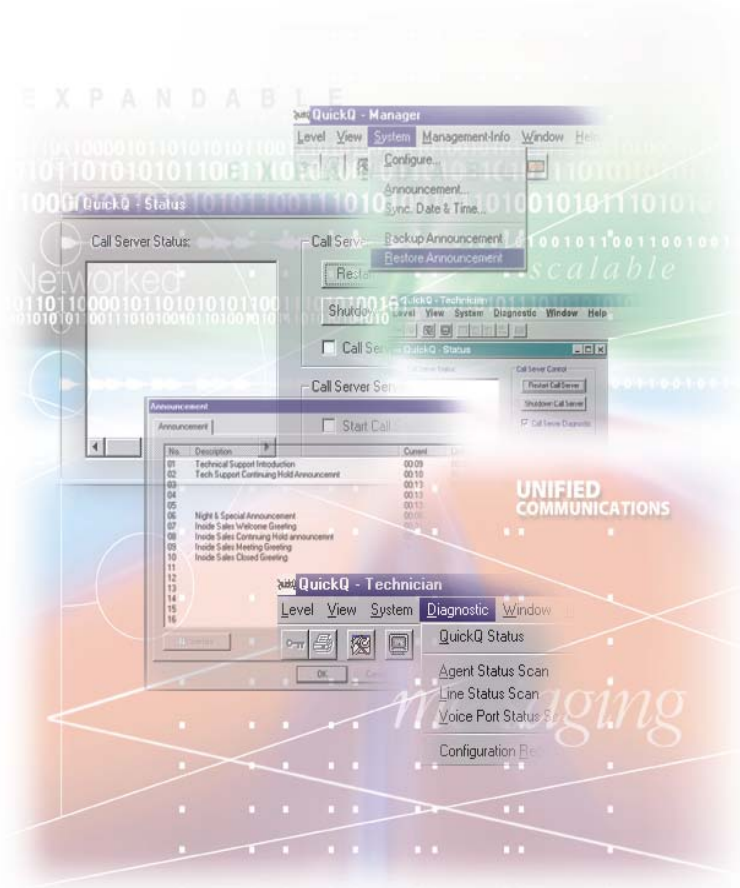


## Quick Q

Agent's User Guide for the  
Scout II Telephone



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.

GCA70-382

10/02

Printed in U.S.A.

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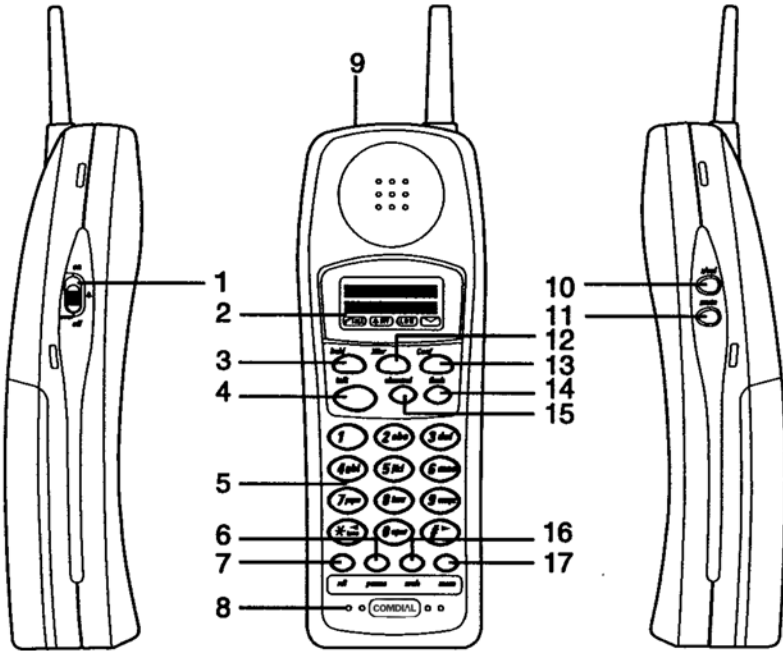
# 1. THE SCOUT II TELEPHONE FOR AGENTS

- *QuickQ* versions using software release 3.0 (or later) allow the use of up to nine Scout II digital wireless telephones. Using these telephones provides users with maximum freedom to move about within the call center.
- The F1 button should be programmed as the OAI button (labeled ACD) on your Scout II telephone. This button enables you to sign into *QuickQ*. Buttons F2, F3, and F4 should be programmed to function the same as the three interactive buttons on the proprietary 12-button and 24-button telephones while *QuickQ* is active.

# The Scout II Telephone for Agents

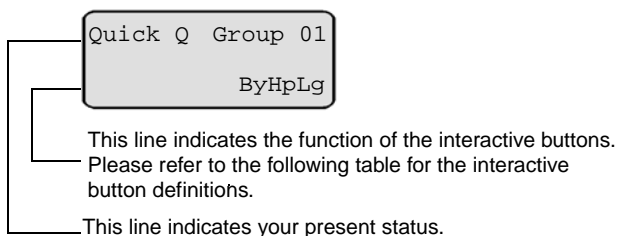
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- All displays shown in this guide are as seen on the 16-character (8 characters x two lines) Scout II display.



- |                                     |                           |
|-------------------------------------|---------------------------|
| 1. Ringer ON/OFF switch             | 9. Head Set Jack          |
| 2. Message Display                  | 10. Volume (R/VOL) Button |
| 3. Transfer/Conference (T/C) Button | 11. MUTE Button           |
| 4. Talk Button                      | 12. Hold Button           |
| 5. Numeric Keypad                   | 13. Tap Button            |
| 6. Function Button                  | 14. Redial Button         |
| 7. Function Button                  | 15. Channel Button        |
| 8. Microphone                       | 16. Function Button       |
|                                     | 17. Function Button       |

## 2. DESCRIPTION OF THE DISPLAY (IDLE DISPLAY)



<b>Scout Interactive Button Definitions</b>			
<b>Scout Display</b>	<b>Standard Display</b>	<b>Scout Display</b>	<b>Standard Display</b>
Ab	ABORT	Ok	OK
Ac	ACC (account)	Ot	OUT
Ag	AGENT	Py	PLAY
Al	ALL	Qt	QUIT
As	ANSWER	Rd	READY
By	BUSY	Rc	RECORD
Cf	CONF	Rj	REJECT
Cn	CANCEL	Rs	RELEASE
Cr	CLEAR	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 (special)
Lg	LOGOUT	St	STOP
Mn	MENU	Tr	TRANS (transfer)
Md	MODE	Vc	VOICE
Ms	MSG (message)	Wp	WRAPUP
Nt	NIGHT	Ys	YES
No	NO		

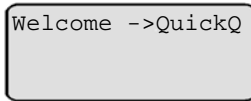
### 3. INTERACTION WITH FX II

- To access FX-II features, press the ACD button to exit *QuickQ*, if enabled. Then, press F4 (intercom) followed by the desired code.
- Your telephone will respond normally when you access FXII features. During FX II operation, *QuickQ* will be suspended. This is indicated by a flashing red light above the ACD button. After completing the FX II feature, press the ACD 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.



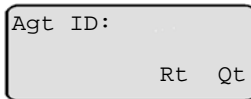
## 4. SIGNING-IN TO QUICKQ

- Press the ACD (F1) button (OAI button).



```
Welcome ->QuickQ
```

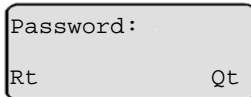
This display notifies you that you are about to log into QuickQ.



```
Agt ID:  
Rt Qt
```

This display prompts you to enter your ID number.

- Use the keypad to enter your ID number. Press the Rt (retry) Interactive button if you enter an incorrect digit.



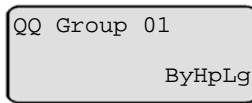
```
Password:  
Rt Qt
```

This display prompts you to enter your password.

## Signing-in to QuickQ

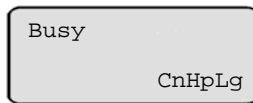
---

- Enter your password digits



- The above display indicates 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 By (busy) interactive button. This will prevent the ACD from sending calls to you when you are unable to answer.

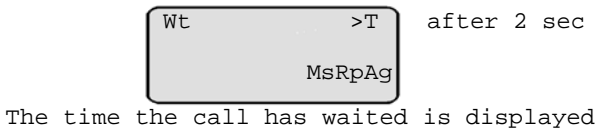
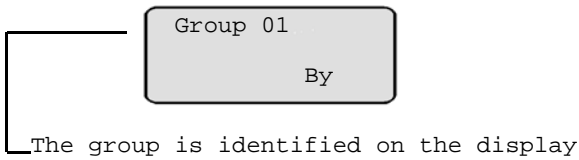
Pressing Busy



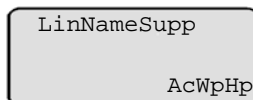
- The system will automatically set your telephone to Busy under the following conditions.
  - if you do not answer an ACD call sent to you.
  - if you place or answer an internal call
  - if you answer a transferred call
  - if you place an outgoing call during the wrap-up time

## 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 By (busy) interactive button, and the system will redirect the call to another idle agent. If there are no available agents, your display will indicate "All Agents busy". You must then answer to avoid losing the call.
- To answer the call, lift the Handset, or if using a headset, press TALK.



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

## 6. TRANSFERRING AN ACD CALL

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

```
LineName Supp901
AcWpHp
```

- To transfer a call, press the T/C button.
- Announce the call to the intended party (paging may be helpful for this).

```
LineName Supp901
AcWpHp
```

- Press the Wp (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.

```
Reqt Help!
                                     Cn
```

When the supervisor responds to your request

```
Super Redy
Cf                                     Hd
```

After 2 seconds

```
Supp 901
Cf                                     Hd
```

Supervisor's Name

- 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.

```
LinName   Supp901
Rs        Tr
```

- 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 Hp (hold) interactive button.

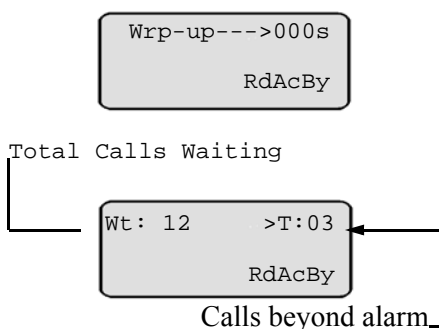
```
LinName   Held!
          CfRtTr
```

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

<b>Cf (conference)</b>	Connects the supervisor, caller, and yourself.
<b>Rt (return)</b>	Return to the caller and release the supervisor.
<b>Tr (transfer)</b>	Transfer the caller to the supervisor and disconnect yourself. <small>After 2 seconds</small>

## 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.



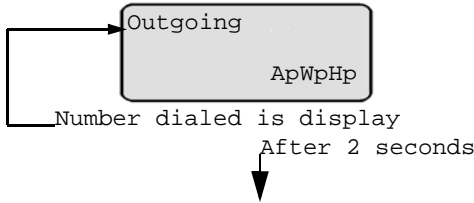
- The display indicates the number of calls holding and the number of calls waiting longer than the programmed acceptable time (alarm threshold).
- After the wrap-up time has expired, your telephone will return to the IDLE display.
- You can bypass the wrap-up time by pressing the READY interactive button,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

Indicates which agent's conversation you are monitoring.

Press Sn (scan) to have the system select another agent, or press Qt (quit) to enter another agent's ID. Press Qt (quit) twice to return to the idle display.

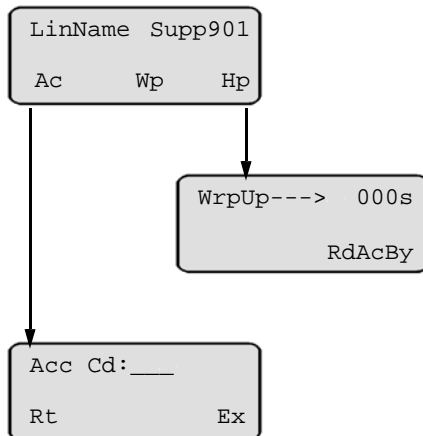
## 9. PLACING OUTGOING CALLS

- Select an outgoing line.



### 9.1 Assigning an Account Code

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





- Enter the account code using the telephone key pad. If you press an incorrect digit, press the Rt (retry) interactive button.

AccDesc	
Rt	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 these steps 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.

Alarm Display

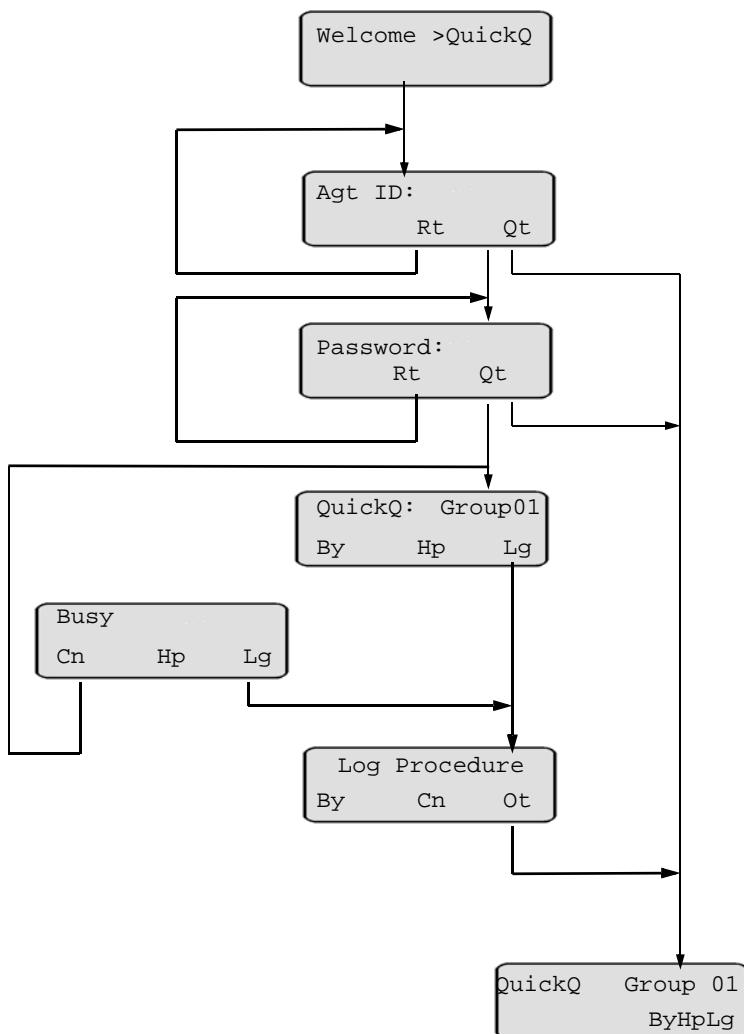
Wt	>T:	
XX	XX	XX

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

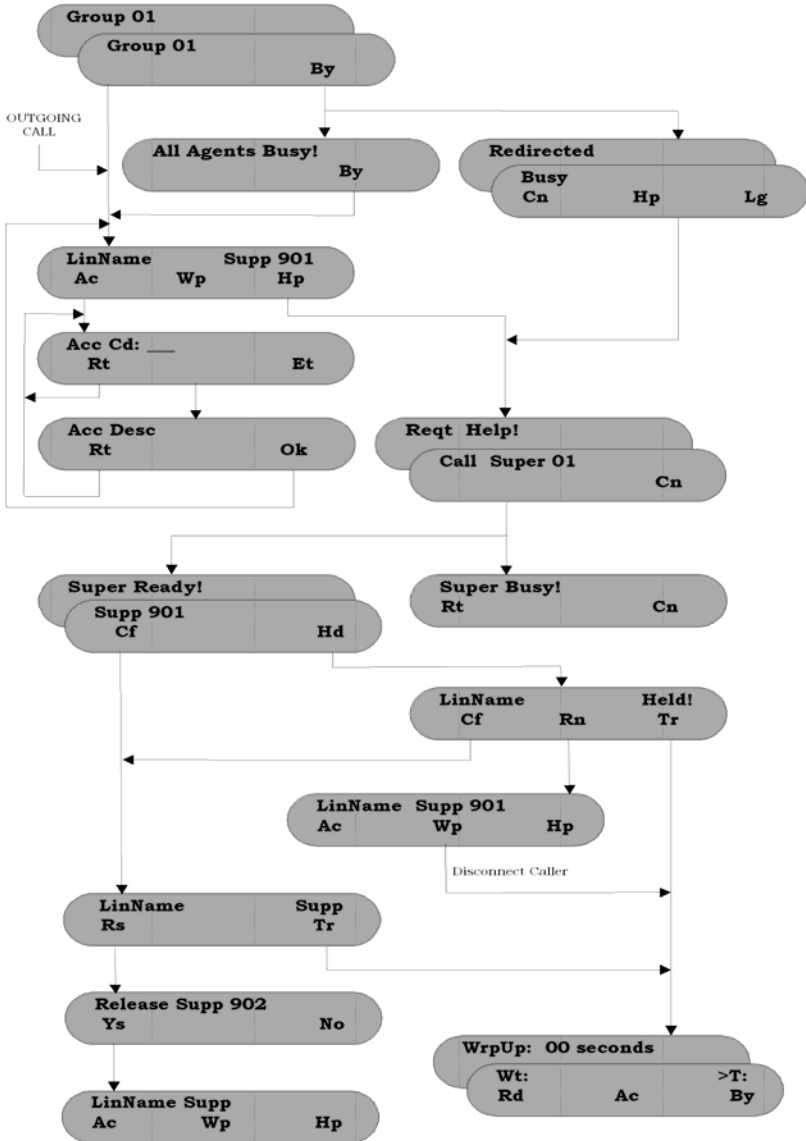
# 11. THINGS TO REMEMBER

- If your display is blank, your telephone is either not logged-in, or the *QuickQ* is suspended. Press the *QuickQ* button to resume.
- QuickQ will automatically make your telephone Busy if you miss an ACD call.
- Quick Q 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.

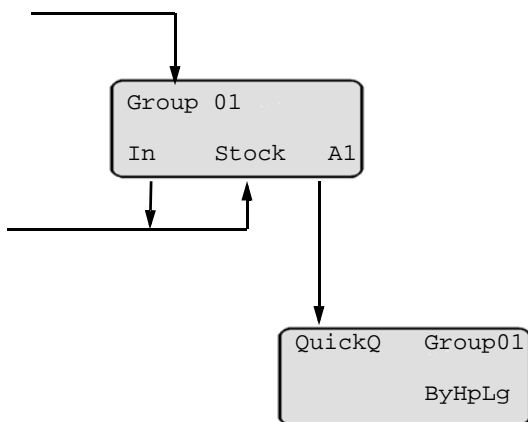
## 12. LOG-IN PROCEDURE



# 13. INCOMING CALL FLOWCHART



## 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.*

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GCA70-382  
10/02  
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