

The logo for Netech, featuring the word "netech" in a lowercase, blue, sans-serif font. The background of the slide is white with a large, abstract blue wave graphic that flows across the middle. The wave is composed of several overlapping layers of different shades of blue, creating a sense of depth and movement.

netech

YOUR NETWORK, ANYWHERE

Cisco IP Phone & Agent Training

TRAINING OVERVIEW

Cisco IP Phone & Agent Training

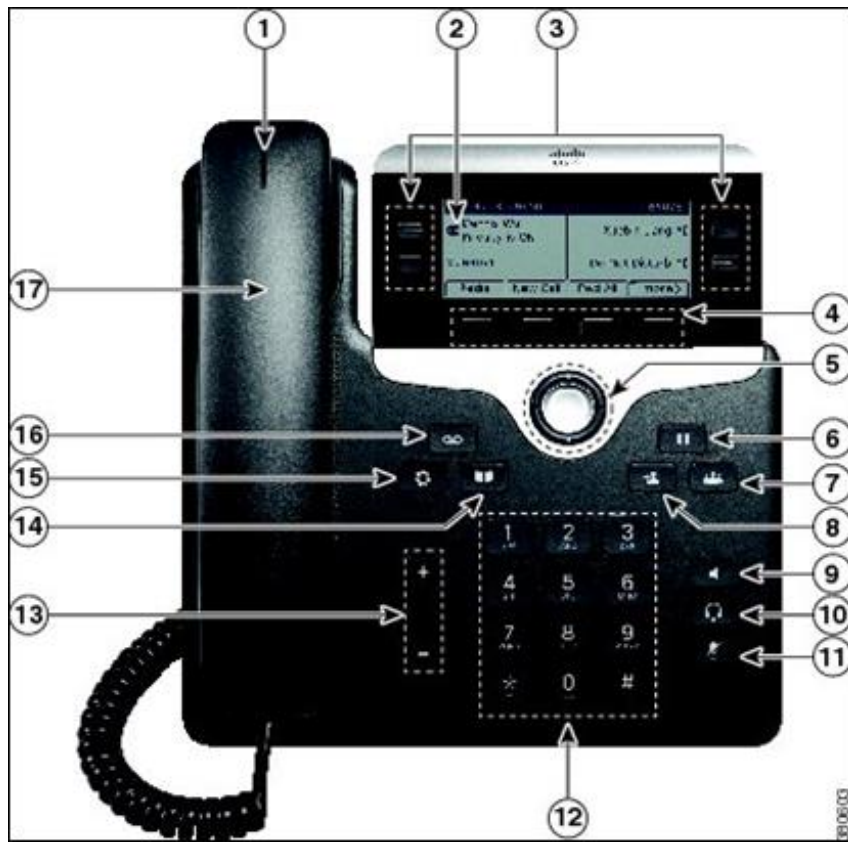
- Cisco IP Phone - 7841
 - Call Control Features
 - Voicemail
 - User Options
- Agent - Finesse
 - Agent Log-In & Agent Log-Out
 - Agent State Changes
 - Basic Call Features
 - Inbound/Outbound Calling
 - Hold/Resume
 - Transfer and Conference

Cisco IP Phone

7841

CISCO IP PHONE – 7841

User Reference Guide





- 1 Handset Light Strip
- 2 Phone Screen
- 3 Programmable Feature Buttons
- 4 Soft Key Buttons
- 5 Navigation Pad and Select button
- 6 Hold/Resume Button
- 7 Conference Button
- 8 Transfer Button
- 9 Speakerphone Button
- 10 Headset Button
- 11 Mute Button
- 12 Keypad
- 13 Volume Button
- 14 Contacts Button
- 15 Applications Button
- 16 Messages button
- 17 Handset

PLACE, ANSWER, OR END CALLS


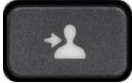
- Pick up or hang up the handset, OR
- Activate the headset or speaker phone, OR
- Use softkeys: **Redial**, **New Call**, **Dial**, **Answer** or **EndCall**, where appropriate.
- Dial **9** to get an outside line
- Dial **9911** for emergency services

Note: Dialing between agents will be handled via Finesse

HOLD & RESUME


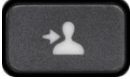
- While on a call, Press  to Hold.
- To return to the call, press the **Resume** soft-key, tap blinking green line button, or Press 

TRANSFERRING CALLS


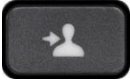
1. Press 
2. Dial the extension or phone number
3. Hang up or press 

Optional: To toggle between calls on 7841 only, press **Swap** soft-key before completing Step 3.

BLIND TRANSFER

- Transfer a call without talking to the recipient
 - From an active call, press 
 - Enter extension
 - Hang up to complete the transfer, or press 


CONSULT TRANSFER

- Let the transfer recipient know who is on the other line
 - From an active call, press 
 - Enter the extension or number
 - **Wait for the transfer recipient to answer and announce caller**
 - Hang up to complete the transfer, or press  or the **Transfer** soft-key.



Cisco Unity Connection

VOICEMAIL

SETTING UP VOICEMAIL

- This section applies only to users with VM
- Press  Messages button
- Enter the default PIN: 643125
- Set up and personalize your voice message service by following the instructions:
 - Record your name
 - Record your greeting
 - Select a new PIN
- **Important:** Do not hang up until the recording says you have now finished enrollment.

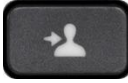

ACCESSING VOICEMAIL

- From your phone: Press  Messages button
- From another network phone: Press  followed by * (asterisk)
 - Enter your ID (your **10-digit** extension)
 - Enter your PIN



ACCESSING VOICEMAIL – CONTINUED

- Remotely:
 1. Call your DID number
 - Press * (asterisk) when you hear the greeting
 - Enter your ID (your **10-digit** extension)
 - Enter your PIN
 2. Call the voicemail number 217-558-7045
 - Enter your ID (your **10-digit** extension)
 - Enter your PIN

TRANSFER DIRECT TO VOICEMAIL

- Send the person on the line directly to the transfer recipient's voicemail
 - From an active call, press 
 - Press the Asterisk (star) key, and then dial desired extension or number.
 - Hang up to complete the transfer, or press  or the **Transfer** soft-key.

CONFERENCE CALLS

- From a connected call, press 
- Dial desired extension or number
- Wait for the call to connect
- Optional: Press Swap soft-key to toggle between parties.
- Press  again to complete conference.
- Repeat to add additional participants
 - Max 8 participants

CONFERENCE CALLS CONT'D

- Press Details Softkey
- Conferencing phone may use **Remove** soft-key to remove selected party from the conference
- Parties will remain in conference after one of them hangs up as long as one or more network phone(s) remain on the conference.

USER OPTIONS

Applications Menu Button

- Ring Type
 - Change the ring tone of your phone
 - **Play, Set, Apply, or Cancel**
- Contrast
 - Change the contrast of your phone display
 - Press the **Save** Softkey or press **Cancel** to exit
- Call History
 - Missed Calls, Received Calls, or Placed Calls
 - If you need to edit the displayed number, press **EditDial**
 - Go off-hook or press **Dial** to place a call

USER OPTIONS - CONTINUED

Contact Menu Button

- Select Corporate Directory
- Search for extensions or people by first name, last name, or extension.
- Search parameters are not case sensitive
- Use your keypad to enter a full or partial name and press **Search**
- To dial, select the listing you want to dial, go off-hook or press **Dial**

Note: Only VoIP phone users and users who have direct lines are in the Corporate Directory.

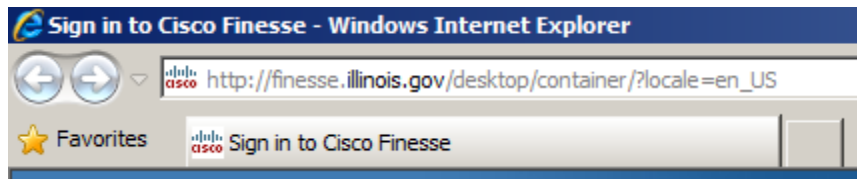
Cisco Finesse

AGENT

AGENT LOG-IN

Log-in Procedure

- Open your Internet browser (Internet Explorer 9) and type the following website address <http://finesse.illinois.gov>

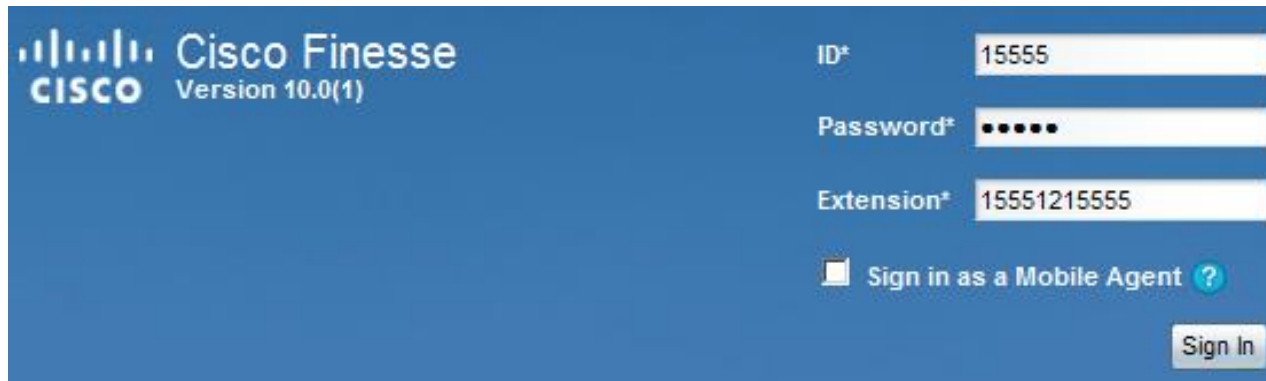


Enter Cisco Finesse
Website address

AGENT LOG-IN

Log-in Procedure Cont'd

- Credentials (last 5 digits of extension: 15551215555)
Agent ID: Enter your 5-digit ID (15555)
Password: The password is the same as the 5-digit ID
Extension: Enter the 11-digit agent extension

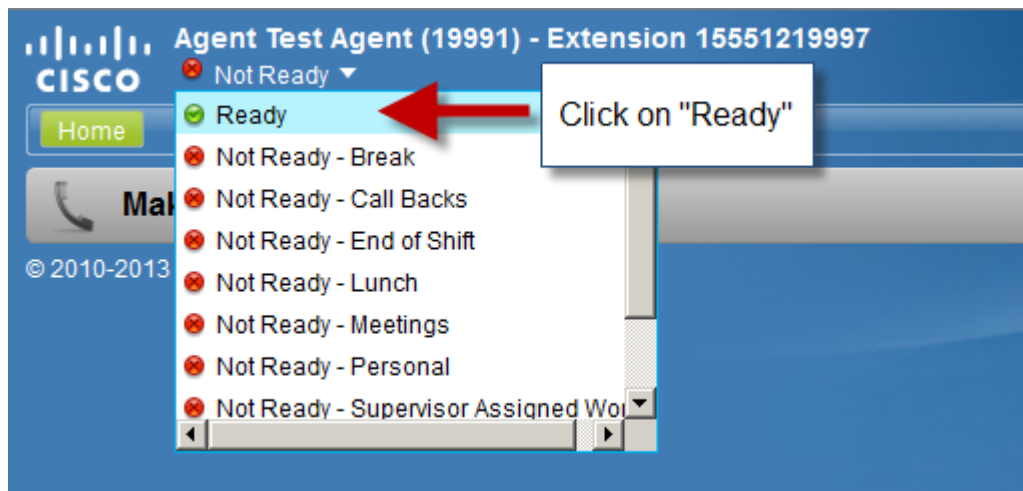
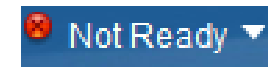


The screenshot shows the Cisco Finesse login interface. The header includes the Cisco logo and the text "Cisco Finesse Version 10.0(1)". The login form contains three input fields: "ID*" with the value "15555", "Password*" with masked characters "*****", and "Extension*" with the value "15551215555". Below the fields is a checkbox labeled "Sign in as a Mobile Agent" with a question mark icon. A "Sign In" button is located at the bottom right of the form.

AGENT STATUS CHANGE

Go “Ready” Status

- Click on the white arrow next to “Not Ready” and select “Ready” from the list

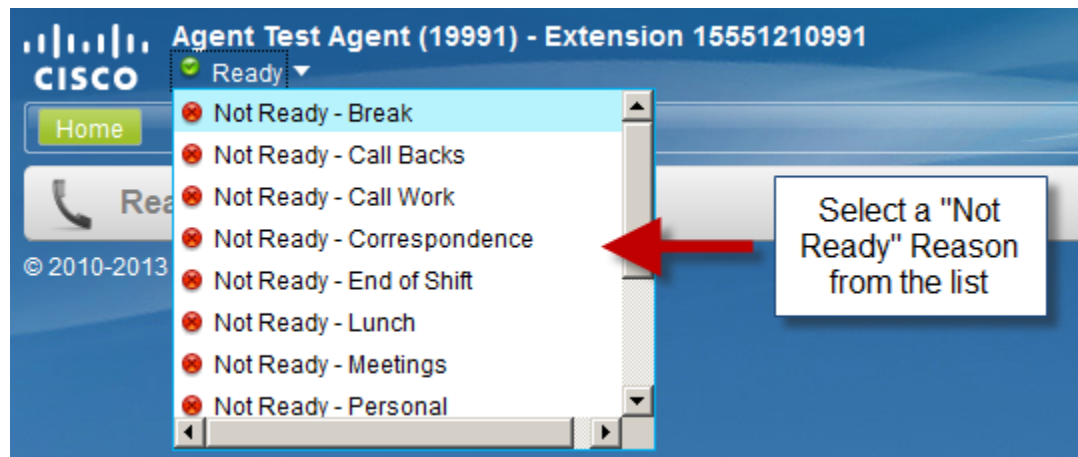


- You are now “Ready” to take calls

AGENT STATUS CHANGE

Go “Not Ready” Status

- Click on the white arrow next to “Ready”  and select “Not Ready” with the appropriate Reason Code

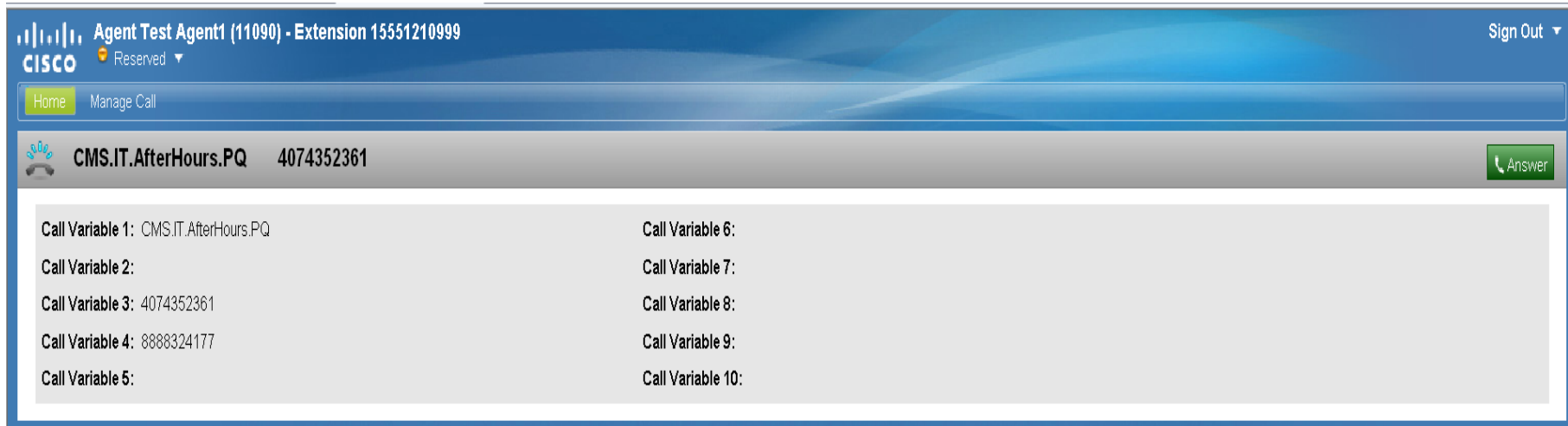


- You are now “Not Ready” with a designated Reason

QUEUE CALL CONTROL

Answer Calls

- Click on the “Answer” button to answer the call



The screenshot displays the Cisco Agent Desktop interface. At the top, it shows the agent's name "Agent Test Agent1 (11090) - Extension 15551210999" and a "Sign Out" button. Below this, there are navigation buttons for "Home" and "Manage Call". The main area shows a call from "CMS.IT.AfterHours.PQ" with the number "4074352361". A green "Answer" button is visible in the top right corner of the call area. Below the call information, there are two columns of call variables:

Call Variable 1: CMS.IT.AfterHours.PQ	Call Variable 6:
Call Variable 2:	Call Variable 7:
Call Variable 3: 4074352361	Call Variable 8:
Call Variable 4: 8888324177	Call Variable 9:
Call Variable 5:	Call Variable 10:

- If an agent does not answer the call, agent is put into “Not Ready”

QUEUE CALL CONTROL

Enterprise Data

- An active call that came from the queue will show Enterprise Data
 - Queue/Skill Group
 - Caller ID
 - Called Number

QUEUE CALL CONTROL

Enterprise Data Cont'd

The screenshot displays the Cisco Agent Test Agent1 interface. At the top, it shows the agent's name and extension: "Agent Test Agent1 (11090) - Extension 15551210999". Below this, there is a "Talking" status indicator. The interface includes a navigation bar with "Home" and "Manage Call" options. A call control bar shows the call ID "CMS.IT.AfterHours.PQ 4074352361" and buttons for "Keypad", "Hold", "Consult", and "Direct Transfer". Below the call control bar, there are two columns of call variables:

Call Variable 1: CMS.IT.AfterHours.PQ	Call Variable 6:
Call Variable 2:	Call Variable 7:
Call Variable 3: 4074352361	Call Variable 8:
Call Variable 4: 8888324177	Call Variable 9:
Call Variable 5:	Call Variable 10:

- **NOTE:** If Enterprise Data is empty, call was NOT from queue, call was direct to your extension

QUEUE CALL CONTROL

Agent Call Hold/Resume

- On an active call, click on the “Hold” button to place the caller on hold. The caller will hear music from that point forward until the call is resume



- Click on the “Retrieve” button to resume the call



QUEUE CALL CONTROL

Agent Call Blind Transfer

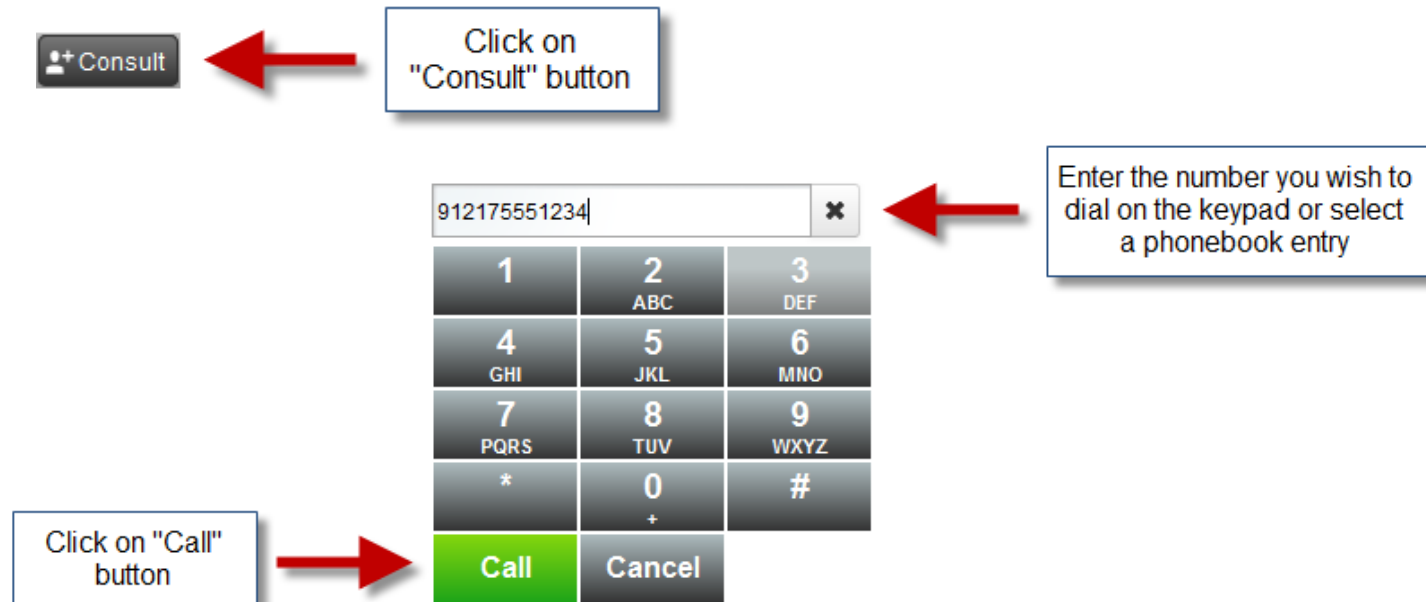
- On an active call, click on the “Direct Transfer” button in order to transfer the call without consulting with the intended person. Enter the number you wish to transfer the call or choose a phonebook entry and click “Call”



QUEUE CALL CONTROL

Agent Call Consult Transfer

- On an active call, click on the “Consult” button. Enter the number you wish to transfer the call or choose a phonebook entry and click “Call”



QUEUE CALL CONTROL

Agent Call Consult Transfer Cont'd

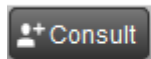
- Once the call is connected and ready for transfer, click “Transfer”



QUEUE CALL CONTROL

Agent Call Conference

- On an active call, click on the “Consult” button to dial the number of the person you wish to conference or select a phonebook entry



Click on
"Consult" button

912175551234 ✕		
1	2 ABC	3 DEF
4 GHI	5 JKL	6 MNO
7 PQRS	8 TUV	9 WXYZ
*	0 +	#
Call		Cancel



Enter the number you wish to
dial on the keypad or select
a phonebook entry

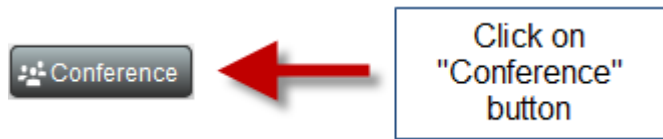
Click on "Call"
button



QUEUE CALL CONTROL

Agent Call Conference Cont'd

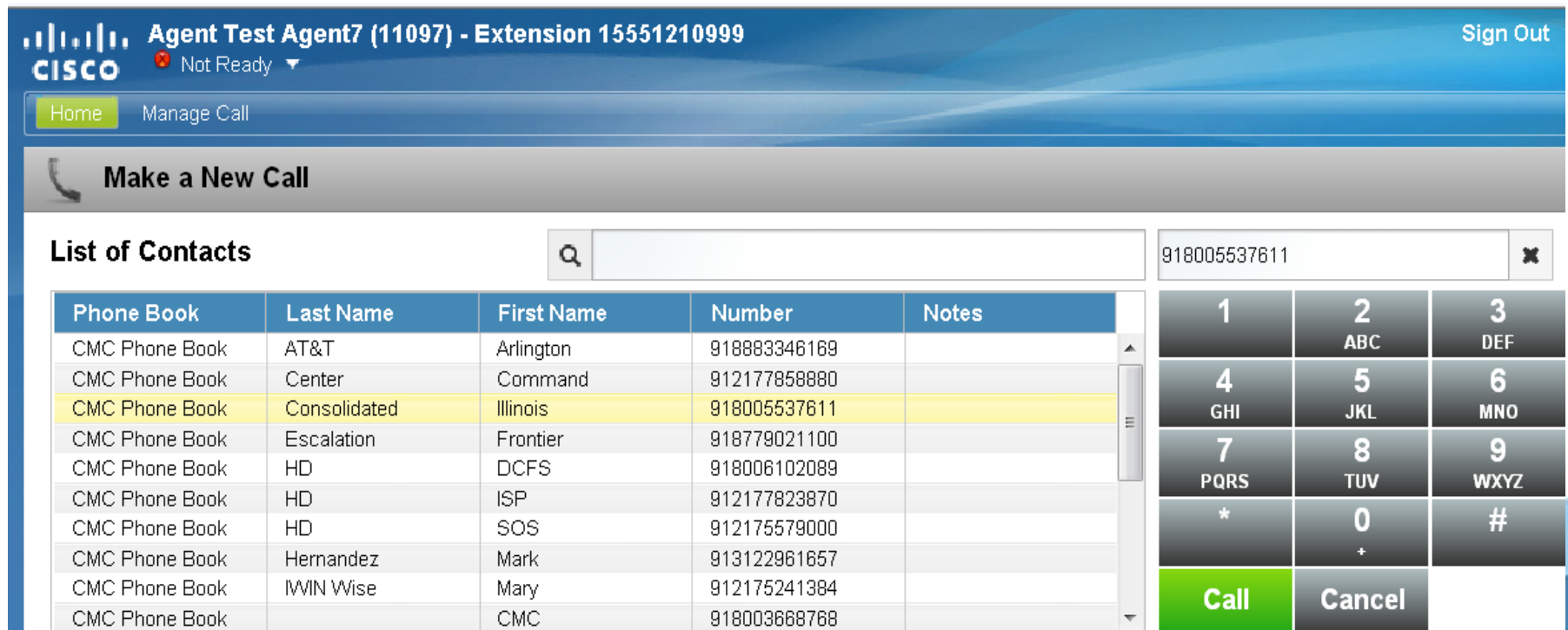
- Click on the “Conference” button to set up the three-way call



QUEUE CALL CONTROL

Agent Phone Book

- Choose an entry in the phonebook, Double-click the number, and the number will paste into the keypad.



The screenshot displays the Cisco Agent Test interface for an agent named "Agent Test Agent7 (11097) - Extension 15551210999". The status is "Not Ready". The interface includes a navigation bar with "Home" and "Manage Call" buttons, and a "Make a New Call" section. A "List of Contacts" table is shown with a search bar. The contact "Consolidated" from the "CMC Phone Book" is selected, and its number "918005537611" is pasted into the keypad. The keypad includes digits 1-9, *, 0, #, and "Call" and "Cancel" buttons.

Agent Test Agent7 (11097) - Extension 15551210999 Sign Out
Not Ready

Home Manage Call

Make a New Call

List of Contacts

Phone Book	Last Name	First Name	Number	Notes
CMC Phone Book	AT&T	Arlington	918883346169	
CMC Phone Book	Center	Command	912177858880	
CMC Phone Book	Consolidated	Illinois	918005537611	
CMC Phone Book	Escalation	Frontier	918779021100	
CMC Phone Book	HD	DCFS	918006102089	
CMC Phone Book	HD	ISP	912177823870	
CMC Phone Book	HD	SOS	912175579000	
CMC Phone Book	Hernandez	Mark	913122961657	
CMC Phone Book	IWIN Wise	Mary	912175241384	
CMC Phone Book		CMC	918003688768	

918005537611 ✕

1	2 ABC	3 DEF
4 GHI	5 JKL	6 MNO
7 PQRS	8 TUV	9 WXYZ
*	0 +	#
Call	Cancel	

QUEUE CALL CONTROL

Agent Phone Book Cont'd

- CMC Phone Book
 - External Numbers (91 + 10-digit number)

QUEUE CALL CONTROL

Agent Call Hang-up

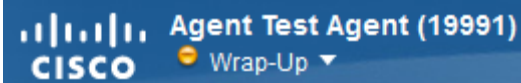
- Click on the “End” button to terminate the call



QUEUE CALL CONTROL

Post Call Wrap-Up

- After a call is terminated, agents are put into a “Wrap-Up” state for (15 sec for IT, Telecom is manual and CMC is 45)

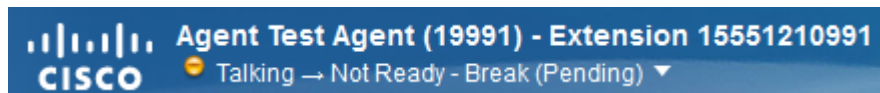


- IT and CMC after their respective in “Wrap-Up” state, agent will be put into “Ready” state automatically
- “Wrap-Up” allows agent to finish documenting last call before being put into “Ready” and talking a new call from queue
- “Ready” or “Not Ready” with Reason Code can be selected during “Wrap-Up” and will take affect immediately

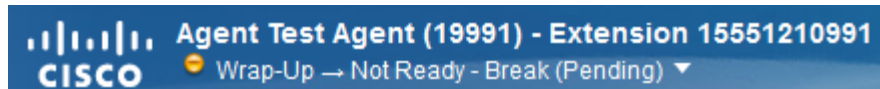
QUEUE CALL CONTROL

Post Call Wrap-Up Pending Status

- During an Active call, select “Ready” or “Not Ready” with Reason Code



- When call is terminated, Agent will still get 40 seconds of “Wrap-Up” but will be put into the state chosen when “Wrap-Up” ends



OUTBOUND CALLING

Make Outbound Calls

- Click on the “Make a New Call” button to enter the number you wish to dial



- **Note:** Must be “Not Ready” to make an outbound call

OUTBOUND CALLING

Make Outbound Calls Cont'd

- Enter the number as the following:
 - **Internal:** 11 digits
 - **External:** 91 + 10 digits

Enter the number you wish to dial on the keypad

Number	Notes
096373905	PSA 4 APS/Ombudsman
083830258	PSA 13 Area Agency on Aging
083541323	PSA 13 APS/CCU
092770167	PSA 3 APS/CCU
007980988	PSA 3 Care Coordination Unit

1 2 ABC 3 DEF
4 GHI 5 JKL 6 MNO
7 PQRS 8 TUV 9 WXYZ
* 0 + #
Call Cancel

Send Error Report ?

- Or choose entry from Phonebook

AGENT LOG-OUT

Agent End of Shift Procedure

- Click on the “Ready” button and select “Not Ready – End of Shift”
- Click on the “Sign Out” button and select the appropriate code to complete the process



Note: Logging out is only possible when the agent is in “Not Ready” status

Questions?

END
