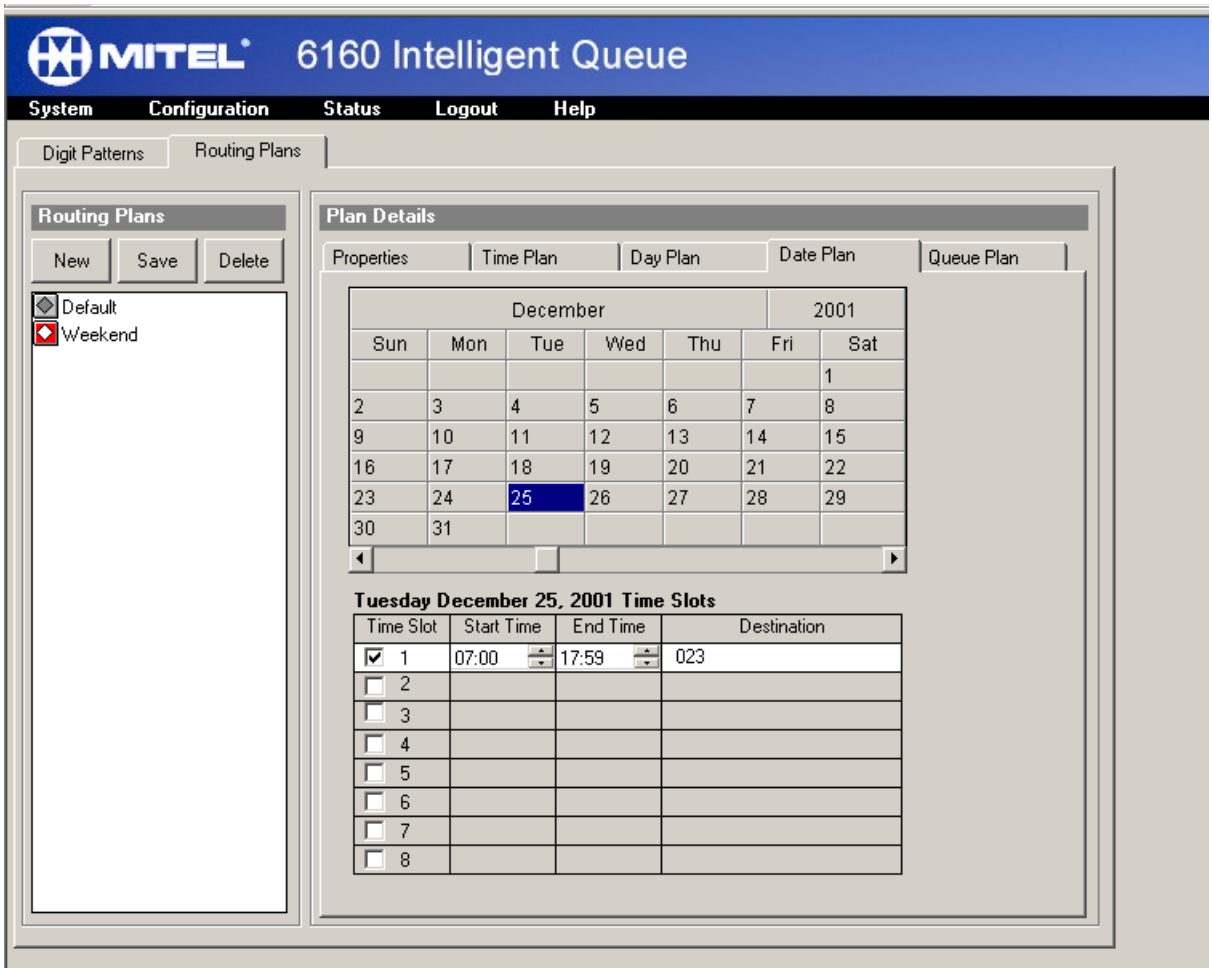
Defining a Routing date plan

To define a date plan, you determine where a call is routed depending on the date the call occurs.

To define a Routing date plan:

1. Click **Configuration=>Routing Manager**.
   The properties tab appears.
2. Click the **Date Plan** tab.
   The Date Plan window appears. (See Figure 92.)
3. On the calendar, click the date for which you want to program a time slot or slots.
4. Under **Time Slot**, select the check box that you want to program.

Figure 92 Routing Manager: Date Plan window



5. Under **Start Time**, click on the digits representing the hour, and then type the hour you want callers to be directed to the destination. Alternatively, if you can click the digits representing the hour, then click the arrows, you will change the hour by increments of one.
6. Under **Start Time**, click on the digits representing the minutes, and then type the minutes you want callers to be directed to the destination. Alternatively, if you click the digits representing the minutes, then click the arrows, you will change the minute by increments of one.
7. Under **End Time**, select the time of day you would like to stop the direction of callers to this destination by repeating the preceding two steps.
8. Under **Destination**, type the directory number where the call will be routed.
9. When you have programmed all the time slots you want, click **Save**.

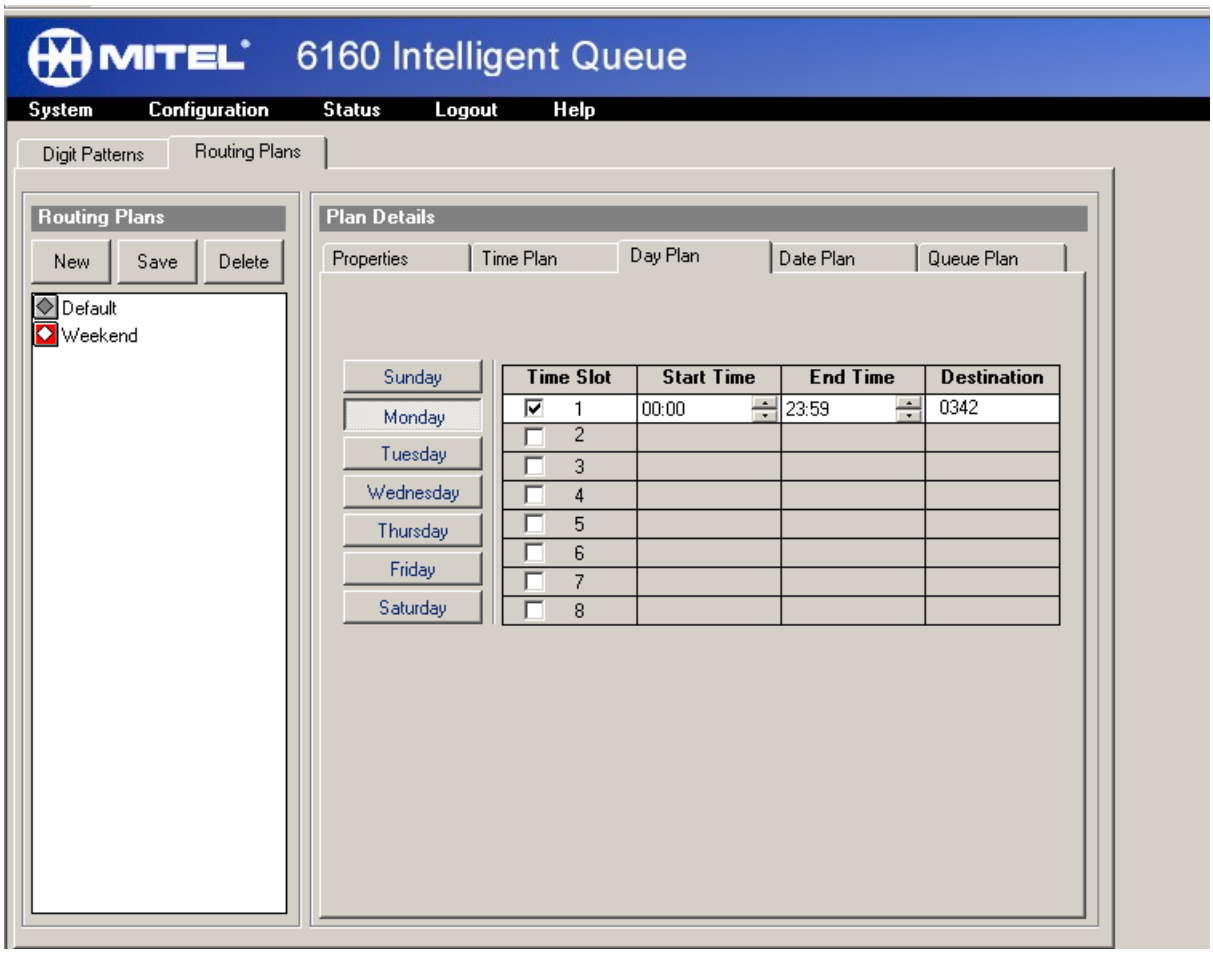
Defining a Routing day plan

To define a day plan, you determine where calls are routed depending on the day the call occurs.

To define a Routing day plan:

1. Click **Configuration=>Routing Manager**.
   The Properties tab appears.
2. Click the **Day Plan** tab.
   The Day Plan window appears. (See Figure 93.)
3. Click the day-of-the-week button for which you want to create the time slot. For example, click the **Monday** button to create a time slot every Monday.
4. Under **Time Slot**, select the check box that you want to program.
5. Under **Start Time**, click on the digits representing the hour, and then type the hour you want callers to be directed to the destination. Alternatively, if you can click the digits representing the hour, then click the arrows, you will change the hour by increments of one.

Figure 93 Routing Manager: Day Plan window



6. Under **Start Time**, click on the digits representing the minutes, and then type the minutes you want callers to be directed to the destination. Alternatively, if you click the digits representing the minutes, then click the arrows, you will change the minute by increments of one.
7. Under **End Time**, select the time of day you would like to stop the direction of callers to this destination by repeating the preceding two steps.
8. Under **Destination**, type the directory number where the call will be routed.
9. When you have finished programing the time slots for a full day, click **Save**.

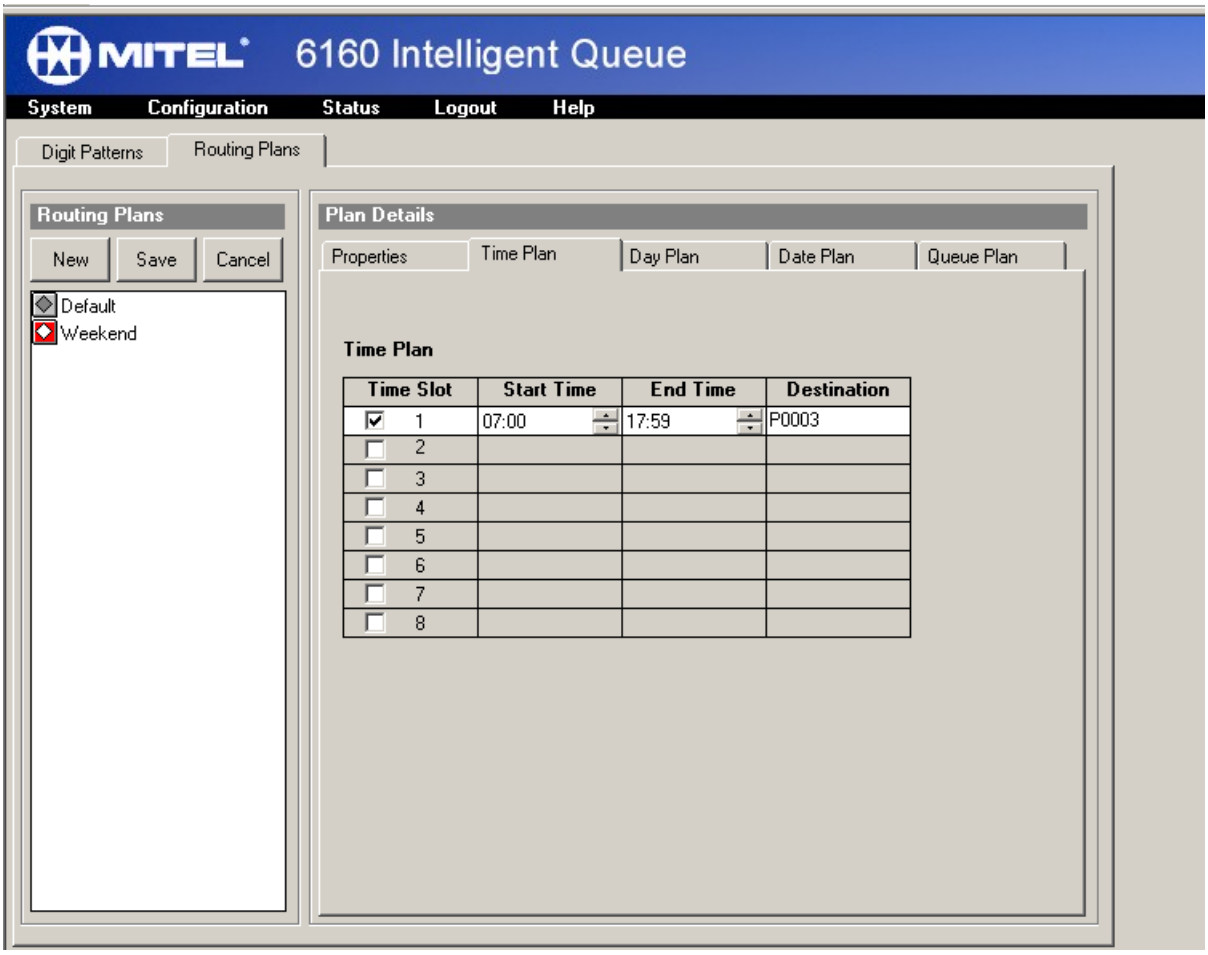
Defining a Routing time plan

To define a time plan, you determine where a call is routed based on the time the call occurred.

To define a Routing time plan:

1. Click **Configuration=>Routing Manager**.
   The Properties tab appears.
2. Click the **Time Plan** tab.
   The Time Plan window appears. (See Figure 94.)
3. Under **Time Slot**, select the check box that you want to program.
4. Under **Start Time**, click on the digits representing the hour, and then type the hour you want callers to be directed to the destination. Alternatively, if you can click the digits representing the hour, then click the arrows, you will change the hour by increments of one.
5. Under **Start Time**, click on the digits representing the minutes, and then type the minutes you want callers to be directed to the destination. Alternatively, if you click the digits representing the minutes, then click the arrows, you will change the minute by increments of one.
6. Under **End Time**, select the time of day you would like to stop the direction of callers to this destination by repeating the preceding two steps.
7. Under **Destination**, type the directory number where the call will be routed.
8. When you have finished programing the time slots for a full day, click **Save**.

Figure 94 Routing Manager: Time Plan window



Defining a Routing queue plan

You must have TIQ Talk to define a Queue Plan.

To define a queue plan, you determine the queue settings for a path or path group. You can select the type of queue condition you want to use for a threshold. The condition could monitor the *longest call waiting*, the *average wait time*, or the *number of calls waiting.* You enter a threshold for each queue condition, and when the threshold value is exceeded, the call is routed elsewhere. You determine the destination of where the call is routed.

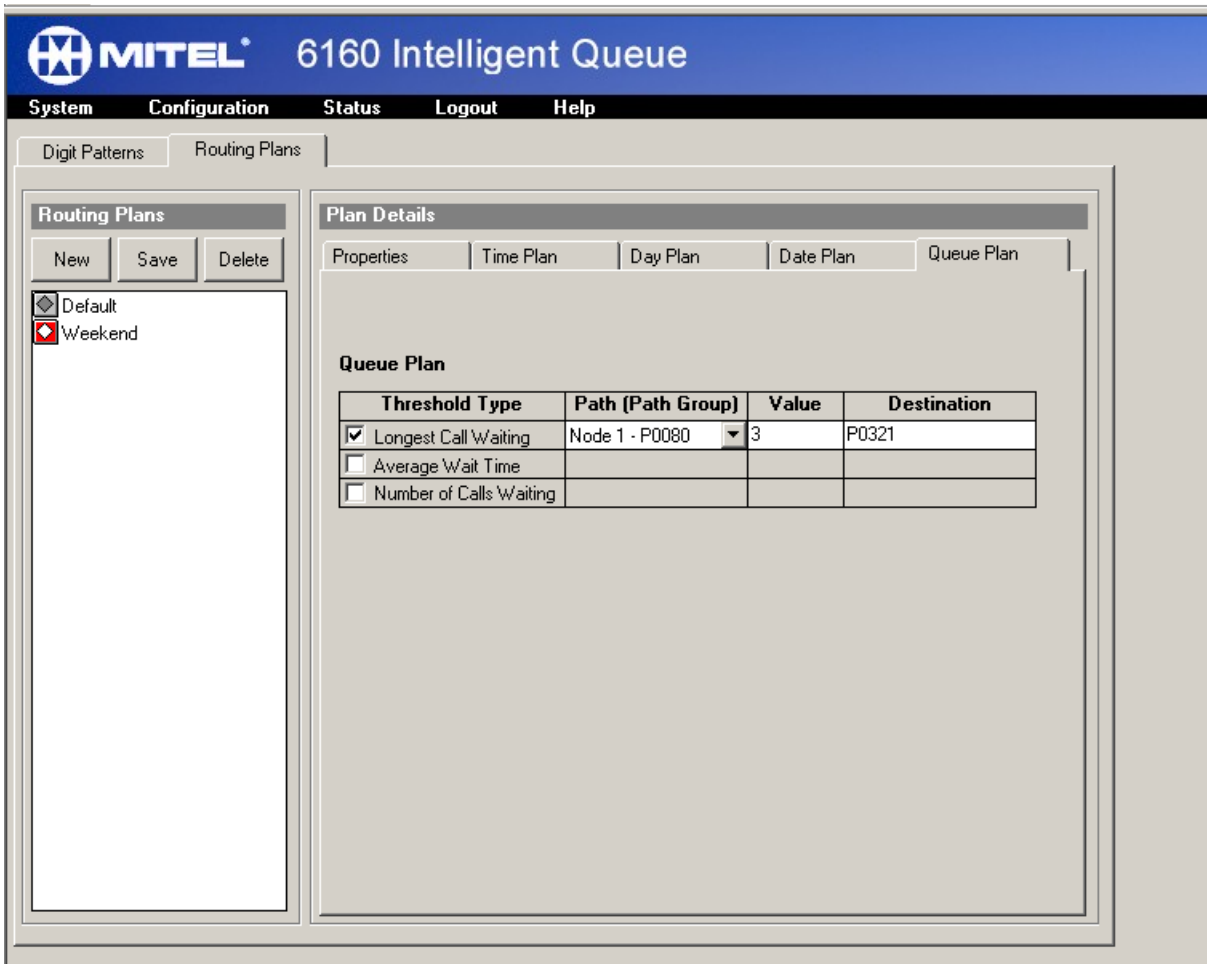
If you want to monitor all three queue conditions, then the routing will only occur when all three conditions are met.

NOTE: Your administrator must assign a path or path group to your profile before you can select a path for the system to monitor.

To define a Routing queue plan:

1. Click **Configuration=>Routing Manager**.
   The Properties tab appears.
2. Click the **Queue Plan** tab.
   The Queue Plan window appears. (See Figure 95.)

Figure 95 Routing Manager: Queue Plan window



3. Under **Threshold Type**, click
   •**Longest Call Waiting** and/or
   •**Average Wait Time** and/or
   •**Number of Calls Waiting**.
4. Under **Path (Path Group)**, select the path or path group you want the system to monitor.
5. Under **Value**, type the number of calls that can be in the queue before the threshold is reached.
6. Under **Destination**, select the directory number where the call will be routed when the threshold value is exceeded.
7. Click **Save**.

Editing Routing queue plan messages

To edit a Routing queue plan message:

1. Click **Configuration=>Routing Manager**.
   The Properties tab appears.
2. Click the **Queue Plans** tab.
3. Select the queue plan.
4. Click **Edit**.
   The edit queue plan window appears.
5. Under **Threshold Type**, either click
   •**Longest Call Waiting** or
   •**Average Wait Time** or
   •**Number of Calls Waiting**.
6. Under **Path (Path Group)**, select the path or path group you want the system to monitor.
7. Under **Value**, type the number of calls that can be in the queue before the threshold is reached.
8. Under **Destination**, select the directory number where the call will be routed when the threshold value is exceeded.
9. Click **Save**.

Deleting Routing queue plan messages

1. Click **Configuration=>Routing Manager**.
   The Profiles tab appears.
2. Click the **Queue Plans** tab.
   The Queue Plans window appears.
3. Select the queue plan.
4. Click **Delete**.

Music procedures

After the caller hears a message, he is usually placed in a queue where he listens to music until an agent answers the telephone. You use Music Manager to upload music for the callers to hear. 6160 accepts .wav or .mp3 files, or CD tracks. Once the music files are uploaded, you must create a play list from these files.

There are two ways you can configure music files:

- You can use 6160 as a music source for music on hold using the sound card of the server.
- You can create a profile that will play music files, the same way messaging files play messages (.wav files only). The only difference is the content of the .wav files. See “Creating a messaging profile” on page 69.

6160 as a music source for music on hold

To use 6160 as a music source for music on hold, follow these steps:

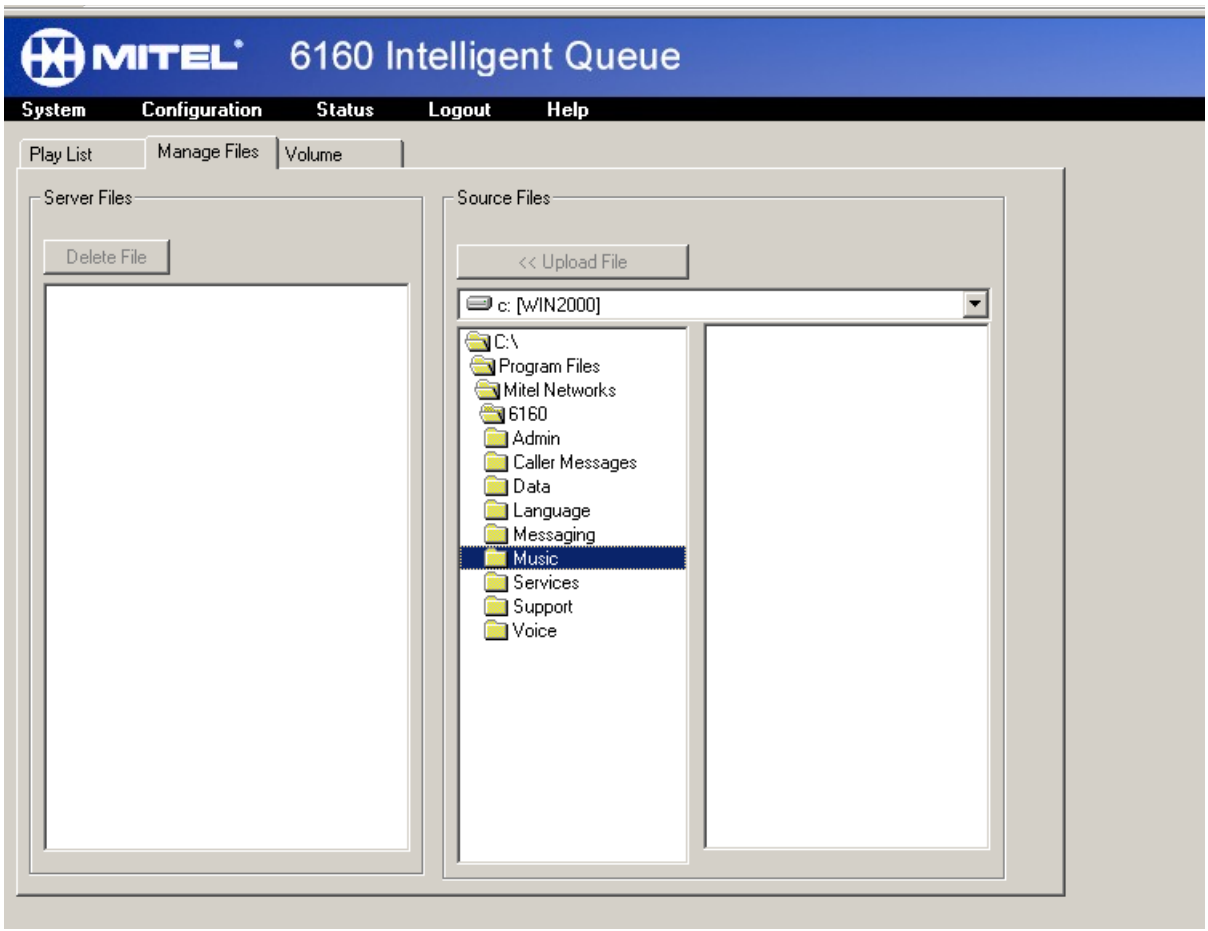
1. Upload music files to the 6160 system.
2. Create a play list from the uploaded music files.

Uploading a music file to the 6160 system

To upload a music file to the 6160 system:

1. Click **Configuration=>Music Manager**.
   The Play List tab appears.
2. Click the **Manage files** tab.
   The Manage Files window appears. (See Figure 96.)
3. Browse to the location of the music files (with extension .wav).
   There are no default files included with 6160.
4. Double-click on the folder containing the music files.
   The files appear in the right window pane.
5. Select the music file(s) you want to upload to the 6160 system.
6. Click Upload File.
   The uploaded files appear under Server Files.

Figure 96 Music Manager: Manage Files window



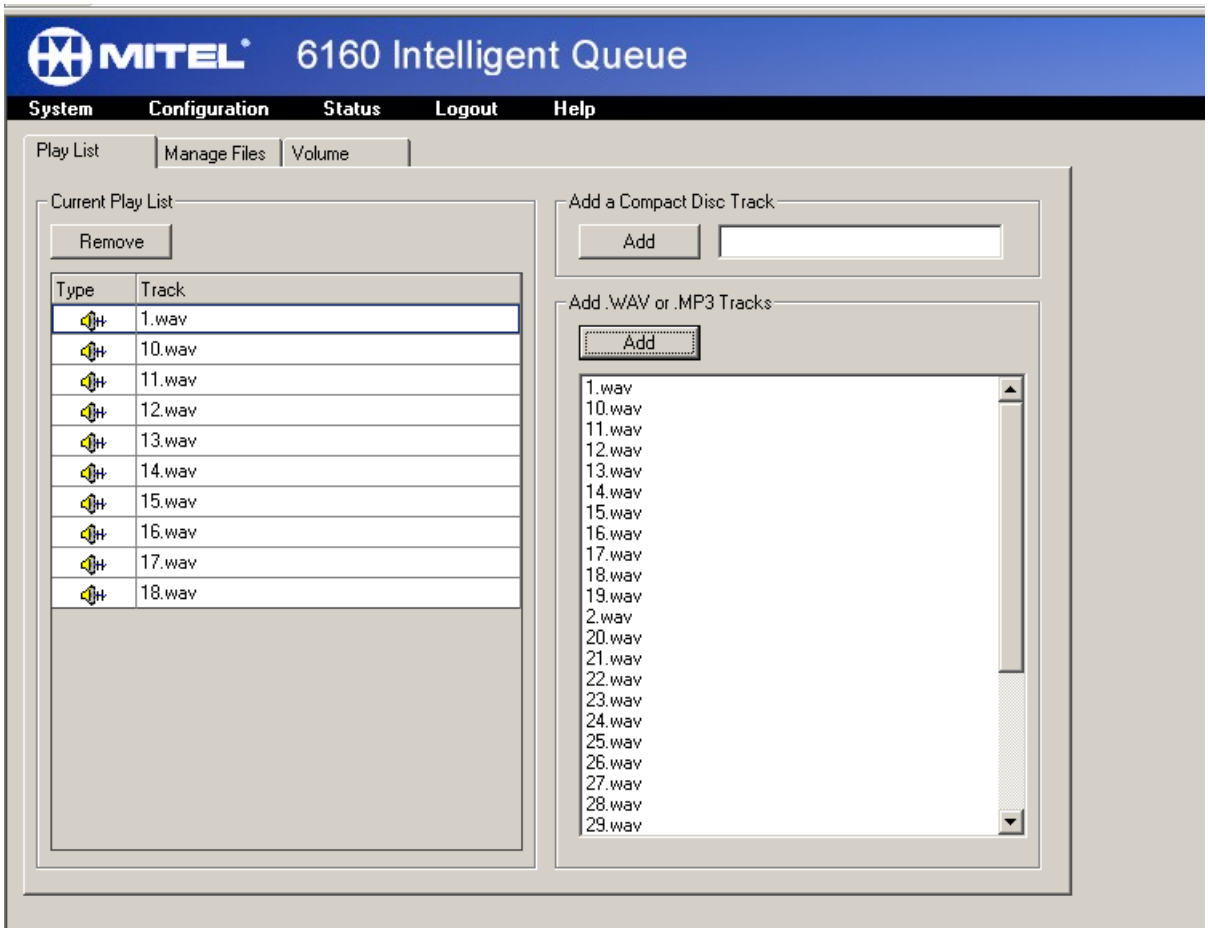
Creating a play list from the uploaded music files

The music in the play list is what the caller will hear when he is on hold. He will hear the first music file (in this case 1.wav), and then the second music file (in this case 10.wav), and so on. When the end of the play list is reached, the music will start again from the beginning.

To create a play list from the uploaded music files:

1. Click **Configuration=>Music Manager**.
   The **Play List** tab appears. (See Figure 97.)
2. Under **Add a Compact Disc Track**, select the files you want to add.
3. Under **Add a Compact Disc Track,** click **Add**.
   The music files you have added appear under Current Play List.
4. Under **Add .WAV or .MP3 Tracks**, select the files you want to add.
5. Under **Add .WAV or .MP3 Tracks**, click **Add**.
   The music files you have added appear under Current Play List.

Figure 97 Music Manager: Play List window



To create a play list from the CD tracks:

NOTE: CD control is taken over by the 6160 IQ system when the music service is running. If you want to use the CD on the server for any other purpose than as a music source, you will have to stop the music service.

1. Click **Configuration=>Music Manager**.
   The Play List tab appears.
2. Under **Add a Compact Disc Track**, type the number of the track you want to add (for example, if you want track 2, type 2), or
   if you want to add all the tracks on the CD to the playlist, enter *.
3. Click **Add**.
   The CD track appears under Current Play List.

Disabling Windows sounds

Windows sounds will play through the music being played on the playlist. If you use the 6160 server as a Music on Hold source, you must disable these sounds.

To disable Windows sounds for Windows 2000:

1. Click **Start=>Settings=>Control Panel**.
   The Control Panel window appears.
2. Double-click **Sounds and Multimedia**.
3. Select the **Sounds** tab.
4. Under **Scheme**, select **No Sounds**.
5. Click **Apply**.
6. Click **OK**.

To disable Windows sounds for Windows NT:

1. Click **Start=>Settings=>Control Panel**.
   The Control Panel window appears.
2. Double-click **Sounds**.
3. Select the **Sounds** tab.
4. Under **Scheme**, select **No Sounds**.
5. Click **Apply**.
6. Click **OK**.

Stopping the CD ROM from playing

If you have entered a CD in the CD ROM and you want to stop the Cd from playing, you have two options:

- Manually stop the CD by holding down the shift key when closing the CD tray.
- Change the registry.

Preventing CDs from starting automatically

You do not want your CD ROM to start automatically because if you insert a CD while Music on Hold is on, the caller will hear both the music from the playlist and music from the CD.

To disable the AutoRun feature:

- Set the AutoRun value to 0. It is located in the following hive:
  HKEY_LOCAL_MACHINE\System\CurrentControlSet\Services\CDRom

Removing a music file from the play list

To remove a music file from the play list:

1. Click **Configuration=>Music Manager**.
   The **Play List** tab appears.
2. Under **Current Play List**, select the music file(s) you want to remove from the play list.
3. Click **Remove**.

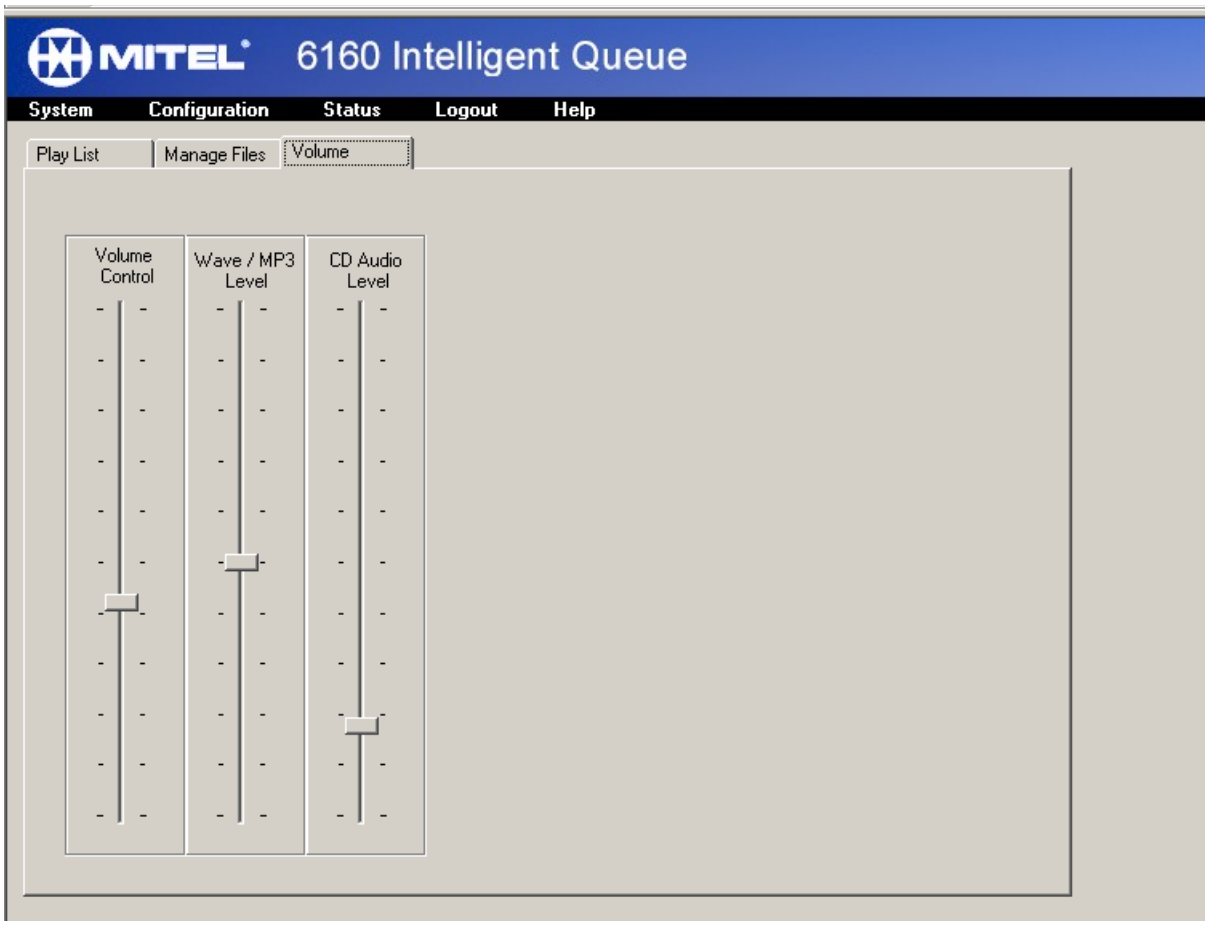
Adjusting music volume

You can adjust the volume of the .wav or ..mp3 message files, the volume of the CD, or you can adjust the overall volume level.

To adjust the music volume:

1. Click **Configuration=>Music Manager**.
   The **Play List** tab appears.
2. Click the **Volume** tab.
   The Volume window appears. (See Figure 98.)
3. Move the **Volume Control** slider up to increase the volume.
4. Move the **Wave/MP3 Level** slider up to increase the .wav and .mp3 volume.
5. Move the **CD Audio Level** slider up to increase the CD volume.

Figure 98 Music Manager: Volume window



Reporting procedures

You must have Mitel Networks 6110 Contact Center Management version 3.0, a Mitel Networks 6110 CCM CEN Node license, and Excel to view reports. They all must be installed prior to installing 6160.

Before you can produce a report

See “Setting System Settings (port and IP address)” on page 60.

The 6160 server must point to both the
- 6110 server
- 6110 CEN Node (requiring the CEN license)

The 6110 CCM database will be automatically synchronized with the paths, ports, and exits information provided by 6160. The real-time SMDR and ACD IQ data is generated that drives the reports.

NOTE: If you want to produce reports on agents (IQ ports), you must create unique employee IDs and then associate these employee IDs to the agents.

Reports types

The reports are found with Internet Explorer 5.5 at www.prairiefyre.com. There are two types of reports you can create: Queue Reports and Extension Reports.

Queue Reports on individual queues or queue groups reflect the service experienced by callers and caller behavior.

The list of queue reports is as follows:

Performance Reports
- Queue and Queue Group Performance by Period Reports
- Queue and Queue Group Performance by Day of the Week
- Queue and Queue Group Performance by Day of the Month
- Queue and Queue Group Performance by Month
- Queue and Queue Group Performance by Account Code Reports
- Queue Group Performance by Queue Reports

Spectrum Reports
- Queue and Queue Group Talk Spectrum by Period Reports
- Queue and Queue Group Talk Spectrum by Day of the Week
- Queue Group Talk Spectrum by Queue Reports

ANI Reports
- Queue and Queue Group ANI by Area Code Reports
- Queue and Queue Group ANI Abandon Reports

Queue Performance Reports

Performance by Period, Day of the Week, Day of the Month, and Month

The Queue and Queue Group Performance by Period Reports show the call activity of a queue and queue group across 15-, 30-, or 60-minute intervals for the shift duration and day(s) you specify.

Queue and Queue Group Performance by Day of the Week shows the performance of each queue or queue group for each day of one week.

Queue and Queue Group Performance by Day of the Month shows the performance of each queue or queue group for each day of one month.

Queue and Queue Group Performance by Month shows the performance of each queue or queue group for one month.

The following Figure illustrates the fields included in the Queue and Queue Group Performance by Period Reports.

Activity Period	Calls Offered	Calls Answered	Calls Abandoned (Short)	Calls Abandoned (Long)	Calls Interflowed	Calls Requeued	Answered By ACD Group1	Answered By ACD Group2
14:15	23	23	0	0	0	0	23	0
14:30	21	21	0	0	0	0	21	0

Answered By ACD Group3	Answered By ACD Group4	Avg Speed of Answer h:mm:ss	Avg Delay to Abandon h:mm:ss	Avg Delay to Interflow h:mm:ss	Total Talk Time h:mm	Average Talk Time h:mm:ss	Service Level %	Answer %
0	0	0:00:27	0:00:00	0:00:00	1:26	0:03:44	87.0	100.0
0	0	0:00:40	0:00:00	0:00:00	2:29	0:07:08	90.5	100.0

Queue and Queue Group Performance Reports provide the following information.

Report Field	Description
Activity Period	the interval of the report in hours and minutes, by day of the week, by day of the month, or by month
Calls Offered	the count of all calls offered to the ACD queue (answer, plus long abandon, plus interflow)
Calls Answered	the count of all calls answered
Calls Abandoned (Short)	the count of all calls abandoned before the short abandon time
Calls Abandoned (Long)	the count of all calls abandoned after the short abandon time
Calls Interflowed	the count of al calls interflowed
Calls Requeued	the count of all calls requeued back into the ACD queue - if an agent fails to pick up a call, the telephone system places the call back in the same queue and it is picked up by the first available agent
Answered By ACD Group1	the count of all calls answered by the first answer point
Answered By ACD Group2	the count of all calls answered by the second answer point
Answered By ACD Group3	the count of all calls answered by the third answer point
Answered By ACD Group4	the count of all calls answered by the fourth answer point
Avg Speed of Answer (h:mm:ss)	the average delay before the call is answered
Avg Delay to Abandon (h:mm:ss)	the average elapsed time before the call is abandoned
Avg Delay to Interflow (h:mm:ss)	the average elapsed time before the call interflows
Total Talk Time (h:mm)	the total duration for calls answered
Average Talk Time (h:mm:ss)	the average duration for calls answered
Service Level%	the percentage of calls answered within a specified threshold
Answer%	the percentage of offered calls answered

Performance by Account Code Reports

Queue and Queue Group Performance by Account Code Reports show the use of account codes.

Queue and Queue Group Performance by Account Code Reports provide the following information.

Report Field	Description
Account Code Number	the account code tagged to the ACD queue call
ACD Calls Answered	the count of all answered calls associated with the above account code number
Total Speed of Answer (h:mm:ss)	the total delay before the call is answered
Avg Speed of Answer (h:mm:ss)	the average delay before the call is answered
Total Talk Time (h:mm:ss)	the total duration for calls answered
Average Talk Time (h:mm:ss)	the average duration for calls answered

NOTE: The prairieFyre Maintenance Manager deletes ANI records that are 15 days or older each night at 2:00 A.M. In addition, ANI records are deleted chronologically when the number of records in the database exceeds 10,000.

Performance by Queue Reports

The Queue Group Performance by Queue Report compares the workload distribution across the queues in a queue group for the shift duration and day(s) you specify. It reports the statistics in hours, minutes, and seconds, and provides call counts across queues.

ACD Queue	ACD Queue Name	Calls Offered	Calls Answered	Calls Abandoned (short)	Calls Abandoned (long)	Calls Interflowed	Calls Requeued	Answered By ACD Group1
P001	BIL	532	504	0	28	0	0	504
P009	SPANISH	127	124	0	3	0	0	124

Answered By ACD Group2	Answered By ACD Group3	Answered By ACD Group4	Avg Speed of Answer h:mm:ss	Avg Delay to Abandon h:mm:ss	Avg Delay to Interflow h:mm:ss	Total Talk Time h:mm	Average Talk Time h:mm:ss	Service Level %	Answer %
0	0	0	0:00:59	0:01:14	0:00:00	62:14	0:07:24	84.6	94.7
0	0	0	0:01:05	0:01:16	0:00:00	11:47	0:05:42	79.5	97.6

Queue Group Performance by Queue Reports provide the following information.

Report Field	Description
ACD Queue	the queues that are members of a queue group
Calls Offered	the count of all calls offered to the ACD queue (answer, plus long abandon, plus interflow)
Calls Answered	the count of all calls answered
Calls Abandoned	the count of all calls abandoned
Calls Interflowed	the count of al calls interflowed
Answered By ACD Group1	the count of all calls answered by the first answer point
Answered By ACD Group2	the count of all calls answered by the second answer point
Answered By ACD Group3	the count of all calls answered by the third answer point
Answered By ACD Group4	the count of all calls answered by the fourth answer point
Avg Speed of Answer (h:mm:ss)	the average delay before the call is answered
Avg Delay to Abandon (h:mm:ss)	the average elapsed time before the call is abandoned
Avg Delay to Interflow (h:mm:ss)	the average elapsed time before the call interflows
Total Talk Time (h:mm:ss)	the total duration for calls answered
Average Talk Time (h:mm:ss)	the average duration for calls answered
Service Level%	the percentage of calls answered within a specified threshold
Answer%	the percentage of offered calls answered

Queue Spectrum Reports

Talk Spectrum by Period Reports

The Queue Talk Spectrum by Period Report provides a frequency distribution of call talk on a queue across 15-, 30-, or 60-minute intervals for the shift duration and day(s) you specify.

The Queue Group Talk Spectrum by Period Report provides a frequency distribution of call talk on a queue group across 15-, 30-, or 60-minute intervals for the shift duration and day(s) you specify.

For each time period, the Count < x sec field reflects the count of all calls for that interval and all preceding intervals. The % of Total field reflects the percentage of all calls for that interval and all preceding intervals.

The following are the first three fields of the Queue and Queue Group Talk Spectrum by Period Reports.

Report Field	Description
Activity Period	the interval of the report in hours and minutes, by day of the week, or by day of the month
Calls Answered	the count of all calls answered for the activity period
Max Duration	the duration of all calls answered for the activity period

The remaining fields of the Queue and Queue Group Talk Spectrum by Period Reports provide a frequency distribution of call patterns based on a defined time scale (<10, <60, <180, <240, <300, <360, <420, <480, <540, and >541 seconds). For each time period, the Count < x sec field reflects the count of all calls for that interval and all preceding intervals. The% of Calls Answered field reflects the percentage of all calls for that interval and all preceding intervals.

NOTE: For the >541 seconds time period, the Count<x sec field reflects the count of all calls for that interval only.

Talk Spectrum by Day of the Week Reports

The Queue Talk Spectrum by Day of the Week Report provides a frequency distribution of call talk on a queue across 15-, 30-, or 60-minute intervals for the days of one week.

The Queue Group Talk Spectrum by Day of the Week Report provides a frequency distribution of call talk on a queue group across 15-, 30-, or 60-minute intervals for the days of one week.

Report Field	Description
Activity Period	the interval of the report in hours and minutes, by day of the week, or by day of the month
Calls Answered	the count of all calls answered for the activity period
Max Duration	the duration of all calls answered for the activity period

The remaining fields of the Queue and Queue Group Talk Spectrum by Day of the Week Reports provide a frequency distribution of call patterns based on a defined time scale (<10, <60, <180, <240, <300, <360, <420, <480, <540, and >541 seconds). For each time period, the Count < x sec field reflects the count of all calls for that interval and all preceding intervals. The% of Calls Answered field reflects the percentage of all calls for that interval and all preceding intervals.

NOTE: For the >541 seconds time period, the Count<x sec field reflects the count of all calls for that interval only.

Talk Spectrum by Queue Reports

The Queue Group Talk Spectrum by Queue Report provides a frequency distribution of call talk on a queue group across intervals from 1-10.

The following are the first three fields of the Queue Group Talk Spectrum by Queue Reports.

Report Field	Description
ACD Queue	the ACD queue for which the agent answered calls
ACD Queue Name	the name of the ACD queue for which the agent answers calls
Calls Answered	the count of all calls answered for the activity period
Max Duration (h:mm:ss)	the duration of all calls answered for the activity period

The remaining fields of the Queue and Queue Group Talk Spectrum by Queue Reports provide a frequency distribution of call patterns based on a defined time scale (Spectral Interval 1-10). The Spectrum Interval field reflects the count of all calls for that interval and all preceding intervals. The % of Calls Answered field reflects the percentage of all calls for that interval and all preceding intervals.

NOTE: Spectrum Interval 10 reflects the count of all calls for that interval only.

Queue ANI Reports

Although we do not currently provide Queue ANI Reports, we will in the future.

ANI by Area Code Reports

Queue and Queue Group ANI by Area Code Reports shows the call distribution across area codes.

Report Field	Description
Area Code	the area code reported by the ANI digits
Geographic Location	the region represented by the area code
Calls Offered	the count of all calls reported for the area code
ACD Calls Answered	the count of all calls answered reported for the area code
Calls Abandoned	the count of all calls abandoned reported for the area code
Calls Interflowed	the count of all calls interflowed reported for the area code
Total Talk Time (h:mm:ss)	the total duration for calls answered
Average Talk Time (h:mm:ss)	the average duration for calls answered
Avg Speed of Answer (h:mm:ss)	the average delay before the call is answered
Avg Delay to Abandon (h:mm:ss)	the average elapsed time before the call is abandoned
Avg Delay to Interflow (h:mm:ss)	the average elapsed time before the call interflows

ANI Abandon Reports

Queue and Queue Group ANI Abandon Reports shows the delay before a call was abandoned and the phone number.

Report Field	Description
Date/Time	the date and start time of the call record
Calling Line Number	the ten digit telephone number reported by the ANI digits

Delay to Abandon (h:mm:ss)	the elapsed time before the call is abandoned

Extension Reports

Extension Reports on individual extensions and extension groups provide an indication of activity on extensions.

The list of extension reports is as follows:

Performance Reports
- Extension and Extension Group Performance by Period
- Extension and Extension Group Performance by Day of the Week
- Extension Group Performance by Extension

Extension Performance Reports

Performance by Period Reports and Day of the Week

Extension and Extension Group Performance by Period Reports and Day of the Week provide the following information.

Report Field	Description
Activity Period	the interval of the report, in hours and minutes, by day of the week, or by day of the month
ACD Calls Answered	the count of all ACD queue calls answered for the period
Non ACD Calls Answered	the count of all non-ACD calls answered for the period
Calls Abandoned	the count of all abandoned calls for the period
Calls Outbound	the count of all outbound calls for the period
Calls Transferred to Extension	the count of all calls transferred to the agent's position
Calls Transferred from Extension	the count of all calls transferred from the agent's position
Conference Calls	the count of conference calls involving the agent
Avg Speed of Answer (h:mm:ss)	the average delay before the call is answered
Avg Delay to Abandon (h:mm:ss)	the average elapsed time before the call is abandoned
Total ACD Talk Time (h:mm:ss)	the total duration for answered calls
Average ACD Talk Time (h:mm:ss)	the average duration for answered calls
Total Non ACD Talk Time (h:mm:ss)	the total duration for non-ACD calls
Average Non ACD Talk Time (h:mm:ss)	the average duration for non-ACD calls
Total Outbound Talk Time (h:mm:ss)	the total duration for outbound calls
Average Outbound Talk Time (h:mm:ss)	the average duration for outbound calls

Performance by Extension Reports

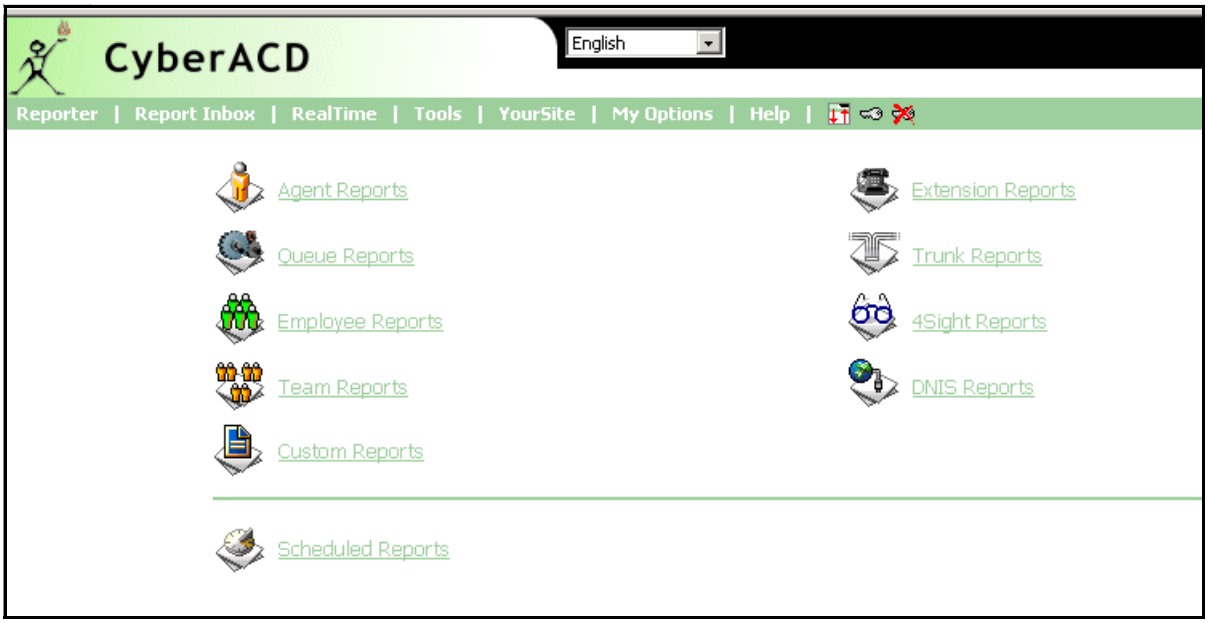
All of the preceding report fields are the same for Extension Group Performance by Extension Reports with one exception: an Extension Number column defining the member extensions replaces the Activity Period column.

Producing a report

To produce a report

1. Using Internet Explorer, type in your 6110 server address *http://[your 6110 server address]/6110 CCM/*
2. Under **Username**, type the user name.
3. Under **Password**, type the password.
   The 6110 CCM window appears.
4. Click **Reporter**.
   The Reporter options appear. (See Figure 99.)
5. Click the type of report you want. For example, click Queue Reports.
   You can select Queue, Queue by Account, or Extension Reports.

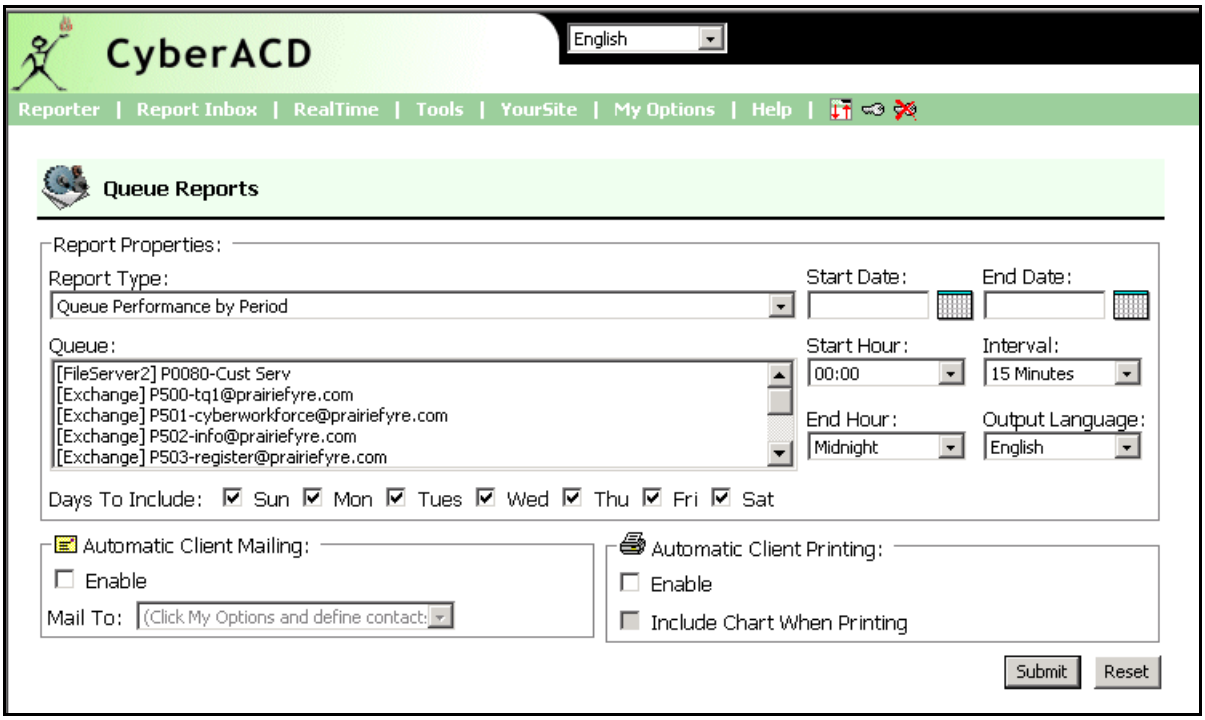
Figure 99 Reporter window



The Report Properties window appears. (See Figure 100.)

6. Under **Report Type**, select the type of report you want.
7. Under **Queue**, select the queue or extension
8. Under **Start Date**, select the start date.
9. Under **End Date**, select the end date.
10. Under **Start Hour**, select the start time of the report.
11. Under **Interval**, select the interval over which the queues or extensions will appear.
12. Under **End Hour**, select the end time of the report.
13. Under **Output Language**, select the language the report is to be written in.
14. Select **Submit**.

Figure 100 Report Properties window



The Report Confirmation window appears. (See Figure 101.)

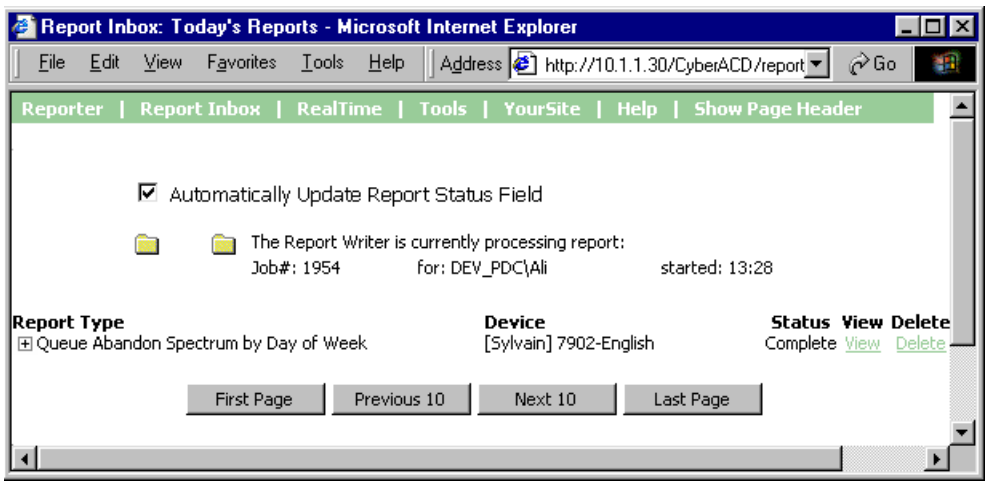
15. Click **View Report Inbox**.

Figure 101 Report Confirmation window

The Report Status window appears. (See Figure 102.)

16. Click **View**.
    The report appears as an Excel spreadsheet.

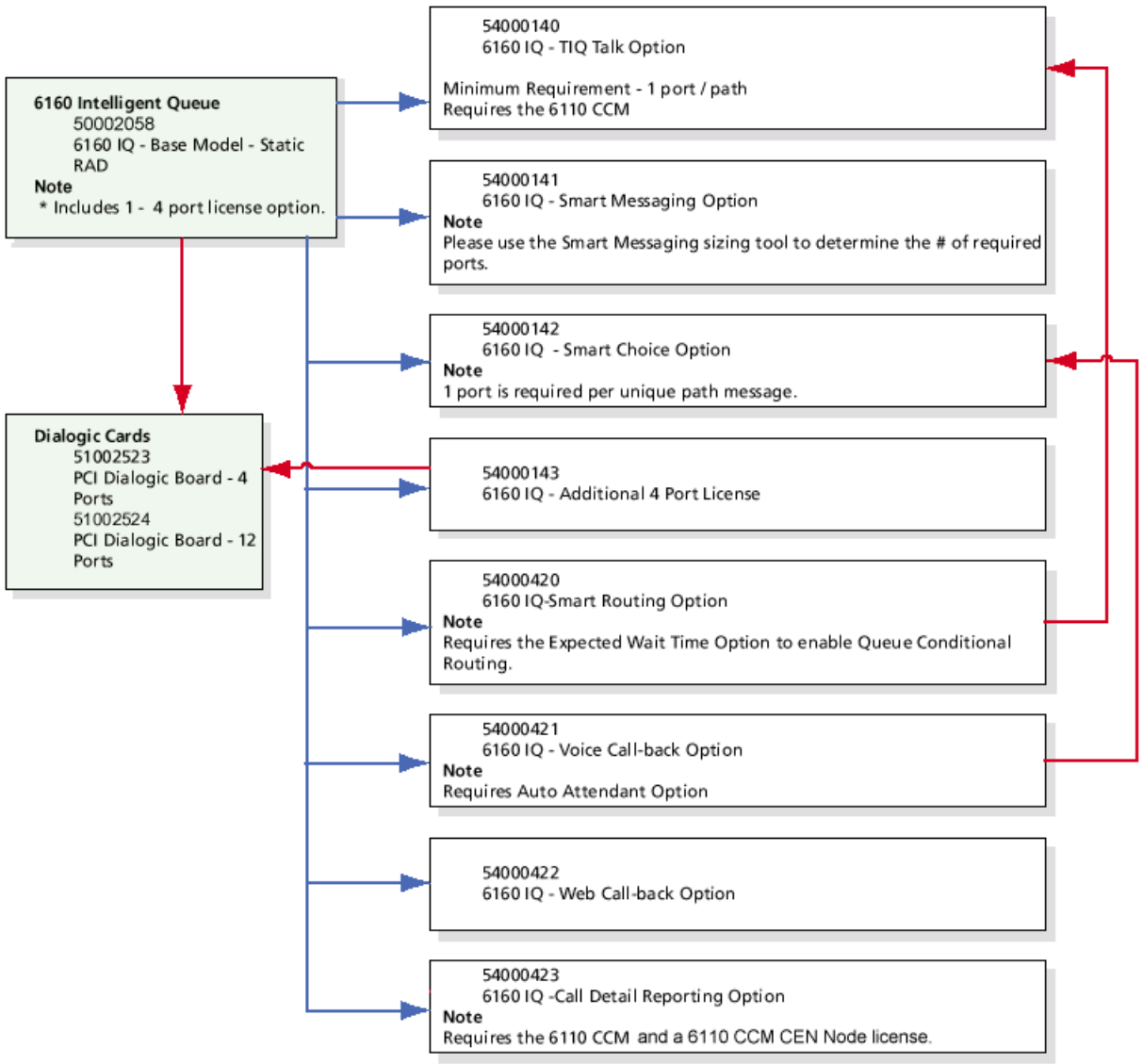
Figure 102 Report Status window



Appendix A

Mitel Networks 6160 Intelligent Queue options chart

Figure 103 Mitel Networks 6160 Intelligent Queue options chart



NOTE: See the Hardware and Software Requirement section for more detailed information on requirements on page 15.

Appendix B

Installing Microsoft Internet Explorer 5.5 and Internet tools

To install Microsoft Internet Explorer 5.5 and Internet tools:

1. Insert the Mitel Networks™ 6160 Intelligent Queue CD-ROM.
2. Upon insertion of the CD-ROM, your computer may start the Install Wizard. If so, jump to step If it does not, click the **Start** button in the lower left corner of your screen, click **Settings**, click **Control Panel** and then double-click the **Add/Remove Programs** icon.
3. When the Add/Remove Programs Properties window appears, click the **Install** button on the Install/Uninstall tab.
4. When the Install Program from Floppy Disk or CD-ROM window appears, click **Next**.
5. When the Run Installation Program window appears, accept the default setting and click **Finish**. If Windows is unable to locate your installation program, click **Browse** in the Run Installation Program window.
6. Click the arrow beside the Look in: dialog box to access the drop-down menu, then click your CD-ROM drive.
7. Double-click the **Internet Explorer 5.5** folder.
8. Double-click the **Ie5setup.exe** icon.
9. In the Run Installation Program window, click **Finish**.
10. When the Welcome window appears, read its contents, click the circle beside **I accept the agreement** if you agree to its terms, and click **Next**.
11. In the Windows Update: Internet Explorer and Internet Tools window, accept the default Install Now - Typical set of components, and click **Next**. The install should take a few minutes.
12. In the Restart Computer window, click **Finish**. Your computer will reboot to complete the Internet Explorer 5.5 installation.

Appendix C

Sizing sheet

Figure 104 Sizing Sheet

Company Name					
Ports required for Smart Choice Messaging IVR	**Scenario #1**	**Scenario #2**	**Scenario #3**		
Average IVR time **(seconds)**	30	90	120		
Average number of calls per day	900	900	900		
Average number of calls during busy hours (% of calls/day)	15.0%	20.0%	20.0%		
Erlangs Total	1	5	6		
Grade of Service (0.001 recommended)	0.001	0.001	0.001		
Number of ports required	**6**	**13**	**15**		
These are TIQ ports required per path	**ACD Path 1**	**ACD Path 2**	**ACD Path 3**	**ACD Path 4**	**ACD Path 5**
TIQ message length (seconds)	15	15	15	15	15
Average number of calls per day **in this path**	450	600	900	100	1200
Average number of calls during busy hours (% of calls/day)	12.0%	12.0%	12.0%	12.0%	12.0%
Erlangs Total	0	0	0	0	1
Grade of Service (0.25 to 0.50 recommended)	0.25	0.25	0.25	0.25	0.25
Number of ports required/path	1	1	2	1	2
Total number of TIQ ports	**15**				
Ports required for regular RADs	**RAD 1**	**RAD 2**	**RAD 3**	**RAD 4**	**RAD 5**
RAD message length (seconds)	15				
Average number of calls per day that hit this RAD	450				
Average number of calls during busy hours (% of calls/day)	12.0%				
Erlangs Total	0	0	0	0	0
Grade of Service (0.25 to 0.50 recommended)	0.5				
Number of ports required/RAD	1	0	0	0	0
Total number of RAD ports	**1**				
Ports required for Callback Messages	**Ports**				
Callback message length	60				
Average number of calls per day out of this port	1000				
Average number of calls during a busy hour (% of calls/ day)	20.00%				

Figure 104 Sizing Sheet (continued)

Company Name			
Ports required for Smart Choice Messaging IVR	**Scenario #1**	**Scenario #2**	**Scenario #3**
Erlangs Total	3		
Grade of Service (0.25 to 0.50 recommended)	0.5		
Number of ports required/Callback message	3		
Total number of Callback message ports	**3**		

Ports required for Routing	**Ports**
Routing time	5
Average number of calls per day that will be routed	1000
Average number of calls during a busy hour (% of calls/ day)	20.00%
Erlangs Total	0
Grade of Service (0.001 recommended)	0.001
Number of ports required for routing	4
Total number of Routing ports	**4**
Total number of ports required	**29**

These are TIQ ports required per path	**ACD Path 9**	**ACD Path 10**
TIQ message length (seconds)	15	0
Average number of calls per day **in this path**	2400	0
Average number of calls during busy hours (% of calls/day)	12.0%	0.0%
Erlangs Total	1	0
Grade of Service (0.25 to 0.50 recommended)	0.25	0
Number of ports required/path	2	0
Total number of TIQ ports		

Ports required for regular RADs	**RAD 9**	**RAD 10**
RAD message length (seconds)		
Average number of calls per day that hit this RAD		
Average number of calls during busy hours (% of calls/day)		
Erlangs Total	0	0
Grade of Service (0.25 to 0.50 recommended)		
Number of ports required/RAD	0	0
Total number of RAD ports		

Ports required for Callback Messages
Callback message length
Average number of calls per day out of this port
Average number of calls during a busy hour (% of calls/ day)

Figure 104 Sizing Sheet (continued)

Company Name
Ports required for Smart Choice Messaging IVR
Erlangs Total
Grade of Service (0.25 to 0.50 recommended)
Number of ports required/Callback message
Total number of Callback message ports
Ports required for Routing
Routing time
Average number of calls per day that will be routed
Average number of calls during a busy hour (% of calls/ day)
Erlangs Total
Grade of Service (0.001 recommended)
Number of ports required for routing
Total number of Routing ports
Total number of ports required

Appendix D

Remote Access

This appendix describes how Mitel Networks Product Support connects to the maintenance port on your server from a remote (off-site) location.

About Remote Maintenance

Mitel Networks Product Support staff connect to your server through a dial-up Point-to-Point (PPP) connection to the maintenance port on your server.

The dedicated dial-up connection (maintenance port) used by your server is intended for Mitel Networks Product Support use only. The connection is between the internal modem used by your server, and a customer-supplied Plain Old Telephone System (POTS) jack.

This manual assumes that the POTS jack connects to a BIX block in the telephone room. From the BIX block, a 25-pair Amphenol cable clips onto the ONS Line card at the back of the PBX.

Many major Internet providers offer a local telephone number with unlimited access to the Internet for a reasonably low, flat-rate per month (recommended). If Mitel Networks Product Support is required, the customer may choose to provide the number to the Mitel Networks service or Product Support representative.

pcAnywhere Requirements

Your server will use the supplied remote access software, Symantec pcAnywhere for Windows NT, to communicate with a Mitel Networks remote-maintenance PC. pcAnywhere must be running on your server for the connection to be established.

For detailed information about pcAnywhere, see the *Symantec pcAnywhere User's Guide.*

To enable remote maintenance connections to your server maintenance port, you must:

- Configure the modem connection
- Configure pcAnywhere.

Configuring the Modem Connection

The modem connection settings are accessed through the **Control Panel** on your server. They must match the settings of the modem at the far end (Mitel Networks Product Support). A definition for your server internal modem has already been added. The default settings are

- 56,600 bits per second
- 8 data bits
- no parity
- one stop bit
- flow control set to XON/XOFF

These settings may be changed if necessary.

Configuring pcAnywhere

The pcAnywhere software on the Telephony Server has been configured as a “host.” The pcAnywhere wizard guides you through configuring host connection items and starting pcAnywhere on your server.

To configure pcAnywhere:

1. Click **Start=>Program Files=>Symantec pcAnywhere**.
2. Follow the instructions as they are displayed on the screen and accept all defaults.

Appendix E

Message files included with 6160

There are 29 messages files that are included with 6160. These phrases can be modified, but the format must remain 8KHz µLaw. These phrases are located on the C drive=>Program Files=>Mitel Networks=>6160=>Languages=>US English. You can enter a message defined using the Voice Prompts tab.

Table 1: Included .wav files

File Name	Script
1.wav	All of our representatives are busy helping other callers. Your call will be answered as soon as an agent becomes available.
2.wav	Good morning, and thank you for calling. All of our representatives are busy helping other callers. Your call will be answered as soon as an agent becomes available.
3.wav	Good afternoon, and thank you for calling. All of our representatives are busy helping other callers. Your call will be answered as soon as an agent becomes available.
4.wav	Thank you for calling. Based on current call volumes, the expected wait time is...
5.wav	Thank you for calling. Due to the unusually high number of calls, the expected wait time is...
6.wav	...minutes.
7.wav	Thank you for calling. The current wait times are between 5 and 10 minutes. Please continue to hold to maintain your call priority. We thank you for your patience.
8.wav	Thank you for calling. Due to the unusually high volume of calls, the current wait times are greater than 10 minutes. Please continue to hold to maintain your call priority. We thank you for your patience.
9.wav	That option is not available.
10.wav	Thank you for calling. Our offices are now closed. Please call back Monday to Friday, between the hours of 8 A.M. and 5 P.M.
11.wav	Thank you for calling. Our offices are now closed for the holiday. Please call back Monday to Friday, between the hours of 8 A.M. and 5 P.M.
12.wav	Thank you for calling. We are currently experiencing an unusually high volume of calls. Your call will be answered as soon as an agent becomes available. We thank you for your patience.

Table 1: Included .wav files

File Name	Script
13.wav	Please enter a telephone number where you can be reached, followed by the pound sign.
14.wav	You have entered...
15.wav	If this is correct, press one. If this is not correct, please press the star key.
16.wav	At the tone, please record your name. When you have finished recording, press one.
17.wav	To submit this callback request, press one. To cancel this request and leave the system, please press the star key.
18.wav	You have a voice callback request.
19.wav	You have a Web callback request.
20.wav	To listen to the caller's message, press one. To place this call, press 2. To requeue this request, press 3. To reject this request, press 4. To hear these options again, press star.
21.wav	To listen to the caller's name, press one. To place this call, press 2. To requeue this request, press 3. To reject this request, press 4. To hear these options again, press star.
22.wav	Please wait while the call is established.
23.wav	Connecting now.
24.wav	There are additional callback requests.
25.wav	There are no outstanding callback requests.
26.wav	You have a callback. We are connecting you to an agent now.
27.wav	The callback could not be established.
28.wav	Your call is being routed.
29.wav	Your request has been cancelled. Goodbye.

Appendix F

Remote Web Callback

With Remote Web Callback, a caller can browse the company's Web site to submit callback requests. The caller must input his telephone number, name, and time frame within which the call should be returned. (See Figure 105.)

Figure 105 Web Callback Sample