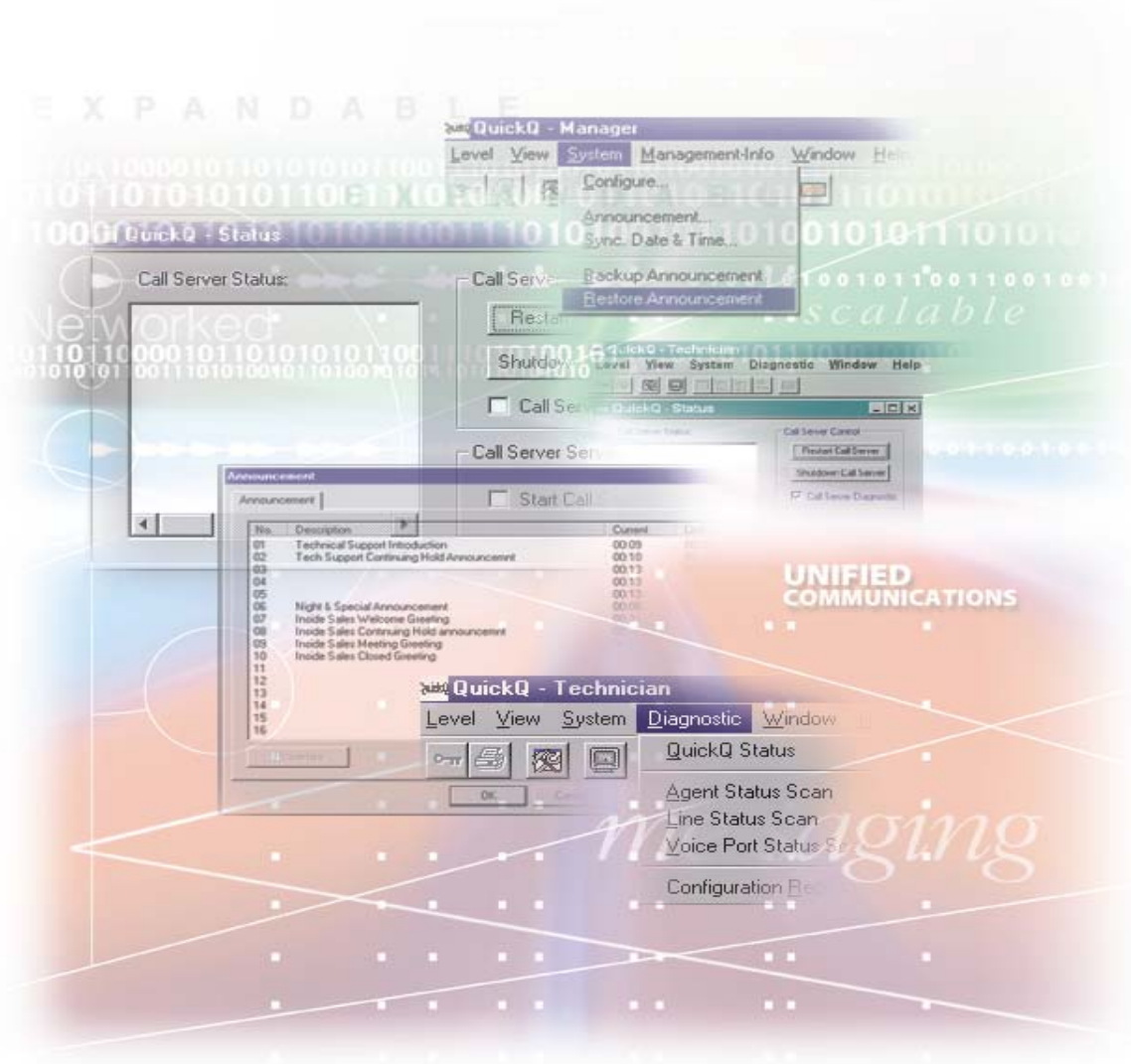


QuickQ Automatic Call Distributor

System Manager's Guide

For Windows NT® and Windows 2000® Operating Systems



Comdial® strives to design the features in our communications systems to be fully interactive with one another. However, this is not always possible, as the combinations of accessories and features are too varied and extensive to insure total feature compatibility. Accordingly, some features identified in this publication will not operate if some other feature is activated. Comdial disclaims all liability relating to feature non-compatibility or associated in any way with problems which may be encountered by incompatible features. Notwithstanding anything contained in this publication to the contrary, Comdial makes no representation herein as to the compatibility of features.

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1. INTRODUCING THE QUICKQ ACD SYSTEM

1.1 Understanding This Guide

This manual will assist you in using your *QuickQ* automatic call distributor. It provides a complete description of the *QuickQ* features, a detailed outline of the system configuration, and general operating instructions. This manual is one of two manuals that comprise the system documentation

1.1.1 BECOMING FAMILIAR WITH CONVENTIONS USED IN THIS GUIDE

Certain typographical conventions appear throughout this guide to simplify the instructions. These are explained below:

Items appearing on a screen that you should click on with your mouse to cause a desired action are shown in bold letters.

Important text showing on a screen is shown in italics.

Keys that you are required to press are shown as, **Enter**.

NOTE: On some keyboards, the Enter key may be called Return.

The word *message* is used exclusively when referring to text messages and the word *announcement* is used exclusively when referring to voice announcements.

The word *wallboard* is used exclusively when referring to the optional electronic display board. This device may be called *electronic message center*, *reader board*, *display*, *sign*, or other names in related literature.

Many of the *QuickQ* programming windows contain one or more of the following commands you can click on with your mouse:

New - Click on this word when you want the system to produce a dialog box that will allow you to make a new entry.

Properties - Click on this word when you want to edit the item on the screen that you have highlighted.

Remove - Click on this word when you want to remove the item on the screen that you have highlighted.

Help - Clicking on this word will cause text to appear on your screen to explain items on the associated window

Notes bring your attention to a particular item. **Notes** are given between paragraphs of text, and are shown in the following form:

NOTE: If you are using the keyboard use the Tab key to move from field to field. If you are using the mouse, click on the field you wish to work with.

Unless otherwise noted, the name Digital Communications System used throughout this manual encompasses all three Comdial systems—DXP, DXP *Plus*, or FX Series.

1.2 Understanding *QuickQ*

QuickQ is an Automatic Call Distribution (ACD) system designed to handle incoming calls as efficiently and economically as possible. It answers calls by distributing the workload equally among the Agent staff. Typically, *QuickQ* speed, efficiency and management control usually results in a 20–40 percent increase in the productivity of the Agent force and a 10 to 20 second decrease in the average call answer time. The four primary functions of the *QuickQ* are as follows:

- Provide a waiting queue to increase the effective arrival rate of the incoming calls, and to allow more productive time for the Agent.
- Play prerecorded announcements when no Agents are available thus encouraging the caller to wait in a queue.
- Automatically distribute the workload among the Agents to allow an equal distribution of duties, effecting greater productivity.
- Provide comprehensive statistical management reports that allow rational and efficient allocation of the call center's resources, and provide quick feedback to agents on system status via optional electronic displays called wallboards.

Any corporation or company that answers incoming telephone calls with a staff of Agents or trained people is a potential candidate for the considerable cost savings and service benefits of the *QuickQ*.

In an automatic call distribution (ACD) application, a calling customer needs to reach a service person in a particular area but does not need to reach a specific individual. For example, the customer may be calling a company to place an order, check a reservation, or talk to a support or help desk. In all cases, it is important that the call be answered as quickly as possible by any service person in that area.

It is statistically proven that a single large group of agents is more productive than an equal number of agents in several smaller groups provided that the calls are homogeneous.

Calling traffic is considered homogeneous when anyone within a group of trained representatives can effectively handle the call; however, this uniformity does not imply that ACD systems can handle only one type of call. Many successful operations exist where different types of calls reach specially trained operators in a busy call center. However, it is more efficient to separate different types of calls into groups. *QuickQ* has the ability to configure the ACD operation into 16 groups, each of which can have four line groups.

1.3 Organizing The Call Center Staff

An ACD center requires specialized personnel. If the department is large enough, an effective ACD staff will consist of the following personnel:

- System Manager,
- Group Supervisors,

- Telephone Agents.

The System Manager is directly responsible for the day-to-day operation and maintenance of the ACD center. In smaller systems, the System Manager's task may be combined with the Group Supervisor's responsibilities. The System Manager can monitor the overall performance of the ACD center and has several responsibilities including the following items:

- Control of systems configuration, such as the number of groups and overflow between groups.
- Assign personnel based on the traffic demands of the various groups for maximum operating efficiency of the ACD center.

The Group Supervisor is directly responsible for the following responsibilities:

- Moving, adding and deleting Agents required for the call center.
- The telephone service provided by Agents in their respective groups.
- Monitoring the activity of the Agents.
- Evaluating the performance of the Agents.
- Providing assistance on calls beyond the capability or training of the Agents.

The Telephone Agent is often referred to as a Customer Service Representative (CSR) and is mainly responsible for a particular group of telephone lines or a certain type of call; however, the system allows assignment of multiple group agents that are a part of more than one group.

1.4 Describing The System Components

NOTE: You can ensure continuous QuickQ operation by adding an uninterruptable power source to both the digital voice announcer and central call processor, and an optional battery backup assembly to the digital communications system. Wireless devices may need additional backup.

1.4.1 CALL PROCESSOR

The call processor is the brain of the *QuickQ*. It consists of the *QuickQ* software and a personal computer with a Windows®NT operating system. The call processor monitors and controls all activities within the boundaries of the call center.

1.4.2 DIGITAL VOICE ANNOUNCER

The Digital Voice Announcer (DVA) is a stand-alone voice processing system designed to directly interface with the digital communications system. Two models are available—the DVA01 can store up to four digitized voice announcements for playback under control of the central call processing unit while the DVA16 can store up to 16 announcements. In a busy call center when all Agents are busy, the DVA intercepts incoming calls and plays prerecorded voice announcements.

When using the DVA01 with *QuickQ*, the following limitations apply.

1. *QuickQ* cannot support more than two DVA01 units.
2. You must record four messages and they must be assigned to message numbers 1 through 4 in *QuickQ* which correspond to 44 through 47 in the Digital Communications System. These message numbers are reserved for *QuickQ*. You must record all four messages even if you are not using them all.
3. *QuickQ* cannot support both DVA16 and DVA01 at the same time.
4. You must control all DVA01 functions, like recording or deleting messages, from the attendant's station (station 10) through DCS attendant voice programming.
5. You can record messages on the DVA01 while *QuickQ* is active; however, if you are recording at the same time the system is receiving a call, the caller may not hear any recorded message.
6. The installer must know where the *QuickQ* messages reside and program the appropriate extension numbers using the voice port programming screen.
7. Neither the *QuickQ* technician nor the supervisor can record or play messages on the DVA01 using the *QuickQ* message playback/record.
8. *QuickQ* cannot display message limits for the DVA01.
9. The DVA status, displayed in the CLOCK window, always shows **DVA** when the system is using the DVA01.
10. The announcement (message) backup feature is disabled.

1.4.3 TELEPHONE EXTENSIONS

The Agent's and Supervisor's stations are typical proprietary telephones (12 or 24 Button LCD Sets) or optionally Scout II cordless phones can be used by Supervisors and/or Agents.

1.5 Understanding The Wallboards

QuickQ can support up to 16 optional wallboards. Both mono and color wallboards are functional in *version 3.1*. The color wallboards have a 40-character display (two rows of 20 characters) consisting of red, yellow, and green LEDs. The mono wallboards display a single row of 20 characters in red.

1.5.1 MODES OF OPERATION

QuickQ wallboards are allowed two modes of operation—parameter mode and text mode. In the parameter mode they display operational parameters and in the text mode they display text messages.

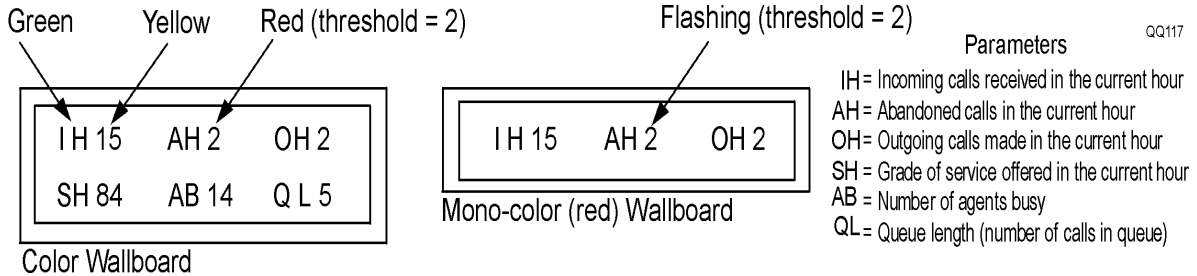
Parameter Mode

Wallboards display several parameters—six for the color version or three for the mono version as shown in the example below. See Table 3-1 for the wallboard parameters.

When a summary is selected, every hour the wallboard displays the totals for the past hour and the totals of the day up to display time. When the system goes into the night mode, the totals for the past hour (or part of an hour) together with the final totals for the day are displayed. For 24-hour sites, *QuickQ* is reset to a new day at 00:00 (midnight). As a result, the last summary of the day is displayed at 00:00 (midnight). When the first agent signs in, the wallboard is initiated into the day mode.

When an alarm condition is met, the color wallboard either displays a scrolling message or it shows the display parameters in red. The audible alarm (buzzer) will also sound, if that option is programmed.

Figure 1-1 Wallboard Display



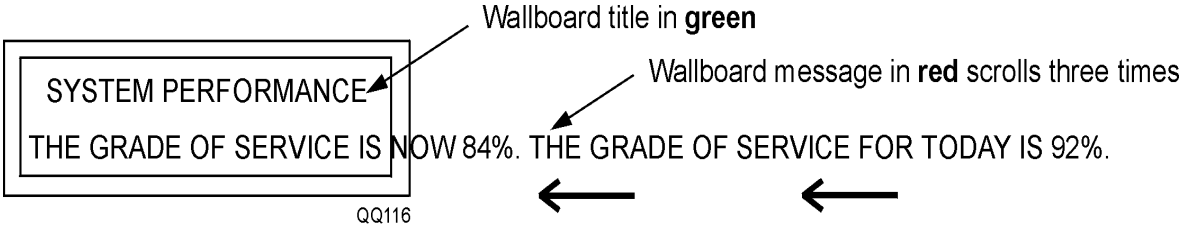
Text Mode

A total of 32 messages can be stored in the QuickQ message library. Each message can contain a maximum of 70 characters with up to six parameter tokens (see Table 3-1). A parameter token is a two-letter abbreviation, enclosed in brackets, representing a parameter; for example, [IH] means incoming calls received in the current hour. The tokens are embedded within the text and are replaced at display time by the actual value. Invalid parameters will be displayed as text on the wallboard.

A text message can be initiated by a manual request via the keyboard of the QuickQ's PC. Alternately, users can program the wallboard to display messages at a specified time of the day and on a specified day of the week. Text messages can also be initiated on an event basis, as when a threshold condition is met.

Scrolling text messages always appear in red with their titles (if used) in green. Text messages scroll continuously for three times. To alert agents of a new text message, users can activate the audible alarm option. The color wallboard example below illustrates how parameter tokens SH and SD are converted to actual values in the scrolling text message.

Figure 1-2 Scrolling Text Message



Priorities

When more than one message is sent to a wallboard or a group of wallboards at the same time, priorities are used to determine the sequence in which these messages will be displayed. The order of priority to display messages are as follows:

1. Scheduled messages (triggered by time).
2. Alarm messages (triggered by an alarm threshold).
3. General messages (manually sent).
4. Parameter mode information (parameters and group titles).

Parameters are the only kind of displayed information that can be over-written. All other messages will remain on the wallboard until their preset duration expires. Not until then will another set of messages appear on the wallboard.

1.6 Describing QuickQ System Features

1.6.1 ANSWER BIN

An Answer bin is the length of time between when a call arrives in the queue and when it is answered by an Agent. There are six answer bins in the system. The system answer bin default time is zero. By setting the time frames in the answer bins, the Manager can look at one factor in the total customer service picture. An example of a typical answer bin record is shown below.

Answer Bin	Number of Calls	Time	Definition
Bin 01	0	00:20	The number of calls answered between 0 and 20 seconds, (0)
Bin 02	5	00:40	The number of calls answered between 20 and 40 seconds, (5)
Bin 03	2	01:00	The number of calls answered between 40 seconds and 1 minute, (2)

1.6.2 ABANDONED BIN

Abandoned bin is the time between when a call arrives in the queue and when the caller hangs up without being connected to an Agent. There are six abandoned bins in the system. The system abandoned bin time defaults are zero. By setting time frames in the abandoned bins, the Manager can determine how tolerant customers are of the waiting time to which they are being subjected. An example of a typical abandoned bin is shown below.

Abandoned Bin	Number of Calls	Time	Definition
Bin 01	0	00:10	The number of calls abandoned between 0 and 10 seconds, (0)
Bin 02	11	00:30	The number of calls abandoned between 10 and 30 seconds, (11)
Bin 03	15	00:50	The number of calls abandoned between 30 and 50 seconds, (15)

1.6.3 CALL QUEUING

The *QuickQ* manages incoming calls in a logical sequence. The number of incoming calls arriving at a call center at any one time is random. The calls are queued on a first in first out principle. Call queuing ensures that calls are handled in a timely and efficient manner. Priority can be assigned to preferred lines such as Inwats (800 lines).

1.6.4 EVEN DISTRIBUTION

The *QuickQ* effectively shares the incoming call workload evenly among agents. This ensures the optimum productivity of all agents by distributing calls to the agents who have been idle the longest.

1.6.5 DELAY ANNOUNCEMENTS

Delay announcements are important money-saving features that help keep the queue working in an efficient manner. Since telephone traffic is random, there will be occasional bursts of calls to any ACD. Such sporadic increases in volume may force callers to wait for connection longer than they would like. By recording delay announcements (such as, Hello you have reached XYZ Company. All of our operators are busy at the moment, but please hold and our next available operator will be with you momentarily) you assure the callers they are important and that their call will be answered in sequence, and that they should wait and not hang up. Without this announcement most people will hang up after five or six rings.

Note: Be creative with your messages, provide important information, advertise special promotions and in general, keep your customers entertained and informed while they are waiting.

1.6.6 UNDERSTANDING THE MESSAGES

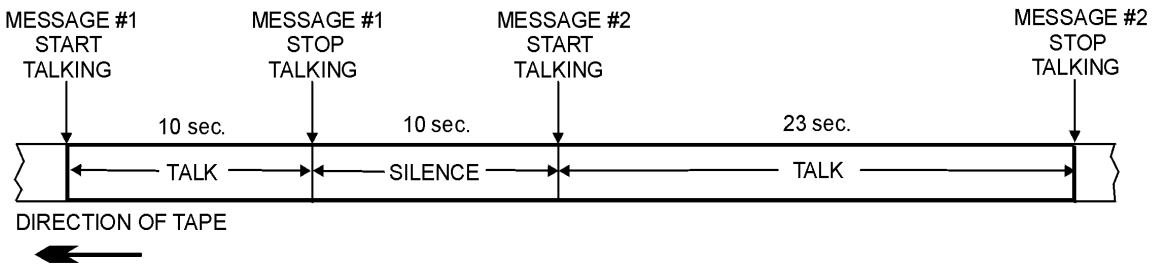
The *QuickQ* system can store up to 16 messages. The Message window (refer to *Setting Announcement Titles* on Page 3-9) allows you to view the length and number of these messages. You can enter a description to label each one if you wish.

The Current setting shows the length of the message in minutes and seconds. The Limit setting shows the time available for the message. *QuickQ* allows a total of 320 seconds of message recording time.

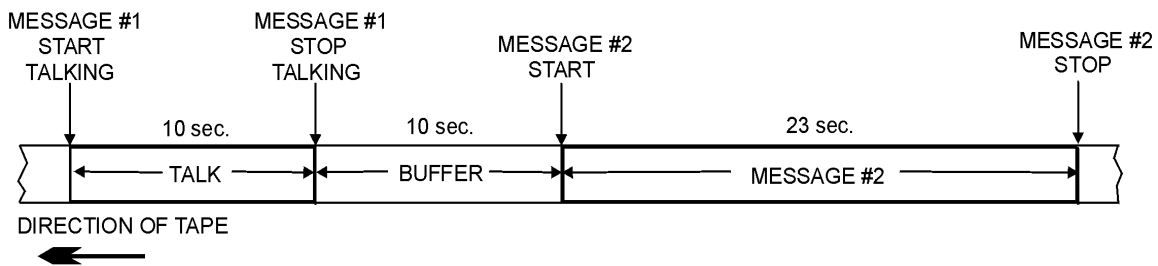
The recording medium is a random access memory (RAM) chip; however, a cassette tape was used in the following figures to illustrate for you the recording technique you can use to create buffers. These buffers allow you to replace messages with new ones of longer length without disturbing other stored messages.

Figure 1-3 Typical Recording Technique

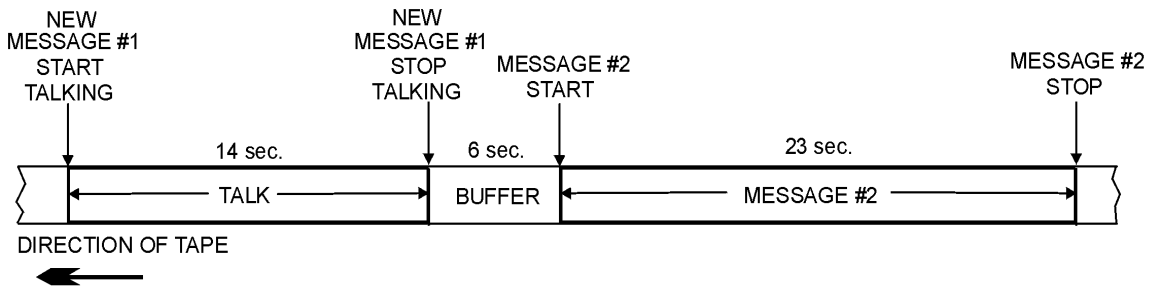
Step 1 - Original recording



Step 2 - Re-record message #1 to create a 10-second buffer



Step 3 - Use original 10 seconds plus 4 seconds of buffer to record new message #1



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1.7 Management Information System (MIS) Reporting

The *QuickQ* system provides both real time and historical statistical information on the performance of the call center (Agent or line activity).

Real-time screens are shown for System Managers and for Groups in Section 5 under the heading Selecting The Real Time Report.

Historical information is described in details in Section 5 under the heading Selecting Historical Reports.

1.7.1 DESCRIBING QUICKQ AGENT FEATURES

Account Codes

The system can provide a table of account codes arranged so that a unique number corresponds to a specific call type (for example, call content, product type, and so forth). For example, a software help desk may wish to use account codes to categorize its calls as follows:

Code	Call Category	Code	Call Category
100	Help with Setup	300	Help with Word Processing
200	Help with MS NT	301	Help with Databases
201	Help with Networked NT	302	Help with Spreadsheets

Agents can enter the account code that corresponds to the type of call they have just dealt with. This information is stored in the systems statistics. System Managers can use the Management Information Report System to analyze the types of traffic and the topics of that traffic. Account codes can be optional, forced and verified. This is a *QuickQ* feature—do not confuse this with the Digital Communications System's Account Code feature.

Calls Waiting Indication

The calls waiting indication details the number of calls waiting in the queue. The system displays this information on both the Agents and Supervisors telephones. The calls waiting indication prompts Agents to quickly complete their present activity and answer the calls waiting in the queue. It alerts Supervisors to release available Agents who had been assigned to other tasks. Map this button as OAI61 on the agent's or supervisor's set.

Log-in / Log-out

Agents move in or out of the system on an individual basis. Each Agent has his or her own three-digit user ID and password. Agents log into the system at the start of their day and log out of the system at the end of their day. When they take lunch or coffee breaks, they use the make set busy feature.

Make Set Busy

An Agent can manually make their telephone busy by pressing the **BUSY** interactive button. This allows the Agent to temporarily leave the system (during lunch or breaks).

Supervisor Help and Monitoring

The Supervisor uses the help and monitoring capabilities to provide expert advice to Agents on difficult calls. Supervisors can listen to Agent/customer conversations to ensure courteous and efficient service. The Help function allows the Agents to request help without interrupting the call in progress.

Wrap-up Time

Immediately after he or she terminates a call, the system places that Agent's telephone into the wrap-up mode. During this wrap-up time, the agent will not be presented any calls. Usually the Agent will take this time to finish any paperwork associated with the call just completed. The Group Supervisor programs the wrap-up time for each individual Agent. Experienced Agents may require less time to wrap up a call than less experienced Agents.

An Agent can shorten a call's wrap-up time by pressing the **READY** interactive button, and similarly can extend a call's wrap-up time by pressing the **BUSY** interactive button.

1.8 Describing QuickQ Group Features

Each Group Supervisor can program these features independently for each group to meet its specific requirements.

Alarm Threshold (Time)

Alarm Threshold (Time) is a pre-programmed time parameter to monitor the number of calls waiting in queue (default period is 45 seconds).

Alarm Threshold (Calls in Queue)

Provides an indication to Agents & Supervisors that the number of calls waiting in queue has gone beyond the Alarm Threshold (Time). If the Alarm Threshold (Calls in Queue) is set to a number higher than zero (0), an audible tone will go off at all Agent's telephones when that preset number of calls has reached the Alarm Threshold (Time). If the Alarm Threshold (Calls in Queue) is set equal to zero (0), the alarm will not go off even if calls have reached the Alarm Threshold (Time). Statistics will still be collected for MIS Reports and supervisors' wallboards.

Automatic Day-to-Night Mode

QuickQ switches from night mode to day mode when the first Agent of the group logs into the system to take calls. This ensures there is always someone logged in to take calls before the system accepts them.

Each Group Supervisor can set their group to automatically switch from day mode to night mode.

In night mode, the system answers the incoming calls, plays the prerecorded night announcement, and releases the call.

The system will automatically log all agents out when all calls holding, prior to night mode are answered.

Automatic Answer Mode

An Agent that operates in the automatic answer mode wears a head set. For incoming calls, the system rings the agent's telephone and connects the call directly to it.

Manual Answer Mode

An Agent in manual answer mode chooses to answer the incoming call or to reject it using the interactive buttons on his or her telephone.

Overflow Group

The overflow group is a secondary group of Agents to whom the system will direct calls after the overflow threshold time-out occurs (default is 3 minutes, 30 seconds). The overflow group allows agents in more than one group to handle calls. By handling calls from other groups, Agents increase the overall call handling efficiency of the system. The system allows up to 16 overflow extensions. The overflow groups are set by the System Manager.

NOTE: Overflow level 4 can be set in technician programming to a specific non-ACD extension.

Example: Agents in Group Two will receive calls from Group One when the pre-programmed period of time (default is 210 seconds) has gone beyond the overflow threshold. The overflow threshold is preset depending on the group's requirements. Since the overflowed calls remain in both queues (for Groups One and Two), the system will direct each call to the first available agent in either group. This feature is known as "look back."

Overflow Threshold

The overflow threshold is the period of time that the system holds a call before it transfers it to an overflow group.

Priority Call Handling

There are four call handling priority levels (01 is the highest priority and 04 is the lowest priority). System Managers can assign a priority status to sub-groups of telephone lines. The system will queue the calls that arrive on those lines ahead of the calls that arrive on non-priority lines.

Example: Assign 800 numbers a priority of 01 so Agents will answer these calls before they answer any other call. This is important, as network billing starts as soon as the *QuickQ* answers the call.

Individual Agents can have a priority status (01 to 04). The system assigns calls to Agents with the highest priority before it assigns calls to lower priority Agents.

Example: Assign Agent 200 a priority of 01 and Agent 209 a priority of 04. Agent 200 will receive incoming calls before Agent 209 receives any calls regardless of idle time. This allows Agent 209 to be available for calls yet be less likely to be interrupted from any other assigned work. This means Agent 209 can do assigned paperwork during a known slack period and still be available to answer calls if all other Agents are busy.

Redirect Threshold

If a call is not answered by an Agent (for example, the Agent forgot either to log-out or to make their telephone busy before leaving their desk) for a period of time defined as the redirect threshold time, the system will redirect the call to another Agent or group and automatically make the Agent's telephone busy. This occurs only in Manual Answer Mode.

Call Screen Mode

This mode of call routing sends all calls to the digital voice announcer. Callers hear the complete initial delay announcement before their call is directed to an Agent. Usually the message is used to provide the caller with certain information (promotional information or instructions such as “Please have your credit card number ready”) prior to talking to an Agent.

Notes

1. PROGRAMMING QUICKQ

This section describes programming procedures for the *QuickQ* system manager and for the *QuickQ* group supervisor. All programming is accomplished at a *QuickQ* system console using a Windows®95 or Windows®NT operating system. As a system manager or group supervisor, you will do all of your programming by pointing and clicking objects on the console's screen using a mouse. If you are not familiar with using a mouse in a windows-based graphic environment, refer to Appendix A.

1.1 Understanding System Startup

At initial installation, the installer performs system startup and programs the Digital Communications System and the *QuickQ* to work together.

The system begins operation with the following default settings:

• Agent Password	None	• Group 1 Supervisor ID #	901
• Agent Priority Level	01	• Group 1 Supervisor Password	901
• Agent Wrap-up	10 sec.	• Group 2-16 Supervisor ID #	000
• Agent's ID #	None	• Groups 2-16 Supervisor Pswd	000
• Alarm Threshold Calls in Queue	0	• Line Priority Level	01
• Alarm Threshold	45 sec.	• Night Announcement	3
• All Agents Busy Alarm	No	• On Hold Interval	30 sec.
• Allow Suspension of Agent Set	No	• Overflow Group	None
• Answer Mode	Manual	• Overflow Threshold	210 sec.
• Call Screening	No	• Priority Override	90 sec.
• Calling Number ID	No	• Redirect Threshold	20 sec.
• Day to Night Mode	Yes	• Second Announcement	2
• First Ann. Intercept Delay	10 sec.	• Special Announcement	4
• First Announcement	1	• System Manager ID #	900
• Force Account Code	No	• System Manager Password	900
• Time for each Day-Night Mode	5:30 pm		

To determine which settings are applicable to you, refer to the relevant headings on the following pages.

1.1.1 PREPARING SYSTEM LAYOUT / WORKSHEETS

Prepare the system manager's programming worksheet before you actually begin configuring the system at the console, and use this worksheet as a reference to assist you in entering the information required. There is an example worksheet in Appendix B.

1.1.2 PROGRAMMING QUICKQ WITHOUT A PROTECTION KEY

You can program *QuickQ* without a protection key. *QuickQ* version 4 software will operate for approximately one hour without a software key installed.

1.1.3 PROGRAMMING QUICKQ FROM ANOTHER PC THROUGH NETWORKING

QuickQ managers or supervisors who are working on a network connected to the *QuickQ* server can program features and run reports from his or her personal computer, called a client. All that is required is a Comdial networking card installed in both the server and the client.

The network limit is 10 clients, but only one client can communicate with *QuickQ* at a time.

1.2 Signing In

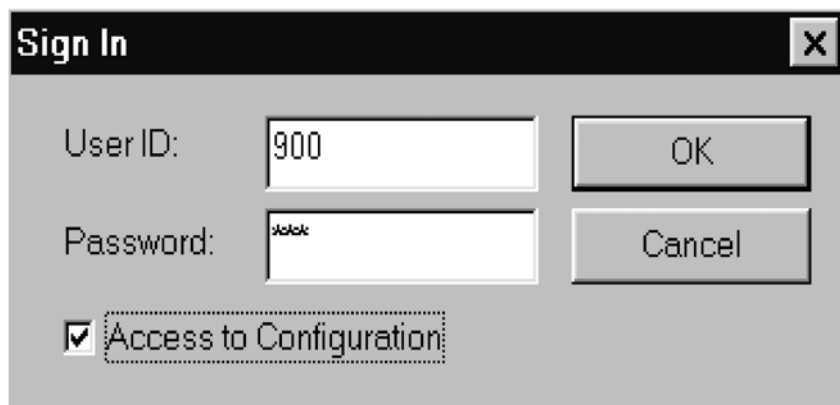
Use the following steps to gain access to the system.

1.2.1 SIGNING IN TO THE MANAGER'S LEVEL

From the main *QuickQ* screen, you can sign into the *manager* level. This will allow you to access all of the *QuickQ* windows that you will need to complete the system programming.

1. Click on **Level** in the menu bar or type **Alt L**. A pull-down *Level* menu appears with the sign-in and sign-out and exit options. Click on **Sign-In**.
Alternately, if the toolbar is enabled, you can click on the shortcut key labeled with a key. When enabled, the toolbar appears under the menu bar. After completing any of the above actions, the *Sign In* window appears.

Figure 1-1 Sign In Window



2. Enter your User ID and Password on the *Sign-In* window. These must always be three digits. The default for both of these is **900**. The system hides the password digits as you type them. Click the small check box adjacent to *Access to Configuration*. If you do not do this, you will not be able to use the *Configure* menu.

3. Click on **OK** to close the *Sign-In* window and open the main *Manager* window.

Figure 1-2 Main Screen



1.3 Enabling the Toolbar and Status Bar

Click on **View** in the menu bar or press **Alt V**. A pull-down menu with the **Toolbar** and **Status Bar** options appears. A small check mark adjacent to each one of these options is displayed whenever that option is enabled. Place the pointer on the option name and click to toggle the option on or off. When the option is enabled, it will be displayed on the manager screen.

1.3.1 SIGNING THROUGH TO THE GROUP SUPERVISOR'S LEVEL

After you have signed-in to the *manager* level, you can sign through to the *group supervisor* level. Doing this will let you access all of the *QuickQ* windows that are available to the group supervisor.

1. Click on **Level**. A pull-down menu with several options appears.
2. Click on **Sign-Through**. Another pull-down menu appears with selections for the active groups.
3. Click on the name for the active group that you want to program. The title bar at the top of the window changes to display *Manager - (group name)*.

1.4 Signing Out

Click on **Level** to open the *Level* menu, and then click on **Sign-Out**. This action backs you up to the previous level. For example, if you previously signed through to the *Group Supervisor* level, clicking on **Sign-Out** backs you up to the *Manager* level.

1.4.1 SIGNING OUT AND EXITING QUICKQ

Click on **Level** to get the level pull-down menu. Click on **Sign-Out & Exit** to exit *QuickQ* and return to the Windows®/NT desktop.

1.5 Manager Programming

From the main manager window, you can program the *QuickQ* features described on the following pages.

1.5.1 ENTERING YOUR COMPANY'S DATA

Figure 1-3 *QuickQ* Company Window

The screenshot shows a 'Configure' dialog box with a 'Company' tab selected. The fields are filled with the following information:

Name:	Comdial Corporation		
Street:	1180 Seminole Trail		
City:	Charlottesville		
State:	Virginia	Zip:	22906-7266
Country:		Site #:	

QQ507

Register your company's name and address in the *QuickQ* system's company window.

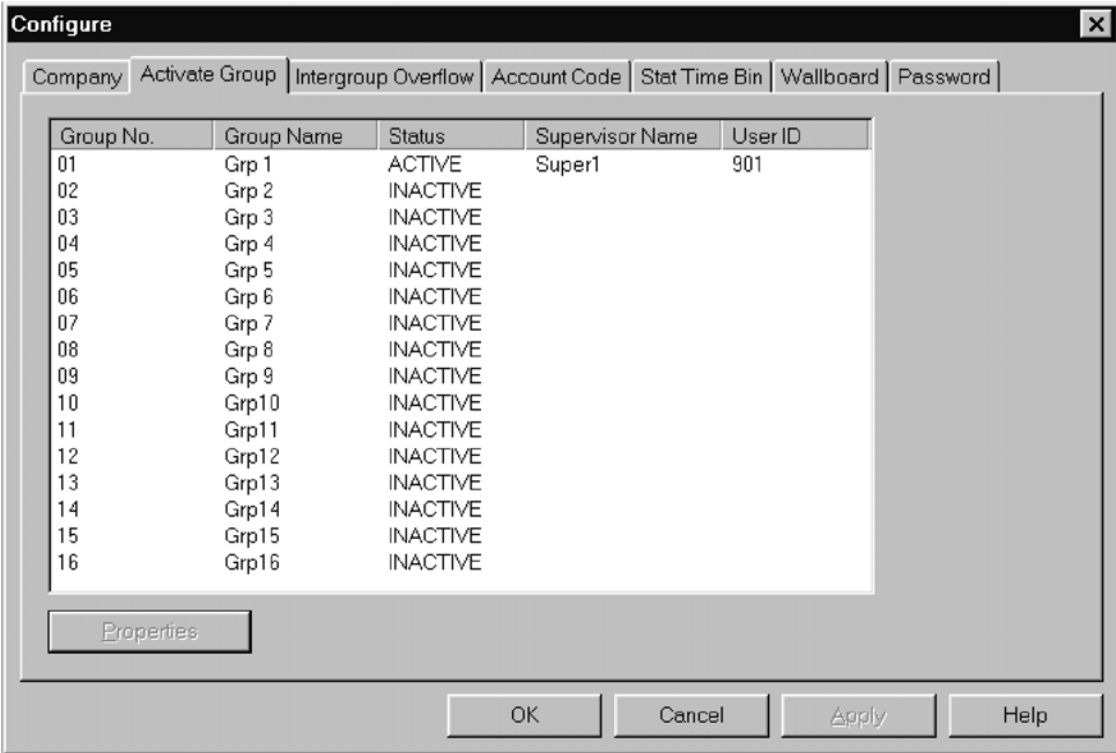
- You can enter a maximum of 40 characters for the Name and Street.
- City, State and Country allows a maximum of 20 characters.
- Enter a maximum of 10 characters for Zip and Site #.
- Site # is for classifying multiple sites.

NOTE: The company name that you have entered here will appear on all QuickQ reports.

1.5.2 ACTIVATING A GROUP

In *QuickQ* you can set up a total of 16 Groups, with up to four Line Groups in each Group. Each Group is independently programmed with different agents, modes of operations, and overflow settings. When a Group is further divided into different Line Groups, each Line Group will be assigned separate announcements, priority levels, and statistics. To change the Group Status in the Active Group window, highlight the Group and select **Properties**.

Figure 1-4 Activate Group Menu



QQ509

Figure 1-5 Activate Group Properties Window



QQ510

In The Activate Group Properties window:

1. Click on the Activated check box to enable the group. A check mark indicates the group is active.
2. Enter Group Name in up to 7 characters.
3. Changes made in this window reflect in the technician level's Activate Group dialog box.
4. All combo boxes displaying the Group are also updated.

NOTE: When a group is activated, the system creates agent group automatically since a minimum of one agent group is required to make a group functional. The system deletes Agent Group 1 automatically when someone deactivates Group 1. However, you must first make sure all agents are removed from the agent group to do this.

1.5.3 DEACTIVATING A GROUP

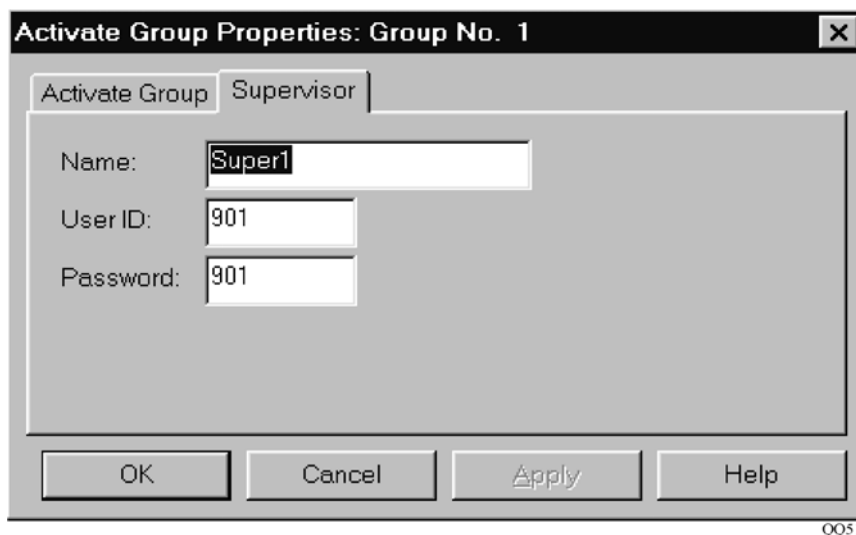
When deactivating a group,

1. All agents are removed from the agent group.
2. No wallboards are connected to the group.
3. The group is not being assigned for intergroup overflow.
4. All line groups are disabled. This can only be done by a technician.

1.5.4 ACTIVATING GROUP SUPERVISOR

1. Click *Supervisor* tab to access the *Activate Group Supervisor* window. Here, you can change supervisor name, ID, and password.
2. Enter Supervisor Name in up to 7 characters.
3. Enter ID and Password in 3 digits, range from 100 - 999.
4. The ID and password that you have set up will reflect in the group supervisor's *Password* dialog box of the programming level.

Figure 1-6 Activate Group Supervisor Window



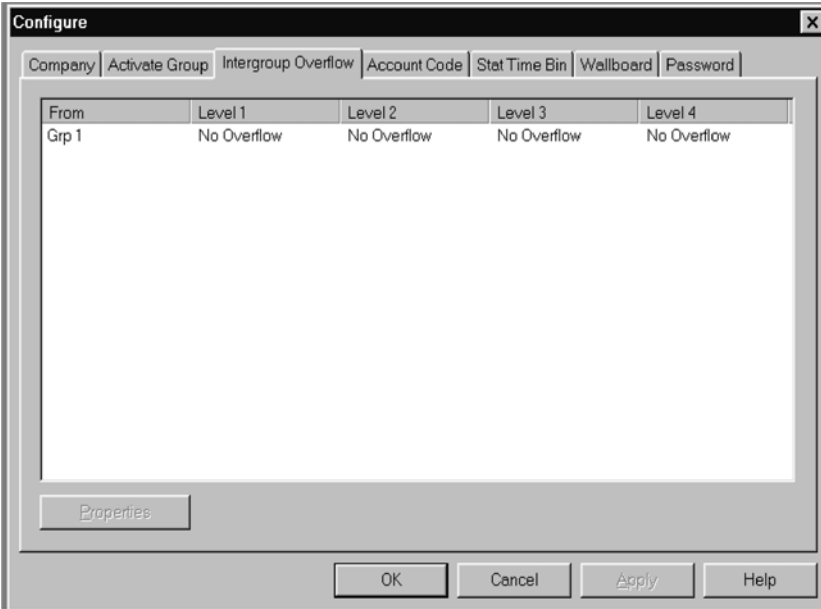
1.5.5 SETTING THE INTERGROUP OVERFLOW

An overflow group is a secondary group of agents to whom *QuickQ* will direct calls, which has exceeded the overflow threshold time. Overflow programming is defined separately with four levels for each activated group.

To change the settings of an overflow group:

1. Highlight the group in the *Intergroup Overflow* window. Only the active groups are shown in the window.

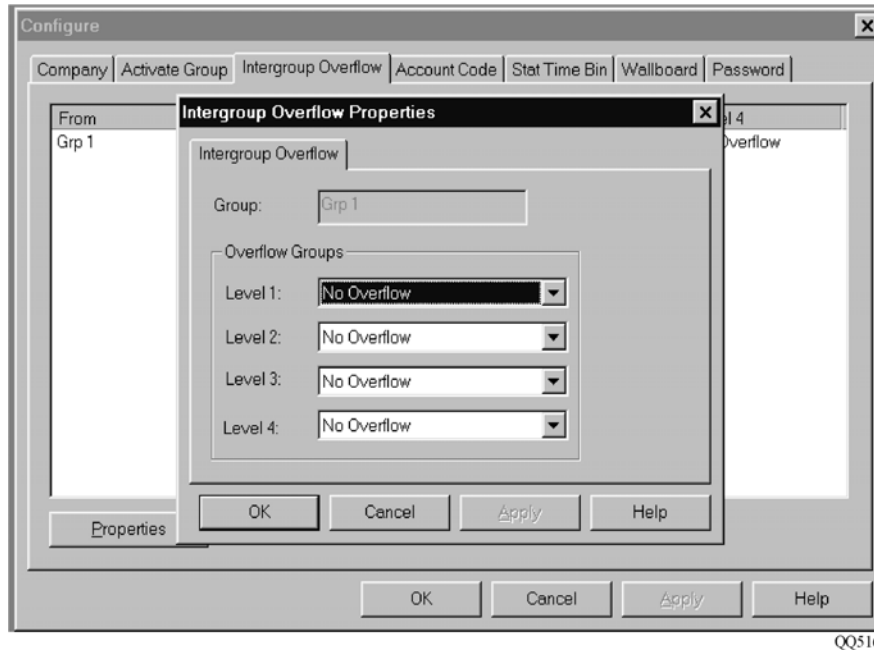
Figure 1-7 Intergroup Overflow Window



QQ515

2. Select **Properties** to access the *Intergroup Overflow Properties* window.

Figure 1-8 Properties Menu



3. Click on the down arrow and select the options you wish to apply for each overflow level.
4. Only the active groups are listed for each overflow level.
5. If the technician has set up an Overflow extension, it will be listed as an option for Overflow Group in Level 4. In this way, you can program the system to send callers to an extension when all overflow groups are busy. The extension can be a receptionist extension or voice mail extension.
6. When the no overflow option is selected for all levels, QuickQ will not overflow the call to another group.
7. You cannot change the group name here.

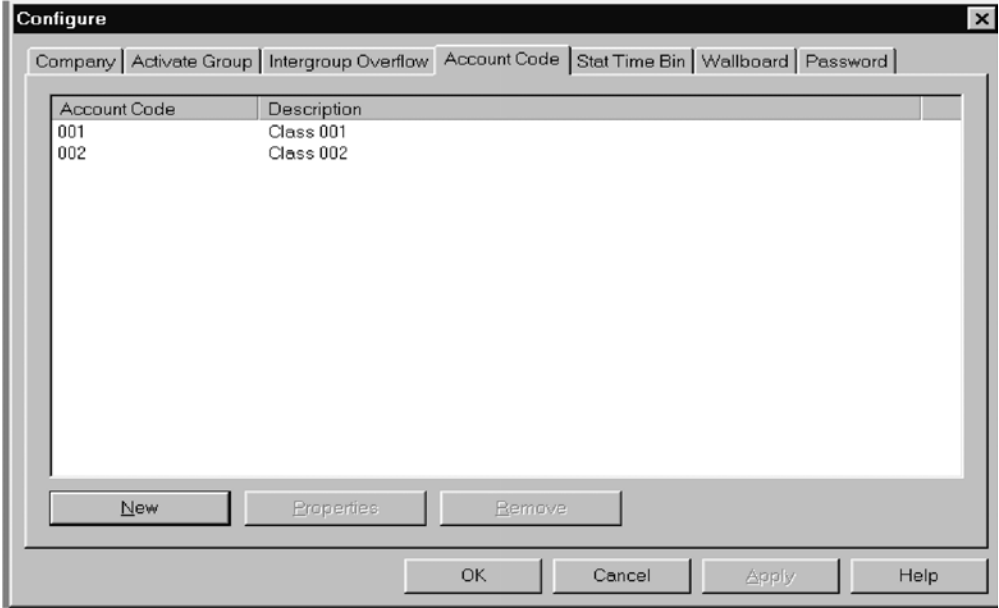
1.5.6 ASSIGNING ACCOUNT CODES

Agents can classify calls by entering a three-digit account code during or after a call. The *Account Code* dialog box displays a list of account codes and its descriptions.

1. To assign a new account code, select **New**.
2. To change the description for an account code, highlight the account code and select **Properties**.
3. To delete an existing account code, highlight the account code. Click **Remove**.

NOTE: Account codes, which are set up here, are used system wide.

Figure 1-9 Account Code Setup



1.5.7 ARRANGING THE STAT BINS

Answer Time Bins are for monitoring the number of calls that are answered within a user-defined period. Statistics collected will reflect the duration callers are put on hold prior to being answered by an available agent.

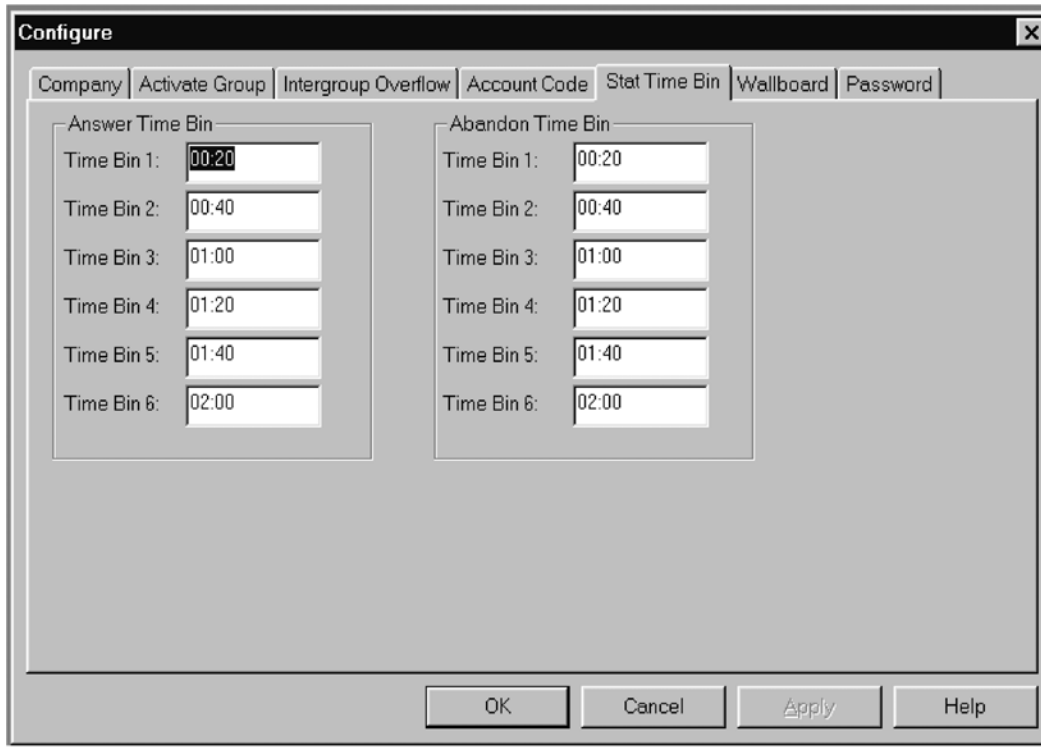
Abandon Time Bins are for monitoring the number of calls that are abandoned within a user-defined period. Statistics collected will reflect the time callers are willing to wait before abandoning.

To program Answer and Abandon Time Bins:

1. Enter the parameters in minutes and seconds such as “00:20” for 20 seconds in the *Stat Time Bin* window. Refer to Figure 3-12.
2. Use Tab to move from one time bin to the next.
3. Make sure that each time bin holds a higher time than the previous one. For instance, if you set 20 seconds for Time Bin 01, you may wish to set 40 seconds for Time Bin 02.

- There is no need, however, to set each Time Bin in equal intervals. Just set them to suit your analysis requirements.

Figure 1-10 Statistic Bins



QQ517

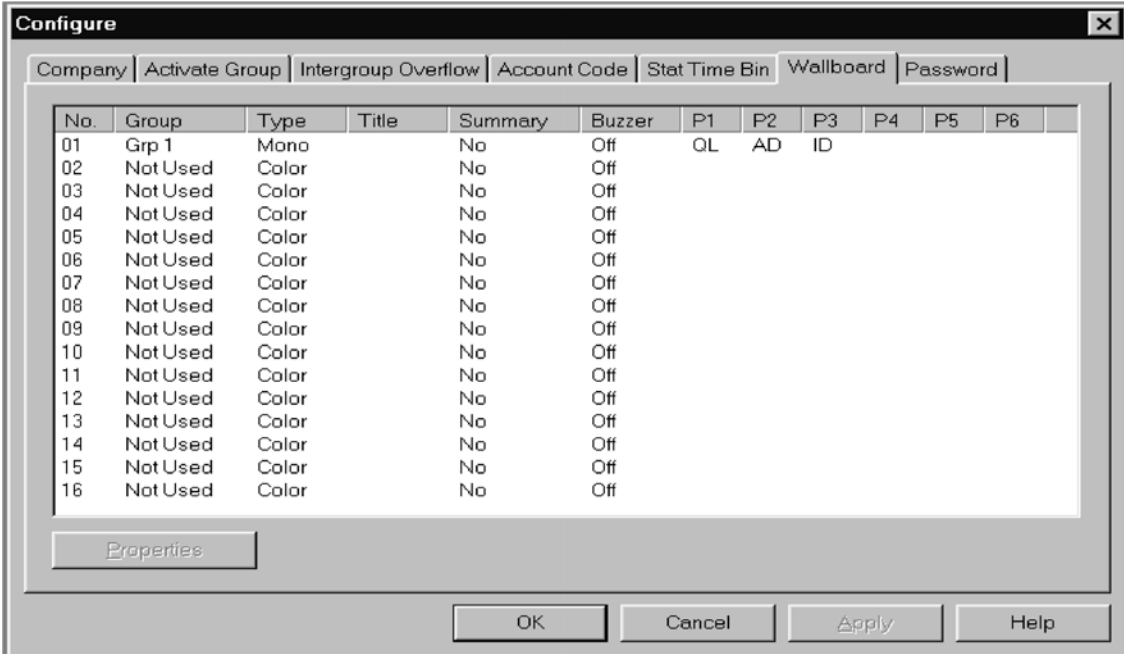
1.5.8 CONTROLLING THE WALLBOARDS

Each of the 16 wallboards is listed with its current settings in the *Wallboard* window. Refer to Figure 3-13. To setup a new wallboard or to change wallboard parameters, highlight the wallboard number and click **Properties**.

Setting Up a Wallboard

1. Click **Settings** to access the *Wallboard Settings* window.

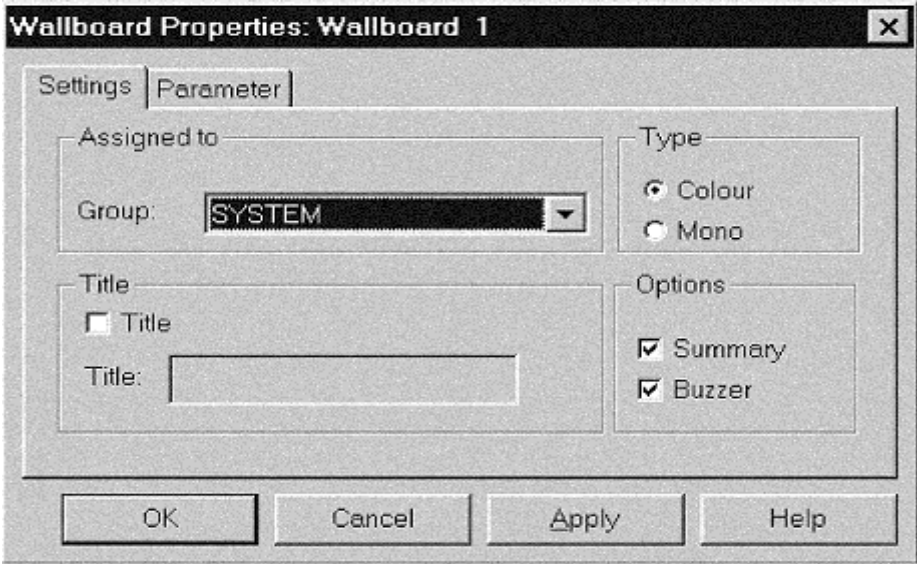
Figure 1-11 Wallboard Settings



QQ518

2. Assign the wallboard to the system or to an active group. If you select **Not Used**, you cannot edit other options in this dialog box.
3. Identify whether you are programming a *Mono* or *Color* wallboard. If you select the mono wallboard type, the *Title* option will automatically be disabled. This is because only color wallboards can show a title.

Figure 1-12 Wallboard Properties



QQ519

4. If you select the color wallboard type, you can enable or disable the *Title* option by clicking on the check box. You can enter up to 16 characters to describe the *Title*.
5. Click **Summary** if you wish to see hourly totals for your selected parameters.
6. If you wish to enable the buzzer when a message is sent to the wallboard or when an alarm threshold is met by one of the parameters showing on the wallboard, click **Buzzer**.

Programming Wallboard Parameters

1. Click **Parameters** to access *Wallboard Parameter* window.
2. This window is only accessible when a wallboard is connected to a group or to the system.
3. Click the down arrow of each parameter from *P1* to *P6*. 15 two-character abbreviations, each representing a specific parameter, will be listed.
4. When an abbreviation is selected, *Parameter Information* will display its definition.
5. For mono wallboards and for color wallboards with a title, you can program three parameters (from *P1* to *P3*) to show call statistics.
6. For color wallboards without a title, you can program all six parameters, from *P1* to *P6*.
7. After you specify each parameter, the wallboard will display its call statistics accordingly.

Figure 1-13 Wallboard Parameters

The image shows a software dialog box titled "New Customer". It has a standard Windows-style title bar with a close button (X). The dialog is divided into a "Customer" tab and a main form area. The form contains five labeled fields: "Name:" followed by an empty text input box; "Phone Number:" followed by a text input box containing "(---) ---"; "Priority:" followed by a dropdown menu currently showing "Priority 1"; "Group:" followed by a dropdown menu currently showing "Grp 1"; and "Line Group:" followed by a dropdown menu currently showing "LnGrp 1". At the bottom of the dialog, there are four buttons: "OK", "Cancel", "Apply", and "Help".

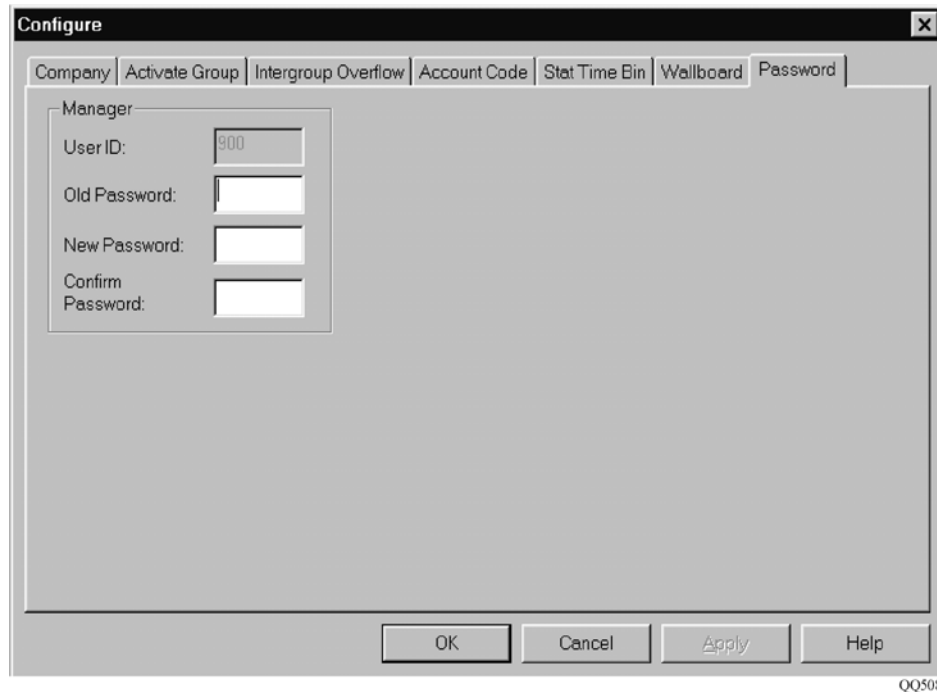
QQ5020

1.5.9 CHANGING YOUR PASSWORD

All passwords are restricted to 3 digits, ranging from 100 - 999. Manager's user ID is factory set and is unchangeable.

If you wish to change the Manager's password, access the *Password* window.

Figure 1-14 Password Window



1. Enter your existing password in *Old Password*.
2. Enter 3 new digits in *New Password*.
3. Key in the 3 new digits again in *Confirm Password*.
4. The new password will reflect in the *Password* dialog box of the Technician programming level.

The system manager can also change the supervisor's user ID and password of an active group.

1. On the *System* menu, click **Configure** and then select **Activate Group**.
2. Highlight a group and click **Properties**.
3. If the group is activated, you can click **Supervisor** to change the group supervisor's user ID and password.
4. You cannot make any changes in the *Supervisor* dialog box if the group is not enabled.

1.5.10 SETTING ANNOUNCEMENT TITLES

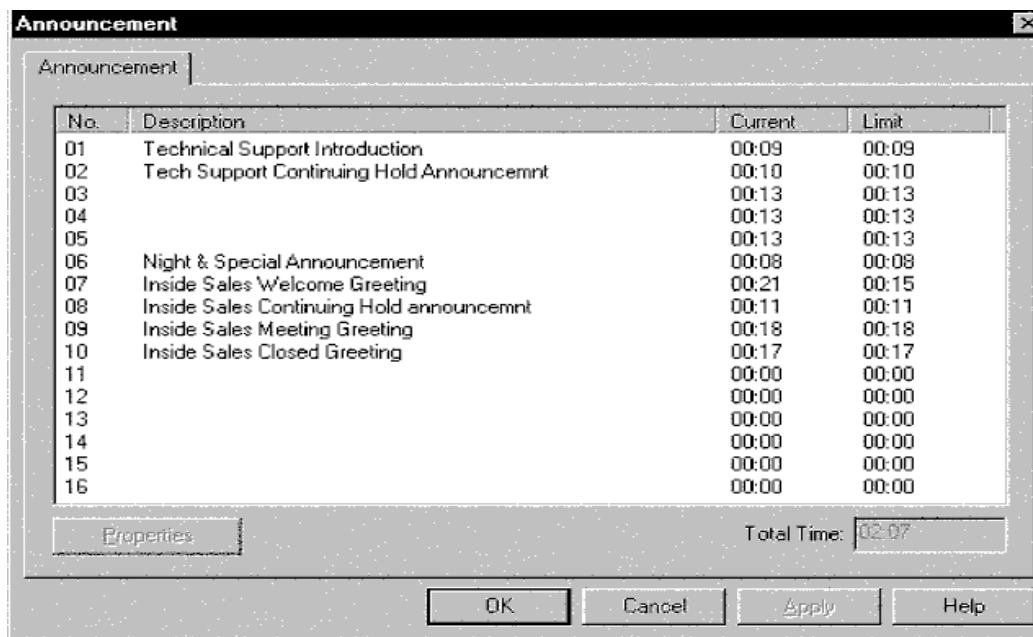
Announcements can be recorded from any telephone set logged in as *Supervisor*. DVA16 can store sixteen messages with a total 240 seconds recording time and DVA01 can store four messages with a total 2 minutes recording time. The *Announcement* option on the *System* pull-down menu is only applicable to customers using a DVA16

The *Announcement* window shows a list of all current announcements in the DVA16. Each announcement is numbered from 1 to 16, along with a description for easy identification. *Current* indicates the actual length of the newly recorded message and *Limit* shows the total recording time allowed. If you record a new message that is longer than the *Limit*, you will have to clear and record all messages once again. The *Total Time* at the bottom indicates the total time used for all recorded announcements.

Prior to recording, you should number and title each announcement in the *Announcement* window.

Tip—Record a blank message right after any announcements that require frequent changes. This provides additional recording time in case of a longer new announcement.

Figure 1-15 *Announcement Window*



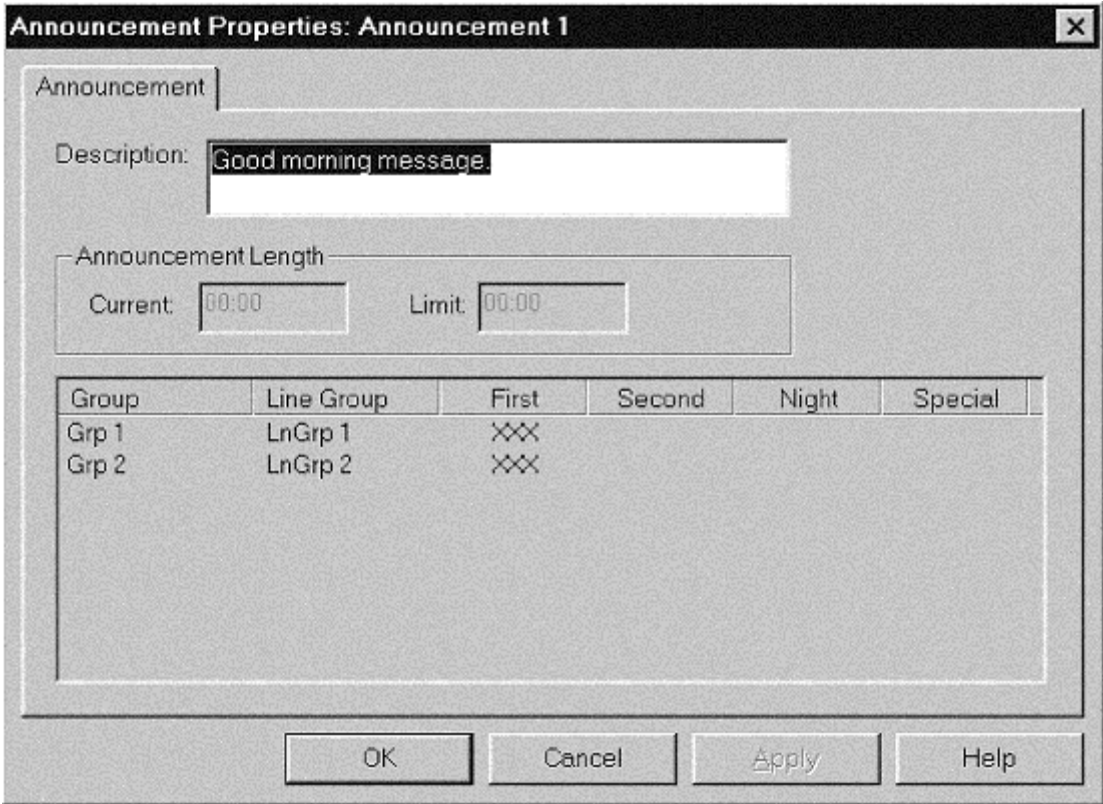
1. Highlight an entry.
2. Click **Properties** to open up the *Announcement Properties* dialog box. The *Announcement Properties* dialog box is mainly for informational purposes. It shows the following items:
 - The announcement description.
 - The length of the newly recorded message.
 - The maximum length allowed for recording your message.
 - The group and line group to which the message is assigned.

- Whether the message is used as a first, second, night or special message.

Managers can only edit the Announcement Description at a maximum of 40 characters. Description is used as a reminder note and does not affect *QuickQ* operation.

NOTE: -Go to *Line Group Programming* if you wish to allocate different announcements to different groups and for different applications.

Figure 1-16 Announcement Properties Window



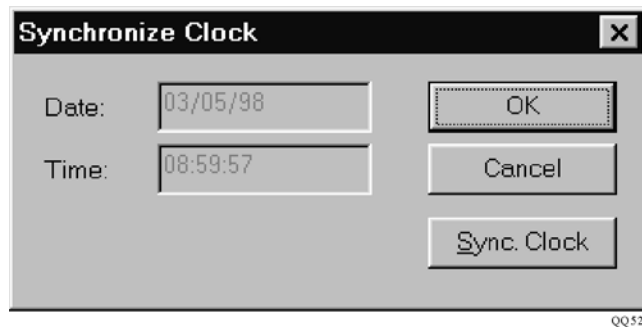
QQ540

1.5.11 SYNCHRONIZING THE DATE AND TIME

The *Synchronize Clock* window shows the current date and time from the *QuickQ* system clock.

To synchronize the *QuickQ* system clock with the Data Communications System, click the **Sync Clock** button.

Figure 1-17 Synchronizing Clock



1.5.12 BACKING UP ANNOUNCEMENTS

The *Backup Announcement* option on the *System* pull-down menu is only selectable when a DVA16 is connected to the *QuickQ* system. By selecting this option, you can copy all messages currently stored in the Digital Voice Announcer onto a floppy disk.

NOTE: This feature is not applicable for the DVA01 Voice Announcer.

1. Put a floppy disk into the floppy drive located on the Digital Voice Announcer.
2. Click *Backup Announcement* on the *System* pull-down menu and the system will start copying all current Digital Voice Announcer messages onto the floppy disk located on the Digital Voice Announcer.

Figure 1-18 Backup Announcement Menu



3. If this option is non-selectable, ask a technician to check the Digital Voice Announcer status.
4. The status bar at the bottom of the *Main Manager* window will display *DVA Backup*.

1.5.13 RESTORING ANNOUNCEMENTS

The *Restore Announcement* option on the *System* pull-down menu is only selectable when a DVA16 is connected to the *QuickQ* system. By selecting this option, you can retrieve all messages from the floppy disk to the DVA memory.

NOTE: This feature is not applicable to the DVA01 Voice Announcer.

1. Insert the floppy disk into the floppy drive located on the Digital Voice Announcer.

2. Click *Restore Announcement* on the *System* pull-down menu.

Figure 1-19 Restore Announcement Menu



3. A warning message will inform you that if you decide to restore the announcement, the DVA will deactivate for several minutes.
4. If you select *Yes*, the system will start restoring the announcements.
5. The status bar at the bottom of the *Main Manager* window will display *DVA Restore*.

1.6 Supervisor Programming

To gain access to the supervisor programming windows, sign through from the manager level to the group supervisor level by selecting the group you want to program. See the sections titled *Signing In* and *Signing Through To The Group Supervisor Level*.

Once you have signed into the system as a Group Supervisor, you can program group features that are described in the following pages.

1.6.1 PREPARING THE GROUP LAYOUT/WORKSHEET

Always prepare your Group Supervisor's programming worksheet before you begin configuring the group at the console. Refer to Appendix C of this publication for the *Group Supervisor's Programming Worksheet*.

1.6.2 PROGRAMMING MODES OF OPERATION

QuickQ can answer incoming calls for your group in several ways. In the *Modes Of Operation* window, you can select more than one operating mode.

Modes

- Enable **Call Screening** so that all callers are forced to listen to the entire first message, even when agents are available. By providing information on the first messages, you can reduce the the number of calls that require personal assistance.
- When **Force Account Code** is enabled, all agents must key in an account code prior to entering the **Wrap Up** state.

- Activate **Calling Number ID** to see callers' information on the agent sets. You must, however, make sure your phone system is equipped with this option. If caller's telephone number matches with one on the customer list, the customer's name will show. Otherwise, *QuickQ* will display the caller's telephone number.
- All agent sets will beep when the **All Agents Busy Alarm** feature is set and all agents are busy. This feature is to warn supervisor and agents that all signed-in agents are occupied.
- When **Allow Suspension of Agent Set** is enabled, agents can no longer reject calls by simply pressing the OAI button. They must log out or make their set busy. For multiple group agents, this option is determined by the parameter entered for any one group.

ANSWER MODE

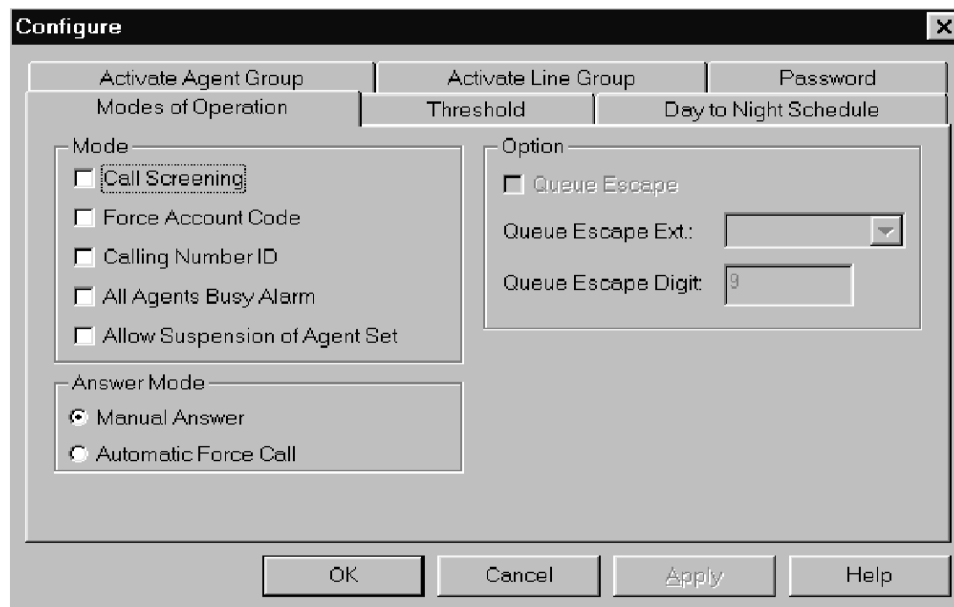
- When **Manual Answer** is selected, agents must press a button to answer the call.
- **Automatic Force Call** is intended to connect callers automatically to the agent's headsets. Agents can hear a short tone prior to being connected.

Option

Enable or disable the **Queue Escape**:

- Queue Escape is selectable if the Queue Escape Extensions are set at the Technician Programming Level. The technician must also assign a Queue Escape Digit that can be any number from 0 to 9.
- If **Queue Escape** is enabled, callers can press a digit while waiting in queue, to reach one of the four overflow extensions.
- **Queue Escape Ext.** lists all extension numbers programmed at the Technician Level. Supervisors must decide which extension their callers should reach if they do not want to wait in queue.
- **The Queue Escape Digit** is programmed at the Technician Level and cannot be edited here.

Figure 1-20 Configure Modes of Operation Menu



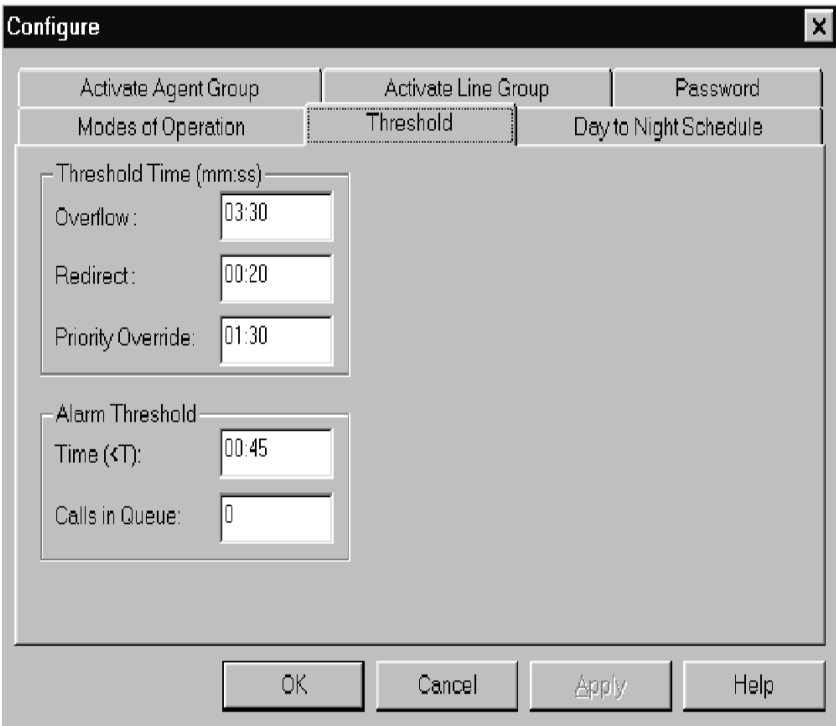
QQ5008

1.6.3 PROGRAMMING THE THRESHOLDS

In the *Threshold* window, you can set time limitations, so that *QuickQ* will know when to transfer calls to another group and when to adjust the priority levels of incoming calls.

1. Specify the following *Threshold Time* in minutes and seconds. Range is from 00:00 - 59:59.
 - **Overflow** identifies the time a call will wait in queue before the system transfers it to the overflow groups.
 - Always set **Redirect** in less than one minute. If a call rings beyond the *Redirect Threshold Time*, the system will transfer the call to another agent. The original agent is made Busy automatically so that calls will not be directed to this agent.
 - **Priority Override** determines how long a low priority call remains in queue before the system promotes it to the highest priority. This is useful when a number of high priority calls are coming in and a low priority call has been waiting for some time.
2. Set **Alarm Threshold** parameters.
 - **Time** indicates how long a call is allowed to wait in queue before a warning tone is sounded to all agent sets.
 - **Calls in Queue** specifies the number of calls that have to pass the Alarm Threshold time before the warning tone is triggered. To disable the audible alarm, set this parameter to 0. Set this parameter to 1 if you wish to primarily use the *Alarm Threshold Time* to trigger the alarm. Enter a maximum of three digits.

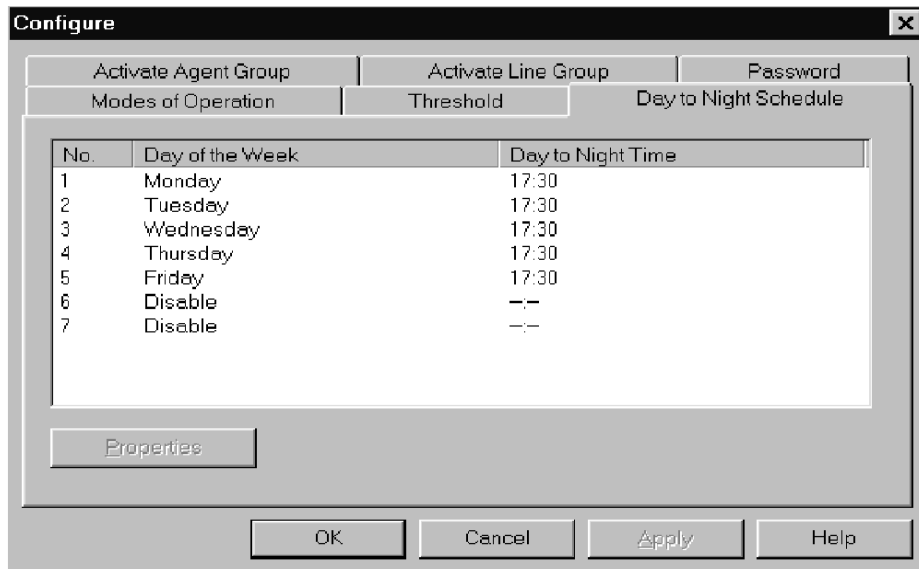
Figure 1-21 Threshold Programming Window



1.6.4 CONFIGURING THE DAY TO NIGHT SCHEDULE

The system automatically switches to night mode at the specified Day-to-Night Time. In the *Day to Night Schedule* window, supervisors can program seven schedules for each group.

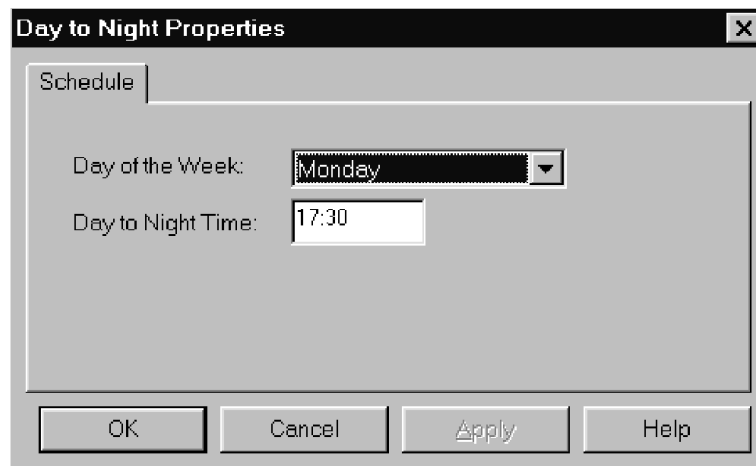
Figure 1-22 Day to Night Schedule Menu



QQ5012

1. To create or to revise a schedule, highlight an entry and select **Properties**.
2. The *Day to Night Properties* window opens up.
3. **Day of the Week** lists seven days of the week plus a Disable option. Select the day you wish to program.
4. Enter **Day to Night Time** in minutes and seconds. Range is from 00:00 - 23:59.

Figure 1-23 Day to Night Properties Menu



QQ5013

1.6.5 ACTIVATING THE AGENT GROUP

When you enable a group at the *Manager Level*, the system automatically activates *Agent Group 1*, so you can start assigning agents to the group. If you wish to split up your agents in more than one Agent Group, click on the check boxes in the *Activate Agent Group* window (refer to Figure 3-26) to activate a new Agent Group. You can set up four Agent Groups in one Group.

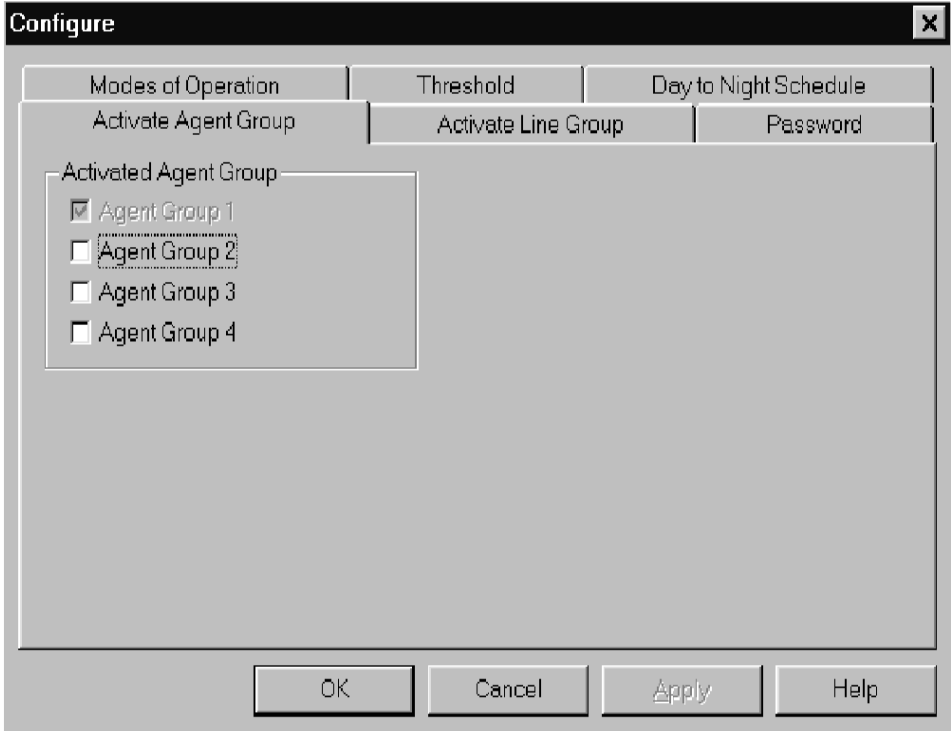
Agent Groups are only found on statistical reports. They do not affect the way *QuickQ* distributes calls to the Group. For instance, customer service agents in Group 1 are further divided into 2 Agent Groups. Agent Group 1 consists of all full time agents and Agent Group 2 consists of all part time agents. When a call comes in, *QuickQ* will simply send the call to any available agent in Group 1. It will not recognize the Agent Groups. If an agent from Agent Group 1 answers the call, *QuickQ* will update call statistics for the agent and will show on *QuickQ* reports.

If you wish to assign agents to an Agent Group, select an active Agent Group from the Group menu. You will be able to enter the agent's name, user ID, the wrap-up time allowed for that agent plus the agent's priority level.

NOTE: You cannot disable Agent Group 1. The system removes Agent Group 1 automatically when a technician disables a Group.

The system cannot disable an Agent Group unless all agents in the group are removed.

Figure 1-24 Activate Agent Group Dialog Screen



003010

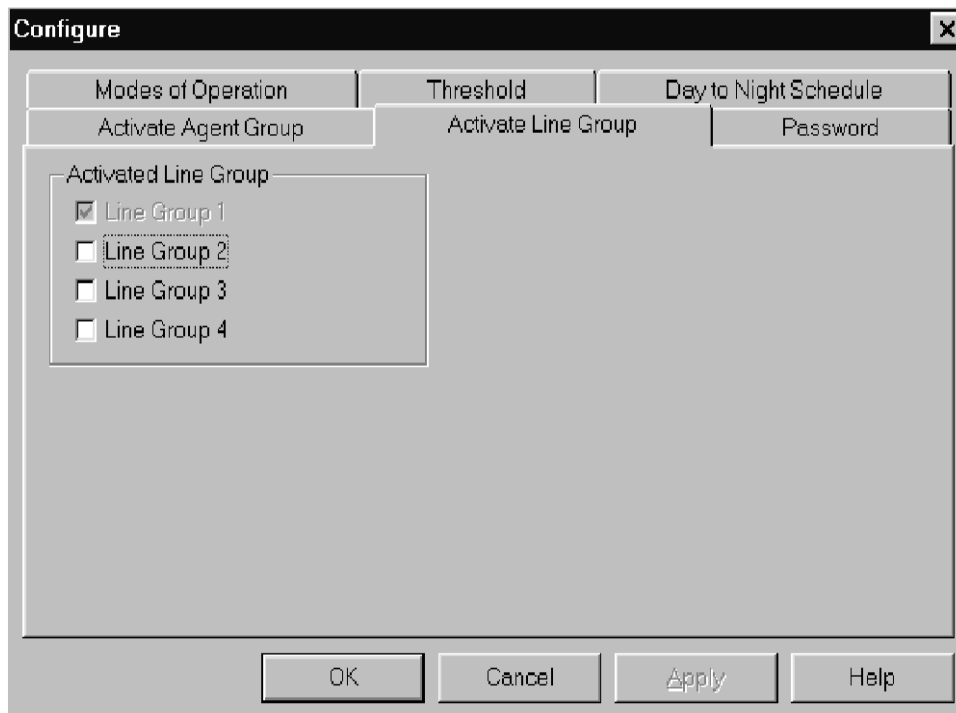
1.6.6 ACTIVATE A LINE GROUP

Line Groups are created within a group for separate messaging, line group priority and line group statistics. For instance, local lines are grouped in Line Group 1 and 1-800/1-888 lines are grouped in Line Group 2. *QuickQ* plays a different primary greeting to the local customers in Line Group 1 and to out of town customers in Line Group 2. In order to reduce long distance charges, Line Group 2 can also be provided with a higher priority level.

Either a Group Supervisor or a Technician can program up to four Line Groups within each Group. If you wish to activate a Line Group in the *Activate Line Group* window, click on the check boxes. If you wish to disable, click on the check boxes again.

NOTE: You cannot disable a Line Group unless all Lines or DID-DNIS Tables in the Group are removed. You can confirm this at the Technician Programming Level.

Figure 1-25 Activate Line Group Dialog Screen



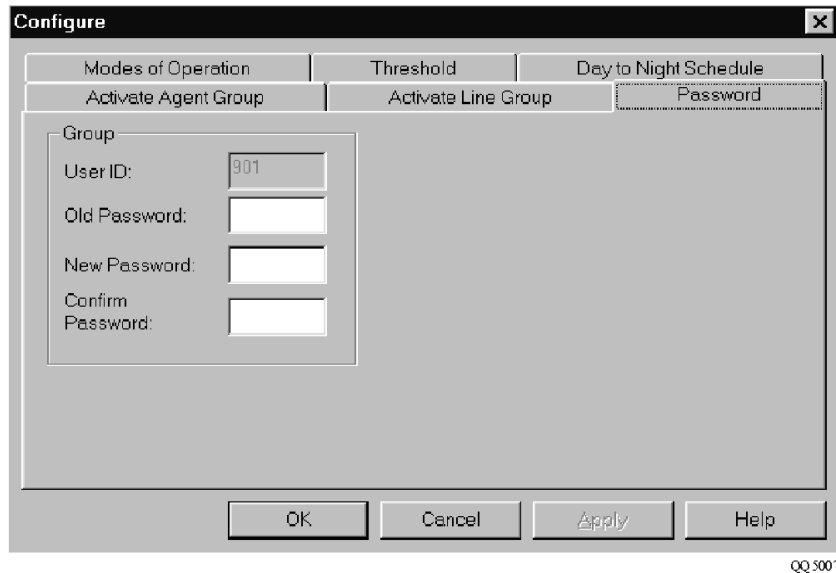
QQ5011

1.6.7 CHANGING YOUR PASSWORD

The Group Supervisor's User ID is factory set. It can only be changed at the *Manager Level*.

NOTE: All passwords are restricted to three digits, ranging from 100 - 999.

Figure 1-26 Configure Password Dialog Window



To change the Group Supervisor's password:

1. Enter your existing password in *Old Password*.
2. Enter three new digits in *New Password*.
3. Key in the three new digits again in *Confirm Password*.

1.6.8 USING THE CALLING NUMBER ID

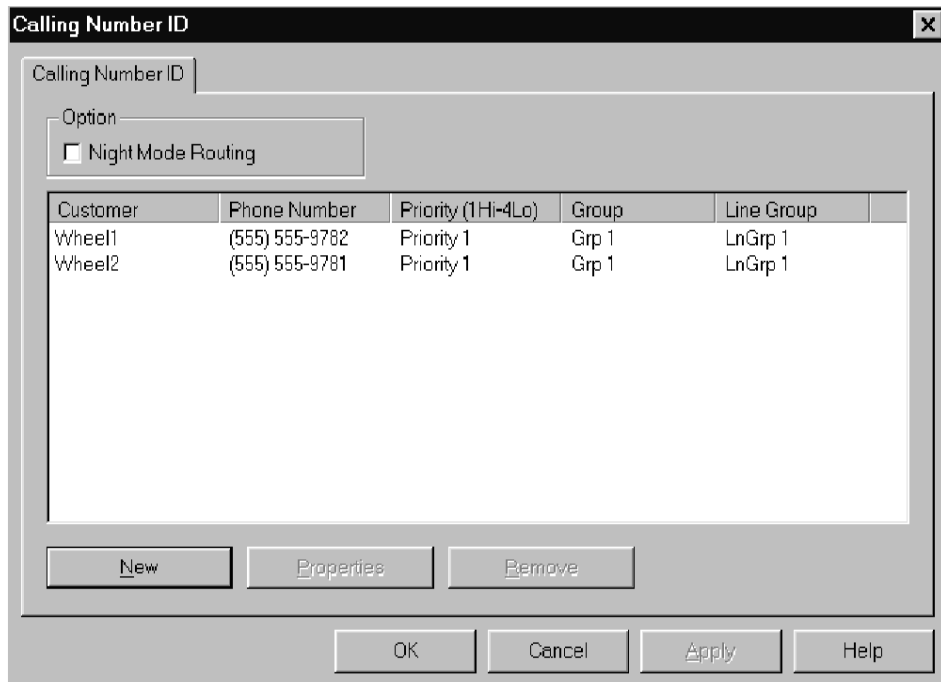
Calling Number ID allows agents to get ready for callers before answering. If *Calling Number ID* option is enabled in *Modes of Operation*, *QuickQ* will display the customer's name or phone number on the agent set. It will also route customers to their designated group and at a preset priority level.

To make this feature functional, you must also create a customer list that includes frequent callers or VIP customers. If *QuickQ* can match the caller's telephone number with a telephone number on the customer list, the customer's name will show on the agents' telephones. Otherwise, *QuickQ* will display the caller's telephone number.

Setting Up a Customer List

1. Click on **Night Mode Routing** to enable or disable this option that only applies to customers listed on the *Calling Number ID* window. When **Night Mode Routing** is enabled, *QuickQ* will send customers to the groups assigned to them on the Calling Number ID list. Callers will hear a night message from the specified group. When **Night Mode Routing** is disabled, *QuickQ* will not route callers to their designated group and callers will hear a night message from the primary group.

Figure 1-27 Calling Number ID Dialog Window



QQ5019

2. To add a new customer to the list, click **New**.
3. To revise current customer information, highlight the entry and select **Properties**.
4. To delete a customer, highlight the customer and select **Remove**.

You can generate the following two reports from the Calling Number ID customer list:

- *Preferred Customers Call Report* provides incoming call statistics of customers, who are listed on the Calling Number ID dialog box.
- *Abandoned Call Report* provides supervisors with a list of Calling Number ID customers who hang up while waiting in queue.

Adding a New Customer

Figure 1-28 New Customer Dialog Window

QQ5020

1. Type in a maximum of seven characters for **Name**.
2. Type in a maximum of ten characters for **Phone Number**.
3. Select one **Priority** level. 1 is the highest priority and 4 is the lowest.
4. All active groups are listed in **Group**.
5. **Line Group** lists all line groups that are available for the group. Decide which telephone line the customer will call into and select one option.

Tip—You can use wildcards (*X*) can be used to program telephone numbers in the Calling Number ID window.

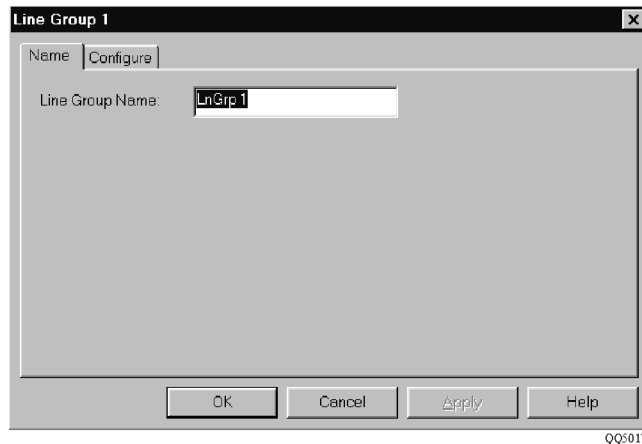
You can use (*X*) for the first three digits and for the last four digits. For example, (*XXX*) 555-*XXXX*, where 555 is all 555 calling area.

You can leave the 3-digit area code blank for local callers. For example: ()555-1234.

1.6.9 CONFIGURING LINE GROUP ANNOUNCEMENTS

From the *Line Group Name* dialog, enter the name—it can be a maximum of seven characters.

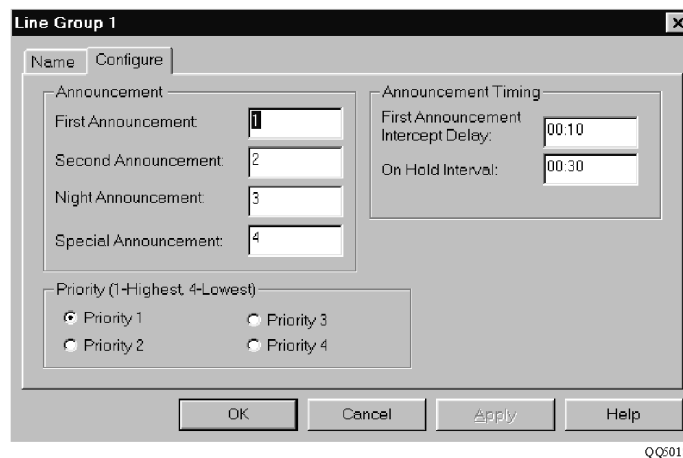
Figure 1-29 *Line Group Name Dialog Window*



From the *Line Group Configuration* dialog take the following actions:

1. Specify which message (16 available messages) the system will use for each announcement. Enter from a range of 0 - 16. If all agents are busy, the *First Announcement* offers an introductory message and puts customers on hold. The *Second Announcement* reassures customers that an agent will be with them shortly. At night mode, *QuickQ* plays a *Night Announcement* and disconnects the caller at the end of the message. *Special Announcement* is used in unusual circumstances such as early office closure. After listening to a Special Announcement, callers are disconnected automatically.

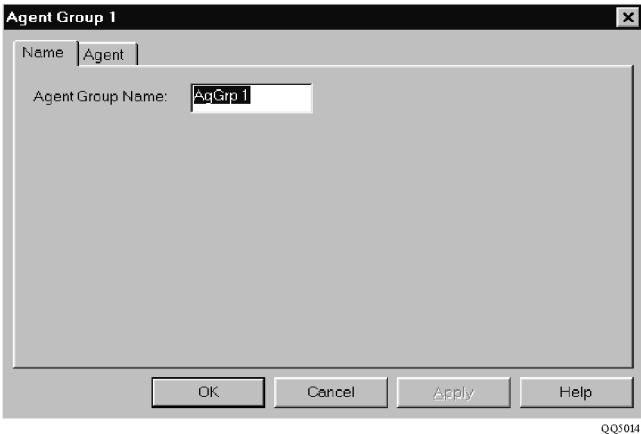
Figure 1-30 *Line Group Dialog Window*



2. Set *Announcement Timing* in minutes and seconds. Range is from 00:00 - 59:59.
3. *First Message Intercept Delay* is the period of time when *QuickQ* waits before answering the call and playing the first message to the caller if all agents are busy.
4. *On Hold Interval* is the time between playing different announcements.
5. Select one *Priority* level for the line group. To cut down long distance costs, assign 1-800 or 1-888 lines to a higher priority.

1.6.10 CONFIGURING AGENT GROUPS

Figure 1-31 Agent Group Dialog Window

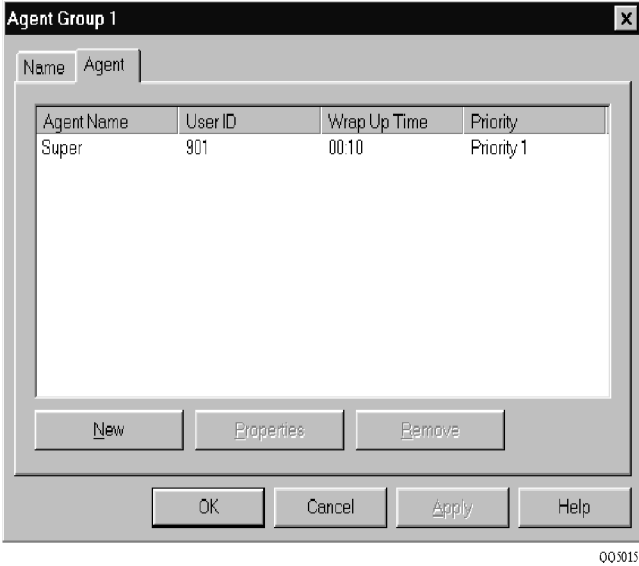


From the *Agent Group* dialog, select *Name* and enter the agent group name—it can be a maximum of seven characters.

Adding, Changing, and Deleting Agents

To change or delete an agent, from the *Agent Group* dialog, select *Agent* to open the Agent dialog.

Figure 1-32 Agent Dialog Window



To *change* existing agent information, highlight the agent in the list box and select **Properties**.

To *delete* an agent from the Agent Group, highlight the agent and select **Remove**. Then, select **Yes** to confirm.

NOTE: You cannot remove Group Supervisor for Agent Group 1. The system automatically removes the supervisor information when you disable group at the Manager level.

To enter a new agent, click on **New**. The New Agent window opens.

Figure 1-33 New Agent Dialog Window

Agent

Agent Information

Agent Name:

User ID:

Password:

Setting

Wrap Up Time:

Priority (1-Highest, 4-Lowest)

Priority 1 Priority 3

Priority 2 Priority 4

OK Cancel Apply Help

QQ5016

NOTE: You can assign an agent to multiple groups, which allows agents to handle calls from more than one group; however, you cannot repeat an agent ID in the same group.

1. Enter *Agent Name* in up to seven characters
2. Enter *User ID* in three digits, ranging from 100 - 999.
3. Enter *Password* in three digits, ranging from 100 - 999.
4. *Wrap Up Time* occurs right after an agent terminates a call. During this time, *QuickQ* will not send calls to agents, so that they can finish any paperwork associated with the call just completed. Specify the agent's *Wrap Up Time* in minutes and seconds. The valid range is from 00:00 - 15:00.
5. Assign the agent's *Priority Level*. *QuickQ* will initially send incoming calls to agents with the highest priority level.

Tip—You can duplicate agent's *User ID* in different groups (for multiple group agents), but not in the same group.

—When the agent's *User ID* matches with one in another group, agent information such as *Agent Name* and *Password* can be shared. In this way, when the *Agent Name* and *Password* changes in one *Agent Group*, it will automatically update in another *Agent Group* for multiple agents.

Notes

1. OPERATING THE QUICKQ SYSTEM

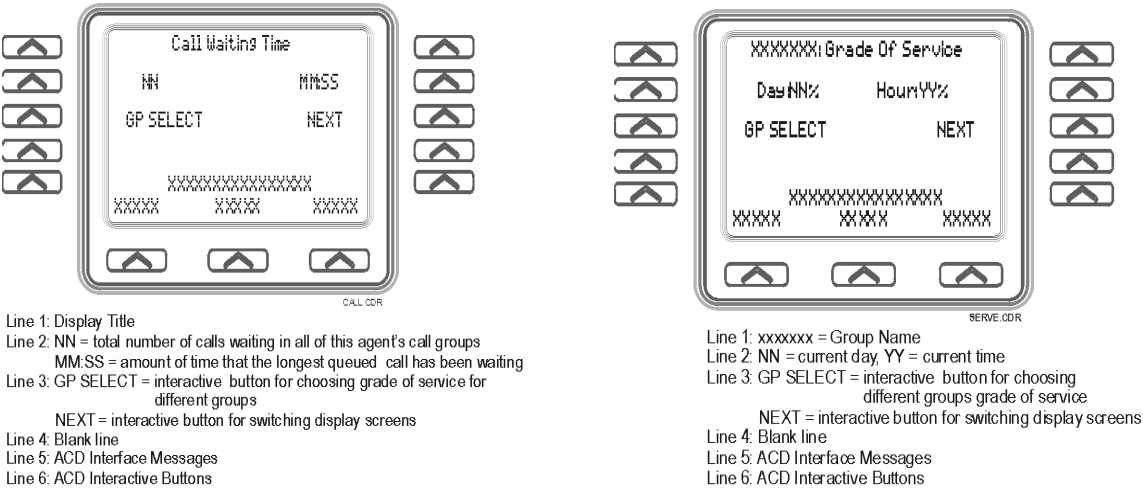
1.1 Detailing the QuickQ Telephones

The screens illustrated on the following pages are typical for telephones having a 32-character display (16 characters by two lines). Because the Scout cordless telephone, which can optionally be used by QuickQ supervisors, has a 20-character display (10 characters by two lines), many of the messages must be abbreviated. The Scout displays are illustrated on the following pages adjacent to the 32-character displays.

Beginning with software release 5.0, the QuickQ application also supports the Comdial Large Screen Display Speakerphone. This telephone provides a 24-character wide, six line high liquid crystal display (LCD). The large screen display telephone also provides 13 interactive buttons for use that are under software control (five along each side of the display and three along the bottom).

QuickQ uses the top three lines of the display and one button either side of the display for special purposes as detailed in the illustration shown below. Lines five and six of the display and the bottom three buttons provide the same information as do the telephones that have a 16-character by two line display, which is shown on the following pages.

Figure 1-1 Telephone Display



1.2 Logging In and Out of QuickQ

The following Log-In and Log-Out procedures apply to both Agent and Supervisor. They differ in the following areas:

- ID# and password are different.
- Agents can log into several groups at once.
- Supervisors can choose whether to receive calls or not.

Follow this procedure to log into the system.

1. Press the **QuickQ** button on the telephone and the following screen will appear. This display notifies you that you are about to log into *QuickQ*.

```

Welcome ->      QuickQ
    
```

```

Welcome->
QQ
    
```

2. Type your three digit Agent ID number. If you enter an incorrect Agent ID number, press the **RETRY** interactive button and enter the correct ID number, or use the **QUIT** interactive button to exit the Log-In procedure.

```

Agent Id:  _
RETRY          QUIT
    
```

```

Agt Id:
          Rt Qt
    
```

3. Type your Agent password. Remember, use **RETRY** or **QUIT** if necessary.

```

Password:
RETRY          QUIT
    
```

```

Paswrd:
          Rt Qt
    
```

4. **For Agents:** The system asks the agents to log into the appropriate group. If the supervisor has assigned you to multiple groups, use the displayed screen to locate the group into which you wish to log. Press the **IN** interactive button to log into the displayed group. The system displays your next group.

```

Group 1?
IN      SKIP      ALL
    
```

```

Group01?
          InSkAl
    
```

You can press the **IN** interactive button to log into that group or press the **SKIP** interactive button to display the next group after that and so on. Alternately, press the **ALL** interactive button and log into all of the groups at once.

For Supervisors: The system presents supervisor with a screen that asks if they wish to accept calls or not. Respond by pressing either the **YES** or **NO** interactive button.

```

Answer Call?
Yes          No
    
```

```

Ans Call?
          Ys No
    
```

5. The following screens indicates you are now ready to accept ACD calls:

For Agents:

QuickQ	Group Name	QQ	Group01
BUSY	HELP	LOG	ByHpLg

For Supervisors:

Group Name :Day	Group02 Dy		
MENU	MODE	LOG	MnMdLg

6. Logging Out:

(a) **For Agents logged into one group:** You can log out from *QuickQ* while in the Ready, Busy or Wrap-up modes. To do this, press the **LOG** interactive button. You are now in the Log Procedure, press the **OUT** interactive button to log out.

Log Procedure	Log Proced			
IN	CANCEL	OUT	ure	InCnOt

(b) For Agents logged into multiple groups: After you press the **OUT** interactive button from the Log Procedure, the system asks which group you wish to log out from. You can press the **OUT** interactive button to log out of the group shown on the display. You can press the **SKIP** interactive button to display the next group. Press the **ALL** interactive button to log out of all the groups that have more than one agent.

Group Name	Group01		
OUT	SKIP	ALL	OtSkAl

(c) The last agent cannot log out of QuickQ if the group is in day mode. If attempted, the following screens will appear:

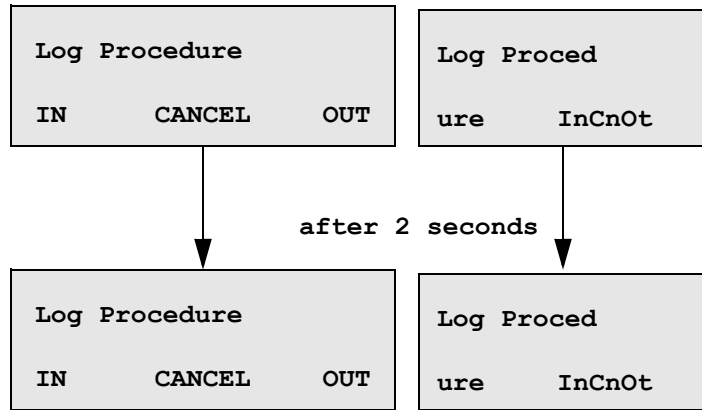
Can't Sign Out	Can't Sign	
CANCEL	Out	Cn

after 2 seconds

Busy	Busy		
CANCEL	HELP	LOG	CnHpLg

For Supervisors:

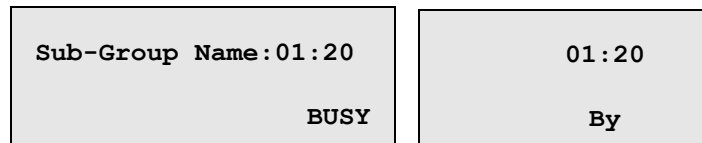
Press the **LOG** interactive button to take you to the Log Procedure. Then press the **OUT** interactive button. The screen will ask whether you want to exit *QuickQ*. Press the **Yes** interactive button to exit.



1.3 Operating As An Agent

1.3.1 ANSWERING AUTOMATICALLY

In the automatic answer mode with a headset enabled, when a call arrives at your telephone, you receive a warning tone and the system automatically connects the call. Speak into the mouth-piece of the headset. The display shows the call sub-group and the length of time the caller waited to be connected.



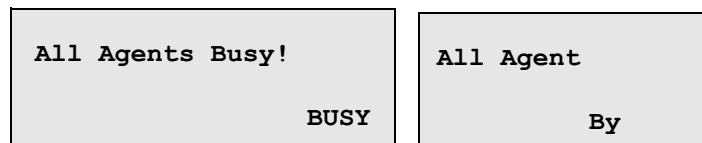
1.3.2 ANSWERING MANUALLY

In the manual answer mode, when a call arrives at your telephone, the telephone will ring.

- Lift the handset or press the **SPEAKER** button to answer the call. The LCD display shows the call sub-group and the length of time the caller waited to be connected.

NOTE: Use the speakerphone option with discretion as it creates noise in the office and subjects your caller to background noise as well.

- You may choose not to answer the call by pressing the **BUSY** interactive button. *QuickQ* will either redirect the call to another Agent, or it will show All Agents Busy!



Agents Busy! on the display if no one is available to take the call. If the display shows All Agents Busy! , you cannot make your telephone busy.

- When a call has reached the preset redirect threshold time, the system will forward the call to another agent and will make your set **BUSY** at the same time.

```

Busy
CANCEL  HELP  LOG

```

```

Busy
CnHpLg

```

1.3.3 WRAPPING UP A CALL

At the end of each call the system sets aside an installer-programmed time (individually programmable for each Agent in minutes and seconds) before presenting the next call. This time allows you to finish any processing or paperwork associated with the call you just completed.

- When you disconnect the call, the wrap-up timer starts and the display shows the wrap-up time, the number of calls in queue, and the number of those calls that have waited beyond the alarm threshold.
- Either remain in wrap-up mode until the wrap-up timer expires or press the **READY** interactive button to return to Ready mode.

```

Wrap-up->20 sec
READY  ACC  BUSY

```

```

WrpUp:  00s
RdAcBy

```

after 2 seconds

```

Waiting : 00
READY  ALL  BUSY

```

```

WT:  >T
RdAlBy

```

1.3.4 MAKING YOUR TELEPHONE BUSY

You can arrange your telephone to be unavailable to answer calls (for such times as lunch and breaks).

- To make your telephone busy, press the **BUSY** interactive button.
- To return to the ready mode, press the **CANCEL** interactive button.

```

Busy
CANCEL  HELP  LOG

```

```

Busy
CnHpLg

```

1.3.5 REQUESTING HELP

When necessary, you can use this procedure to request help from your Supervisor.

- While engaged on a call, press the **HELP** interactive button. If the Supervisor is busy or unavailable (after 5 seconds of prompting) your telephone display shows **Supervisor Busy!**. You can either retry or cancel the request.

```

Line Name Sub Grp Name
ACC      WRAP    HELP

```

```

LinNameSup
p901AcWpHp

```

- When the Supervisor calls you, you can either bring him or her into the call (conference) or put the caller on hold and speak to the Supervisor in private.

Supervisor Ready!		
CONF		HOLD

Super Redy
Cf Hd

- If you choose to speak to the Supervisor with the call on **HOLD**, you have the option of bringing in the customer into the conversation later by pressing the **CONF** soft key. Alternately, you can press **TRANS** to transfer the call to the Supervisor, or press **RETURN** to get back to the caller after receiving assistance from the Supervisor.

Line Name:	Held
CONF	RETURN TRANS

LinName He
Ld! CfrnTR

- While in conference with the Supervisor, you can press the **RELEASE** button to drop the Supervisor from the call or transfer the call to the Supervisor.

Ln Name:	Supvr Name
CONF	RETURN TRANS

LinName
CfrnTR

1.3.6 TRANSFERRING CALLS IN OR OUT OF QUICKQ

Use this procedure to transfer calls to insure proper updating of call statistics.

- Press **Wrap-Up**.
- While on the call, press the telephone's **TRANS** button.
- Dial the intercom number of the station to receive the transfer. The system will transfer the call.

1.3.7 MAKING AN OUTGOING CALL

To make an outside call, press the **LINE GROUP** button to connect your telephone to an outgoing line, and make your call in the normal way. While on an outgoing call, you can either request help from your Supervisor, enter an account code for the call, or wrap-up the call in the same way as on an incoming call.

Outgoing		
ACC	WRAP-UP	HELP

Outgoing
ACWpHp

1.3.8 ENTERING ACCOUNT CODES

You can use any screen that has the ACC option to enter an account code to categorize the call according to the call type.

- 1. Press the **ACC** interactive button at any time during the call or during wrap-up mode. Enter the three digit account code (the System Manager manages the account codes). If you enter an incorrect account code, press the **RETRY** interactive button and enter the correct account code or exit to abandon and return to the original screen.

Acc Code: ____
RETRY EXIT

Acc Cd:
Rt Ex

- 2. Press **OK** to verify the code or **RETRY** if you enter an incorrect account code. If the code is invalid, the system prompts you to re-enter the code.

Account Description
RETRY OK

Acc Desc:
Rt Ok

1.3.9 USING CALLING NUMBER ID

- 1. The Calling Number ID feature displays the customer's name or telephone number on the agent set. When a call rings at an agent set, the following screen appears for about three seconds. The Group Name and Sub-Group Name is displayed.

Group Name Sub-Grp Name
RETRY OK

--

- 2. If the Calling Number ID feature is enabled, the previous screen changes after three seconds. Caller information that can be less than or equal to eight digits will be displayed. The length of time the caller has waited will also appear on the same line.

01:20

--

- 3. If the Caller ID information contains more than eight digits, the screen below will appear after three seconds. Note that the length of time the caller waited no longer exists on this screen.

#####

--

4. When the call is picked up by an agent, Caller ID information that is less than or equal to eight digits will have the Line Group Name appear on the same line.

#####Line Group Name

5. If the Caller ID information is more than eight digits, the screen changes to the following when an agent picks up the call. The Line Group Name no longer exists.

#####

6. If the Caller ID feature is not enabled, the screen changes to display the Line Group Name and the length of time the caller waited when a call rings at an agent set.

Line Group Name 01:20

7. When an agent picks up the call, the screen changes to display the Line Group Name and the Line #.

Line Group Name Line#

1.4 Operating As a Supervisor

As a Supervisor, you can log in at either the *QuickQ* console or the Digital Communications System telephone.

1.4.1 CHANGING THE MODE OF OPERATION

There are three distinct answering modes—Day, Night and Special.

- Day Answering Mode—The system answers with the day message, places calls on hold and distributes incoming calls to the next available Agent. The call distribution is based on the longest idle time, or the priority of the Agent or incoming line.
- Night Answering Mode—The system answers with the night message then disconnects the caller. This mode is enabled automatically at a preset time. The system automatically logs out all agents when calls in queue have been cleared. Supervisor can change the state manually.
- Special Mode—The Group Supervisor initiates the special mode for unique situations (for example, network problems). During this mode of operation, the system answers callers with the special message and disconnects them. When the preset night mode time is reached, the system will automatically switch from special mode to night mode.

Use the following procedure to select the required mode of operation:

- 1. From the Supervisor's telephone, press the **MODE** interactive button.

Group 1 :Day		
MENU	MODE	LOG

Group01: Dy
MnMdLg

- 2. Select the mode of operation from the following displayed options: DAY, NIGHT, SPECIAL. After you make your selection, the display returns to the Supervisor main menu and shows the new mode at the top right corner.

Group 1 :Day		
MENU	MODE	LOG

Group01: Dy
MnMdLg

1.4.2 REVIEWING THE DVA16 ANNOUNCEMENT MESSAGES

You can use your telephone to review and change any announcement message. For messages that are to be changed frequently, record your message with a buffer. For instance, record message #1 which takes up 10 seconds, follow by 10 seconds of silence. Go ahead and record message #2. After finished recording message #2, go back to record message #1 again. In this way, customers will only hear the message, and not the blank silence following it. The blank time will be saved as a buffer for future usage. If there is a change in message #1, it can be 10 seconds longer than the original message. Refer to the discussion titled Recording Announcement Message and Playback in the *QuickQ* operations section of this guide for message recording and playback information.

Use the following procedure to record a message.

- 1. Press the **MENU** interactive button.
- 2. Press the **MSG** interactive button.

Waiting:02>	T:00
MSG	REPORT AGENT

Wt:	>T
	MsRpAg

The system displays the total time remaining for the new messages.

- 3. Dial the number of the message that you wish to record or change. For numbers lower than 10, dial a leading 0 (for example, 01-09). Press **RETRY** if you enter an invalid number, Press **CLEAR** to clear all message or **QUIT** to return to the main menu.

Message #:		
RETRY	CLEAR	QUIT

Msg#:
RtCrQt

4. The display shows the message length in seconds (it shows 0 seconds for new messages). Press the **REC** interactive button, a tone will alert you to start recording, speak the message into the telephone handset.

Message 01:	00sec
REC	PLAY QUIT

Msg01:	000s
	RcPyQt

5. When you have finished, press the **STOP** interactive button, a tone indicates the end of the recording.

Recording Msg 01
STOP

Record Msg
01 St

NOTE: If possible, record all of the messages as a group. If you do re-record a message, the new message must be the exact length as it was before or you will record over the next message. For example, if you replace a 15-second message with a 20-second message, you will record over the next message.

6. To review the message, press the **PLAY** interactive button.

Accept Message?
YES NO PLAY

Accept MSG
YsNoPy

7. The system plays the message through the handset.

Playing Msg 01
STOP

Play Msg01
St

8. Press **YES** to accept the message or **NO** to re-record the message.

Accept Message?
YES NO PLAY

Accept Msg
YsNoPy

1.4.3 MONITORING THE AGENTS

You can monitor an Agent's activity status or telephone conversation. The activity status names the Agent and details the following status items:

- Engaged on an incoming call,
- Engaged on an outgoing call,
- Engaged in Make Busy Mode,
- Idle, ready to receive a call.

Use this procedure to monitor a particular Agent:

- 1. Press the **MENU** interactive button.

Accept Message?		
YES	NO	PLAY

Accept Msg	
YsNoPy	

- 2. Press the **AGENT** interactive button.

Waiting: 02>T:00		
MSG	REPORT	AGENT

Wt:00	>T00
MsRpAg	

- 3. Dial the ID# of the Agent you wish to monitor or press **SCAN** and let the system select an Agent number for you.

Agent Id: ____		
SCAN	RETRY	QUIT

Agt Id: ____	
SnRtQt	

- 4. Press the **SELECT** interactive button to monitor the Agent's call.

Agent Name :Incall		
SCAN	SELECT	QUIT

Agt Name :	
SnSeQt	

- 5. Press the **SCAN** interactive button to monitor another system selected Agent or press **QUIT** to return to step 3.

Agnt101:Idle		
SCAN	SELECT	QUIT

Agnt101:Id	
Le	SnSeQt

- 6. Press **QUIT** again to return to the Supervisor's menu.

1.4.4 VIEWING THE CURRENT CALL STATISTICS

QuickQ causes your LCD speakerphone to display the current number of answered and abandoned (lost) calls within a group.

Use this procedure to view the call statistics.

- 1. Press the **MENU** interactive button.

- 2. Press the **REPORT** interactive button.

Waiting: 02 >T:00		
MSG	REPORT	AGENT

Wt	>T
MsRpAg	

3. Your LCD speakerphone displays the number of answered and abandoned calls.

Ans: 123	Lost: 4
QUIT	

A:123 L:4
Qt

4. Press **QUIT** to return to Supervisor menu.

1.5 QuickQ Displays For Scout Telephones

You may encounter some Scout telephone displays that are not included in the illustrations in the previous section. To interpret the interrupt button abbreviations used on these displays, refer to the abbreviations in the following table:

Table 3-1 Interrupt Button Abbreviations Used on the Scout Display

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

1. USING MANAGEMENT INFORMATION

1.1 Obtaining a Detailed Printout

You can obtain a detailed printout of the system configuration for the manager level or the supervisor level.

When you select the *Management Info.* menu bar option in the manager window, the system presents a menu that has the following options:

- Setup
- Real Time
- Historical Reports
- Current Reports
- Report Schedule
- Wallboard
- Configuration Report

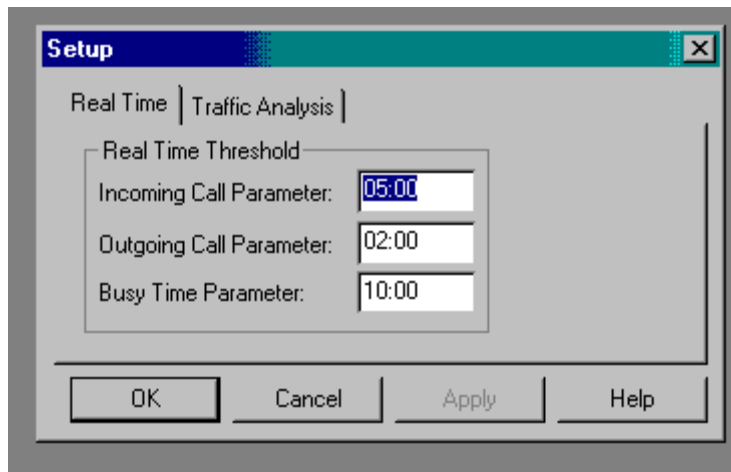
*NOTE: All report statistics are stored in Microsoft Access format. Also note, the choices available to group supervisors are the same as those available to system managers, except for the following additional item that is added at the group supervisor level—**Abandoned Calling Number ID Report.***

1.2 Selecting Setup

Setup is provided in the Management Info pull-down menu at both the Manager and Supervisor programming level. Use Setup command to program real time parameters and to select traffic analysis display interval for both the system and the group.

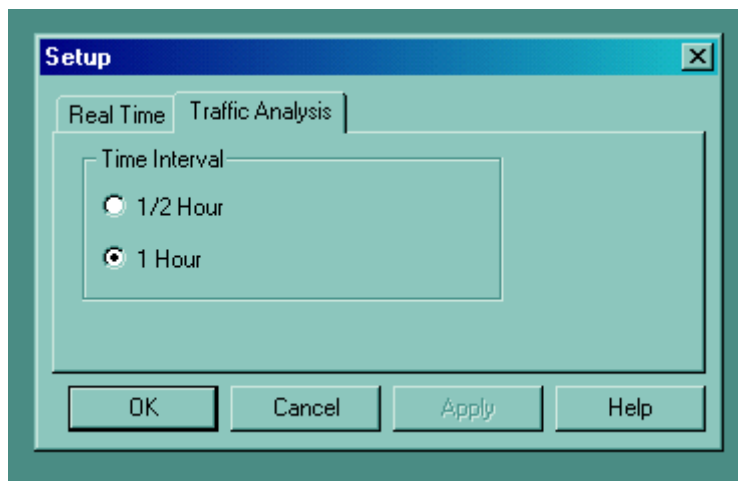
1. System Real Time display shows all activities occurring within the *QuickQ* system and Group Real Time Display shows all activities occurring within *QuickQ* Group. In order to monitor the activities, you must select a time interval in the *Real Time Setup* window for *QuickQ* to update traffic statistics.

Figure 1-1 System Real Time Setup Screen



2. *QuickQ* updates system *Traffic Analysis* in ½ or 1 hour intervals. Click **Traffic Analysis** and select one of the time interval buttons.

Figure 1-2 System Traffic Analysis Setup Screen



1.3 Selecting Real Time Reports

1.3.1 SYSTEM REAL TIME REPORTS

The System Real Time window shows all line and agent activities within the QuickQ system.

1.3.2 SYSTEM REAL TIME – LINES

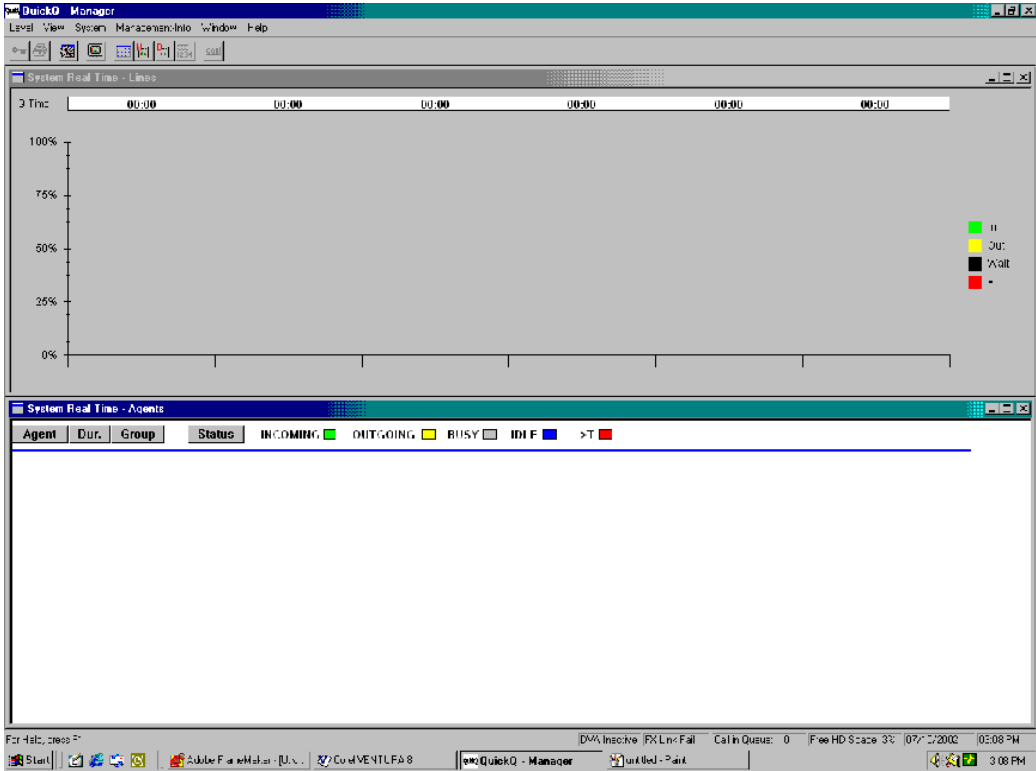
This displays the number of lines assigned to a given group, the number of calls waiting in queue, the number of calls that have waited beyond a preset threshold (>Alarm) and the number of lines engaged in outgoing and incoming calls. A running timer also displays the duration of each group's longest held call.

1.3.3 SYSTEM REAL TIME – AGENTS

This displays the group number, the number of logged-in agents and the number of agents engaged in each call activity. This screen serves as an ideal tool for the manager to monitor all groups simultaneously. The **Agent**, **Dur.**, **Group** and **Status** button are for sorting call statistics.

- 1. Select **Agent** will sort the agent list by the agents' first name, their Group ID, and agent's name.
- 2. Select **Dur.** will sort the agent list first by duration, status, Group ID and agent's name.
- 3. Select **Group** will arrange agents into different groups. It will then sort agents by their first name, status and duration.
- 4. Select **Status** will arrange the agent list in different status. It will then sort by duration, by group and by agent's name alphabetically.

Figure 1-3 System Real Time Window



1.3.4 SUPERVISOR'S REAL TIME REPORT

Supervisors can look at the Supervisor Real Time window to monitor the group's current call activities. Group traffic and activities are shown in real time statistics that is updated by QuickQ in approximately three-second intervals.

The supervisor Real Time window consists of three report screens:

1. **Group Real Time – Chart** provides a graphical presentation of what is happening within the group. The use of colors allows supervisors to check group activity at a glance. Any calls exceeding the user-defined alarm thresholds are shown in red to instantly alert the supervisor to potential trouble.
2. **Group Real Time – Agents** is a color-coded graphical presentation of each agent's stage. As an agent moves from one activity to another, their name will transfer to the appropriate column. Agents are arranged in each column by the duration of time they have been in that state.
3. **Group Real Time – Status** displays the following statistics in numerical format:
4. **Traffic Status**, that shows the number of lines assigned to a given group and the state they are currently in.
5. **Agent Status** that identifies the number of logged-in agents and the number of agents engaged in each call activity type.
6. **Service Status** is an indication of the group's Grade of Service, meaning the ratio of calls successfully answered versus the total number of calls received.

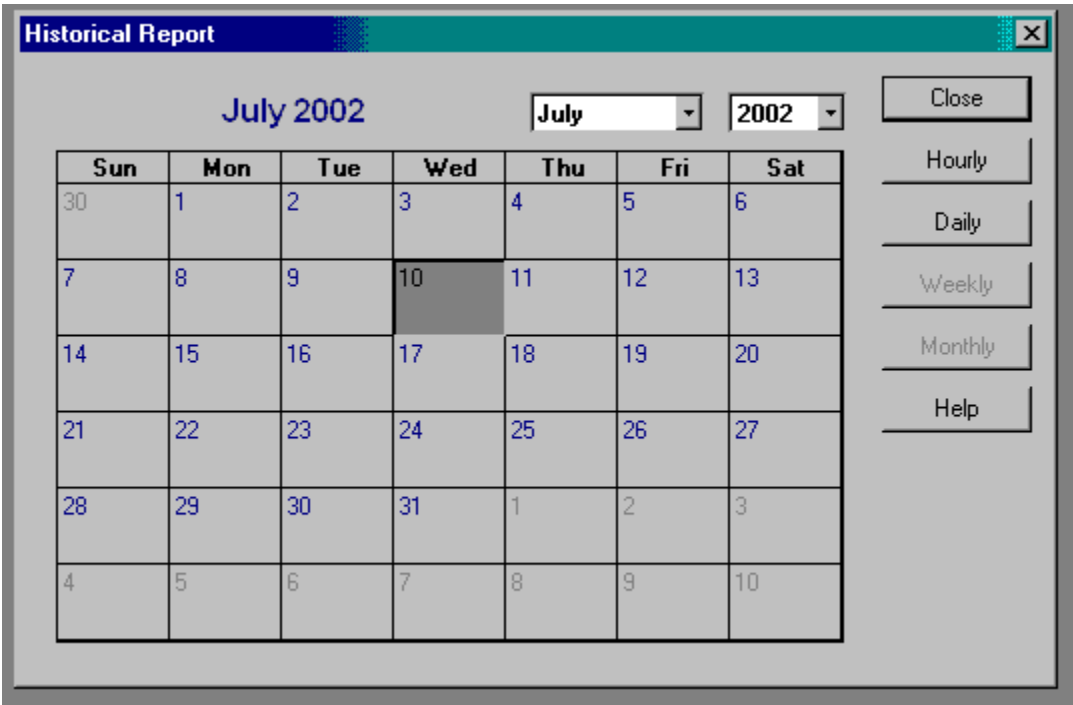
1.4 Selecting the Historical Reports

Use the follow procedures to obtain Historical Reports:

1. If you wish to view reports from a different date, specify the month and the year by clicking the down arrow of each box.
2. Click on a **day** and then select one option from *Hourly*, *Daily*, *Weekly* or *Monthly*. These options are non-selectable if no reports are available for the selected day.
3. The main report dialog box opens up if *Daily*, *Weekly* or *Monthly* is selected.
4. When *Hourly* is selected, the *Hourly Report* dialog box appears, showing the hourly intervals with reports available.

The calendar in the *Historical Report* window shows the current month, with each date represented by a button.

Figure 1-4 Historical Report Calendar Screen

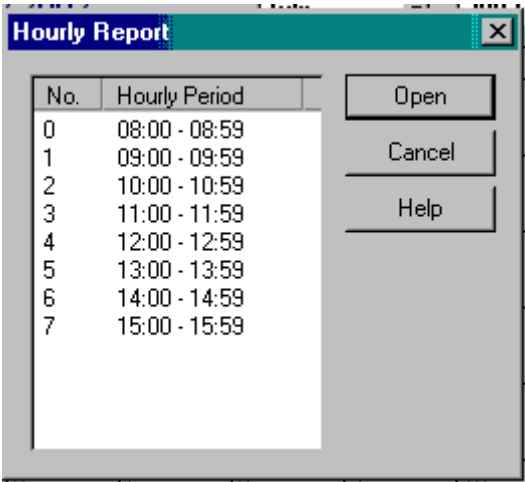


1.4.1 SELECTING THE HOURLY REPORT

The *Hourly* report window shows the hourly intervals with reports available.

- 1. Select one hourly interval.
- 2. Click **Open** and the main report screen opens up.

Figure 1-5 Hourly Report



Tip—To view or to print a specific hourly report:

- On the Title Bar of the Main Report window, click **Report** and a list of seven report types will display.
- Select one report option.
- Click **View** and choose either Graph or Numeric. QuickQ will show the selected report accordingly.
- To print the selected report, click File and then select Print.

1.5 Selecting Current Reports

To select the current *hourly* reports, click on **Current Reports** from the *Management Info* menu and select **Hourly**. When the Current Hourly Report window opens, click **Report** on the menu bar. A menu with the following selections opens:

- Answer Bin
- Incoming Call
- Average Time
- Account Code
- Abandon Bin
- Total Time
- System Capacity
- Note

To select the current *daily* reports, click on **Current Reports** from the *Management Info* menu and select **Daily**. When the Current Daily Report window opens, click **Report** on the menu bar. A menu with the following selections opens:

- Answer Bin
- Incoming Call
- Average Time
- Account Code
- Abandon Bin
- Total Time
- System Capacity
- Traffic Analysis
-
-
-
- Note

NOTE: The system also makes a **Preferred Customer Report** available at the group supervisor level.

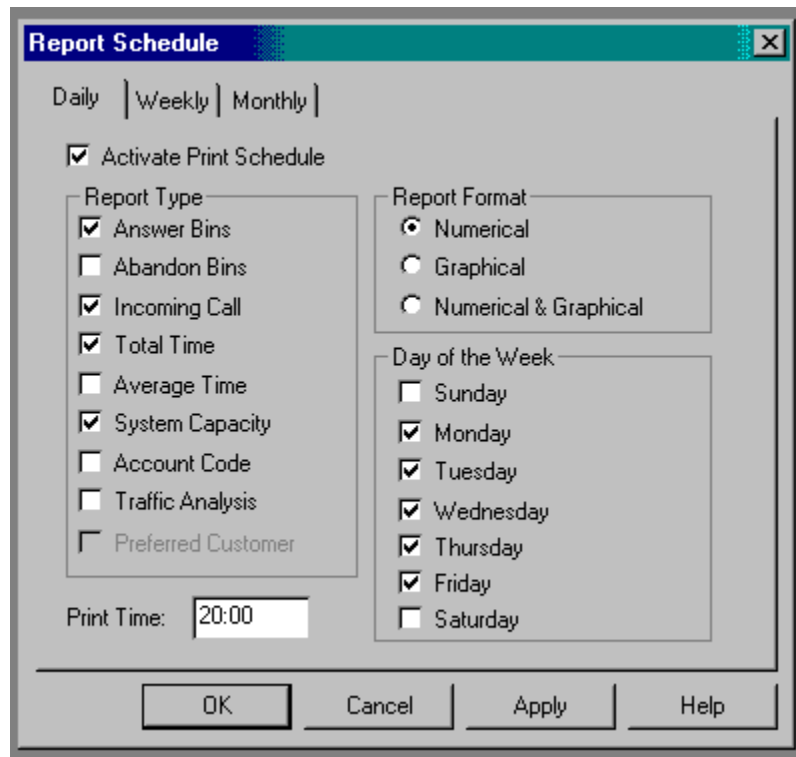
1.6 Selecting the Report Schedule

QuickQ can generate seven types of daily, weekly or monthly reports. Select *Report Schedule* on the *Management Info* pull-down menu to see the Daily, Weekly, and Monthly report schedule windows.

1.6.1 DAILY REPORTS

QuickQ prints *Daily* reports on the days of the week and the time of day you specify.

Figure 1-6 Report Schedule Window



To set the print times for the *Daily* reports:

1. Click *Activate Print Schedule*. A check mark in the box enables you to set the print schedule.
2. Click on the check boxes under *Report Type* to select which report you would like to see. You can select more than one type of report to print.
3. Note: **Preferred Customer Report** is only available at the group supervisor level.
4. To set a time for printing *Daily Reports*, click on **Print Time** and use the 24-hour clock to enter time in hours and minutes. The range is from 00:00 - 23:59.
5. Select one report format from *Numerical*, *Graphical* or *Numerical & Graphical*.
6. Click on the check boxes under *Day of the Week* to select the days you want the report to print. You can select multiple days.

1.6.2 WEEKLY REPORTS

QuickQ prints *Weekly* reports on the day of the week and the time you specify.

To set the print times for the *Weekly* reports:

1. Click *Activate Print Schedule*. A check mark in the box enables the print schedule set.
2. Click on the check boxes under *Report Type* to select which report you would like to see. You can select to print more than one type of report.
3. Note: **Preferred Customer Report** is only available at the group supervisor level.
4. Select one report format from *Numerical*, *Graphical* or *Numerical & Graphical*.
5. To set a time for printing *Weekly Reports*, click on **Print Time** and use the 24-hour clock to enter time in hours and minutes. The range is from 00:00 - 23:59.
6. Select one day under *Day of the Week*. *QuickQ* will then print reports for the entire preceding week, from Sunday to Saturday on the day you select.

1.6.3 MONTHLY REPORTS

QuickQ prints *Monthly* reports at the time you specify.

To set the print times for the *Monthly* reports:

1. Click *Activate Print Schedule*. A check mark in the box enables the print schedule set.
2. Click on the check boxes under *Report Type* to select which report you would like to see. You can select to print more than one type of report.
3. Note: **Preferred Customer Report** is only available at the group supervisor level.
4. Select one report format from *Numerical*, *Graphical* or *Numerical & Graphical*.
5. To set a time for printing *Monthly Reports*, click on **Print Time** and use the 24-hour clock to enter time in hours and minutes. The range is from 00:00 - 23:59.

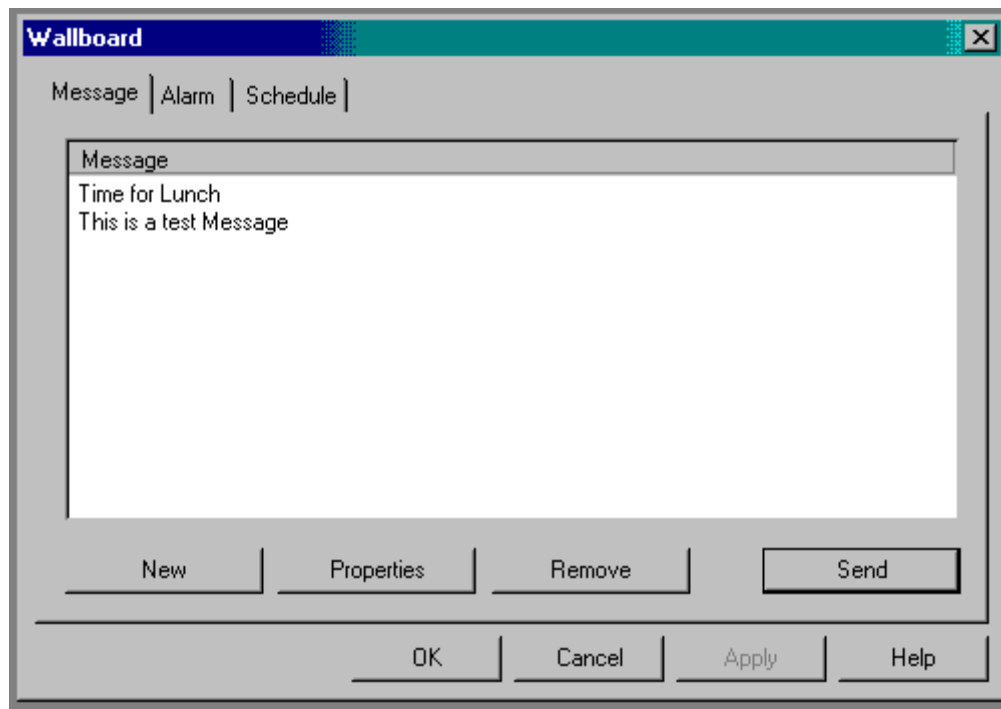
1.7 Working with Wallboards

The first group of Wallboard windows relate to the *wallboard messages*. The second group concerns the use of *wallboard alarms* while the third, and last group, are for establishing *wallboard schedules*.

1.7.1 PROGRAMMING WALLBOARD MESSAGES

You can program a maximum of 32 different wallboard messages, which are shared between the system and the group level. The currently active wallboards are displayed in the *Wallboard* window.

Figure 1-7 Wallboard Menu



Use this dialog to create, revise, delete, or send a wallboard message to a wallboard.

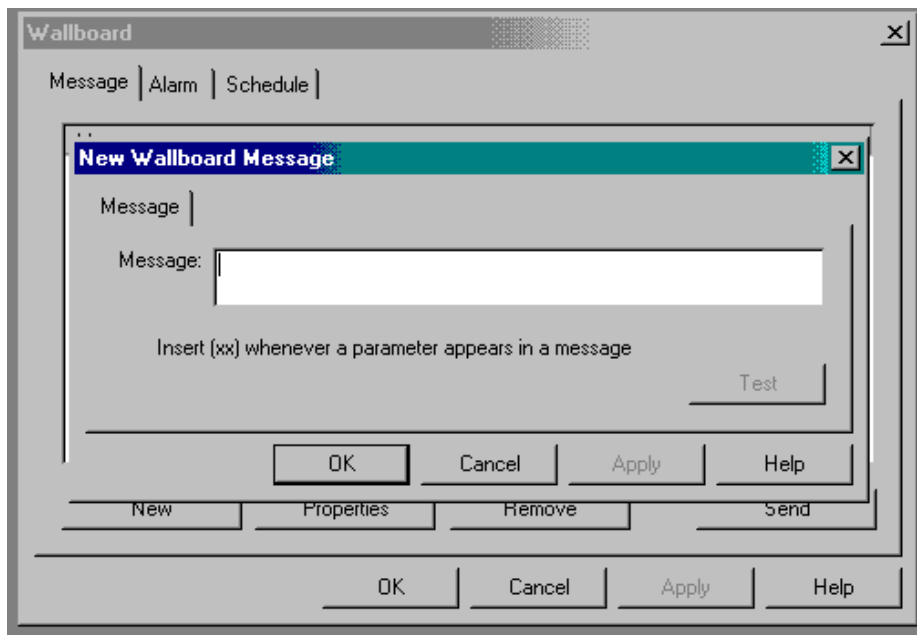
Creating a New Wallboard Message

To create a new wallboard message on the system or group wallboards, select **New** from the *Wallboard* dialog.

1. Enter the message in up to 64 characters in the *New Wallboard Message* window. You can combine text with parameters.
2. If parameters are to be included in the message, enter the abbreviations in brackets. They will be replaced by the current value when actually displayed on wallboards. To see the list of parameters you can use, click **Alarm** and select **New**. Click the **down arrow** of *Parameter* and you will see a list of parameters. Definitions will show on *Parameter Information*.
3. A maximum of *six* parameters can be inserted in one message.

4. To ensure the new message will display properly, click **Test**. *QuickQ* will try sending the new message to display on system wallboards.

Figure 1-8 New Wallboard Message



Obtaining a List of Parameter Abbreviations and Descriptions

1. Select **Configure** under the *System* menu.
2. Click **Wallboard**.
3. Highlight one wallboard entry.
4. Click **Properties**.
5. Click **Parameter**.
6. Click the **down arrow** of any one parameter to display a list of abbreviations.
7. When you select an abbreviation, the description will show under *Parameter Information*.

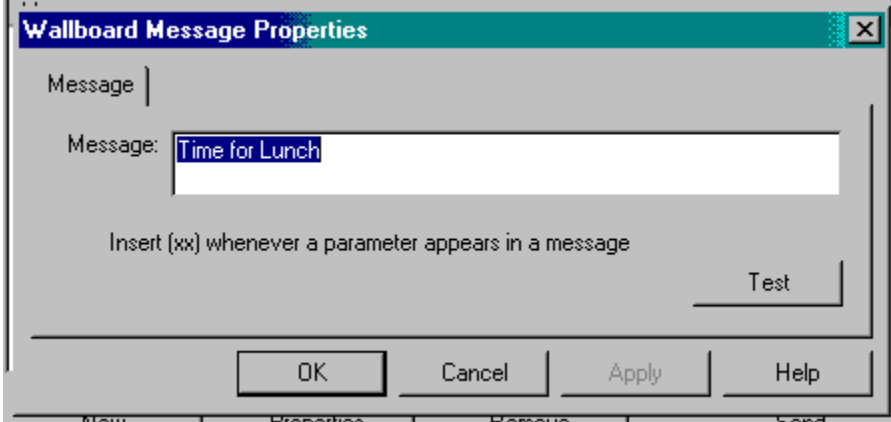
Abbreviation	Description
• ID	Incoming calls received in the current day.
• IH	Incoming calls received in the current hour
• AD	Abandoned calls in the current day
• AH	Abandoned calls in the current hour
• OD	Outgoing calls made in the current day
• OH	Outgoing calls made in the current hour
• SH	Grade of service offered in the current hour
• SD	Grade of service offered in the current day
• AO	Number of agents on outgoing calls
• AI	Number of agents on incoming calls
• AF	Number of agents free to receive calls (idle)
• AB	Number of agents busy
• AL	Number of agents logged on to QuickQ
• QL	Queue length, number of calls in the queue
• QT	Queue time (waiting time of the longest waiting call in seconds)

Revising a Wallboard Message

To *revise* a current wallboard message on the system,

1. Highlight the wallboard message you want to revise in the *Wallboard* window.
2. Click on **Properties**.
3. Revise the wallboard message appearing in the *Wallboard Properties* window. You can use up to 64 characters and you can combine text with parameters.

Figure 1-9 Wallboard Message Properties

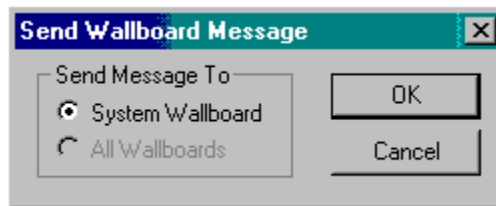


4. If parameters are to be included in the message, enter the abbreviations in brackets. They will be replaced by the current value when actually displayed on wallboards. To see the list of parameters you can use, click **Alarm** and select **New**. Click the **down arrow** of Parameter and you will see a list of parameters. Definitions will show on *Parameter Information*.
5. A maximum of six parameters can be inserted in one message.
6. To ensure the new message will display properly, click **Test**. *QuickQ* will try sending the new message to display on system wallboards.

Sending a Wallboard Message

1. Return to the *Wallboard* window.
2. Highlight the wallboard message you want to send.
3. Click on **Send**. The *Send Wallboard Message* window opens.
4. Select *System Wallboard* or *All Wallboards* and click **OK** to send the wallboard message.

Figure 1-10 Send Wallboard Message



Deleting a Wallboard Message

To *delete* a current wallboard message, highlight the entry and select **Remove**.

NOTE: You cannot remove a wallboard message that is used in Wallboard Alarm or Schedule.

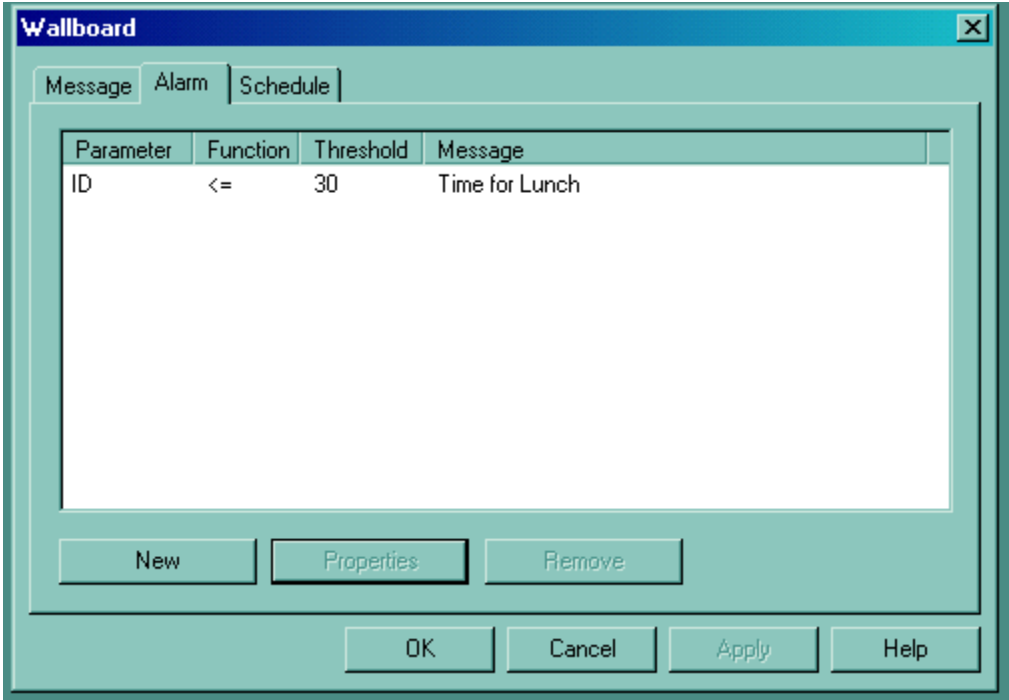
1.7.2 SETTING WALLBOARD ALARMS

When a wallboard alarm condition occurs, the parameter value will display in red on color wallboards and will flash on mono wallboards. If an alarm message is being programmed, it will also appear on the wallboard. At the manager programming level, you can only program alarm conditions for system wallboards.

1. Click on **Alarm** in the *Wallboard* window to open the *Wallboard Alarm* window. See Figure 4-11.

2. You must, first of all, make sure the wallboard is connected to the system.

Figure 1-11 Wallboard Alarm

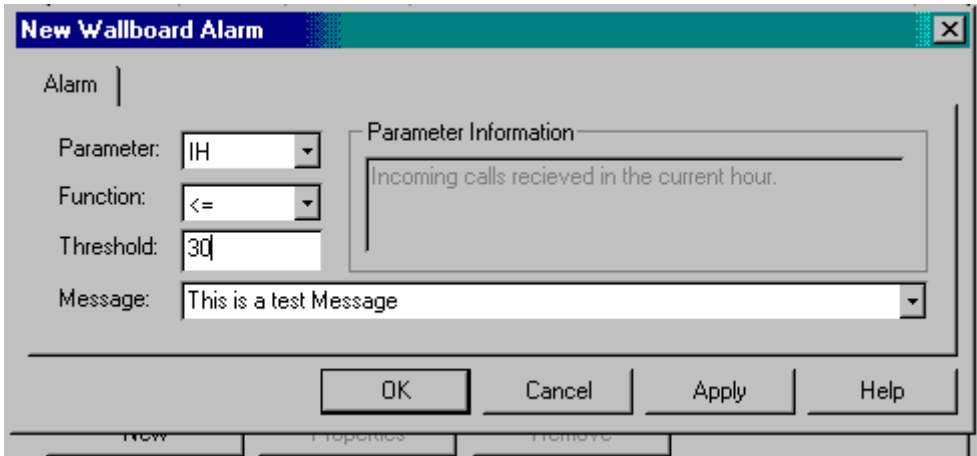


- 3. Select **New** to create a new alarm threshold.
- 4. To revise an existing alarm threshold, highlight the entry and select **Properties**.
- 5. To delete an alarm threshold, highlight the entry and click **Remove**. Then, select **Yes** to confirm.

Creating a New Wallboard Alarm Threshold

1. Select an abbreviation from *Parameter* and *Parameter Information* will display its definition.

Figure 1-12 Wallboard Alarm



2. Define the function used for comparing the threshold and the parameter. Choose one function from the three options available.

3. Enter a value of up to four digits for *Threshold*. The alarm will trigger when the parameter reaches this value.
4. Select one option from *Message*. The wallboard will display the selected message when an alarm threshold condition is met. If *No Message* is selected, the wallboard will not display any messages during an alarm condition. However, if a parameter is used to trigger the wallboard alarm, the parameter will flash on a mono wallboard and will turn to red on a color wallboard.

Revising a Wallboard Alarm Threshold

1. Select an abbreviation from *Parameter* and *Parameter Information* will display its definition.
2. Define the *function* used for comparing the threshold and the parameter. Choose one from the three options available.
3. Enter a value of up to four digits for *Threshold*. The alarm will trigger once the parameter reaches this value.
4. Select one option from *Message*. The wallboard will display the selected message when an alarm threshold condition is met. If *No Message* is selected, the wallboard will not display any messages during an alarm condition. However, if a parameter is used to trigger the wallboard alarm, the parameter will flash on a mono wallboard and will turn to red on a color wallboard.

1.7.3 CREATING WALLBOARD SCHEDULES

QuickQ displays each wallboard message according to the day and time that you specified. *Managers* can program wallboard schedules for the *system* and *Group Supervisors* can program wallboard schedules for their own *group*. The schedules appear in the *Wallboard Schedule* window. See Figure 5-16.

1. First, make sure a wallboard is connected to the system.
2. To add a *New Schedule*, click **New**.
3. To revise schedule information, highlight an entry and select Properties.
4. To delete, highlight the entry, and select **Remove**; then, select **Yes** to confirm.

Note: Wallboard messages must exist prior to programming the schedule. The New button is non-selectable until messages are entered.

You can program *QuickQ* to display a selected message on the system or group wallboard(s) at a certain time and on a certain date.

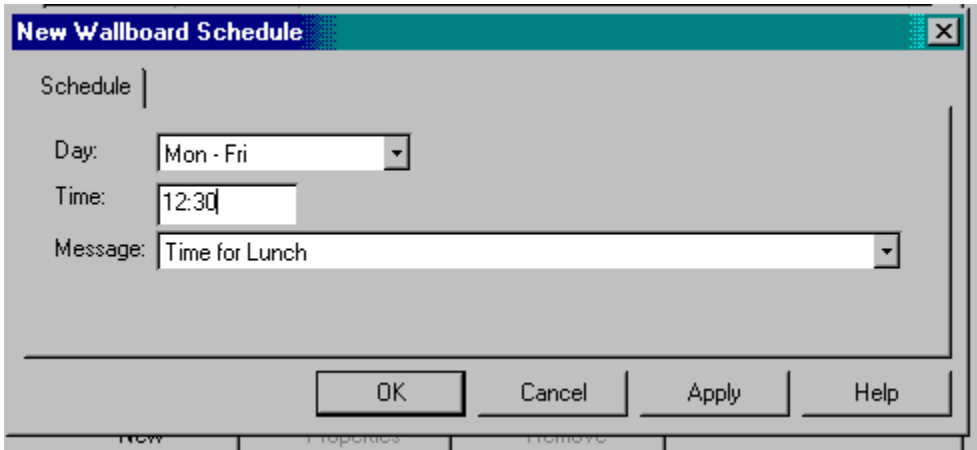
Creating a New Wallboard Schedule

You can create a new wallboard schedule In The Wallboard Schedule Window.

1. **Day** lists the seven days of the week plus additional options such as Mon.-Fri., Mon.-Sat and Daily. Select one option and *QuickQ* will display the selected message on the day(s) assigned.
2. Use the 24-hour clock to enter **Time** in minutes and seconds. The range is from 00:00 - 23:59.

- 3. **Message** shows all messages that you have entered. Select a message to display on the system or group wallboard(s) on the day(s) and time specified above.

Figure 1-13 Wallboard Schedule Properties



Revising the Scheduled Programming for a Selected Wallboard Message

To revise the scheduled programming for a selected wallboard message on the Wallboard Schedule Properties window,

- 1. Day lists the seven days of the week plus additional options such as Mon.-Fri., Mon.-Sat and Daily. Select one option and QuickQ will display the selected message on the day(s) assigned.
- 2. Use the 24-hour clock to enter *Time* in minutes and seconds. The range is from 00:00 - 23:59.
- 3. Message shows all messages that you have entered. Select a message to display on the group wallboard(s) on the day(s) and time specified above.

1.8 Selecting the Abandoned Calling Number ID Report

The *Abandoned Call Report* is available only at the group supervisor level. This report shows a record of all abandoned calls including customer name (from the Calling Number ID customer list), telephone number, the group to which the call was transferred and the time customer had waited.

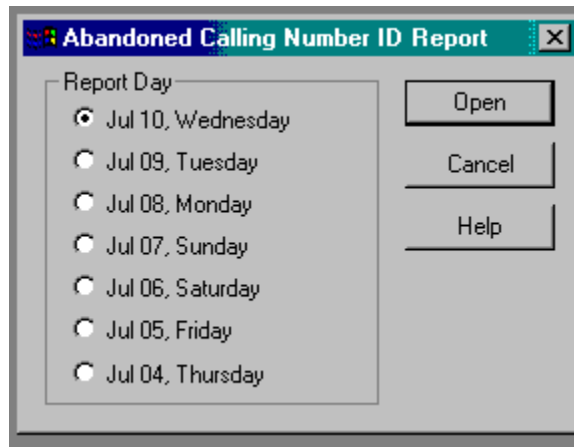
The system stores *Abandoned Call Reports* for the past seven days and for the current day. The most current report automatically replaces the oldest reports.

To select the Abandoned Calling Number ID Report for a specific day:

- 1. Select *Abandoned Calling Number ID Report* from the *Management Info* pull-down menu.

2. The *Abandoned Calling Number ID Report* window opens up.

Figure 1-14 *Abandoned Calling Number Report*



3. Click on a day for which you want the report.
4. Click **Open**.
5. To print a copy of the report, select *Print* from the *Level* menu or click on the *Print icon* on the Tool Bar.

1.9 Selecting Configuration Reports

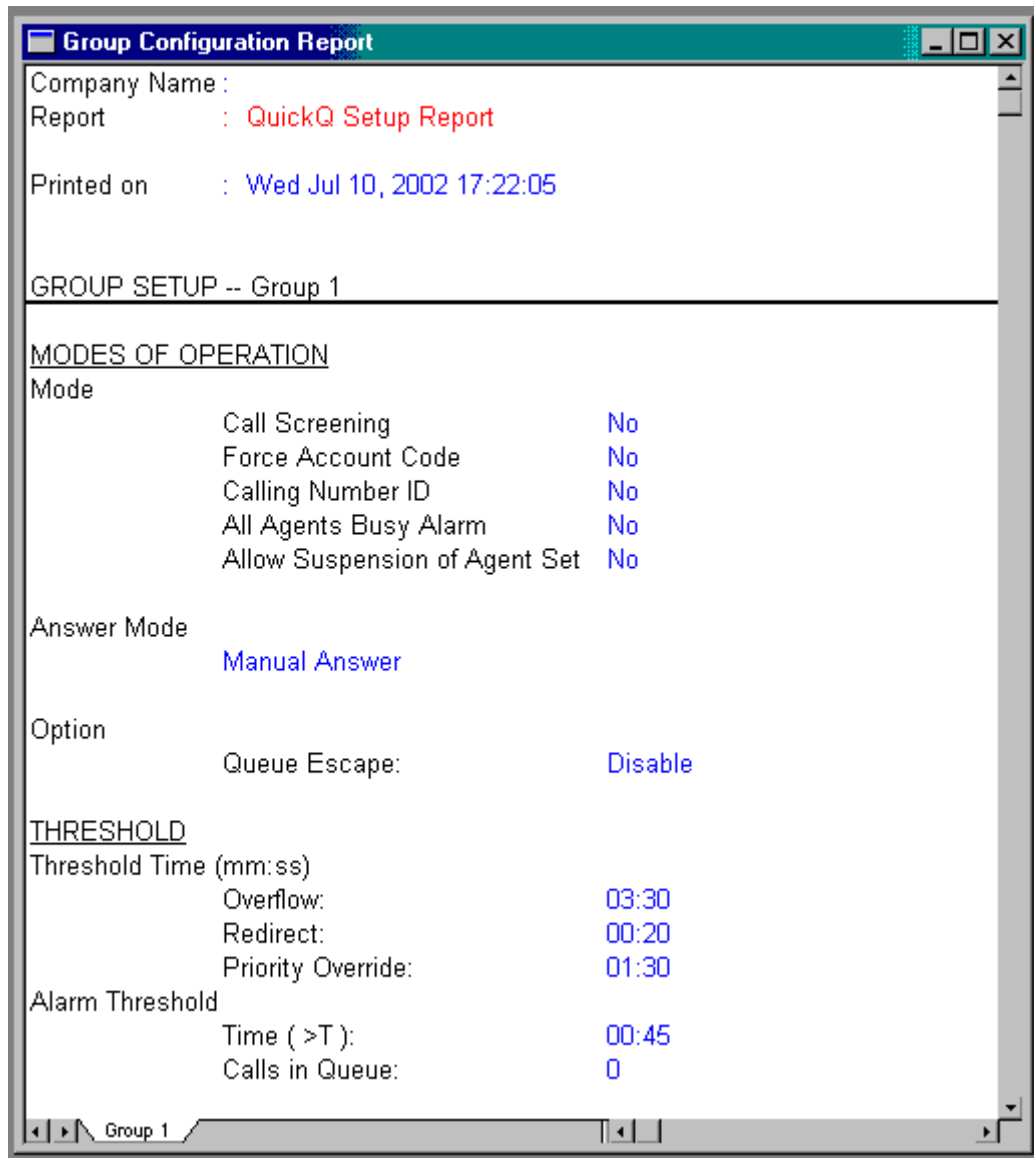
The configuration report provides a method to produce a hard-copy (printout) of all system parameters. Using this option, System Managers and Supervisors can review programmed parameters including Technician's Programming, Manager's Programming and All Group Supervisors' Programming. This feature is useful in providing Supervisors and Agents a listing of all Account Codes programmed by printing the Manager's configuration.

1.9.1 SELECTING THE REPORTS

1. Select *Configuration Report* from the *Management Info* pull-down menu. The *Configuration Report* window opens up.
2. If you are currently signed into the *Manager Programming Level*, you can view *Setup Reports* for the System and for all active Groups in the *QuickQ*.
3. If you are currently signed into the *Supervisor Programming Level*, you can only view *Setup Reports* for your own Group.
4. The scroll bar at the bottom of the **Manager Configuration Report** window indicates the different Setup Report Options. Refer to Figure 5-20. Use the left and right arrow button on the left-hand corner to scroll through the report names such as *System Setup*, *DXP*, *QuickQ*, and so forth. *DXP* and *QuickQ* are names used to designate groups in this particular example. Clicking on one of these options will open up the configuration report for that option. To see all the configuration programming for the selected report, use the up and down arrow buttons on the right-hand side of the window to scroll through the information.

5. To print a copy of the configuration report, select **Print** from the *Level* pull-down menu.

Figure 1-15 Configuration Report



1.10 Selecting QuickQ MIS Reports

The *QuickQ* provides comprehensive Management Information System (MIS) reports for both the system manager and group supervisor. You can either view these reports on the call processor computer screen or print them as a hard copy. The system updates and automatically stores all reports and can present the data in both *graphical* and *numerical* formats. This reported information assists the System Manager in making efficient use of lines and agents.

The system collects over 63,000 different statistics and presents them in 80 different MIS reports. The system reports are related to the following time periods:

- hourly,
- daily,
- weekly,
- monthly.

The system reports are categorized for the following four operational levels:

- The *System level* reports show data for all lines and agents on the system.
- The *Group level* reports provide data for each group programmed on the system.
- The *Line level* reports provide data for each telephone line within a specific group.
- The *Agent level* reports show data for each agent in a specific group.

1.10.1 VIEWING TYPICAL MIS REPORTS

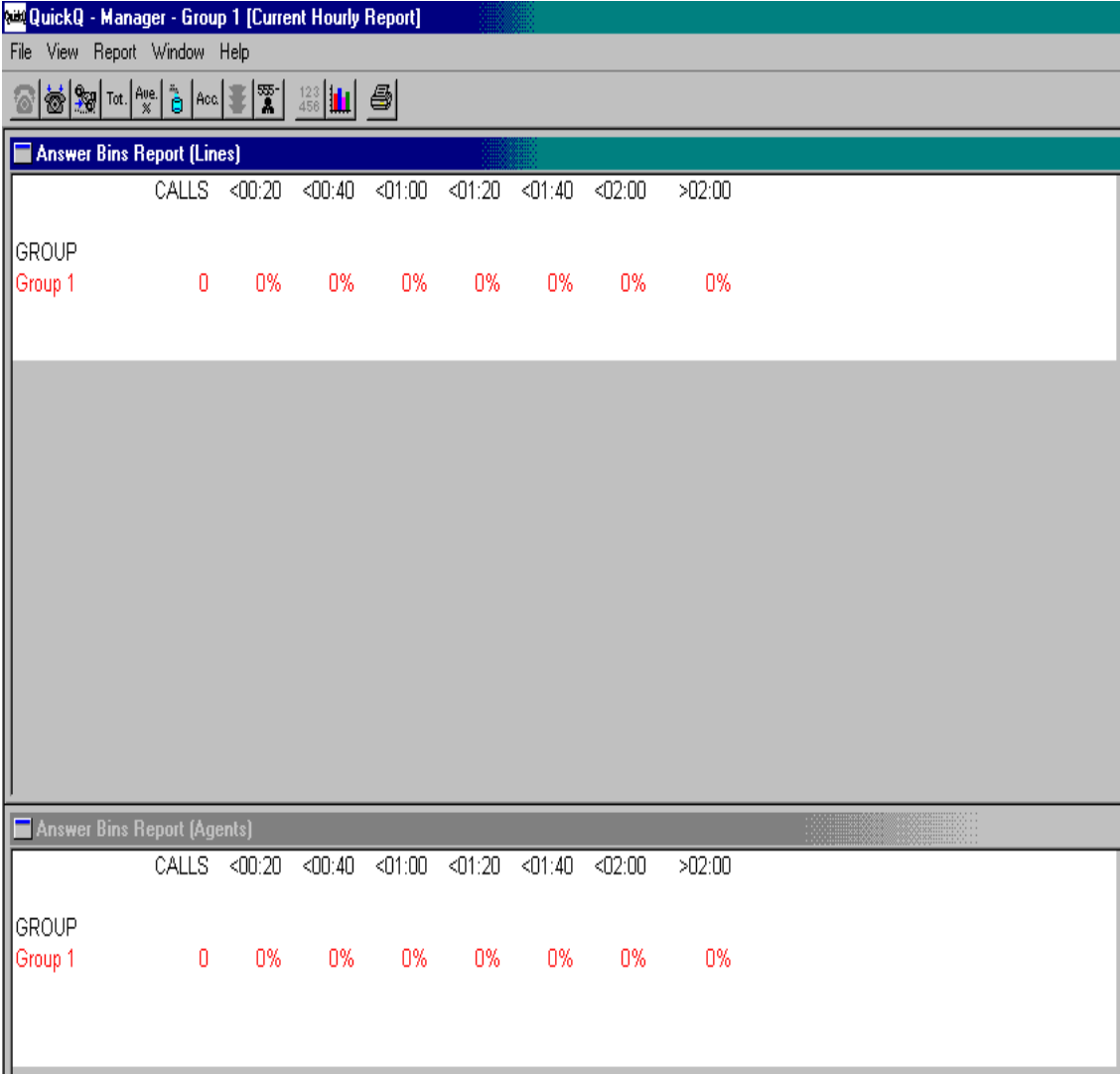
The system provides the following report formats:

- Answer Bins
- Abandon Bins
- Incoming Call
- Total Time
- Average Time
- System Capacity
- Account Code
- Traffic Analysis
- Preferred Customer (available only to group supervisors)

Answer Bins Report

The Answer Bins report shows the percent of answered calls within the seven programmable time bins. It also shows supervisors the response rates of their departments.

Figure 1-16 Answer Bin Report



Abandon Bins Reports

This report shows the percent of abandoned calls within the seven programmable time bins. It also shows supervisors the tolerance of callers.

Figure 1-17 Abandoned Bins Report

The screenshot shows the 'QuickQ - Manager [Current Hourly Report]' interface. The main window displays the 'Abandon Bins Report (Lines)'. The report is structured as follows:

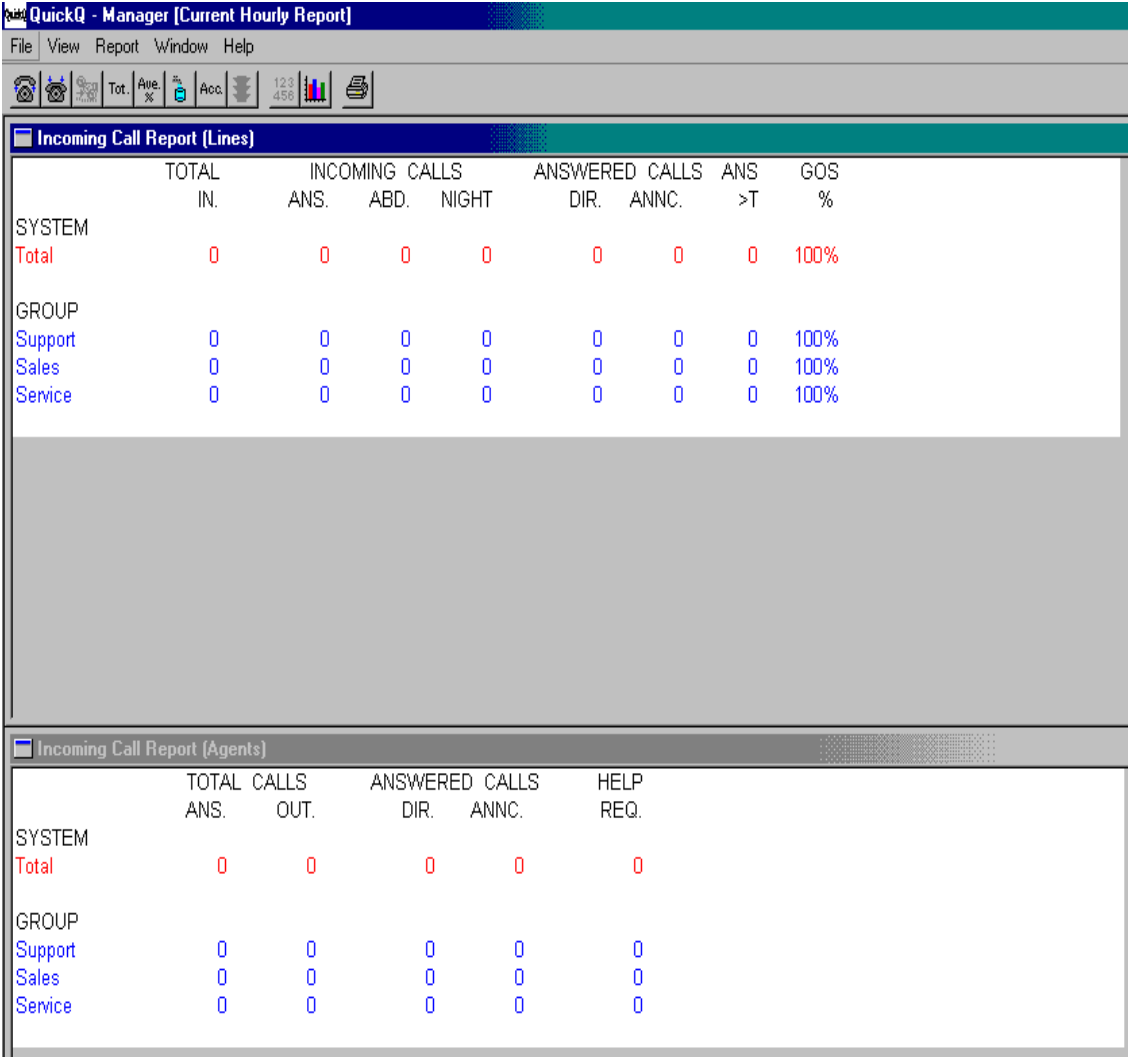
	CALLS	<00:20	<00:40	<01:00	<01:20	<01:40	<02:00	>02:00
SYSTEM								
Total	0	0%	0%	0%	0%	0%	0%	0%
GROUP								
Support	0	0%	0%	0%	0%	0%	0%	0%
Sales	0	0%	0%	0%	0%	0%	0%	0%
Service	0	0%	0%	0%	0%	0%	0%	0%

Incoming Call Report

Incoming Calls — Line Report Definitions

- Total I/C = total incoming calls
- Incoming Calls–ANS = answered incoming calls
- Incoming Calls–ABD = abandoned calls dropped by caller or connected for less than nine seconds
- Incoming Calls–NIGHT= any calls at night mode (ans, abn, msg)
- Answered Calls–DIR = calls answered before announcement
- Answered Calls–ANNC = calls answered after announcement
- Ans>T = calls answered after programmed alarm threshold
- GOS % = grade of service (see *Traffic Analysis* for explanation)

Figure 1-18 Incoming Call Report



Incoming Calls — Agent Report Definitions

- Total Calls–ANS = total incoming calls answered by agent
- Total Calls–O/G = total outgoing calls placed by agents
- Answered Calls–DIR = calls answered before announcement
- Answered Calls–ANNC = calls answered after announcement
- HELP REQ = total help calls placed by agents on incoming

Total Time Report–Total Time Agent Report Definitions

- Sign In Time = total agent sign in time–updated only if agent has signed out
- Incoming Time = total time agents are engaged in incoming calls
- Outgoing Time = total time agents are engaged in outgoing calls
- Wrap Up Time = total time agents are in wrap-up state
- Busy Time = total time agent set busy (agent press busy & auto busy due to redirect)
- Idle Time = total time agents are in idle state–updated only if agents have signed out [(1 - 2 - 3 - 4) = 6]

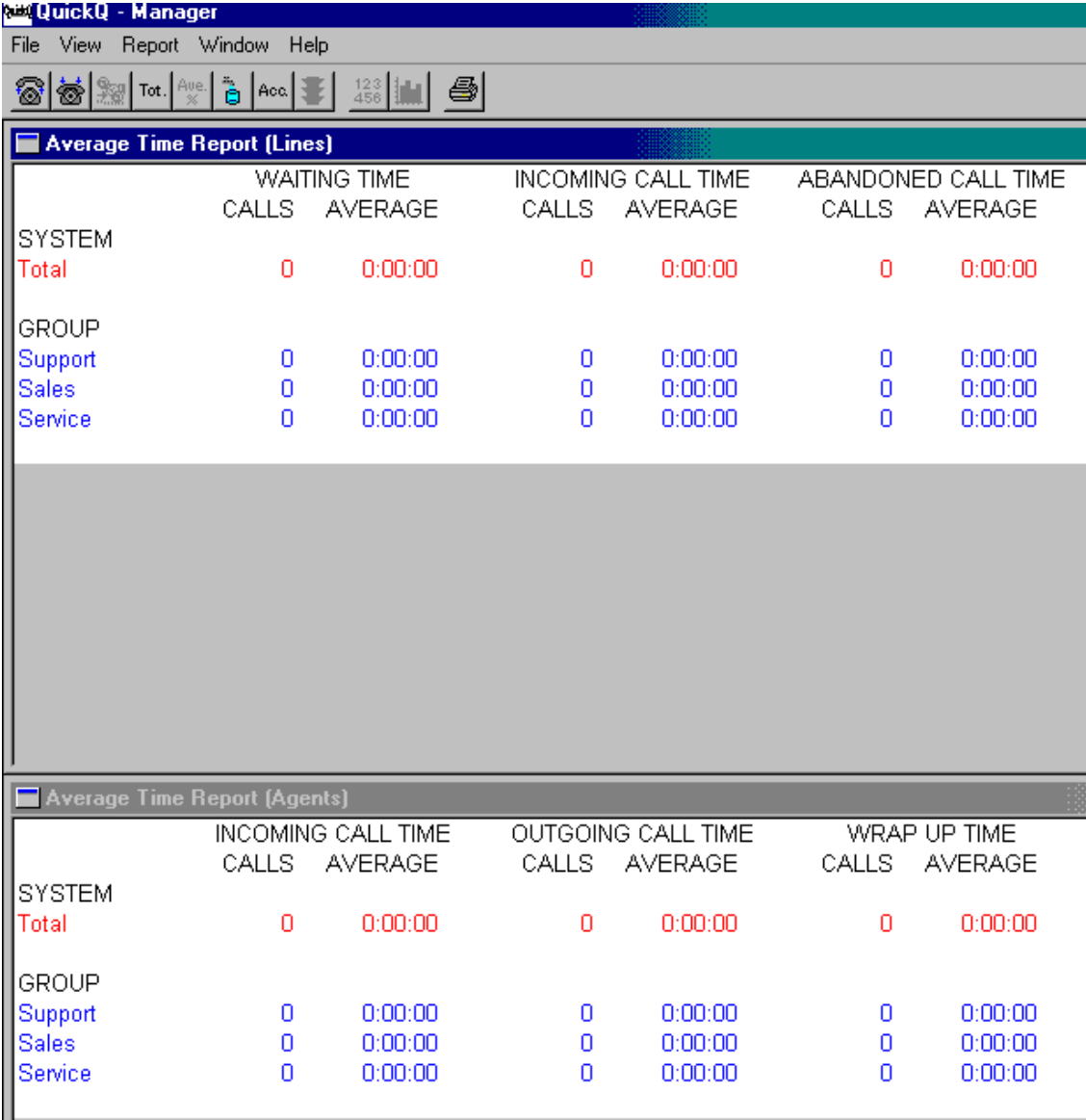
Figure I-19 Total Time Report

QuickQ - Manager [Current Hourly Report]						
File View Report Window Help						
Total Time Report (Agents)						
	SIGN IN TIME	INCOMING TIME	OUTGOING TIME	WRAP UP TIME	BUSY TIME	IDLE TIME
SYSTEM						
Total	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	00:00:00
GROUP						
Support	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	00:00:00
Sales	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	00:00:00
Service	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	00:00:00

Average Time Report–Total Time Agent Report Definitions

- Sign In Time= total agent sign in time–updated only if agent has signed out
- Incoming Time= total time agents are engaged in incoming calls
- Outgoing Time= total time agents are engaged in outgoing calls
- Wrap Up Time= total time agents are in wrap-up state
- Busy Time= total time agent set busy (agent press busy & auto busy due to redirect)
- Idle Time = total time agents are in idle state–updated only if agents have signed out [(1 - 2 - 3 - 4) = 6]

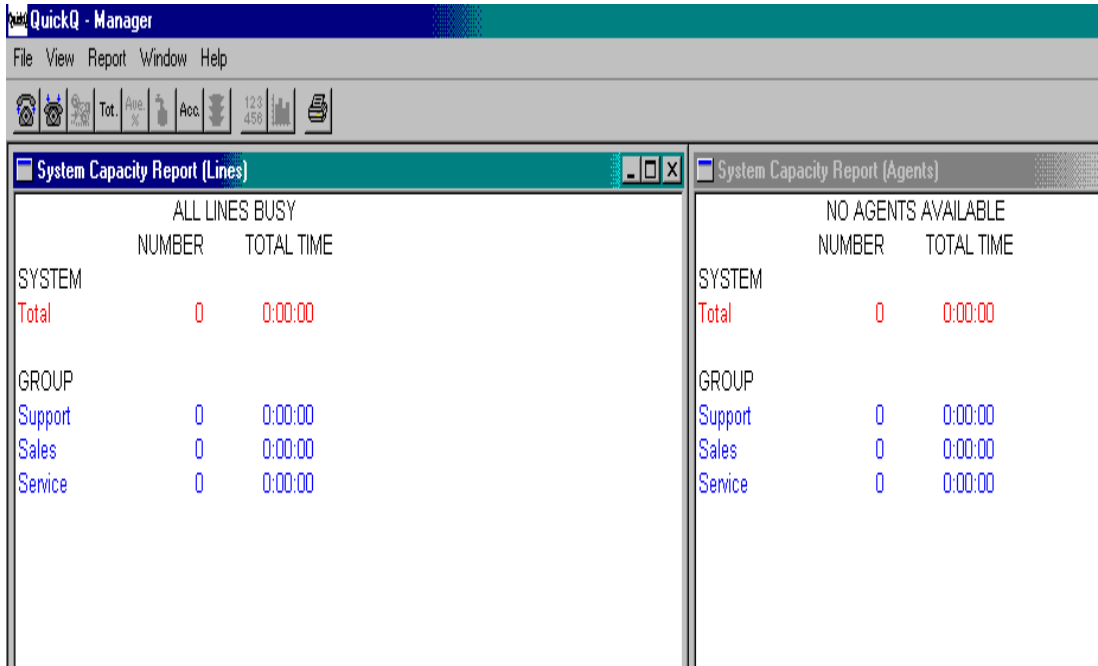
Figure 1-20 Average Time Report



System Capacity Report

The *System Capacity Report* shows the total number of times all lines were busy and the total time in hours, minutes, and seconds. It also shows the total number of times that no agents were available and the total time in hours, minutes and seconds.

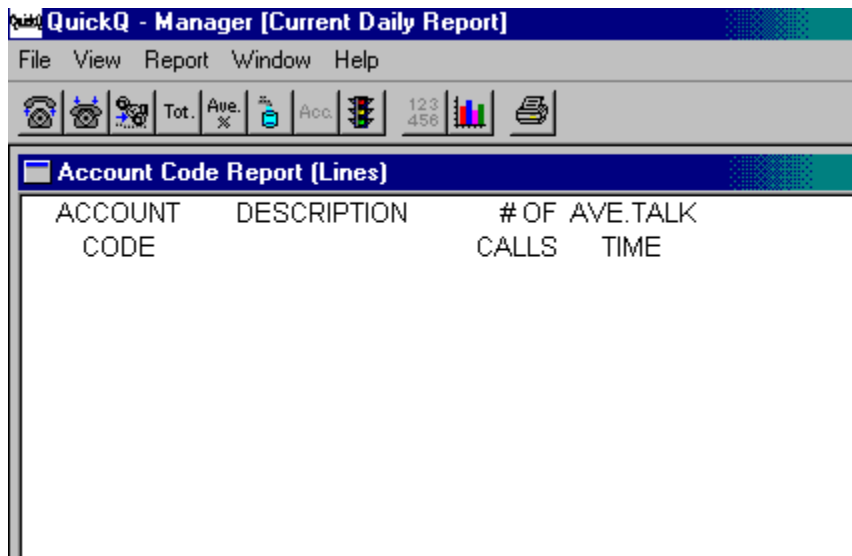
Figure 1-21 System Capacity Report



Account Code Report

The *Account Code Report* lists the account codes with their descriptions. It also shows the number of calls logged by the agents for each account code and the average duration of that call.

Figure 1-22 Account Code Report



Traffic Analysis Report–Traffic Analysis Line Report Definitions

- Total Calls–I/C = total incoming calls
- Total Calls–O/G = total outgoing calls
- Incoming Calls–ANS = answered incoming calls
- Incoming Calls–ABD = abandoned calls–calls dropped by the caller or connected for less than nine seconds
- Average Time–Waiting = average waiting time for each answered incoming call
- Average Time–Abandoned = average waiting time for each abandoned call
- GOS = grade of service [(3) - (number of calls answered after alarm threshold has expired, obtained from incoming call line report)]÷ (3+4) = 7 x 100% Figure 5-24. Traffic Analysis Report

Figure 1-23 Traffic Analysis Report

	TOTAL CALLS		INCOMING CALLS		AVERAGE TIME		GOS %
	IN.	OUT.	ANS.	ABD.	WAITING	ABD.	
SYSTEM							
Total	0	0	0	0	0:00:00	0:00:00	0%

Preferred Customer Report (available only at the group supervisor level)

The Preferred Customer Report lists the customers and their telephone numbers.

Figure 1-24 Preferred Customer Report

	TOTAL CALLS		INCOMING CALLS			AVERAGE TIME	
	IN.	%	ANS.	ABD.	NIGHT	TALK	ABD.
GROUP							
Sales	0	0%	0	0	0	0:00:00	0:00:00

Notes

1. APPENDIX A

1.1 Using QuickQ With a Mouse

A mouse is a device that allows you to move a cursor on the computer screen to specific points for data entry, and to make menu selections. An arrow image, called the mouse pointer, moves on the screen when you move the mouse. Practice moving the pointer. Stay away from the menu bar at the top of the screen. (If you accidentally make a menu appear, you can make it disappear by moving the pointer out of the menu and pressing and releasing the left mouse button.)

Occasionally the pointer might seem to disappear. Usually it is just off the screen. To make the pointer reappear, move the mouse in a circle a few times.

To move the mouse without moving the pointer, lift up the mouse. The pointer does not move while the mouse is in the air.

Most of the time, you use one of the following two mouse button techniques:

- clicking
- dragging

1.1.1 CLICKING (SELECTING AN ITEM)

To click, press the left button and immediately release it. By clicking, you can select an item, such as a menu or an icon.

Note that the top left corner of the screen has a Sign-In label called *Level*. Use it to perform the following exercise. Place the pointer on *Level* and click the mouse button. The *QuickQ* opens the *Sign-In* window.

1.1.2 DRAGGING (MOVING A WINDOW)

Dragging consists of the following three steps:

- pressing and holding the left mouse button
- moving the mouse
- releasing the mouse button

Dragging allows you to move the position of a window (for example, the *Configure* window) on the screen to give yourself a better view of system set-up parameters. Drag real-time windows to see more agents.

To move the sign-in window, place the pointer on the title bar, and drag. As you drag, an outline of the window moves with the pointer. Practice moving the sign-in window on the screen.

1.2 Understanding QuickQ Window Graphics

If you are familiar with a windowing environment, you can skip this discussion.

QuickQ is easy to use. Most of what you see and do in the *QuickQ* console happens in a window. A window is a screen area that the *QuickQ* system uses to exchange information with you. There are many *QuickQ* windows. Such as, the one on which you enter your password or the one that shows line group data. You can move, resize, overlap, close and open one or more windows in one screen. While you can have any number of windows opened, only one window can be active at a time. The active window is the one that you are currently working in. Any command you choose or text you type generally applies only to the active window. The active window may have a close box, scroll bars, and a resize corner. If your windows are overlapping, the active window is always the one on top of all the others.

All windows in *QuickQ* have the following things in common:

- **Title Bar**—The topmost horizontal bar of a window contains the name of the window. You can drag the title bar to move the window.
- **Close Box**—This is the box in the upper left corner. You double click on this box to quickly close the window.
- **Buttons**—The *QuickQ* windows contain many buttons that you click to complete the following actions:
 - OK** – Saves all changes you made to the active window and closes the window.
 - Apply** – Saves all changes you made but does not close the window.
 - Cancel** – Reverts all changes up to the last *Apply* action and closes the window.
 - Help** – Provides help information on the current window.
 - New** – Creates a new item. This is equivalent to the *Add* command used in previous *QuickQ* versions.
 - Properties** – Opens up the properties page for the highlighted item. The properties window may be the same as the *New* window with some of the items being non-selectable. This is equivalent to the *Edit* command used in previous *QuickQ* versions.
 - Remove** – Removes the highlighted item. This is equivalent to the *Delete* command used in previous *QuickQ* versions.

1. APPENDIX B

1.1 System Layout / Worksheet

System Setup (Copy pages as required for customer records)

Company Name
ID# and Password

Group	Grp. Name	Supv. Name	Password
Grp 00			
Grp 01			
Grp 02			
Grp 03			
Grp 04			
Grp 05			
Grp 06			
Grp 07			
Grp 08			
Grp 09			
Grp 10			
Grp 11			
Grp 12			
Grp 13			
Grp 14			
Grp 15			
Grp 16			

Note: Group 00 refers to the System Manager's ID and Passwords. This is not one of the call processing groups.

Intergroup Overflow

Group	Level 1	Level 2	Level 3	Level 4
Grp 01				
Grp 02				
Grp 03				
Grp 04				
Grp 05				
Grp 06				
Grp 07				
Grp 08				
Grp 09				
Grp 10				
Grp 11				
Grp 12				
Grp 13				
Grp 14				
Grp 15				
Grp 16				

Announcements

NOTE: Space is provided on the Group Layout / Worksheet for the scripting of messages.

	Description	Group	Line Sub-Group
01			
02			
03			
04			
05			
06			
07			
08			
09			
10			
11			
12			
13			
14			
15			
16			

Account Codes

Code	Description

Stat-Bins

Answer Bins	Time	Abandon Bins	Time
Time Bin 01		Time Bin 01	
Time Bin 02		Time Bin 02	
Time Bin 03		Time Bin 03	
Time Bin 04		Time Bin 04	
Time Bin 05		Time Bin 05	
Time Bin 06		Time Bin 06	

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1. APPENDIX C

1.1 Group Layout / Worksheet

NOTE: Make additional copies of the Group Layout / Worksheet for each of your system groups.

1.1.1 GROUP SETUP

Thresholds

Overflow Time	
Redirect Time	
Alarm Time	
Alarm (# of calls)	
Priority Override Time	

Mode

Call Screening (Yes/No)	
Automatic Force Call (Yes/No)	
Manual (Yes/No)	
Day to Night (Yes/No)	
Time for Day to Night Mode (24 hr.)	

1.1.2 AGENT GROUP SETUP

Grp 01

Group Name

Agent Name	Agent ID	Password	Priority	Wrap-up

Grp 02

Group Name

Agent Name	Agent ID	Password	Priority	Wrap-up

Grp 03

Group Name

Agent Name	Agent ID	Password	Priority	Wrap-up

Grp 04

Group Name

Agent Name	Agent ID	Password	Priority	Wrap-up

1.1.3 LINE GROUP SETUP

NOTE: Space is provided on the next page for the messages scripts.

	Grp 01	Grp 02	Grp 03	Grp 04
Group Name				
First Message #				
Second Message #				
Night Message #				
Special Message #				
Message Delay				
Music Interval				
Priority				

1.1.4 MANAGEMENT INFORMATION

Real Time Parameter Setup

Incoming Call Parameter Time	
Outgoing Call Parameter Time	
Busy Call Parameter Time	

1.1.5 MESSAGE SCRIPTS

Line Group 01

First Message

Second Message

Night Message

Special Message

Line Group 02

First Message

Second Message

Night Message

Special Message

Line Group 03

First Message

Second Message

Night Message

Special Message

Line Group 04

First Message

Second Message

Night Message

Special Message

1.1.6 PREFERRED CUSTOMER ABANDONED CALL RECORD SETUP

Select the day or days of the week to print the Preferred Customer Line Abandoned Report (check appropriate box or boxes).

- Sunday
- Monday
- Tuesday
- Wednesday
- Thursday
- Friday
- Saturday

Set up the automatic printing interval (check the appropriate box).

- Disabled
- 30 Minutes
- 1 Hour
- 2 Hours
- 4 Hours
- 6 Hours
- 8 Hours
- 12 Hours
- 24 Hours

1.1.7 WALLBOARD SETUP RECORD

Wallboard	Group	Type	Title	Title Display	Summary	Buzzer
<i>Example 1</i>	2	<i>Color</i>	<i>Yes</i>	<i>Have a Good Day</i>	<i>No</i>	<i>Yes</i>
<i>Example 2</i>	4	<i>Color</i>	<i>No</i>	<i>Not used</i>	<i>Yes</i>	<i>No</i>
1						
2						
3						
4						
5						
6						
7						
8						
9						
10						
11						
12						
13						
14						
15						
16						

1.1.8 WALLBOARD PARAMETER SETUP

Wallboard	P1	P2	P3	P4	P5	P6
<i>Example</i>	<i>IH</i>	<i>ID</i>	<i>OH</i>	<i>OD</i>	<i>SH</i>	<i>SD</i>
1						
2						
3						
4						
5						
6						
7						
8						
9						
10						
11						
12						
13						
14						
15						
16						

NOTE: When a title is used, P4-P6 are not available because the top line of the wallboard is used to display the title.

1.1.9 WALLBOARD MESSAGES

Wallboard	Text up to 70 characters for scrolling messages.
Example 1	TEAM 1 RECEIVED (ID) CALLS TODAY AND GRADE OF SERVICE WAS (SD)
Example 2	WORK SAFELY TODAY!
1	
2	
3	
4	
5	
6	
7	
8	
9	
10	
11	
12	
13	
14	
15	
16	

NOTE: Insert up to six tokens (xx) to identify parameters in a message (see example 1).

1.1.10 WALLBOARD SCHEDULES

Message (up to 32)	Day	Time

Day Choices are:	Time Choices
<ul style="list-style-type: none">MondayTuesdayWednesdayThursdayFridaySaturdayMonday-FridayMonday-SaturdayDaily	0001-2400 (24 Hour Format)

1.1.11 WALLBOARD ALARMS

Parameter	Function	Threshold	Message
(Example) QL	>=	5	There are (QL) Calls in the Queue at this time.....

1. APPENDIX D

1.1 Reviewing The Programming Road Map

Start-up, and System Manager's Windows

<u>Start-Up Window</u>	Account Code	Line Group
Level (first)	New	First
Sign-In	Account Code XXX	Second
User ID XXX	Description	Night
Password XXX	Properties	Sync Date & Time
Access to Configuration	Description	Date MM/DD/YY
Yes/No	Remove	Time HH:MM:SS
Sign-Out & Exit	Stat Time Bin	Backup Announcement
Level (second)	Answer Time Bin	Restore Announcement
Sign-Through	Time Bin 1- Time Bin 6	Management-Info
Grp 1	MM:SS	Setup
-	Abandon Time Bin	Real Time
-	Time Bin 1 - Time Bin 6	Incoming Call Parameter
Grp16	MM:SS	MM:SS
Print Setup	Wallboard	Outgoing Cal Parameter
Sign-Out (return to previous level)	No. 1 - No. 16	MM:SS
Sign-Out & Exit	Properties	Busy Time Parameter
<u>System Managers Window</u>	Settings	MM:SS
System	Assigned to No. ____	Traffic Analysis
Configure	Type Color/Mono	Time Interval
Company	Title Yes/No	1/2 Hour
Name	Title ____	1 Hour
Street	Options	Real Time
City	Summary Yes/No	Historical Reports
State	Buzzer Yes/No	Hourly
Country	Parameter	00:00 - 01:59
ZIP	P1-P6	23:00 - 23:59
Site #	Password	File
Activate Group	User ID	Print
Group 01-16	Old Password XXX	Close
Activate Group	New Password XXX	View
State Yes/No	Confirm Password XXX	Graph
Group Name	Announcement	Numeric
XXXXXXXX	No 01 - No. 16	Report (see Note 1)
Intergroup Overflow	Properties	Daily
Group 01-16	Description	File
Level 1	Announcement Length	Print
Level 2	Current MM:SS	Close
Level 3	Limit MM:SS	View
Level 4	Group	Graph
		Numeric
		Report (see Note 2)

Current Reports

Hourly
 File
 Print
 Close
 View
 Graph
 Numeric
 Report (see Note 1)
 Daily
 File
 Print
 Close
 View
 Graph
 Numeric
 Report (see Note 2)

Report Schedule

Daily
 Activate Print Schedule Yes/No
 Report Type (see note 3)
 Print Time MM:SS
 Report Format
 Numerical
 Graphical
 Numerical & Graphical
 Day of the Week
 Sunday Yes/No
 -
 Saturday Yes/No
 Weekly
 Activate Print Schedule Yes/No
 Report Type (see note 3)
 Report Format
 Numerical
 Graphical
 Numerical & Graphical
 Print Time MM:SS
 Day of the Week
 Monthly
 Activate Print Schedule
 Yes/No
 Report Type (see note 3)
 Report Format
 Numerical
 Graphical

Numerical & Graphical
 Print Time MM:SS
Wallboard
 Message
 Message 1
 -
 -
 Message 32
 New
 Enter New Message
 Properties
 Edit Selected Message
 Remove
 Remove Selected Message
 Alarm
 New
 Parameter XX
 Function (=, <=, >=)
 Threshold XXXX
 Message (1-32)
 Properties
 Parameter XX
 Function (=, <=, >=)
 Threshold XXXX
 Message (1-32)
 Remove
 Remove Selected Alarm
 Schedule
 New
 Day
 Sunday
 -
 Saturday
 Mon-Fri
 Mon-Sat
 Daily
 Time HH:MM
 Message (#1 - #32)
 Remove
 Remove Selected Schedule

Configuration Report

Report Types are –
 Answer Bins
 Abandon Bins
 Incoming Call
 Total Time

Average Time
 System Capacity
 Account Code
 Traffic Analysis

Group Supervisor's Screen

Group Setup
 Overflow Threshold MM:SS
 Redirect Threshold MM:SS
 Alarm Threshold MM:SS
 Alarm Threshold Calls in Queue
 Priority Override MM:SS
 Call Screening Yes/No
 Automatic Force Call Yes/No
 Manual Answer Yes/No
 Day to Night Mode Yes/No
 Time-Day to Night Mode HH:MM
 Agent Group - Setup
 AgGp 01
 AgGp 02
 AgGp 03
 AgGp 04
 Agent Group Name
 Agent Name
 ID # XXX
 Password XXX
 Priority 01-04
 Wrap-up MM:SS
 Line Group Setup
 LnGp 01
 LnGp 02
 LnGp 03
 LnGp 04
 Line Group Name
 First Message X
 Second Message X
 Night Message X
 Special Message X
 First Message Delay MM:SS
 Music Interval MM:SS
 Line Group Priority 01-04

Management Info	Incoming Call	System Capacity
Real Time Setup	Agent Activity	Call Profile
Incoming Call Parameter MM:SS	Average Time	Account Code
Outgoing Call Parameter MM:SS	System Capacity	Report Format
Busy Call Parameter MM:SS	Report Format	Numerical
Real Time	Numerical	Graphical
Traffic Activity	Graphical	Note
Agent Activity	Note	Print
Traffic Status	Print	Configuration
Service Status	Daily	Group
Agent Status	Report Type	Print
Historical	Waiting Time	
Current	Abandon Call	
Hourly	Incoming Call	
Report Type	Agent Activity	
Waiting Time	Average Time	
Abandon Call		

The following six notes define the various *Report Types* that are referenced in the *Programming Road Maps* on the previous pages

Note 1	Note 2	Note 3	Note 4	Note 5	Note 6
Answer Bin	Answer Bin	Answer Bin	Answer Bin	Answer Bin	Answer Bin
Abandon Bin	Abandon Bin	Abandon Bin	Abandon Bin	Abandon Bin	Abandon Bin
Incoming Call	Incoming Call	Incoming Call	Incoming Call	Incoming Call	Incoming Call
Total Time	Total Time	Total Time	Total Time	Total Time	Total Time
Average Time	Average Time	Average Time	Average Time	Average Time	Average Time
System Capacity	System Capacity	System Capacity	System Capacity	System Capacity	System Capacity
Account Code	Account Code	Account Code	Account Code	Account Code	Account Code
Note	Traffic Analysis	Traffic Analysis	Prefer Customer	Traffic Analysis	Traffic Analysis
	Note			Prefer Customer	Prefer Customer
				Note	

Group Supervisor's Window

Group	Customer Z	Setting
Configure	New	Wrap-Up Time MM:SS
Modes of Operation	Name	Priority
Mode	Phone Number	Priority 1-4
Call Screening Yes/No	Priority (1-4)	Remove
Force Account Code Yes/No	Group (01-16)	Remove Agent
Calling Number ID Yes/No	Line Group (1-4)	Management-Info
All Agents Busy Alarm Yes/No	Properties	Setup
Allow Suspension of Agent Set	Name	Real Time
Answer Mode	Priority (1-4)	Real Time Threshold
Manual Answer	Group (01-16)	Incoming Call Parameter MM:SS
Automatic Force Call Option	Line Group (1-4)	Outgoing Call Parameter MM:SS
Queue Escape Yes/No	Remove	Busy Time Parameter MM:SS
Queue Escape Ext (select)	Remove Calling Number ID	Traffic Analysis
Threshold	Line Group (active)	Time Interval
Threshold Time	Name	1/2 Hour
Overflow MM:SS	Line Group Name	1 Hour
Redirect MM:SS	Configure	Real Time
Priority Override MM:SS	Announcement	Group Real Time - Agents
Alarm Threshold Time MM:SS	First Announcement (1-4)	Group Real Time - Charts
Calls in Queue XXXX	Second Announcement (1-4)	Group Real Time - Stats
Day to Night Schedule	Night Announcement (1-4)	Historical Reports
Properties	Special Announcement (1-4)	Hourly
Day of the Week	Priority	00:00 - 01:59
Sunday	Priority 1-4	-
-	Announcement Timing	-
Saturday	First Announcement	23:00 - 23:59
Day to Night Time HH:MM	Intercept Delay MM:SS	File
Activate Agent Group	On-Hold Interval MM:SS	Print
Agent Group 1 Yes/No	Agent Group (active)	Close
Agent Group 2 Yes/No	Name	View
Agent Group 3 Yes/No	Agent Group Name	Graph
Agent Group 4 Yes/No	Agent	Numeric
Activate Line Group	New	Report (see Note 4)
Line Group 1 Yes/No	Agent Information	Daily
Line Group 2 Yes/No	Agent Name	File
Line Group 3 Yes/No	User ID	Print
Line Group 4 Yes/No	Password	Close
Password	Setting	View
User ID	Wrap-up Time MM:SS	Graph
Old Password	Priority 1-4	Numeric
New Password	Agent	Report (see note 5)
Confirm Password	Properties	
Calling Number ID	Agent Information	
Night Mode Routing Yes/No	Agent Name	
Customer A		

Current Reports	Tuesday Yes/No	Message # 32
Hourly	Wednesday Yes/No	New
File	Thursday Yes/No	Enter New Message
Print	Friday Yes/No	Properties
Close	Saturday Yes/No	Edit Selected Message
View	Weekly	Remove
Graph	Activate Print Schedule Yes/No	Remove Selected Message
Numeric	Report Type (see note 6)	Alarm
Report (see note 4)	Report Format	New
Daily	Numerical	Parameter XX
File	Graphical	Function (=, <=, >=)
Print	Numerical & Graphical	Threshold XXXX
Close	Print Time MM:SS	Message (1-32)
View	Monthly	Properties
Graph	Activate Print Schedule Yes/No	Parameter XX
Numeric	Report Type (see note 6)	Function (=, <=, >=)
Report (see note 5)	Report Format	Threshold XXXX
Abandoned Calling Number ID Report	Numerical	Message (1-32)
Report Day	Graphical	Remove
current day	Numerical & Graphical	Remove Selected Alarm
-	Print Time MM:SS	Schedule
-	Abandon Calling Number ID	New
Current day -6	Automatic Printing	Day
Open	Interval	Sunday
Report Schedule	Disable	-
Daily	30 Minutes	-
Activate Print Schedule Yes/No	1 Hour	-
Report Type (see note 6)	2 Hours	Saturday
Print Time MM:SS	3 Hours	Mon-Fri
Report Format	4 Hours	Mon-Sat
Numeric	6 Hours	Daily
Graphical	8 Hours	Time HH:MM
Numerical & Graphical	12 Hours	Message (1-32)
Day of the Week	24 Hours	Properties
Sunday Yes/No	Wallboard	Day
Monday Yes/no	Message	Sunday
	Message # 1	-
		Saturday
		Mon-Fri
		Mon-Sat
		Daily
		Time HH:MM
		Message (1-32)
		Remove
		Remove Selected Schedule
		Configuration Report

Appendix D

The following six notes define the various *Report Types* that are referenced in the *Programming Road Maps* on the previous pages

Note 1	Note 2	Note 3	Note 4	Note 5	Note 6
Answer Bin	Answer Bin	Answer Bin	Answer Bin	Answer Bin	Answer Bin
Abandon Bin	Abandon Bin	Abandon Bin	Abandon Bin	Abandon Bin	Abandon Bin
Incoming Call	Incoming Call	Incoming Call	Incoming Call	Incoming Call	Incoming Call
Total Time	Total Time	Total Time	Total Time	Total Time	Total Time
Average Time	Average Time	Average Time	Average Time	Average Time	Average Time
System Capacity	System Capacity	System Capacity	System Capacity	System Capacity	System Capacity
Account Code	Account Code	Account Code	Account Code	Account Code	Account Code
Note	Traffic Analysis Note	Traffic Analysis	Prefer Customer	Traffic Analysis Prefer Customer Note	Traffic Analysis Prefer Customer

1. APPENDIX E

1.1 Backing Up System Reports

1.1.1 WHAT IS THE WINDOWS NT BACKUP OPTION?

The Windows NT Backup option allows you to make security backup copies of the statistical data (that is, the report files) gathered by the ACD. These copies are made to standard 3.5-inch high-density floppy disks.

Once you have made backup copies of files you want to save, you can use the backup option to delete the old copies of these files from the hard disk of the ACD.

1.1.2 WHY SHOULD YOU USE IT?

As well as providing a measure of security for your data, using the backup option will free up space for the ACD to reuse, and will prevent the ACD from slowing down due to congestion of the hard disk with too many old files.

1.1.3 HOW OFTEN SHOULD YOU USE IT?

Typically, you should use the backup option at least once every three months.

1.1.4 HOW DO YOU USE IT?

1. From the Windows NT desktop, click on **Start – Programs – Accessories – System Tools – Backup** to get the *Microsoft Backup Welcome* window.
2. Click **OK** and the *Microsoft Backup Warning* box opens up.
3. After reading the warning, click **OK** to open up the *Microsoft Backup* dialog. Use this dialog to select files that you want to backup and follow the directions provided. For additional backup information, you can click on **Help**.

Notes

1. APPENDIX F

1.1 Understanding Emergency Operations

QuickQ contains built-in protection to minimize operational problems that could occur as the result of system interruptions such as power failures. This appendix outlines actions that QuickQ causes when these emergencies occur.

1.1.1 NOTIFYING AGENTS

Whenever normal operation is interrupted, *QuickQ* notifies all of the active (signed-in) agents for five seconds. The message, *System Rebooting* is displayed on each agent's display telephone along with an audible tone.

1.1.2 REBOOTING THE QUICKQ SYSTEM

Within the first 10 seconds, the System Manager can reboot the system manually. After 10 seconds of idling, following a system interruption, the system will reboot itself automatically. Rebooting normally takes a maximum of two minutes.

Note: You cannot reboot directly in QuickQ if you are using a swap file.

The following actions occur during system rebooting:

- All relevant files are closed.
- Calls that are engaged with agents will remain connected with those agents.
- When the system is using DVA01 units, all calls in the ACD queue will be dropped.
- When the system is using DVA16 units, all calls in the ACD queue will be dropped except those that are queued in the music state. Those calls will hear music continuously until they hang up.
- All Do Not Disturb (DND) conditions will be cleared on the active agents' telephones. This affects DND conditions that are either set manually or automatically. (The system automatically sets the DND condition on agents' telephones during call transferring.)

1.1.3 SIGNING-IN AGENTS

Agents are signed-in automatically up to 30 minutes following a system interruption. Agents will be signed-in, in the busy state. If the interruption lasts longer than thirty minutes, the agents are not signed-in automatically.

Also, if the automatic day-to-night mode is selected by the group, and the time that the system was rebooted is later than the time set for the day-to-night mode to occur, agents are not signed-in automatically.

1.1.4 PRINTING SCREEN INFORMATION

At the time the system operation is interrupted, the system registers along with other information is written to the screen directly. The system manager can print this information.

1.1.5 SAVING CALL STATISTICS

All call statistics are saved during a system interruption except for the accumulated current Hourly report up to the time of system reboot. For example, if the system is rebooted at 11:30 and the hourly call statistics are collected on the hour, then no call statistics are saved for the period from 11:00 to 11:30. However, the hourly report will include call statistics for the period from 11:30 to 12:00.

1. APPENDIX G

1.1 Detailing Comdial's Technical Assistance

1.1.1 VERIFYING EQUIPMENT OPERATION

Comdial installation specialists strongly suggest that you temporarily install the equipment and test the system operation at your facility before you take it to the permanent installation site. When you do this, you ensure that the equipment is operational, and if it is not operational, you give yourself an opportunity to correct any problems that exist.

Follow the installation details closely in this manual and double check your work for mistakes. If you cannot resolve the operating failure, you may need the technical assistance that Comdial makes available.

1.1.2 EXPLAINING THE REPAIR SERVICE

FCC regulations do not permit repair of customer owned equipment by anyone except the manufacturer or their authorized agent. Unless specifically detailed, Comdial policy does not warrant its equipment as field repairable items.

If the equipment needs repair subsequent to the warranty period, you may return it to Comdial for repair. Comdial repair personnel will, at their option, either repair the defective equipment or replace it with a remanufactured unit. This repair will be done at a fixed charge. For information on this charge, call or write to the following address:

Comdial

106 Cattlemen Road

Sarasota, Fl 34232

Attention: Repair Department

Telephone: 1-800-877-4448

When returning equipment for repair, pack it carefully to prevent damage. The purchaser is responsible for any damages during shipment. Ship the equipment freight or postage prepaid. The shipping address is as follows:

Comdial

106 Cattlemen Road

Sarasota, Fl 34232

Attention: Repair Department

1.1.3 UPGRADING YOUR SYSTEM KNOWLEDGE

From time-to-time, Comdial Engineers will enhance equipment software or add to the hardware capability. The technical publications personnel document these changes on Technical Advisory Bulletins that they make available to you in several ways:

- you may turn to the appropriate section in your system's instruction binder and find the TABs that are currently available,
- you may access the web site at <http://echannel.comdial.com>.
- In addition to TAB information, the echannel also contains the latest Comdial manuals and system software that you can download.

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GCA70-357.03
Quick Q System Manager's Guide
October, 2002
Printed in U.S.A.

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