

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.

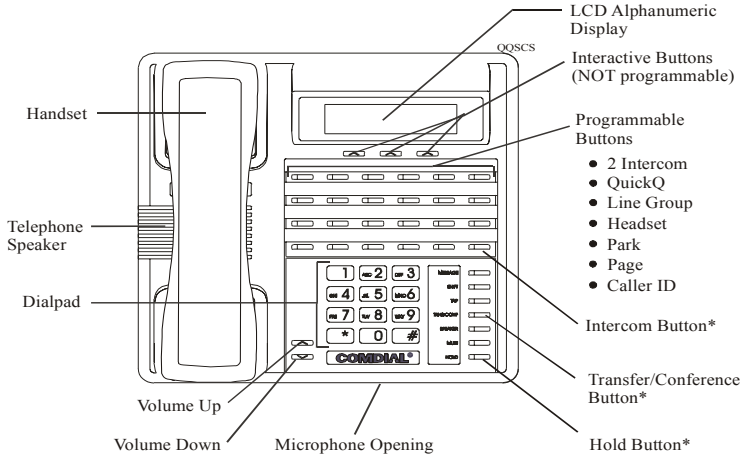
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1. THE SUPERVISOR TELEPHONE

- The QuickQ is designed to operate with Comdial's 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 individual telephone lines appearing on your telephone in order for you to answer calls.
- The following features can be programmed on the programmable buttons at your telephone:
 - Intercom
 - QuickQ
 - Line Group
 - Park
 - Page
 - Headset
 - Caller ID

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.



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

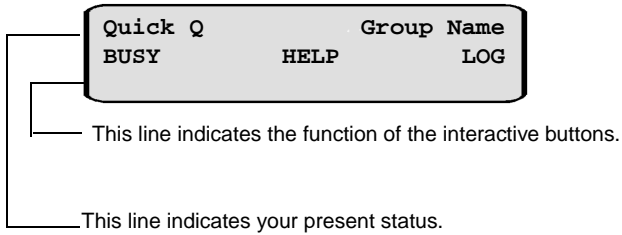
Line 4: Blank line

Line 5: ACD Interface Messages

Line 6: ACD Interactive Buttons

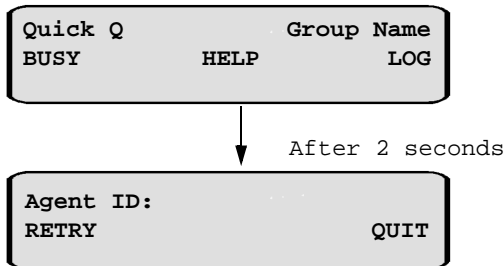
Figure 2-1 Example of Large Screen Display

3. DESCRIPTION OF THE DISPLAY (IDLE DISPLAY)

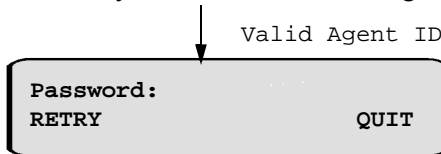


4. SIGNING IN TO QUICKQ

- Press the *QuickQ* button.



- This display notifies you that you are about to log into QuickQ, then prompts you to enter your agent ID number.
- Use the keypad to enter your ID number. Press the RETRY interactive button if you enter an incorrect digit.



This display prompts you to enter your password.

Signing In To QuickQ

- Enter your password digits.

Valid Password

↓

Answer Call?	
YES	NO

- You will have full access to all supervisor functions, regardless of whether or not you decide to become part of the answering queue.
- If you want to answer ACD calls for your group, press the YES interactive button. ACD calls will be sent to you according to the agent availability and your priority level. If you do not want to be part of the answering group, press the NO interactive button.

Group 1		:Day
MENU	MODE	LOG

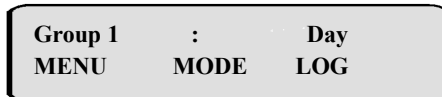
This display is the idle display. If you are accepting ACD calls, they will *only* be sent to you while you are in the idle state.

- The above display indicates you are now signed into Group 1, and the group is in Day mode. To access the supervisor menu, press the MENU interactive button. To change the mode of operation, press the MODE interactive button. To log out of QuickQ, press the LOG interactive button
- Three modes of operation are available; day, night or special.

Day	Day announcements and call routing.
Night	Night announcement and disconnect.
Special	Special announcement and disconnect.

5. CHANGING THE MODE OF OPERATION

- The idle display indicates the current mode of operation for the group.

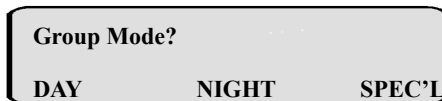


A rectangular display box with a light gray background and a black border. It contains the following text:

Group 1	:	Day
MENU	MODE	LOG

This display indicated that group 1 is in day mode .

- To change the mode of operation manually for the group, press the MODE interactive button.



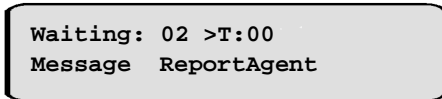
A rectangular display box with a light gray background and a black border. It contains the following text:

Group Mode?		
DAY	NIGHT	SPEC'L

- Press the interactive button that corresponds to the desired mode of operation for your group.

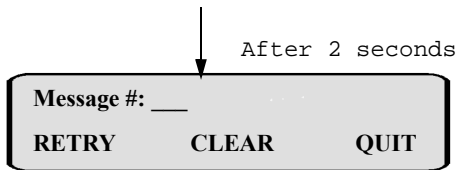
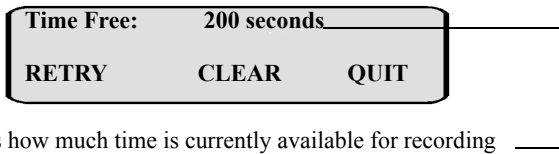
6. RECORDING ANNOUNCEMENTS

- To record the announcements for your group, press the MENU interactive button from the idle display.



This is the supervisor's menu display. All supervisor features are accessible through this display

- Press the MSG interactive button. The system will then call the digital voice announcer to access a voice port. Once a voice port is available, the following display is shown.



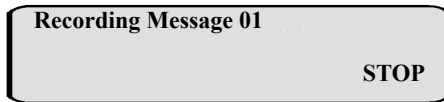
Clear all messages or choose a specific message to record

- Enter the desired message number.

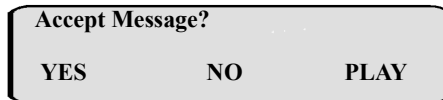


Indicates the current time recorded for this message

- When you are ready to record the announcement, lift the handset and press the REC interactive button, Wait for the tone, and then start speaking into the handset. Press the STOP interactive button when you are finished recording.



Indicates which message you are recording

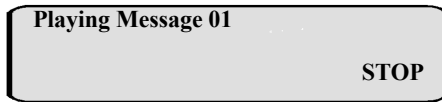


Allows you to review, reject or access the message recorded.

- To accept the message recorded press YES. You will then return to the Time free display to allow you to continue recording additional announcements. If you do not want this message, press NO. The system will immediately begin recording again.

Recording Announcements

- If you want to review the recorded announcement, press the PLAY interactive button.

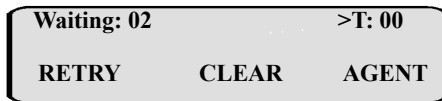


Indicates which message is being played.

- Once you press STOP, you will be prompted to accept, reject or review the message again. Press the appropriate interactive button.
- To return to the Idle display, press QUIT
- Refrain from recording messages during peak calling periods, since while you are recording you are using one of the voice ports. This could result in longer than usual ring delays for callers.
- If your system is programmed to leave returned numbers in the redial queue, the display shows a * character next to the returned numbers. To determine who viewed the number and returned the call, dial the * button.

7. REPORTS

- The supervisor can view current reports on answered and abandoned call statistics. These statistics are based on the line activity for the group.
- **Note:** If your group does not have lines assigned to it, this report will show zeros.
- From the idle display press MENU.



A rectangular display with a black border and rounded corners. The text is arranged in two rows. The top row contains 'Waiting: 02' on the left and '>T: 00' on the right. The bottom row contains three options: 'RETRY' on the left, 'CLEAR' in the center, and 'AGENT' on the right.

This display is the supervisor's menu display.

- This display is the supervisor's menu display.
- Press the REPORT interactive button.



A rectangular display with a black border and rounded corners. The text is arranged in two rows. The top row contains 'Ans: 123' on the left and 'Lost: 4' on the right. The bottom row contains the option 'QUIT' centered.

Indicates the cumulative answered and lost calls on the group's lines for the day.

- Indicates the cumulative answered and lost calls on the group's lines for the day.
- To return to the idle display, press QUIT.

8. MONITORING AGENTS

- The group supervisor can monitor agent activity and silently monitor conversation. From the supervisor menu, press the agent interactive button.

Agent ID:
SCAN RETRY QUIT

Allows you to select the specific agent you want, or to have the system select an agent.

- Enter the ID number of the agent you want to monitor, or press SCAN, and the system will select an agent for you.

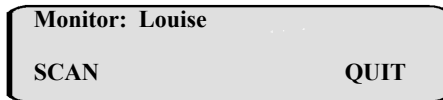
Louise:	>00:45
SCAN SELECT QUIT	

Indicates the selected agent and the time the agent has been in his or her current state.

Louise	:Incall
SCAN SELECT QUIT	

Shows the current state of the selected agent. This agent is on an incoming call.

- Press the SCAN interactive button to view another agent, or press the QUIT interactive button to enter another agent's ID.
- To silently monitor an agent's conversation, press the SELECT interactive button. You will then be able to listen to the conversation without the agent or the caller hearing you.



Indicates which agent's conversation you are monitoring.

- Indicates which agent's conversation you are monitoring.
- Press SCAN to have the system select another agent, or press QUIT to enter another agent's ID. Press QUIT twice to return to the idle display.

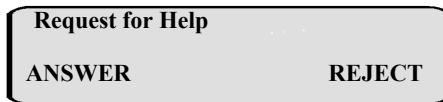
9. RESPONDING TO HELP

Note: You must be in the Idle state (see display below) to be available to your agents for help.

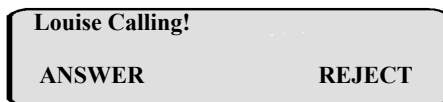


Indicates Idle state with group 1 in the day mode

- When an agent in your group requests help, your telephone will beep and this display will appear.



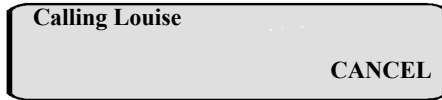
Indicates an agent is requesting your assistance.



Indicates the name of the agent requesting help.

- To reject the call for help, press the REJECT interactive button. The agent will be notified that you are unavailable.

- To answer, press the ANSWER interactive button. The system will then call the agent.



Indicates the name of the agent requesting help.

- When the agent answers, you will either be connected to the agent and the caller, or just the agent (at the agent's discretion). The agent has the option to transfer the call to you, or disconnect you from the conversation. While connected to this call, your display will be as follows.



Indicates the name of the agent requesting help.

- To disconnect from the conversation, press QUIT.

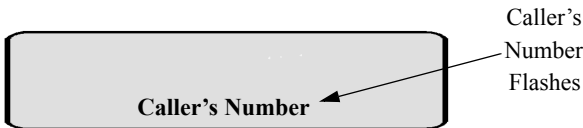
10. CALL PROCESSING

10.1 Receiving ACD Calls

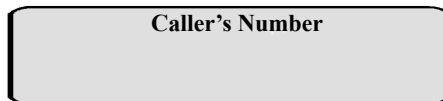
- When you sign into the QuickQ, you can choose to accept ACD calls, but you cannot transfer a call into any ACD queue. However, you can transfer a call to any individual agent using the agent's intercom number. Please refer to the Agent's User Guide for details on receiving ACD calls.

10.2 Using Calling Number ID

- When your system has been configured for using Calling Number ID, also known as Automatic Number Identification (ANI), the caller's number will flash in the lower portion of the display.



- If you answer the call, the number appears in the upper half of the display.



- The system stores numbers that ring on your line but receive no answer. If the call has been returned by someone else, dialing the * key reveals who returned the call. Everyone sharing your line can scroll through the stored numbers and choose which calls to return.
- While ring-no answer numbers are stored on your system, your programmed CID button will flash. Press this button to see the calling number, date, and time the call came in. The most recent call appears first in the list. To see the next most recent call, press your CID button again.
- To dial one of the numbers stored in the redial queue, press the programmed SAVED NUMBER REDIAL button and the system will automatically redial the number displayed.
- If your system is programmed to leave returned numbers in the redial queue, the display shows a * character next to the returned numbers. To determine who viewed the number and returned the call, dial the * button.

10.3 Placing Outgoing Calls

- Select an outgoing line and dial the number. Please refer to the *Agent's User Guide* for details on placing outgoing calls.

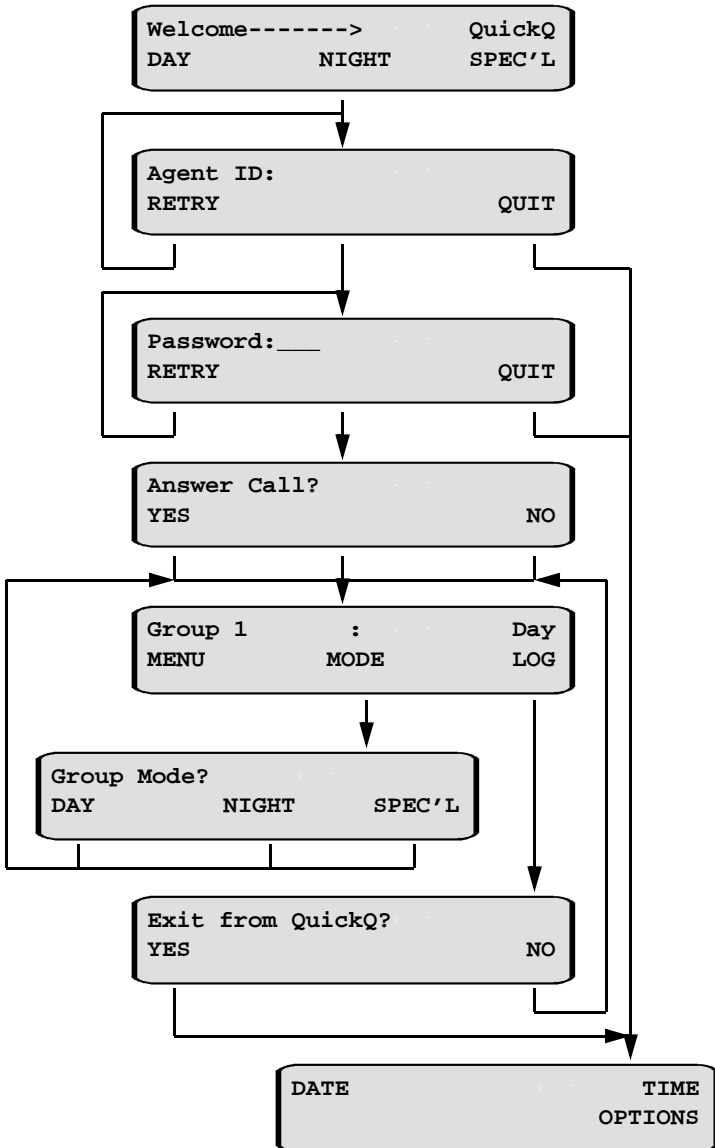
10.4 Assigning An Account Code

- Account codes can be assigned to both incoming and outgoing calls. Multiple account codes can be given to individual calls. Please refer to the *Agent's User Guide* for details on assigning account codes.

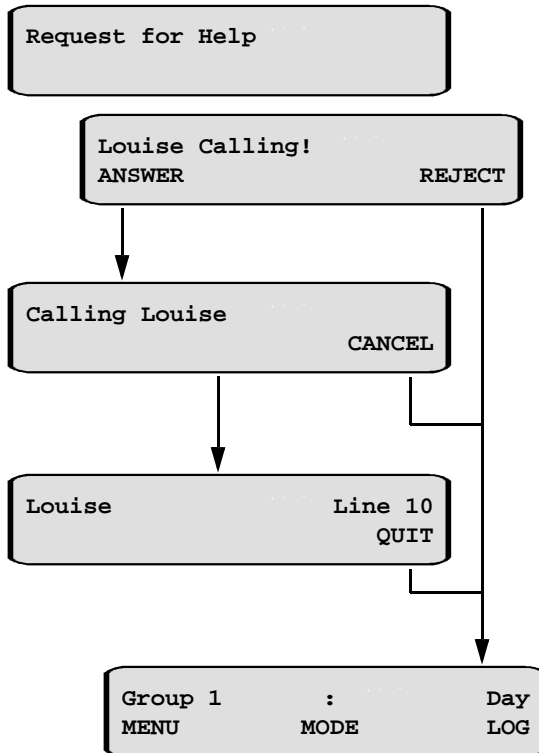
11. THINGS TO REMEMBER

- If your display is showing the time and date, your telephone is either not logged-in or the QuickQ is suspended. Press the QuickQ button to resume.
- The agent cannot log out if he or she is the last one in the group to answer. To log out after answering last, the agent must change the mode of operation to Night or Special and then log out.
- If you choose to accept ACD calls, be sure to log out or press the menu interactive button to make your station busy when you leave your desk or when you are unable to answer ACD calls.

12. LOG-IN PROCEDURE



13. RESPONDING TO REQUEST FOR HELP



Notes:

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GCA70-302.05
10/02
Printed in U.S.A.

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