

# ShoreTel Contact Center Agent Toolbar

#### Agent ID= Extension Number

Password=1234

#### IP Address=10.80.29.15

	6			3341 - Shore I el Call Manager
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	🚳 Home 🕶 🥌 Standard 🕶 🥌 Online 🗸	<b>S</b> I	Logged Out of All Groups -	🖶 Windows 🗸
	🝓 Helen 🖕 Group PU	e	Log Into All Groups	
	🦈 Enter a name or number		Log Out of All Groups	
	There are no active calls at this time	6	Release	
Ir	n/Out		Resume	

#### Logging In/Out

When you first log in to Call Manager the agent state should be shown as **Logged Out of All Groups** as seen above.

To Log-In at the start of your shift choose Log Into All Groups

### Release/ Resume

When taking a break or walking away from your phone you must select **Release** from the drop down menu so that Queue calls will not be presented to your phone.

### **Release with Code**

Press Release with Code Button



Select Appropriate Code from Drop down and click OK

Release with Code									
Select a release (	ode:								
1 - No Code	1 - No Code								
1 - No Code									
	ОК	Cancel							

When you have returned to your desk choose Resume to be placed back in the Queue

## Extend/ End Wrap

If you want to place yourself out of wrap up and back into the Queue prior to the Wrap up time expires press **End Wrap;** if you find you need some extra time press **Extend Wrap** and it will give you extra time to complete any paperwork needed

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a Ai	nswer 👝 T	o VM	🙈 Ha	ng Up 🛛 🔓 Transf	er C <sup>+</sup> C	onferen	ce 🥇 Hold	IM 💭	Send Digit	ts 🦾 Park 🖳
為 Er	nd Wrap 岁	Extend	d Wrap	😂 Rel w/ Code	12 <b>2</b> Wra	ap Code	🚱 Help			
🥱 Er	nter a name o	or numb	er							
There	are no active	calls at	t this ti	me						

**End/ Extend Wrap** 

#### Additional Contact Center Options



Queue Monitor- Allows you to review status of current calls in Queue

💈 ShoreWare Agent Toolbar 3341# [3341 - Melissa Johnston] - Queue Monitor											
All Groups											
Sales Group - 1											
Support Group - 2											
Calling	DNIS	Service	Group	Priority	Queue Pos.	Call Entere	Avg. Wait				
15027083341	1204		Support Group	3	2	14:04:07	00:00:44				
15024571783	1204		Support Group	7	1	14:03:39	00:00:22				

**Call Status-** Shows status of all calls currently connected. To view a call's properties, select the call from the list and click Call Properties. Use the notes field to add a note about a call. Click OK and this information will be available in the Agent Manager application.

68	🖷 ShoreWare Agent Toolbar 3341# [3341 - Melissa Johnston] - Call Status											
) 🖆 🛷												
Calling DNIS C			Called	Status	Service	Group	Priority	121	Call Entered at	Avg. Wait		
Г	10737/	1007	1		1073741887	Connected						
			Answer									
	Drop											
			Hold									
•			Retrieve			1			1			•

**Agent Log-** To view the log properties of a call, select the call from the list and click Properties. You can also add a note about the call for the supervisor future reference. Right click on a call for additional options.

🖻 ShoreWare Agent Toolbar 3341# [3341 - Melissa Johnston] - Agent Log											
Creation Time	Called	Trunk	Caller	ACD Group	Last State	Originally Called	🖉 Deletion Time				
4/19/2010 11:48:02 AM	3341	1073741866	15024571783	Support Group	Connected	3341	4/19/2010 11:48:33 AM				
4/19/2010 11:49:09 AM	3341	1073741865	15024571783	Support Group	Connected	3341	4/19/2010 11:49:15 AM				
4/19/2010 11:50:56 AM	3341	1073741865	15024579180	Support Group	Connected	3341	4/19/2010 11:52:12 AM				
4/19/2010 11:55:16 AM	3341	18595236511	18595236511		Connected	1200	4/19/2010 11:55:43 AM				
4/19/2010 1:02:03 PM	1305	3341	3341		Connected	3322	4/19/2010 1:03:21 PM				
4/19/2010 1:11:40 PM	3370	3341	3341		Connected		4/19/2010 1:11:53 PM				
4/19/2010 1:11:58 PM	3343	3341	3341		Connected	3343	4/19/2010 1:12:09 PM				
4/19/2010 1:11:01 PM	3341	18592241667	18592241667		Held	1202	4/19/2010 1:12:09 PM				
4/19/2010 1:12:13 PM	3341	3350	3350		Connected	3341	4/19/2010 1:12:42 PM				