

Strata[®] ***CT***

Digital Business Telephone Solutions

ACD Supervisor Guide

Release 2

Publication Information

Toshiba Information Systems (UK) Ltd. reserves the right to change any of this information including, but not limited to, product characteristics and operating specifications, without prior notice.

It is intended that the information contained within this manual is correct at the time of going to print, however all liability for errors or omissions is excluded.

Version 2, November 2001

© Copyright 2001

**Toshiba Information Systems (UK) Ltd.
Telecommunications Division**

All rights reserved. No part of this manual, covered by the copyrights hereon, may be reproduced in any form or by any means—graphic, electronic, or mechanical, including recording, taping, photocopying, or information retrieval systems—without express written permission of the publisher of this material.

Strata and Strategy are registered trademarks of Toshiba Information Systems (UK) Ltd.

Trademarks, registered trademarks, and service marks are the property of their respective owners.

Contents

Introduction

Organisation	iii
Action/Response	iv
Related Documents/Media	v

Chapter 1 The Grand Tour

ACD Group Supervisor	1
Buttons	3
Fixed Buttons	3
Flexible Buttons	4
Directory Number [DN] Buttons	5
Soft Keys	5

Chapter 2 Features

Feature Interaction	8
Agent Telephone Status	9
Agent Assistance	10
Logging In/Out	11
Supervisor Log In/Out	11
Agent Log In/Out	12
Agent/Queue Status	13
Call Monitoring	16
End of ACD Shift	18

New Shift	18
Night Transfer	19
Night Transfer Lock	20
Reset Queue Alarm	21
Supervisor Auto Log In	22
Transfer to ACD Group	22
Appendix C	23
Access Codes	23
Notes to Users	25
Index	31

Introduction

This guide is designed to provide instructions for the ACD Supervisor regarding the use of Automatic Call Distribution (ACD) on Toshiba's Strata CT system. It provides step-by-step instructions on how to use the ACD Supervisor features. This guide does not provide instructions for the ACD Agent features. See the *Strata CT ACD Agent Guide* for information about those telephone procedures.

Organisation

This user guide is divided as follows:

- ◆ **Chapter 1 – The Grand Tour** describes each available ACD Supervisor feature button.
- ◆ **Chapter 2 – Features** provides a description and step-by-step operational procedure for each individual ACD Supervisor feature.
- ◆ **Appendix** provides instructions for programming a sequence of steps or access codes to the feature buttons.
- ◆ **Notes to Users** contains an overview of Safety Approval and EMC Compliance details.

Conventions

Conventions	Description
Note	Elaborates specific items or references other information. Within some tables, general notes apply to the entire table and numbered notes apply to specific items.
Important!	<i>Calls attention to important instructions or information.</i>
CAUTION!	Advises you that hardware, software applications, or data could be damaged if the instructions are not followed closely.
WARNING!	Alerts you when the given task could cause personal injury or death.
[DN]	Represents any Directory Number button, also known as an extension or intercom number.
[PDN]	Represents any Primary Directory Number button (the extension number for the telephone). An extra appearance of the PDN on the same phone is not considered as a SDN.
[SDN]	Represents any Secondary appearance of a PDN. A PDN which appears on another telephone is considered an SDN.
[PhDN]	Represents any Phantom Directory Number button (an additional DN).
Arial Bold	Represents telephone buttons.
Plus (+)	Shows a multiple PC keyboard or phone button entry. Entries without spaces between them show a simultaneous entry. Example: Esc+Enter . Entries with spaces between them show a sequential entry. Example: # + 5.
Tilde (~)	Means “through.” Example: 200~220 station range.
➤	Denotes the step in a one-step procedure.
➤	Denotes a procedure.
See Figure 10	Grey words within the printed text denote cross-references. In the electronic version of this document (Strata CT Library CD-ROM), cross-references appear in blue hypertext.

Action/Response

The left column gives you single or numbered steps that you need to perform a procedure. These steps apply to both mouse or keyboard use.

The right column gives the immediate response to your action. This column also includes additional notes and comments.

Related Documents/Media

Note Some documents listed here may appear in different versions on the CD-ROM or in print. To find the most current version, check the version/date in the Publication Information on the back of the document's title page.

Refer to the appropriate user guide for information on your telephone's non-ACD features. The following user guides are available for Strata CT telephones:

- ◆ **Strata CT General Description** provides a system overview including hardware and feature information.
- ◆ **Strata CT System Administrator Guide** gives instructions for the System Administrator to manage the system. Contains instructions for Station Relocation, System Speed Dial, and other features only activated by the System Administrator.
- ◆ **Strata CT Digital Telephone User Guide** provides all the procedures necessary to operate Toshiba-proprietary digital telephones, including Single Line Digital Telephone Liquid Crystal Display (LCD) features. It also includes instructions for using the add-on module/DSS console.
- ◆ **Strata CT Digital Telephone Quick Reference Guide** provides a quick reference for frequently-used digital telephone features.
- ◆ **Strata CT Electronic Telephone User Guide** explains all the procedures necessary to operate Toshiba-proprietary electronic telephones, including all LCD features. It also includes instructions for using the electronic DSS console.
- ◆ **Strata CT Electronic Telephone Quick Reference Guide** provides a quick reference for frequently-used electronic telephone features.
- ◆ **Strata CT Standard Telephone User Guide** explains all the procedures necessary to operate rotary dial and push-button standard telephones.
- ◆ **Strata CT ACD Agent User Guide** describes the ACD agent feature operation along with step-by-step procedures for using features.
- ◆ **Strata Technical Library CD-ROM** enables you to view, print, navigate and search publications for Strata DK40 and Strata CT digital business telephone systems. It also includes Strata CT ACD Documentation, including the *ACD Agent Guide* and *ACD Supervisor's Guide*. ACD Installation and Programming instructions are included in the *Strata CT Installation and Maintenance Manual* and the *Strata CT Programming Manual*.

Companies that receive a large volume of incoming calls can handle them quickly and easily with the Automatic Call Distribution (ACD) features available on Toshiba's Strata CT system. Designated incoming calls bypass the operator and go directly to an answering pool of ACD Agents. From there, calls are evenly distributed to individual Agents.

ACD Group Supervisor

As an ACD Group Supervisor, Toshiba recommends that you use a 20-button Toshiba proprietary digital telephone with a Liquid Crystal Display (LCD) (see [Figure 1](#)). The LCD provides important information about the ACD Group or an individual Agent's activities.

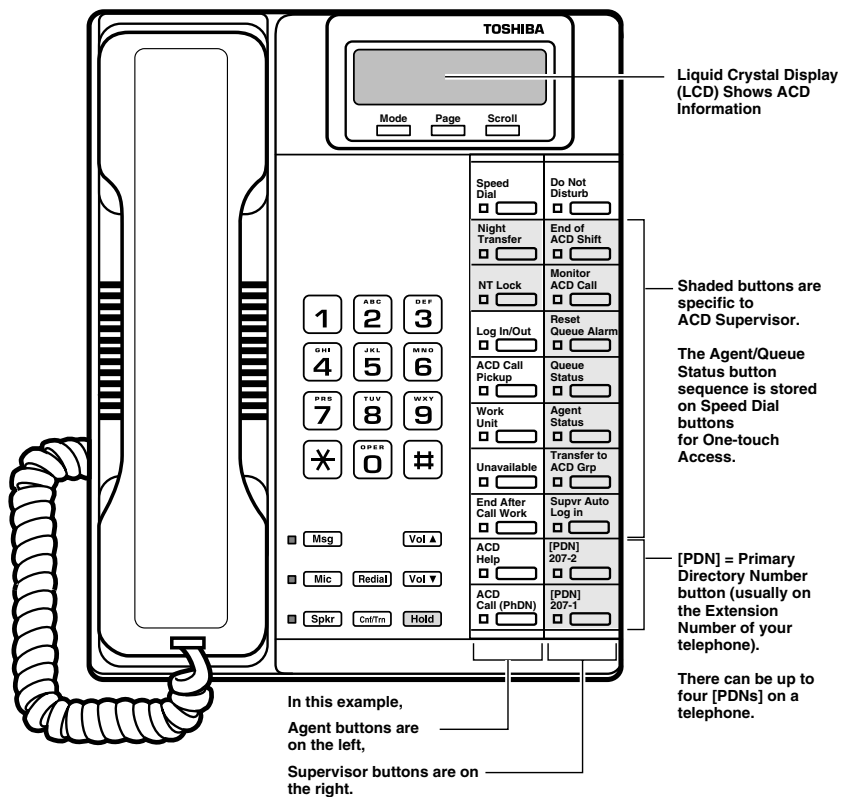
The buttons on your Supervisor Telephone can be programmed to perform different tasks for you. For example, **Agent Status** and/or **Queue Status** can be programmed for one-touch access using Speed Dial (**SD**) buttons. When you use these buttons, the Agent and/or Queue Status is displayed on the LCD.

Other features are assigned to the flexible buttons on your telephone; for example, **Reset Queue Alarm** which signals you when too many calls are waiting in queue and **Monitor ACD Call** which monitors Agents conversations on ACD calls.

A list of flexible ACD feature buttons is on [Page 4](#). The button names are recommended by Toshiba. If your ACD feature button names are different, see your telephone System Administrator for their definitions.

If your telephone does not have the ACD Supervisor feature buttons shown in the right-hand column of the telephone keypad in [Figure 1](#), you can enter an access code sequence to perform the same function (see [Table 4 on 24](#)).

Important! *A Supervisor Telephone cannot be a standard telephone (SLT).*



0139

Figure 1 ACD Supervisor Digital LCD Telephone

Buttons

There are two sets of buttons: fixed and flexible. The fixed buttons (e.g., **Mic**, **Msg**, **Redial**, **Hold**, **Cnf/Trn**, **Vol▲**, and **Vol▼**) are standard to every Strata CT 2000 & 2500-series telephone (see [Figure 1](#)). The flexible buttons consist of Directory Number and ACD feature buttons. The number of pre-programmed flexible buttons varies by telephone.

Fixed Buttons

The fixed buttons are located on your dial pad and enable you to perform standard functions quickly and easily. These buttons are explained in [Table 1](#).

Table 1 Fixed Button Definitions

Button	Definition
Cnf/Trn (Conference/Transfer)	Sets up conference and transfer calls.
Hold	Holds internal or outside calls. The Line LED flashes green at the internal hold rate.
Mic (Microphone)	Toggles the microphone ON/OFF while the telephone is in use. The LED indicates the status of the microphone.
Msg (Message)	Calls back the station or voice mail device that activated the LED.
Redial	Dials the number that you originally called (use the same [DN] or Line that you used to dial the original number).
Spkr (Speaker)	Toggles the speaker ON/OFF. The LED indicates the status of the speaker.
Vol▲ Vol▼	Adjusts volume levels.

Flexible Buttons

The buttons described in [Table 2](#) are specific to the ACD Supervisor's telephone (also see examples in [Figure 1](#)).

Table 2 Flexible Button Definitions

Button	Definition
ACD Call Pickup	Picks up ACD calls ringing at any Agent's telephone in the same group. The calls are no longer registered as an ACD call.
Agent Status	Displays the status of Agents in a particular ACD Group. Use Scroll to step through the status of agents in the group.*
End of ACD Shift	Activates the after-shift service of an ACD Group and directs all new incoming ACD calls to a pre-assigned destination.
Monitor ACD Call	Monitors (listens to) an ACD call.
Night Transfer/NT Lock	Routes incoming calls to/from an ACD group during different times of the day. These buttons are not always needed by ACD Supervisors.
Queue Status	Displays how many calls are waiting in the queue for a particular ACD Group and how long each call has been waiting.*
Reset Queue Alarm	Resets the queue alarm and its timer.
Supvr Auto Log In	Enables you to automatically log into the ACD Group as a Supervisor.*
Transfer to ACD Group	Transfers Exchange line calls (non-ACD or ACD) into an ACD Group.*

* Must be programmed using **SD** buttons for one-touch access. (See [Appendix A](#) for instructions.)

Note Toshiba recommends that Supervisor telephones have at least two [PDN] buttons to answer Agent Assistance calls when monitoring ACD calls, Agent/Queue Status.

Directory Number [DN] Buttons

The [DN] buttons consist of: [PDNs], [SDNs], and [PhDNs]. They make or answer calls and are known as your extension or intercom number. You can have multiple [DN] buttons on your telephone (Figure 1), including [DNs] belonging to another telephone, [SDNs].

If you have an LCD telephone, you can find out the actual Directory Number of a [DN] button by pressing the [DN] you want to display and dialling **#407**. The number (**210**) displays.

DN = 210

Table 3 Directory Button Definitions

Button	Definition
[PDN] Primary Directory Number	Your specific extension or intercom number used to make or receive calls. Your telephone can have up to four [PDN] buttons with your number. You can set Call Forward and Voice Mail ID code for your [PDN].
[SDN] Secondary Directory Number	This number is a [PDN] of another telephone which appears on your telephone. You cannot set Call Forward and Voice Mail ID code for [SDNs] on your telephone.
[PhDN] Phantom Directory Number	Up to eight [PhDNs] can be dedicated to a station or shared by a group of stations. One example of a [PhDN] use is when the [PhDN] is a common phone number for an entire department, ringing on all of the telephones of the group when it is called. You can only set Call Forward and Voice Mail ID code for [PhDNs] that are owned by your telephone. You can have a separate Msg button and mailbox for up to four [PhDNs] on your telephone.

Soft Keys

If you have a Strata 2000-series LCD telephone, the Soft Key features are deactivated during the time that you are logged in as an ACD Supervisor. Only ACD displays are functional during ACD telephone sessions. When you log out of the ACD Group, Soft Key features become available again. Refer to the *Strata CT Digital Telephone User Guide* for more information on Soft Keys.

This chapter lists the features available on the ACD Supervisor telephone in alphabetical order beginning on [Page 13](#). These features can be performed on 10- or 20-button digital and electronic telephones. Music and announcement devices can also be connected for use with your ACD system.

It is highly recommended that you have a telephone equipped with an LCD, because the LCD displays important information about the ACD system and group.

The ACD Supervisor telephone features are:

- ◆ Agent/Queue Status
- ◆ Call Monitoring
- ◆ End of ACD Shift
- ◆ Night Transfer
- ◆ NT Lock
- ◆ Reset Queue Alarm
- ◆ Supervisor Auto Log In
- ◆ Transfer to ACD Group

The ACD Agent features assignable to the ACD Supervisor's telephone are outlined in detail in the *Strata CT ACD Agent Guide*.

Feature Interaction

Strata CT provides the ACD features from system-resident software. Some station features are changed when a station is activated as an ACD Agent or Supervisor. Standard station capabilities are determined by your station class of service. You can still use the standard station buttons: **Cnf/Trn**, **Hold**, **Redial**, **Mic**, **Msg**, and **Spkr**.

The features listed below are affected when your station is logged in as Supervisor:

- ◆ Call Forwarding – Your primary and non-ACD [PhDNs] can set Call Forwarding. The Agent assistance calls do not forward, but do ring at your station [PDN]. All other types of calls forward from your [PDN] normally.
- ◆ Message and Display – Soft Key labels and LCD messages unrelated to ACD do not display at your station. All other types of messages do display.
- ◆ Station Do Not Disturb – The Station DND feature can be activated when your station is an ACD Supervisor station. DND applies to all calls directed to the [PDN]. Agent telephones must have the DND Override feature to request assistance if your telephone is in the DND mode.
- ◆ Executive Override – If an Agent is talking on an ACD or PBX call, executive override of ACD/PBX calls is not allowed, but the Supervisor can call the Agent's [PDN] or an idle [PhDN].
- ◆ Agent Assistance – If you are busy, but one [PDN] is idle, your Agent can still ring you for assistance. Up to four [PDNs] are available on a Supervisor station.

As a Supervisor you may want to receive ACD calls to assist agents during peak call load periods. To do this your Supervisor telephone must have an assigned **ACD Call** button before it can function as an Agent telephone.

Agent Telephone Status

ACD Agents can make and receive different types of calls depending upon the status of their ACD telephone. The current status is displayed on your LCD when you use your Agent Status feature.

- ◆ Available – If your Agent is logged in as an ACD agent, ACD or PBX calls and non-ACD or PBX calls to other [DNs] can be made and received.
- ◆ Unavailable – Your Agent is unavailable to take ACD calls when **Unavailable** has been activated, or when the Agent does not respond to two successive ACD calls.
- ◆ After Call – The After Call Work Time feature is automatically activated (assigned in system programming) after each ACD call to allow the Agent to do paperwork. The Agent can receive non-ACD or PBX calls, but not ACD calls during After Call Work Time.
- ◆ Talk – If your Agent is on an ACD call or has one on hold, they can still make or receive non-ACD calls on other [DNs] or **CO Line** buttons. The Agent cannot make/receive PBX calls.
- ◆ Log Out – If your Agent is logged out of the ACD Group, they can still receive and make non-ACD calls, but not ACD or PBX calls.
- ◆ PBX Call – When your Agent is talking on a PBX call or has one on hold, they can still make or receive non-ACD calls on other [DNs] or **CO Line** buttons. The Agent cannot receive ACD calls.

For more information, see [“Agent/Queue Status” on Page 13](#).

Agent Assistance

An Agent in your ACD Group can call you for assistance by pressing the **ACD Help** button on their station. ACD Help rings the Supervisor's [PDN] and takes priority over other ACD calls/functions and, in some cases, the Agent can override your Do Not Disturb (DND) setting (if assigned in programming). The ACD Help feature enables you to talk to the:

- ◆ Agent with the ACD call on hold.
- ◆ ACD caller with the Agent dropping out of the call by hanging up.

You can also participate in a three-way conversation with the Agent and the ACD caller when the Agent presses **Cnf/Trn** after you answer the ACD Help call.

For this feature to work, your telephone must be logged in with the Supervisor ID code of the same Group as the Agent requesting help.

► To assist an agent

- Press the flashing [PDN].

The [PDN] LED is on. Your LCD displays the message on the right.

QUE# 000 SUP GP01 HELP! AGT XXXX

XXXX = ID number of the Agent requesting help.

On the Agent's telephone, the ACD call is automatically placed on consultation-hold.

Notes

- Your telephone can be equipped with up to four [PDN] buttons to accommodate ACD Help calls while busy on another call.
- If your telephone is in the DND mode when an Agent presses **ACD Help**, the Agent receives DND busy tone. If the Agent's telephone has been programmed to allow DND Override (system option), the Agent can dial **2** to override your DND. Call Monitor cancels after answering an ACD Help call.
- If one of your telephone's [PDNs] is busy on another call or in the monitor mode, the Help call automatically busy-overrides an idle [PDN] and a mute ring sounds on your telephone.
- If the Agent drops out of a three-way assistance call leaving the ACD caller and Supervisor connected, the call is no longer tracked on ACD MIS reports.

Logging In/Out

You can log in and out as an ACD Supervisor or Agent by entering ID codes at your station. Your telephone can only be logged in as an Agent or Supervisor, but not both. If you log in as an Agent, your station is available for incoming ACD calls. You must log in as an ACD Supervisor to access to your Supervisor features.

Supervisor Log In/Out

1. Press **Log In/Out**
...or [PDN] + **#4031**.

The Log In/Out LED flashes red, and the LCD prompts you for your ID code.

<p style="text-align: center;">NO. 203 ENTER ID CODE</p>
--

2. Enter your Supervisor ID code and press **Spkr**
...or hang up if you used [PDN] + **#4031**.

The Log In/Out LED lights steady red, or you hear a one-second burst of dial tone if you used the [PDN] + **#4031** log in method.

Note A fast busy tone means that your log in was unsuccessful, and the LCD displays **LOG IN ERROR**. Repeat Step 1.

The successful log is displayed on your LCD (shown on the right).

<p>QUE#YYY SUP GPXX JUN 16 WED 02:27</p>
--

YYY = Number of calls in the queue
XX = Number of the ACD Group (01~16)

You can program an **SD** button as your **Supvr Auto Log In** for one-touch dialling of the sequence outlined above see “[Supervisor Auto Log In](#)” on [Page 22](#). The **SD** button should be labeled as **Supvr Auto Log In**.

➤ **To cancel Supervisor log in**

- Press **Log In/Out** at any time.

➤ **To log out (Supervisor)**

To begin your log out, the Log In/Out LED must be steady red. All Supervisor feature buttons (**Monitor Agent**, **Queue Status**, etc.) are deactivated after you log out. However, if Agents are still logged in and you did not end the shift before logging out, the ACD calls are still sent to the ACD Group. It is not necessary for a telephone to be logged in as Supervisor to allow ACD calls to be sent to Agent telephones.

- Press the **Log In/Out**
...or [PDN] + **#4031**, then hang up.

The Log In/Out LED turns off.

Note **Log In/Out** only works during an idle or non-ACD status. If your station is in any other status, the system ignores your Log In/Out request.

Agent Log In/Out

When logged in as a Supervisor, ACD calls *do not* ring on your telephone; but you can pick up an ACD call ringing at an Agent's station. If a Supervision telephone picks up an ACD call ringing an Agent telephone, the call is no longer tracked on ACD MIS reports. You can log into the system as an Agent. If you log in as an Agent, the telephone cannot operate as a Supervisor station.

Your telephone must have an **ACD Call** button to act as an Agent.

1. Press **ACD Call**, then **Log In/Out**

The ACD Call LED is steady green, the Log In/Out LED flashes red, and the LCD prompts you to enter an ID code.

NO. 203 ENTER ID CODE

- ...or **ACD Call** + **#4031**.

2. Enter your four-digit Agent ID code.

A one-second burst of dial tone confirms successful log in.

QUE# YYY AGT GPXX JUN 16 WED 02:27

The Log In/Out LED turns steady red, and the LCD displays the information as shown on the right.

Note If the Agent ID code is invalid, the telephone sends a busy tone, the Log In/Out LED stops flashing and turns off, and the LCD displays **LOG IN ERROR**. Try to log in again.

► To cancel Agent log in

- Press the **Log In/Out** at any time.

► To log out (Agent)

- Press **Log In/Out**
...or [PDN] + **#4031** and hang up.

The Log In/Out LED turns off.

Note Log In/Out only works during an idle or non-ACD status. If your station is in any other status, the system ignores your Log In/Out request.

When you log out as an Agent, the ACD features are deactivated on the telephone; however, the regular features still continue to work. After you have logged out, the **ACD Call** button can be used to make and receive non-ACD calls only, and they are not registered as ACD or PBX calls.

Agent/Queue Status

Agent Status allows you to monitor the status (Available, Unavailable, etc.) of each Agent logged into your ACD Group. The Queue Status feature enables you to view the number of calls and the amount of time each has been waiting in the queue for a specific ACD Group. You have to be logged in as a Supervisor to use this feature. You can also view the status of other ACD Groups.

You can conveniently program an **SD** button to provide one-touch access for monitoring Agents or the Queue (also see [“Access Codes” on Page 23](#)).

► **To monitor Agent Status**

1. Press **Agent Status**

The number of agents logged in is displayed.

<p>NUMBER OF AGENTS LOGGED IN : YYY</p>
--

YYY = Number of Agents logged in

...or [PDN] + **#405** + **XX**.

XX = ACD Group Number (01~16 for large systems and 01~08 for small systems)

2. Press **Scroll**.

The agent's status is displayed.

<p>ID XXXX/NO. WWWWW STAT : ZZZZZZZZZZZZ</p>

XXXX = Agent ID Number

WWWWW = Agent telephone [PDN]

Z-Z = Agent Status, which can be:

- ◆ **AVAIL** (Available to receive ACD calls)
- ◆ **UNAVAIL** (Unavailable to receive ACD calls)
- ◆ **AFTER CALL** (After Call)
- ◆ **TALK** (Talking or holding on ACD Call)
- ◆ **LOG OUT** (Logged Out)
- ◆ **PBX CALL** (Talking or holding on a PBX Call)

Notes

- ◆ If the Agent's status changes, the LCD changes to reflect the new status.
- ◆ If an Agent is talking on a non-ACD call, the status is displayed as **AVAIL** (Available) and ACD calls are forwarded from the queue to the Agent.

➤ **To view the status of another ACD group**

- Press [PDN] + **#405** + **XX** (ACD Group number).

➤ **To monitor Queue Status**

<p>1. Press Queue Status</p> <p>...or [PDN] + #404 + XX.</p>	<p>The number of calls waiting in the queue displays.</p> <p>XXX = Number of calls waiting in the queue</p> <p>XX = ACD Group number (01~16 for large systems and 01~08 for small systems)</p>	<div style="border: 1px solid black; padding: 5px; text-align: center;"> NUMBER OF CALLS IN QUE: XXX </div>
<p>2. Press Scroll.</p>	<p>The first (oldest) call in the queue is displayed. The time is updated every 5 seconds.</p> <p>HH = Hours MM = Minutes SS = Seconds</p> <p>Each time Scroll is pressed, the next oldest call in the queue is shown.</p>	<div style="border: 1px solid black; padding: 5px; text-align: center;"> LINE XXX QUEUE TIME HH:MM:SS </div> <div style="border: 1px solid black; padding: 5px; text-align: center;"> LINE XXX QUEUE TIME HH:MM:SS </div>
<p>3. Press Scroll.</p> <p>...or, if an ACD call disconnects while currently on your LCD, press Scroll</p> <p>...or, if an ACD call overflows while displayed on your LCD, press Scroll.</p>	<p>A call in the queue is answered by an Agent and is displayed on your LCD.</p> <p>The CANCEL status is displayed.</p> <p>The OVERFLOW status is displayed.</p>	<div style="border: 1px solid black; padding: 5px; text-align: center;"> LINE EXIT QUEUE PRESS SCROLL </div> <div style="border: 1px solid black; padding: 5px; text-align: center;"> LINE XXX CANCEL TIME 00:00:15 </div> <div style="border: 1px solid black; padding: 5px; text-align: center;"> LINE XXX OVERFLOW TIME 00:00:15 </div>

➤ **To end monitoring**

- Press **Spkr.**

➤ **To program the SD button for one-touch Agent Status**

- Do not lift the handset and press
Redial + SD + 405XX + Redial.

The **SD** button is now programmed to monitor Agent Status and should be labelled as **Agent Status**.

XX = ACD Group Number (01~16 for large systems and 01~08 for small systems)

➤ **To program the SD button for one-touch Queue Status**

- Do not lift the handset and press
Redial + SD + 404XX + Redial.

The **SD** button is now programmed to monitor Queue Status and should be labeled as **Queue Status**.

XX = ACD Group Number (01~16 for large systems and 01~08 for small systems).

Call Monitoring

This feature enables you, as the Supervisor, to monitor conversations between an ACD Agent and caller. A one-way, listen-only path is established for the Supervisor only. The monitoring feature does not apply to Agent PBX or non-ACD calls.

A periodic tone and LCD message can be added to the Agent's telephone to indicate that you are monitoring the call. These options are provided by system programming.

Important! *This feature is only intended for ACD Supervisors, so the Supervisor log in ID code should be kept confidential to prevent unauthorised use of this and other Supervisor features.*

► To monitor an ACD call

- Press **Monitor ACD Call + XXXX**

Dial tone is heard and a [PDN] LED lights.

```
QUE# 000 SUP GP01
ENTER AGT ID
```

...or [PDN] + **#4035 + XXXX**.

XXXX = Agent ID code

You hear a short tone every 15 seconds.

```
QUE# 000 SUP GP01
MONITOR AGT XXXX
```

The duration of the call (**HH:MM:SS**) replaces the **AGT XXXX** display 15 or 60 seconds into the call.

```
QUE# 000 SUP GP01
MONITOR HH:MM:SS
```

If the Agent logs out while being monitored, your telephone receives a busy tone and the message on the right displays on the LCD.

```
QUE# 000 SUP GP01
AGT LOG OUT
```

Notes

- If the Agent is not on an ACD call, the one-way, listen-only path is silent.
- **Monitor ACD Call** only works when your telephone and a [PDN] are idle.
- This feature is limited by the availability of conference channels. If there are no conference channels available, an reorder tone is heard.

You can continue monitoring the Agent's ACD calls until you cancel the monitoring or the Agent logs out of the group.

► To cancel ACD call monitoring

- Press **Spkr**

...or hang up.

Call monitoring is also cancelled if you make or answer a telephone call, or the Agent you are monitoring presses **ACD Help**.

End of ACD Shift

You can use **End of ACD Shift** to activate an after-shift destination of an ACD Group. The after-shift destination is assigned in system programming. You must be logged in as a Supervisor to activate or cancel this feature. The after-shift destination can be another ACD Group, Auto Attendant, Message Device, or Voice Mail.

If there are calls waiting in the queue, the last Agent of the group is not allowed to log out, but new calls are forwarded to the after-shift destination. The LED flashes to indicate that Agents are logged in.

-
- Press **End of ACD Shift**
...or [PDN] + **#4039**.

The End of ACD Shift LED turns on.

New Shift

If your ACD Group is in the after-shift mode and no Agents are logged in, any Agent that logs into the group starts a new shift. If all of your Agents did not log out, your End of ACD Shift LED flashes until **End of ACD Shift** is pressed or all of the Agents log off. When the End of ACD Shift LED turns off, ACD calls are directed to the Agents.

Important! *All Agents must be logged out of the previous shift before the new shift can start.*

Night Transfer

Incoming calls to your group can be routed to different destinations, based on either two- or three-call routing (ringing) patterns which are set in system programming. The Night Transfer LED indicates the active routing pattern:

	Three-Pattern	Two-Pattern
DAY	OFF	OFF
DAY 2	FLASH	N/A
NIGHT	ON	ON

Up to four Night Transfer (**Night Transfer**) and Tenant Night Transfer (**Night Transfer 1~4**) buttons can be assigned and controlled independently. Check with the System Administrator for any additional information.

► To enable/disable Night Transfer

- Press **Night Transfer** to toggle Night Transfer ON/OFF (two-ring pattern)

...or, if your system is programmed for three-ring patterns, the LED will flash instead. Press **Night Transfer**, again (three-ring pattern), to activate Night Mode.

The Night Transfer LED is ON if you are programmed for a two-ring pattern.

You are in Day2 Mode. The LED indicators for three-ring patterns are: Night Mode (LED is ON); Day Mode (LED is OFF); and Day2 Mode (LED is flashing).

The Night Transfer LED is ON.

Night Transfer Lock

The **NT Lock** button enables your telephone to lock the system into the “Day, Day 2, or Night” modes. This feature is assigned to your telephone in system programming, however, the ACD Group Supervisor can lock the ring modes. You must use a password.

► To assign or change NT Lock password

1. Press a [DN] + #622X with the handset on-hook.	The LCD prompts you to enter a four-digit pass code.	NO.200 ENTER PASS CODE
	X = Tenant 1~Tenant 4 Exchange line groups	
2. Enter a four-digit password.	As you enter the password, the digits display on the LCD.	NO.200 XXXX
3. Press Redial .	You hear confirmation tone.	NO.200 DATA PROGRAMMED
4. Hang up.	The password is assigned.	NO.200 JAN 15 WED 02:00

► To lock Night Transfer

1. Press NT Lock .	The NT Lock LED flashes. The LCD prompts you to enter your password.	NO.200 ENTER PASSWORD
2. Enter your password and press NT Lock again.	YYYY = Password digits	NO.200 YYYY

If the correct password is entered, the NT Lock LED remains steady red and **NT LOCK** displays.

JAN 15	NT LOCK WED 02:00
--------	----------------------

If an incorrect password is entered, the NT Lock LED turns OFF.

Reset Queue Alarm

During queue operation, the number of unanswered ACD calls waiting in the queue, and the amount of time the calls have been waiting is constantly monitored by the system. An alarm is generated when calls waiting in the queue exceed preset conditions. Your system installer can specify the following types of alarm in system programming:

- ◆ Single alarm (immediate without a timer) – an interrupted beep tone alerts you when the number of calls in queue is greater than a preset threshold.
- ◆ Two-layer alarm – a beep tone alerts you when the number of calls in queue exceeds the:
 - ◆ Queue alarm timer -1 and is greater than a preset threshold (interrupted beep tone).
 - ◆ Queue alarm timer -2 and is greater than a preset threshold which is greater than the alarm 1 threshold (continuous beep tone).

The Reset Queue Alarm LED flashes.

► To reset the Queue Alarm

Press **Reset Queue Alarm**.

The audible alarm stops, and the alarm-guard timer starts. The LED flashes until the alarm is reset.

Note If the alarm-guard timer is disabled in system programming, **Reset Queue Alarm** functions only as an indicator and does not reset the Queue Alarm.

If the alarm condition still exists when the alarm-guard timer expires, a second alarm is generated to alert you. The Queue Alarm must be reset again.

Supervisor Auto Log In

This feature enables you to log in automatically when you use a one-touch **SD** button. **Supvr Auto Log In** does not replace **Log In/Out** on your telephone.

- To program your SD button for one-touch log in
 - Press **Redial + SD + [PDN] + #4031 + XXXX + Redial** (XXXX = Supervisor ID code).

Transfer to ACD Group

This feature enables you to transfer Exchange line calls (non-ACD or ACD) to an ACD Group using your one-touch **SD** button.

- To program your SD button for one-touch Transfer to ACD Group
 - Press **Redial + SD + Cnf/Trn + #406XX + Redial** (XX = ACD Group number 01~16 for large systems and 01~08 for small systems).

This appendix provides a list of features and the corresponding access code sequences.

Access Codes

If your telephone does not have the ACD Supervisor feature buttons shown in the left-hand column, you can enter the access code sequence shown in the right-hand column to perform the same function.

Table 4 Supervisor Access Codes

Features	Access Code Sequence
ACD Call Pickup	[PDN] + #4036
Agent Status (Speed Dial Button)	[PDN] + #405XX ¹
End of ACD Shift	[PDN] + #4039
Log In/Out (Agent)	ACD Call ² + #4031 + ZZZZ ³
Log In/Out (Supervisor)	[PDN] + #4031 + XXXX ⁴
Monitor ACD Call	[PDN] + #4035 + YYYY ⁵
Queue Status (Speed Dial Button)	[PDN] + #404XX *
Reset Queue Alarm	[PDN] + #4034
Supvr Auto Log In (Speed Dial Button)	[PDN] + #4031 + XXXX ⁴
Transfer to ACD Group (Speed Dial Button)	Cnf/Trn + #406XX *

1. XX = ACD Group Number 01~16 on large systems and 01~08 on small systems.
2. **ACD Call** button is any single appearing [PhDN] that is owned by the telephone.
3. ZZZZ = Agent ID Code used when logging into an ACD Group as an Agent.
4. XXXX = Supervisor ID code used only to log in.
5. YYYY = Agent ID.

Notes to Users

Step 1: Safety Approval

Toshiba Information System (U.K.) Ltd declare that the Strata CT complies with the EEC's LVD directive, (Directive No. 73/23/EEC). The product has been assessed and found to comply with EN60950:2000.

The notes listed below form part of the products compliance with the aforementioned European Norm.

- 1-1. The system, PCOU/RCOU/RCOS unit, must be earthed. The earth connection must be hardwired to a main distribution point. The main cabinet must be earthed.
- 1-2. Table A1 below identifies and classifies the ports available on the system:

Table A1

Type of Circuit (EN60950 Classification)	Port Location	Port Description
SELV	Power Supply BPSU672F	For connection of external 24 volt batteries.
SELV	Processor Boards: B1CU1F, B2CAU1A, B3CAU1A, B5CAU1A	For connection of external Music-on-Hold source
SELV	PDKU2A	For connection of Toshiba propriety terminals.
SELV	PEKU2F	For connection of Toshiba Visually Handicapped Console terminals.
TNV3	RSTU1F	For connection of approved 2 wire devices.
TNV3	RSTU3F	For connection of approved 2 wire devices.
TNV3	PCOU2F/PCOUS2F	For connection to PTO provided Loop Call Unguarded Clear exchange lines.
TNV3	RCOU3F/RCOS3F	For connection to PTO provided Loop Call Unguarded Clear exchange lines.

Table A1 (continued)

Type of Circuit (EN60950 Classification)	Port Location	Port Description
TNV1	RBSU2A	2 Cct ISDN2, (CTR3), Basic Rate I/F. For connection to euro-ISDN services.
TNV1	RBSU1A	2 Cct ISDN2, (CTR3), Basic Rate I/F. For connection to euro-ISDN services.
TNV1	RBSS1A & RBSS2A	2 Cct ISDN2, Basic Rate I/F. For connection to euro-ISDN services.
TNV1	RPTU1F	1ccts ISDN30, (CTR4), primary rate I/F> For connection to euro-ISDN services.
TNV2	PACU2F	4Cct AC15 Private Circuit I/F, (CTR17). For connection to PTO Private Circuit services.
TNV2	PEMU2F	4Cct AC15 Private Circuit I/F, (CTR17). For connection to PTO Private Circuit services.
SELV	PEPU2A	Contains various ports for connection of audio paging amplifiers, dry relay contacts to control external equipment.
SELV	PIOU2A	Contains various ports for connection of audio paging amplifiers, dry relay contacts to control external equipment,two RS232 ports for connection to PCs or printers.
SELV	PIOUS2A	Contains various ports for connection of audio paging amplifiers, dry relay contacts to control external equipment,two RS232 ports for connection to PCs or printers.
SELV	RSIU1A	Serial port board, (1 x V24), for programming/Call Logging.
SELV	RSIS1A	Serial port board, (1 x V24), for programming/Call Logging. Fits on RSIU1A.
SELV	RRCU1A	Optical interface board for connecting remote cabinets.
SELV	EKT and DKT	Headset ports on any of the range of key telephones.

Any peripheral apparatus connected to the above ports must have the same EN60950 classification. ie.

- ♦ SELV ports must only be connected to SELV type ports.
 - ♦ TNV ports must only be connected to TNV type ports.
- 1-3. The system must hardwired into a switched fused spur, this spur must be installed in accordance with 16th edition of the IEE wiring regulations, aka BS7671:1992.
- 1-4. Environmental Installation details.

The Strata CT is designed to work within the following environmental conditions:

- ◆ Operating temperature 0oC to 40oC
- ◆ Humidity 20% to 80%

1-5. Lithium Batteries

Warning! *All service personnel are informed that Lithium type battery cells are fitted to the following units - B1CU1F, B2CAU1A, B2CBU1F, B3CAU1A, B3CB1F, B5CAU1A, B5CBU1F. In accordance with safety requirements you are advised that in the event of these cells going faulty, the entire unit must be returned to Toshiba Information Systems for correct disposal. Under no circumstances must the cells be removed or replaced.*

Step 2: EMC Compliance

Toshiba Information Systems (U.K.) Ltd declare that the Strata CT complies with the EEC's EMC directive, Directive No. 89/366/EEC as amended by directive 92/31/EEC. The product has been assessed and found to comply with the following generic standards, in the present absence of any product specific standards:

- ◆ EN55022:1998, (Emissions)
- ◆ EN52024:1998 (Immunity)

The notes listed below form part of the products' compliance with the aforementioned European Norm.

To ensure EMC compliance the system must installed in accordance with the instructions in the "Installation and Maintenance" manual. In order to maintain compliance any shielded cables supplied and/or ferrite suppression cores must be used.

Equipment details

Base Cabinet Dimensions:

Height - 296mm
Width - 672mm
Depth - 270mm

Weight - 14.1kg (fully equipped)

Expansion Cabinet Dimensions:

Height - 254mm
Width - 672mm
Depth - 270mm

Weight - 14.1kg (fully equipped)

Warning! *This is a Class A product. In a domestic environment this Product may cause radio interference in which case the User may be required to take adequate measures*

Step 3: Type Approval

Toshiba Information Systems (UK), Ltd, (TIU), hereby declares that the Strata CT product complies with the requirements of the EC Directive 1999/5/EC, (aka Radio & Telecommunications Terminal Equipment directive). A manufacture's Declaration under this Directive allows connection to the relevant Public Network Services and the right to place the Product on the market.

The Strata CT is classified as "Call Routing Apparatus" it is intended to be connected to the various Public Telecommunications Network Services for the purpose of generating and terminating "calls". Table A2 below lists the intended purposes of all the system interfaces.

Table A2

Interface Type	Network Service
PCOU2F/RCOU3F/RCOS3F	Analogue Loop Calling Unguarded Lines
RPTU1F	Euro ISDN30 service. Approved to CTR 4.
RBSU1A & RBSU2A	Euro ISDN2 service. Approved to CTR 3.
PACU2F	Analogue 4 wire Private Circuits, uses AC15 signalling. Approved to TBR 17.
PEMU2F	Analogue 4 wire Private Circuits, uses DC5 signalling. Approved to TBR 17.

The system must be installed in accordance with BS6701 parts 1 and 2, the latest issue shall apply.

Toshiba Information Systems claim approval to OFTEL general variation NS/V/1235/P/100020. The information contained in this paragraph supports Toshiba's claim:

The following features require the interconnection of 2 or more exchange lines.

- ♦ Multi-party conferencing
- ♦ Call Forward External*
- ♦ Translation of Un-used Extension numbers*
- ♦ DISA*

***Warning!** *These features can allow an Incoming callers access to an outgoing exchange line. There is an engineering programming parameter which can disable these features. In addition the DISA feature can be "password" protected. USERS SHOULD BE AWARE THAT THESE FEATURES CAN BE USED FOR FRAUDULENT PURPOSES. Please consult your supplier to ensure any necessary security measures are enabled.*

Step 4: Network Planning Information

4-1. Strata CT Tone Plan.

Table A3 below lists the characteristics of the tones and signals used in Strata CT.

Table A3

Tones/Signal to:	Frequency	Cadence	Meaning
Exchange Line	Music On Hold	N/A	Call on Hold
DKT	500/640Hz modul.10Hz 1300/1780Hz modul.10Hz 860/1180Hz modul.10Hz 2000Hz mod by 10Hz 500Hz 1000/800Hz 1000/800Hz 660/500 2000Hz	1s On 3s Off 1s On 3s Off 1s On 3s Off 1s On 3s Off 1s On 3s Off 0.6s On 1000Hz/0.6s On 800Hz 0.6s On 1000Hz/0.6s 800Hz 0.7s On 660Hz/0.7s On 500Hz 1s On 3s Off	I/C PSTN call Opt.1. I/C PSTN call Opt.2. I/C PSTN call Opt.3. I/C PSTN to Busy DKT I/C Int call Call from D/phone A Call from D/phone B Call from D/phone B Busy/DND Override
2 Wire extns	20Hz DTMF A DTMF D DTMF B MWI Signal	1s On 3s Off 80 or 160mS 80 or 160mS 80 or 160mS 0.9 ON/0.1s Off	Ring Signal Voice Mail Answer Voice Mail Disconnect Voice Mail Recall Message Waiting Signal
Tie Lines	400Hz 350/440Hz 400/450Hz 400HZ	0.375s On/0.375s Off Continuous 0.4 On/0.2s Off/0.4s On/2s Off 0.375s On/0.375s Off	Extension Busy Dial Tone Ring Tone Delay Busy Tone
DISA calls	400Hz 350/440Hz 4000/450Hz 400Hz	0.375s On/0.375s Off Continuous 0.4 On/0.2s Off/0.4s On/2s Off 0.375s On/0.375s Off	Extension Busy Dial Tone Ring Tone Delay Busy Tone
Internal general	350/400Hz 400/450Hz 400Hz 400Hz 400Hz	Continuous 0.4 On/0.2s Off/0.4s On/2s Off 0.375s On/0.375s Off 0.375s On/0.375s Off 1s On	Dial Tone Ringing Tone Extension Tone NU/Reorder Tone Executive override

4-2. System Port to Port losses.

Table A4 below lists the various “typical” transmission gains/losses when inter-connecting the various port types.

Sys Port Type	PCOU2F		RBSU1A		RPTU1F		PEMU2F		PACU2F		RSTU3F	
	to	fm	to	fm	to	fm	to	fm	to	fm	to	fm
PCOU2F/ RCOU3F/ RCOS3F	3.7	3.7	1.8	1.9	1.8	1.9	3.1	3.2	-0.7	-1.5		
RPTU1F	1.9	1.8	0	0	0	0						
RBSU2A	1.9	1.8	0	0	0	0						
PEMU2F	3.1	3.2	1.3	1.3	1.3	1.3	2.6	2.6	-2.0	-2.0		
PACU2F	-0.7	-1.5	-3.4	-2.5	-3.4	-2.5	-2.0	-2.0	-6.0	-6.0		
RSTU3F	-.5	-1.0	-2.4	-2.8	-2.4	-2.8	-1.1	-1.5	-5.9	-6.2	-5.2	-5.2

-Values indicate a transmission loss.

4-3. Loudness Rating.

The table below lists the measured loudness rating of the Toshiba proprietary terminals.

SLR and RLR @ 0km PSTN. (All values are +/-dB)

System Port Type	PDKU2F ITS-A	
	SLR	RLR
PCOU2F/RCOU3F/RCOS3F	1dB	-5dB to -16dB
RPTU1F/RBSU1A/TBSU1A	6dB	2dB to -10dB
PEMU2F	4dB	-2dB to -14dB
PACU2F	8dB	0dB to -9dB

Index

A

- about this book
 - conventions iv
 - organisation iii
 - related documents v
- access codes 23
- ACD group supervisor 1
- ACD pickup 24
- after call 9
- agent assistance 8
 - ACD help button 10
 - Cnf/Trn button 10
 - DND mode 10
- agent status (speed dial button) 24
- agent telephone status 9
- agent/queue status 13
- alarm-guard timer 21
- available 9

B

- buttons
 - Hold 3
 - Mic 3
 - volume control 3

C

- Call Forwarding 8
- Cnf/Trn
 - ACD group code 24

D

- directory number buttons
 - [PDN] 5
 - [PhDN] 5
 - definitions 5
- Do Not Disturb 8

E

- end of ACD shift 4, 24
 - calls waiting in the queue 18
 - last Agent of the group 18
 - New Shift 18
- Executive Override 8

F

- Feature Interaction 8
- Features
 - Agent Assistance 10
 - End of ACD Shift 18
 - Logging In/Out 11

- Night Transfer 19
- night transfer lock 20
- Reset Queue Alarm 21
- Supervisor Auto Log In 22
- Transfer to ACD Group 22

fixed buttons

- Cnf/ Trn 3
- Spkr 3

flexible buttons 4

- End of ACD Shift 4
- Night Transfer/NT Lock 4
- queue status 4
- reset queue alarm 4
- supvr auto log in 4
- transfer to ACD group 4

H

Hold 3

L

log in/out

- agent 12, 24
- log out status 9
- supervisor 11, 24

M

Message and Display 8

Mic button 3

monitor

- ACD call 17, 24
- agent status 14
- conference channels 17
- queue status 15

N

night transfer

- NT lock button 4, 20
- ringing (day, day 2, night) 19

P

PBX Call 9

Phantom [PhDN] buttons 5

Q

queue status 4, 24

R

reset queue alarm 24

- button 4
- single alarm 21
- two-layer alarm 21

S

soft keys 5

speed dial

- agent status 16
- queue status 16

Spkr button 3

supervisor auto log in 22

- button 4, 24

T

Talk 9

transfer to ACD group button 4, 24

U

unavailable 9

V

volume 3