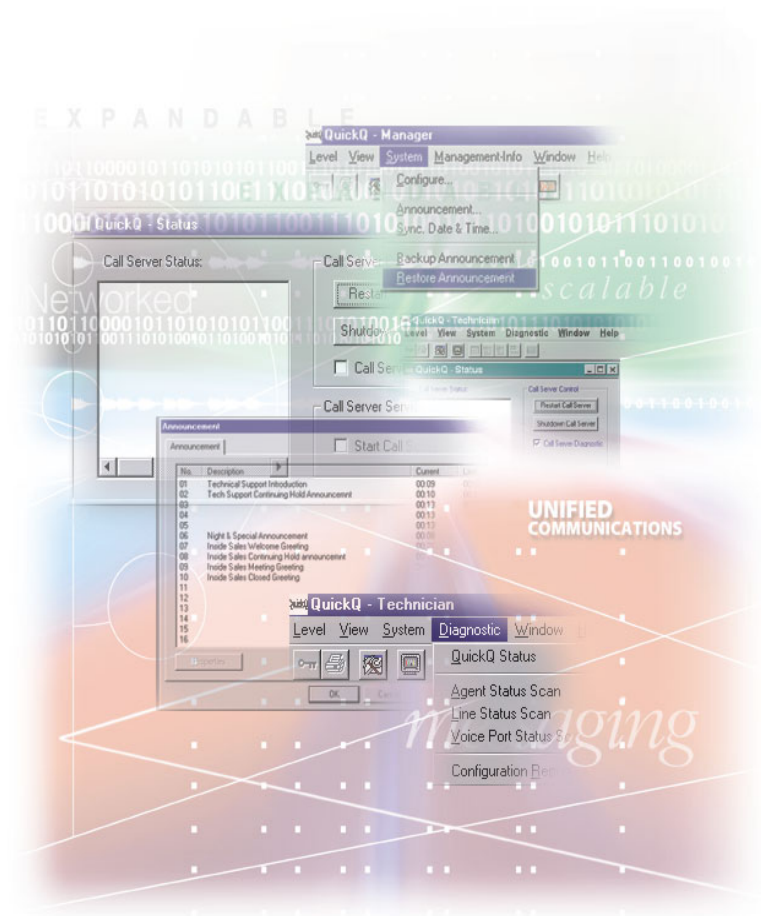




Quick Q

Agent's User Guide



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.

GCA70-278.05

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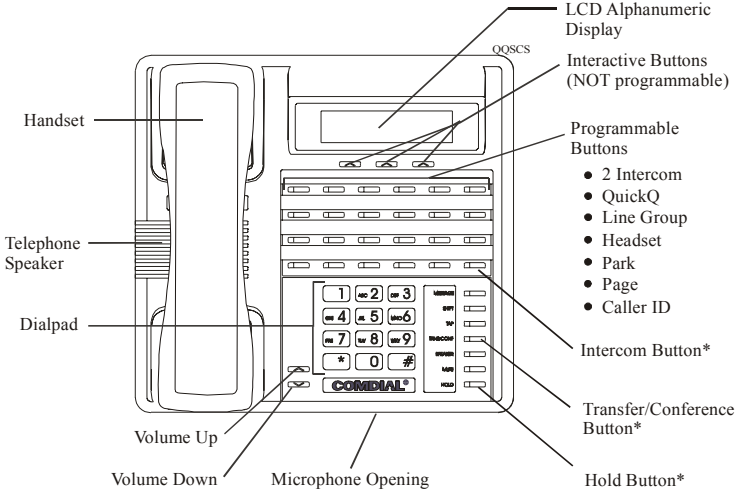
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1. THE AGENT TELEPHONE

- The QuickQ is designed to operate with Comdial digital LCD speakerphones. Your telephone technician will program a QuickQ button on your telephone. This button enables you to sign into the QuickQ.



** NOTE: These button locations may be reprogrammed by installer.*

- You do not need telephone lines appearing on your telephone to answer calls.

The following features can be programmed on the programmable buttons at your telephone:

Intercom	Line Grp	Page	Caller ID
QuickQ	Park	Headset	

2. THE LARGE SCREEN DISPLAY TELEPHONE

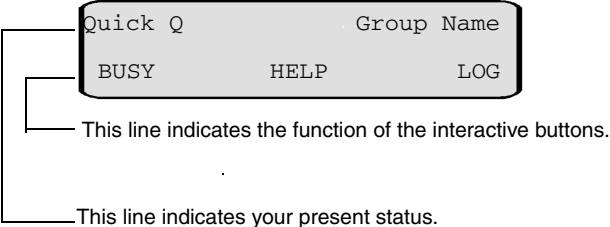
- This telephone provides a 24-character wide, six line high liquid crystal display (LCD).
- The large screen display telephone also provides 13 interactive buttons for use that are under software control (five along each side of the display and three along the bottom).
- QuickQ uses the top three lines of the display and one button on each side of the display for special purposes detailed in the illustrations 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.



CALL.CDR

Line 1: Display Title
Line 2: NN = total number of calls waiting in all of this agent's call groups
MM:SS = amount of time that the longest queued call has been waiting
Line 3: GP SELECT = interactive button for choosing grade of service for different groups
NEXT = interactive button for switching display screens
Line 4: Blank line
Line 5: ACD Interface Messages
Line 6: ACD Interactive Buttons

2.1 Description of the Display (Idle Display)

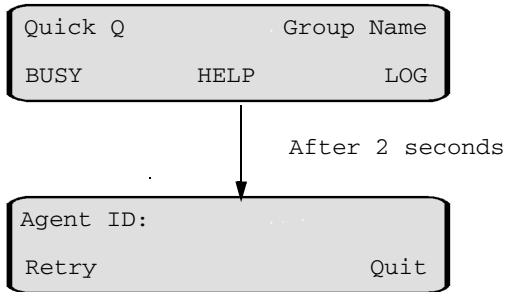


3. INTERACTION WITH DXP/FXS SYSTEM

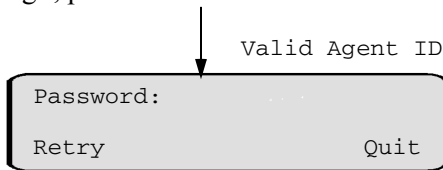
- To access system features, press the programmed feature button. To access additional features, press the QuickQ button and then press the “OPTIONS” interactive button.
- Your telephone will respond normally when you access system features. During feature operation, QuickQ will be suspended. This is indicated by a flashing red light beside the QuickQ button. After completing the system feature, press the QuickQ button to resume ACD operation.
- *Do Not Disturb* prevents your phone from ringing on non-ACD calls; that is, intercom calls and personal calls.
- *Call Forward* forwards non-ACD calls only; that is, intercom calls and personal calls.

4. SIGNING-IN TO QUICKQ

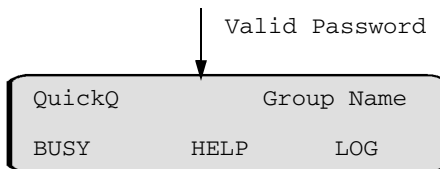
- Press the QuickQ button.



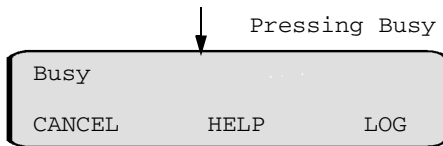
- Use the keypad to enter your I.D. number. Should you enter an incorrect digit, press the RE TRY interactive button.



- Enter your password digits.



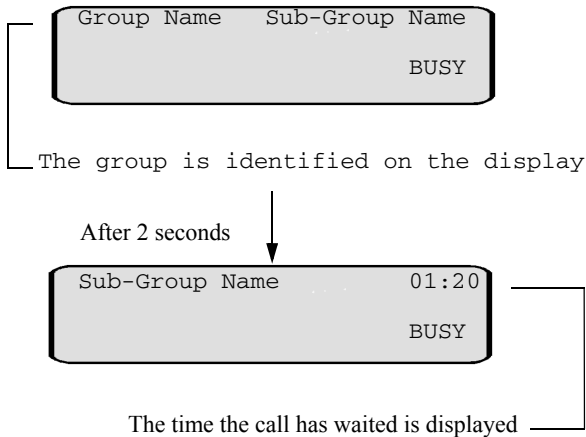
- The above display indicates that you are now signed-in as an ACD agent, ready to accept incoming calls. If it is necessary for you to leave your desk, press the BUSY interactive button. This will prevent the ACD from sending calls to you when you are unable to answer.



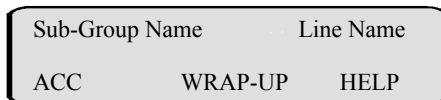
- The system will automatically set your telephone to Busy under the following conditions:
 1. If you do not answer an ACD call sent to you.
 2. If you place or answer an internal non-ACD call.

5. RECEIVING AN ACD CALL

- When an ACD call is directed to you, your telephone will ring and the display will indicate the following:



- If you do not answer this call within the programmed redirect threshold time, the call will automatically go to another agent. When the call is redirected, the ACD will automatically make your telephone busy.
- If you are unable to take this call, press the BUSY interactive button, the system will redirect the call to another idle agent. If there are no available agents, your display will indicate “All Agents Busy.”
- To answer the call lift the Handset; or if using a headset, press the SPEAKER button.



- During your conversation, the above display remains on your telephone.

6. TRANSFERRING A CALL

- When transferring a call, be aware that you are responsible for the transferred call until the intended party answers the call.

Line Name	Sub-Group Name
ACC	WRAP-UP HELP

- To transfer a call, press either the PARK button or the TRANSFER button.
- Announce the call to the intended party (paging may be helpful for this).
- Press the WRAP-UP interactive button to disconnect from that call. Your display will enter the WRAP-UP mode (refer to page 10).
- If the transferred call is not answered, the call will automatically recall to your telephone (regardless of your activity).

7. REQUESTING HELP

- The Help function calls the supervisor without interrupting your present conversation.
- During your conversation, press the HELP interactive button.

Requesting Help!

When the supervisor responds to your request:

Supervisor Ready
CONF HOLD

After 2 seconds

Supervisor's Name Jan Calling
CONF HOLD

- You now have the option to add the supervisor to your conversation (CONFERENCE) or to place the caller on HOLD while you discuss the situation with your supervisor.

7.1 Selecting Conferencing During Help

- After requesting HELP, press the CONF interactive button to conference the supervisor, the caller and yourself.

Line Name Jan
RELEASE TRANS

Supervisor's Name _____

- The top line of the display identifies the line and supervisor, indicating a conference. Press the **RELEASE** interactive button to drop the supervisor from the call. Press the **TRANS** interactive button to send this call to the supervisor.

7.2 Selecting Hold During Help

- Press the **HOLD** Interactive button.

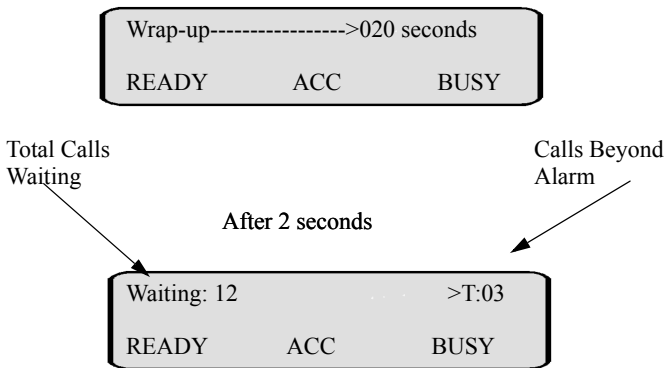


- This action places the caller on hold and connects you directly with your supervisor.

CONF	Connects the supervisor, caller, and yourself.
RETURN	Return to the caller and release the supervisor.
TRANS	Transfer the caller to the supervisor and disconnect yourself.

8. WRAP-UP: DISCONNECTING FROM A CALL

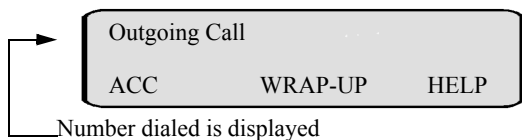
- To complete a call, hang up the receiver. The system provides a preprogrammed wrap-up time to allow you to complete any after call work. During the wrap-up time, no calls will be directed to you.



- The display indicates the number of calls holding and the number of calls waiting longer than the programmed acceptable time (alarm threshold).
- After the wrap-up time has expired, your telephone will return to the IDLE display.
- You can bypass the wrap-up time by pressing the READY interactive button, or you can select the BUSY interactive button during the wrap-up time, should you require more time or need to leave your desk.

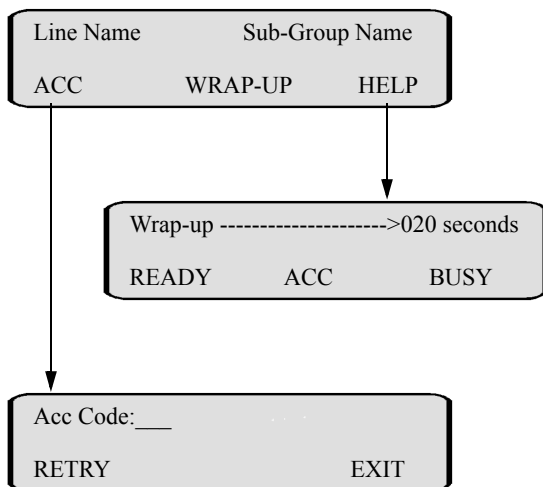
9. PLACING OUTGOING CALLS

- Select any outgoing line.



9.1 Assigning an Account Code

- To assign an account code to a call, press the ACC Interactive button during or after the call. Account codes must be preset by the supervisor. Account codes can be used on both incoming and outgoing calls.



Placing Outgoing Calls

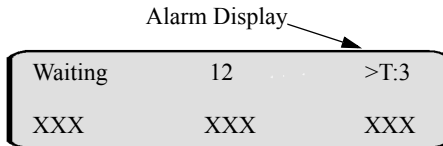
- Enter the Account Code with the telephone key pad. If you enter an incorrect digit, press the RETRY interactive button.

Account Description	
RETRY	OK

- If correct press the OK interactive button to return to the previous state.
- Calls can have more than one account code. To enter additional codes, repeat above exercise for each.

10. ALARM CONDITION

- An alarm tone sounds on your telephone when waiting calls have exceeded the time on hold set by your supervisor.

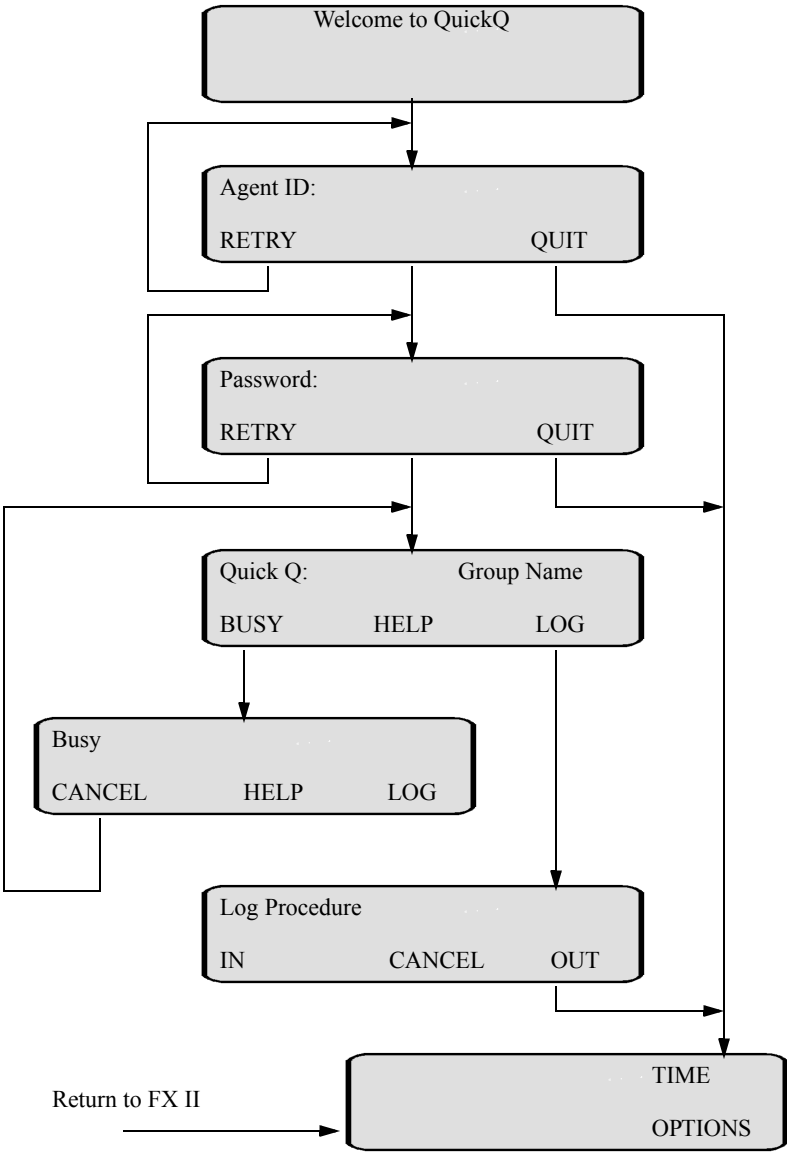


- This alarm will sound regardless of your activity (idle, busy, or on a call).

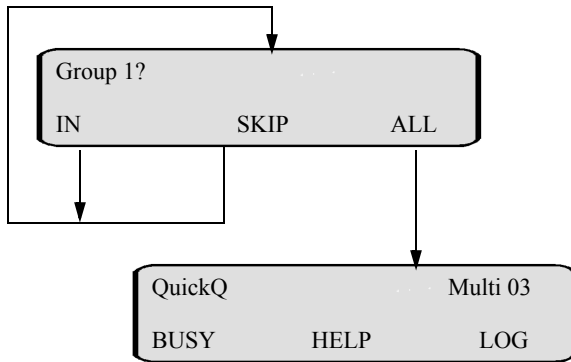
11. THINGS TO REMEMBER

- If your display is showing the time and date, your telephone is either not logged-in or QuickQ is suspended. Press the QuickQ button to resume.
- QuickQ will automatically make your telephone Busy if you miss an ACD call.
- QuickQ will temporarily make your telephone Busy if you:
 - answer a transferred call
 - retrieve a parked call
 - answer or place an intercom call
 - answer or place a non-ACD call
- When you complete either of the above actions, the system will automatically return you to your previous state.
- Log out if you are leaving for the day.
- You cannot log out if you are the last agent in the group. At the preset closing time, the system will automatically log you out.
- Remember to make your telephone Busy if you are leaving your desk or unable to answer ACD calls.

12. LOG-IN PROCEDURE

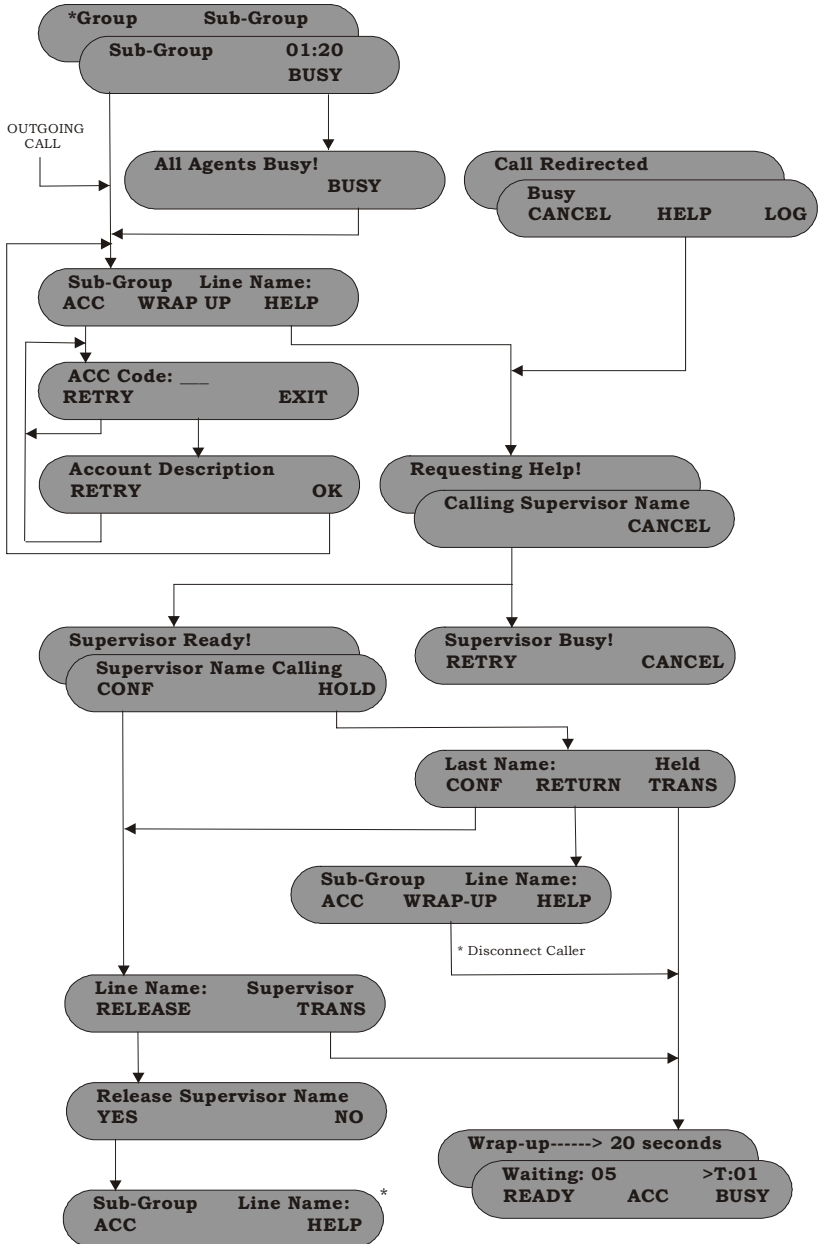


12.1 Log-in for Multiple Groups



Note: Each group that you belong to is displayed in the order of your priority in each one. For example, if you belong to three groups (1, 2, and 3) and your priority is highest in group 3, Group 3 is displayed first.

13. INCOMING CALL



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GCA70-278.05
10/02
Printed in U.S.A.

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