4059EE with feature pack

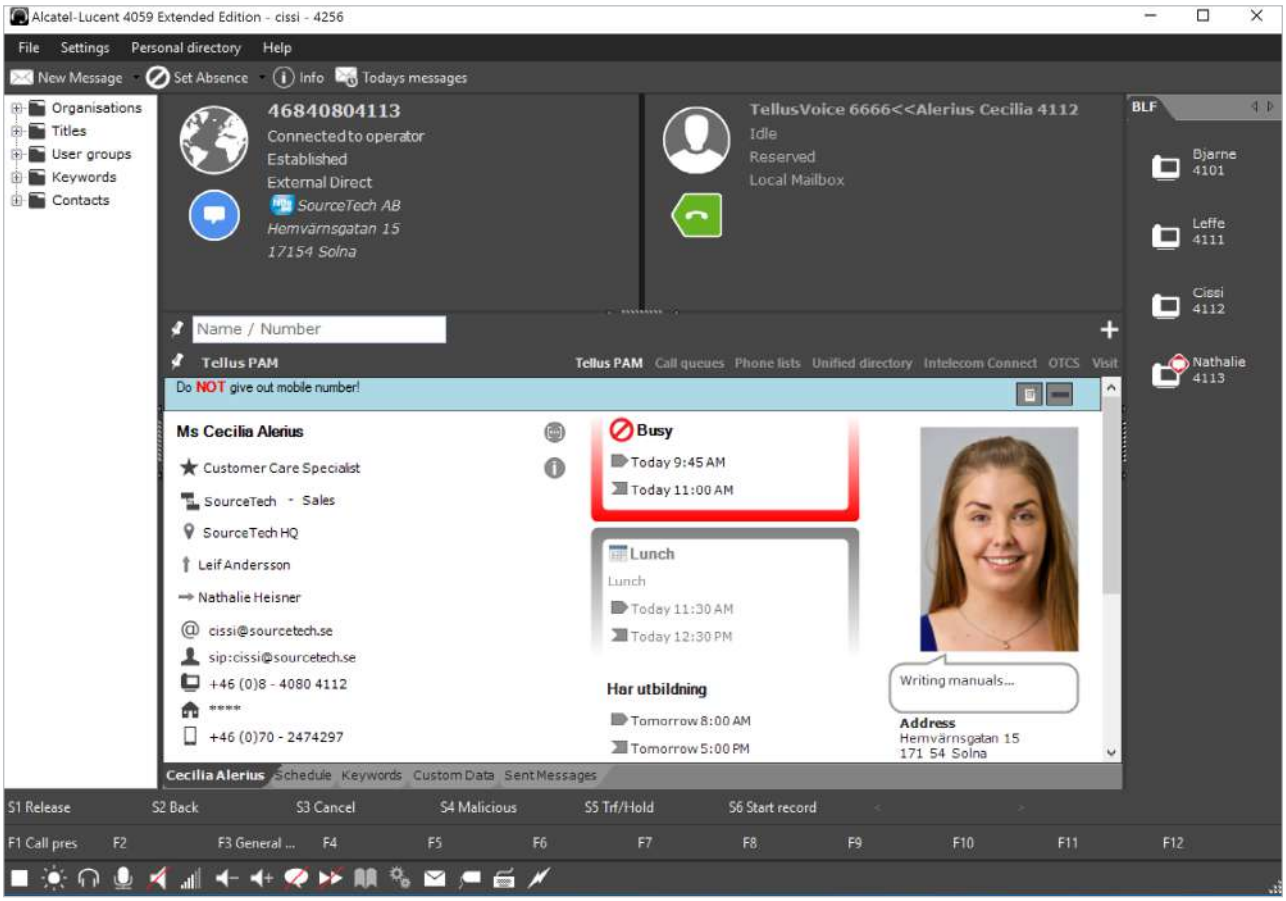
User manual

Table of contents

4059EE with feature pack 4
Information about 4059EE with feature pack 4
Start 4059EE 5
The parts of the application 6
Call processing buttons 7
Display options 8
Search 9
Search results 10
Detailed pane 11
Call a user 12
Additional information 13
Operator information 13
Information that may be useful for operators, but that other users should not have access to, can easily be added 13
in the operator application. 13
Add or update 13
Presence and absence 14
Add absence 14
How do I enter time? 15
Edit or remove an absence 16
Presence settings 16
Forward extenstion 17
Time-based forwardning 17
Forward until further notice 18
Messages 18
Send message to several recipients 18
Message template 19
Call handling 20
Keyboard 20
Alcatel-Lucent's keyboard 21
Standard keyboard 22
Shortcuts 22
Program keyboard shortcuts for call handling 22
Program keyboard shortcuts for Tellus PAM 23
Call queues and notifications 23
Transfer calls 25
Toggle between calls 25
Dial extension 26
Call external number 27
Release / end call 27
Advanced call handling 27
Override forwarded extension 27
Intrude 27
Send tone 28
Put call on hold 28
Forward the operator group 28
Change melody and volume 29

Busy lamp field 29
Add objects 30
Extension 30
Mobile 30
Trunk group 30
Trunk 31
External application 32
Use the objects 32
OTCS integration 32
Settings 34
User settings 35
General 36
Message templates 36
PAM settings 36
Keyboard shortcuts PAM 37
Colours 37
Call handling 37
OXE 37
Keyboard shortcuts call handling 38
S-buttons 38
OTCS integration 39
BLF icons 39
Call icons 40

4059EE with feature pack



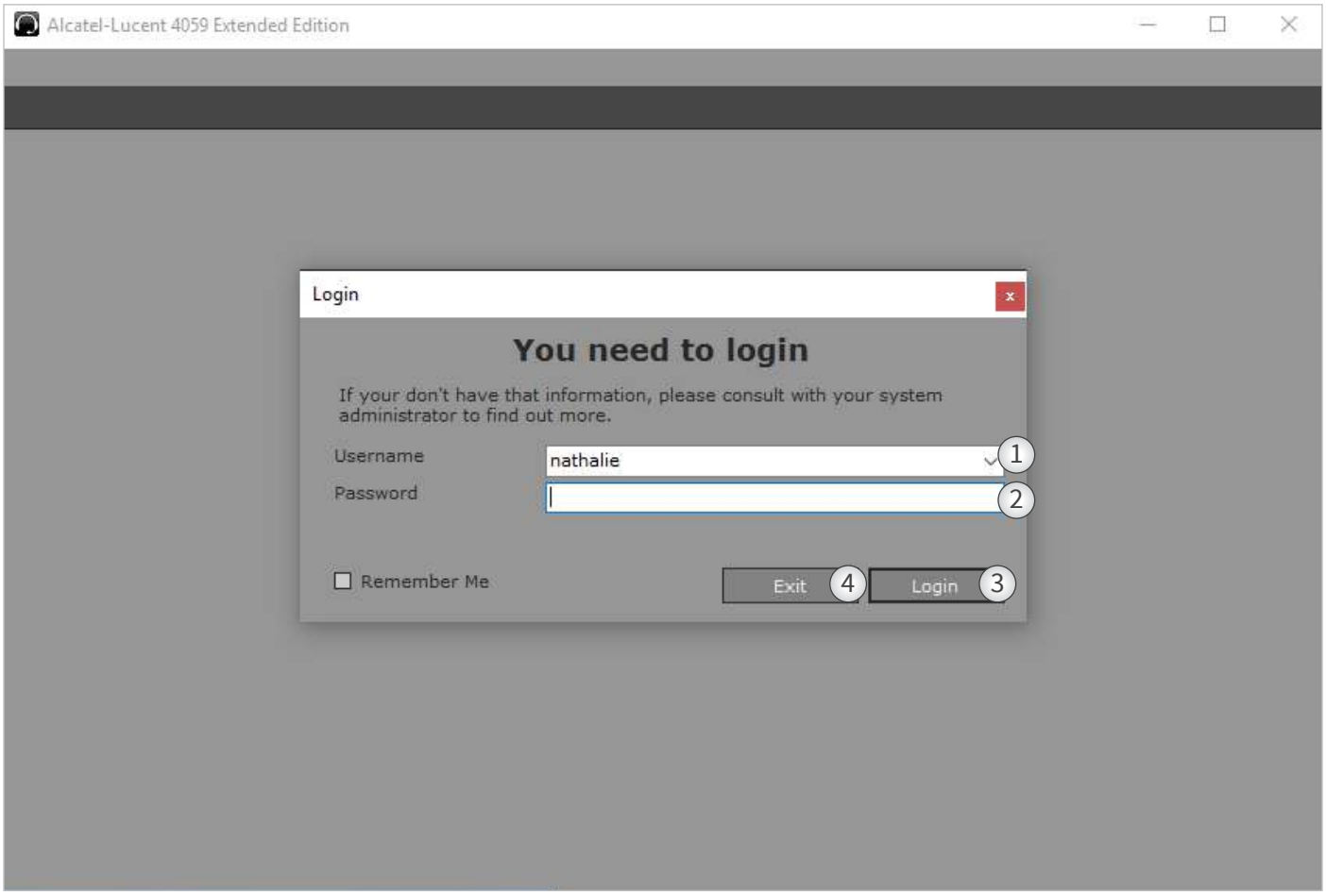
Information about 4059EE with feature pack

4059EE is a modern operator application and the feature packs for Tellus will give the operators a powerful tool for the everyday work.

Copyright © SourceTech AB 2000-2015
The contents of this manual are protected by copyright law and may not be copied in whole or in partwithout the express permission of the publisher. Although great care has been taken to ensure theaccuracy of all information in this manual, the publisher is not liable for any incorrect or missinginformation. We reserve the right to implement changes in the product.

Revision 2015-01

Start 4059EE

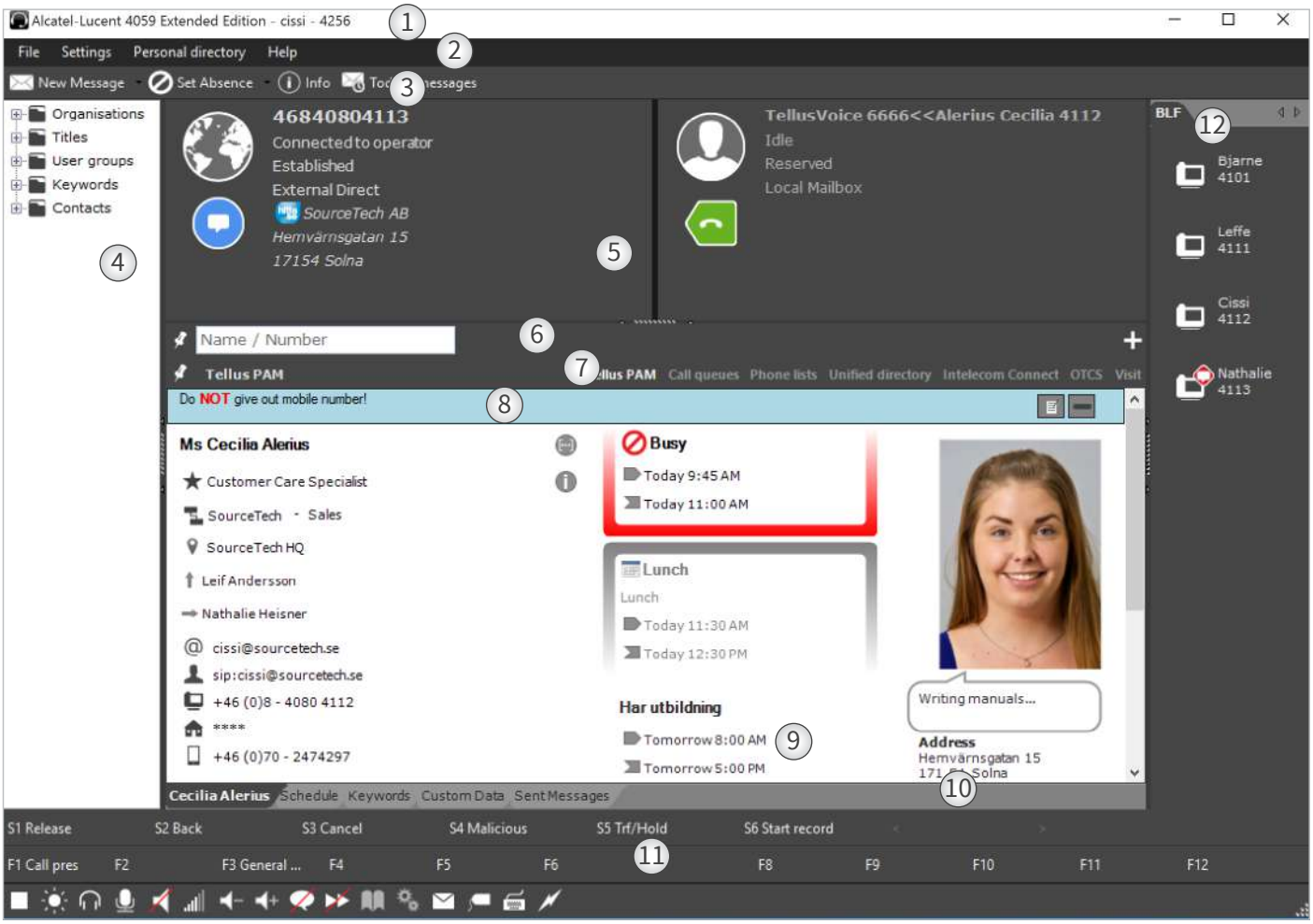


The installation of 4059EE will be made by a certified technician and to open the program you click on the icon on the desktop or in the start menu.

Note that you need to run the application as an administrator to be able to change the system settings.

1. Select user in the droplist. The last person who logged in to the application on this computer will be suggested.
2. Enter your password, you will get this from your system administrator.
3. Press the button to verify your password and start the application.
4. Press this button to cancel the login, the application will be closed.

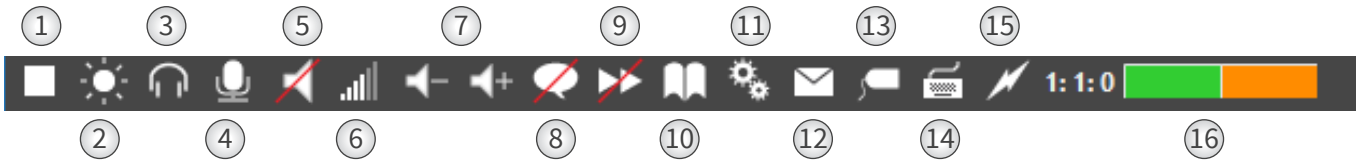
The parts of the application



Depending on version, plugins etc. the appearance can vary.

1. At the top of the application wondow you can see information about the logged in user.
2. Here you can find settings for the call handling and the absence management.
3. Use this buttons to write a new message, absence management, operator information and messages of today.
4. Use the tree view to search for user in the organisation.
5. In these windows you will see all information about the ongoing call.
6. Use this field to search for name or number. You can change this criteria temporarily by using down arrow on your keyboard. Add more fields by pressing the plus at the far right.
7. Choose what plugin you want to display. In this image ”Tellus PAM” is chosen and we see information about the user in the lower part of the application.
8. In this part of the application the information will vary depending on which plugin you want to display. In this image you see the details on the chosen user.
9. Use these tabs to see more information about the user when you have the option ”Telllus PAM” active.
10. Use these buttons to handle an active call. These are dynamic and will change depending on the state of the The buttons on the upper part are called ”S-buttons” and you can use these by pressing shift and the F button your keyboard that represents the number after the S. F.e. press shift + F1 to release the call.
11. These buttons are used to set the application into day mode, increase the volume or to change
12. settings.
13. In the busy lamp field you can monitor extensions and see which user that is available for calls.

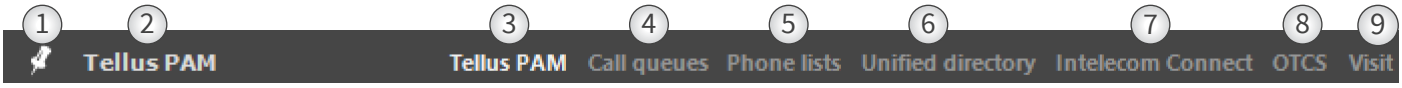
Call processing buttons



With these buttons you can change the settings for the attendant application and get information about the call on hold.

1. Use this button to change the state of the application. Press the play button to go into day mode and the stop button to go into night mode.
2. This icon shows the state of the operator group. The sun will be shown when the group is ready to answer calls and otherwise the icon will be a moon.
3. This icon indicates that you are using a hands free.
4. Click on this icon to activate mute. This will turn off your microphone and the person you are talking to will not hear what you say.
5. This icon indicates if you have the speaker active or not.
6. This icon shows the level of the volume.
7. Use these buttons to set the volume.
8. Auto answer allows the application to answer incoming calls automatically. Auto answer is disabled in the default settings, but can be activated from the ”Guide mode”.
9. Auto transfer allows the application to transfer incoming calls automatically. Auto transfer is disabled in the default settings, but can be activated from the ”Guide mode”.
10. Click to open ”Guide mode”.
11. Click to open ”Service mode”.
12. This icon will be red if the operator has recieved a system message.
13. This icon shows that you have a reserved line.
14. This icon displays which keyboard that is connected to the operator application.
15. This icon indicates that you have an active connection to the PBX.
16. Here you can see how many calls you have in queue and also how long they have been waiting. At this image we have one call that has been waiting for less than 15 seconds (green) and on that has been waiting more than 15 seconds but less than 30 seconds. If a call has been waiting for 30 seconds or longer the status bar will turn red. (This is the standard settings)

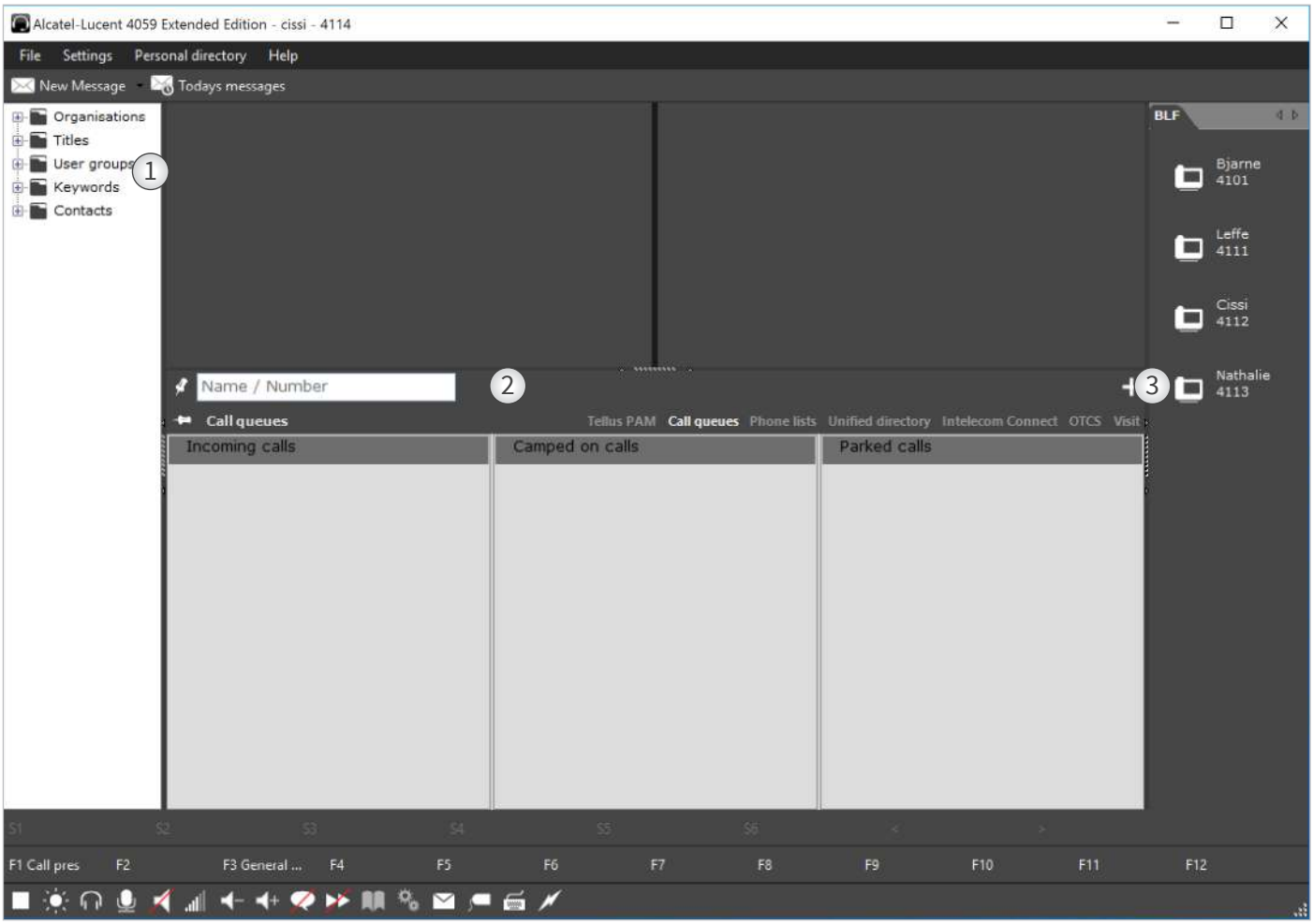
Display options



The main window will display the selected tab. Tellus PAM is selected here and all tabs available is listed on the right.

1. Click on this icon to ”Lock” the current page as the standard page (so when you press ESC to clear the window you will see this page).
2. The page that is active right now will be shown here.
3. Tellus PAM is the part where you search for users, handle their absences, send messages etc.
4. Here you can see the call queues.
5. In the phone lists you will see all incoming and outgoing calls. You will also be able to see the calls thatare missed and if you want to you can save a specific number by right click and save to your personal directory.
6. This part shows results from the unified directory (f.e. LDAP or personal directory).
7. If the contact center Intelecom Connect is being used, the agent can see the queues in this pane. This is an additional service.
8. If the contact center OTCS is being used, the agent can log in to the queues and handl calls in this pane. This is an additional service.
9. In the visit pane you can register visitors to the company, see the visitors that are inhouse right now etc. This is an additional service.

Search

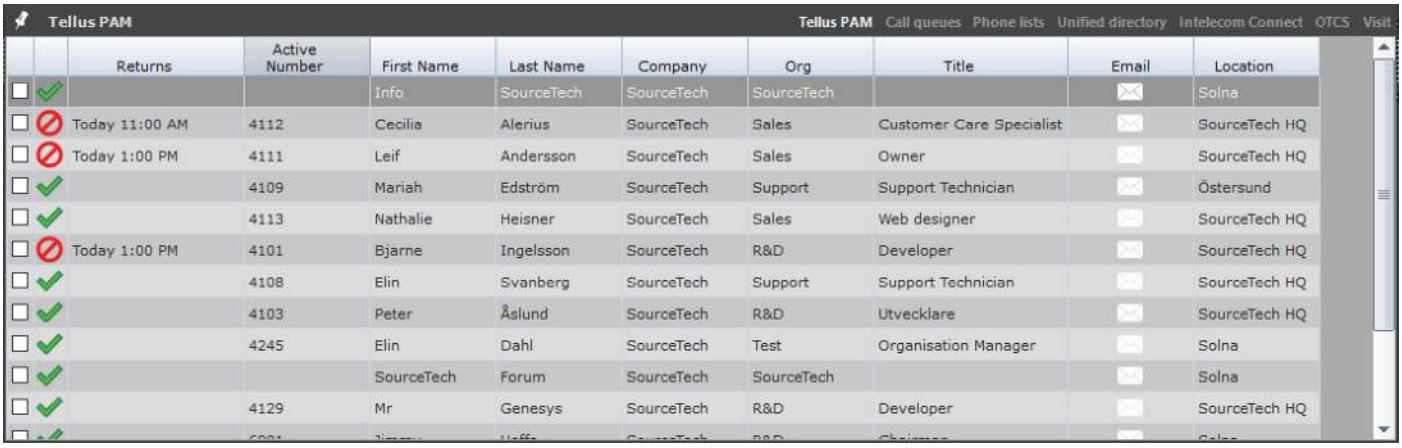


Tellus offers various ways to easily and quickly search for users with different criteria.
The most common criteria is standard in the system and every company can choose to enter custom data fields if the standard criteria isn't enough.

1. The first search field is always Name Number but can be change temporarily to any other criteria. Usedown arrow on your keyboard to see all criteria available.[1]
2. To get an overview of the organization, titles, user groups, keywords and contacts, choose "Click and search" by clicking on the broken line to the left of the main field in 4059EE. Click on the line again to hide it.
3. In order to perform an extended search, you can add more search fields by pressing the plus sign.

1 When you search to name or number the following applies:
If the first character is a number, Tellus will search for extension number.
If the first character is a letter, Tellus will search for a user with a first name that starts with that letter (you can change the setting so that the search is made on last name in PAM settings) For phonetic results the search has to be made with three characters or more. Enter a space as the first character to search for last name.
Phonetic is alternative spellings on names. You can add phonetic to a person named Karl Karlsson so that you also can search for Carl as the first name and get the same result.

Search results



Returns	Active Number	First Name	Last Name	Company	Org	Title	Email	Location
		Info	SourceTech	SourceTech	SourceTech			Solna
Today 11:00 AM	4112	Cecilia	Alerius	SourceTech	Sales	Customer Care Specialist		SourceTech HQ
Today 1:00 PM	4111	Leif	Andersson	SourceTech	Sales	Owner		SourceTech HQ
	4109	Mariah	Edström	SourceTech	Support	Support Technician		Östersund
	4113	Nathalie	Heisner	SourceTech	Sales	Web designer		SourceTech HQ
Today 1:00 PM	4101	Bjarne	Ingelsson	SourceTech	R&D	Developer		SourceTech HQ
	4108	Elin	Svanberg	SourceTech	Support	Support Technician		SourceTech HQ
	4103	Peter	Åslund	SourceTech	R&D	Utvecklare		SourceTech HQ
	4245	Elin	Dahl	SourceTech	Test	Organisation Manager		Solna
		SourceTech	Forum	SourceTech	SourceTech			Solna
	4129	Mr	Genesys	SourceTech	R&D	Developer		SourceTech HQ

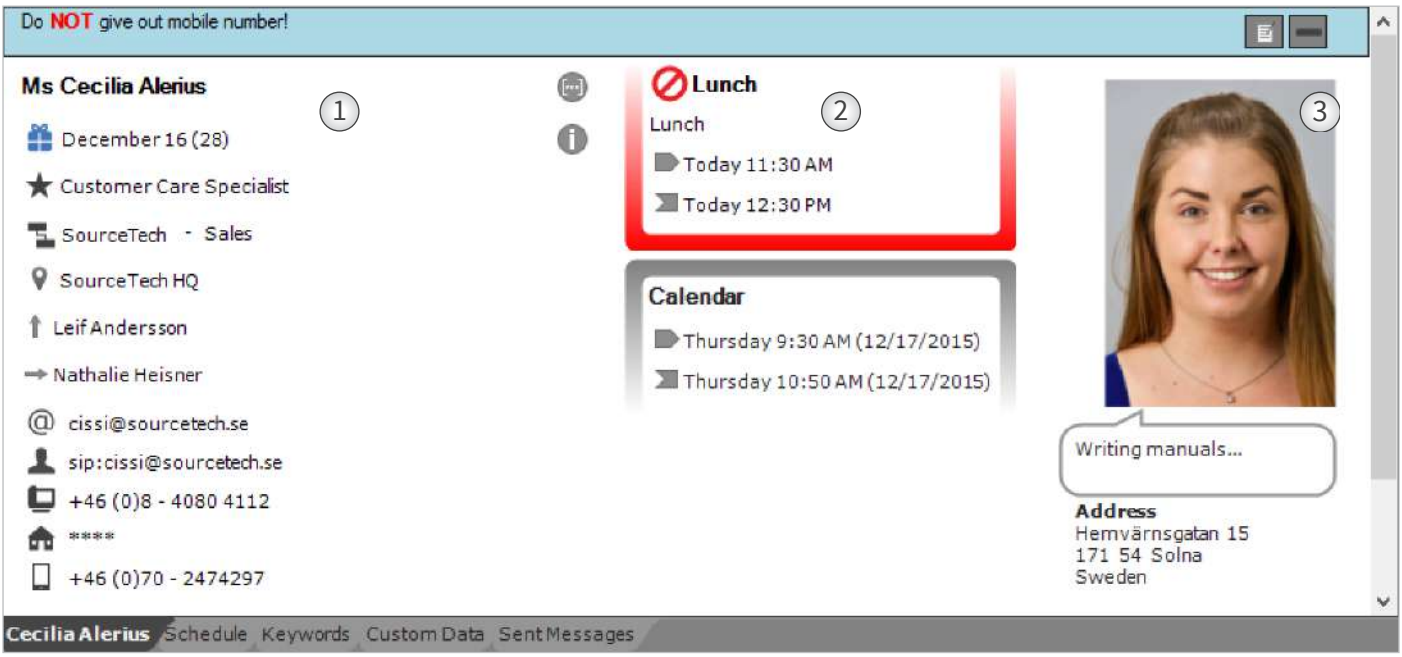
The search result is always presented in a list. To see details for a user, double click on the name or press enter when the user is selected. You can select users by using the down or up arrow on the keyboard or use the mouse. Tick the box to the left to select multiple users for absence management or to send messages to multiple users.

Forwarded extension

Absent user

Present user

Detailed pane



When you have selected a user in the search result and pressed enter or double clicked. You will see adetailed view of the user with all information about her/him.

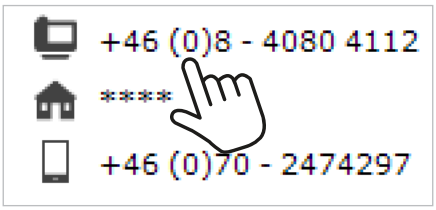
If you want to update the view, click on the users name. All information in the left part is clickable and when you click on an item a search will be made.

1. This part shows the personal information about the user. The grey circle with dots in it shows that this user has phonetic spelling available, click on the button and you will see the different spellings. The information button displays the persons birthdate (if it is specified in the administration for this user).

   The other information is:
   Name
   Birthday
   Title
   Organisation
   Location
   Manage
   Colleague
   Email
   Sip-address
   Extension
   Home number (Numbers that are shown with starts are private numbers and can therefore not be seen in the application)
   Mobile phone
2. The users active absences will be displayed here, this user has one active absence (with a red border) and one that lies in the future (with a grey border). The absence for Lunch has been created from the users schedule in Tellus Web, that is displayed by the small calendar.

   Settings for this is made under ”Presence settings”.
3. In this part you will see the users image (if no image has been added you will see a standard avatar), micro blog post and the address.

Call a user



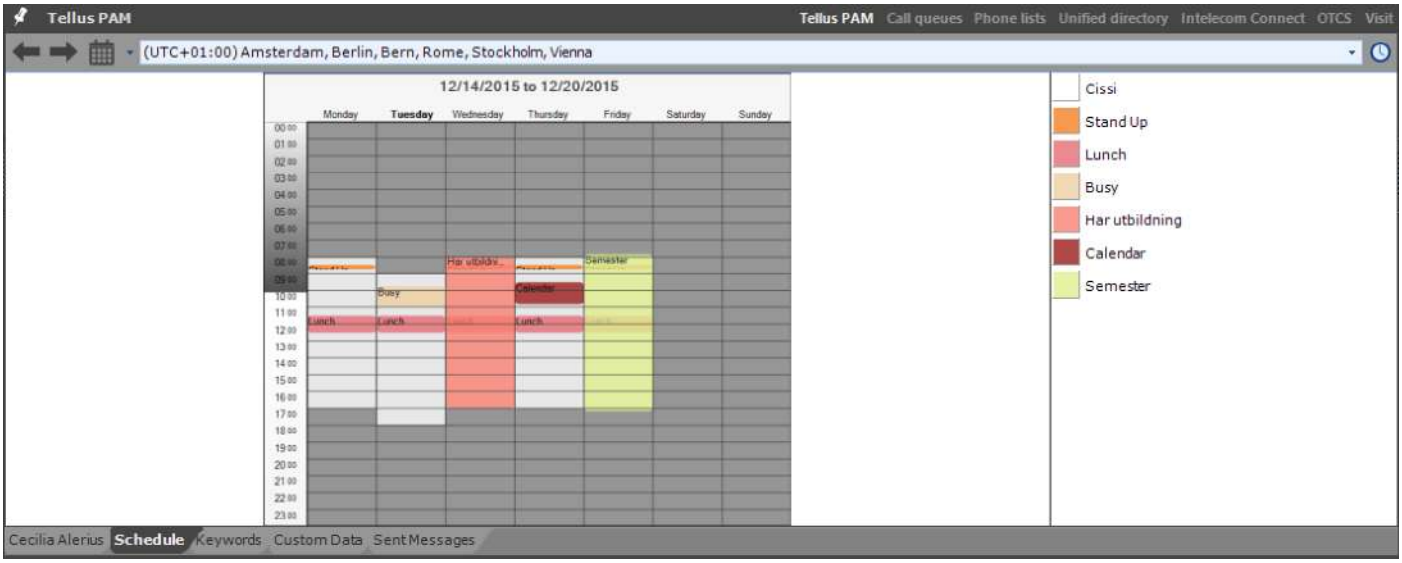
You can call a user by searching for them in the “Name / Number” field and press enter (the enter that is located on the numpad on your keyboard, to the far right).

You can also call a user by performing a search, select the name in the result and press F12 on your keyboard (read more under call handling).

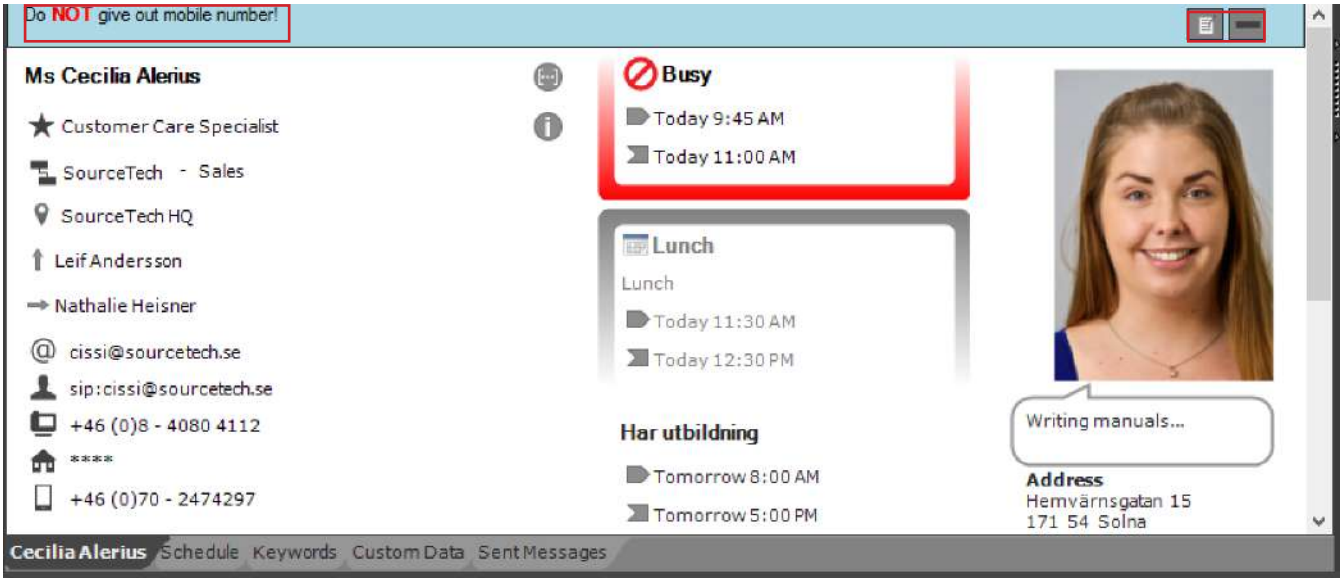
In the detailed pane you can use F12 to dial the first number in the list or click on the number you want to call. If you want to call the users associated mobile phone you can use the combination shift + F12.

Additional information

If you change tabs you will be able to see additional information about the user. If there is no information to display, the tav will be removed by the system. To change tab, just click on it. If you want to use your keyboard you can press ctrl+right arrow.



Operator information

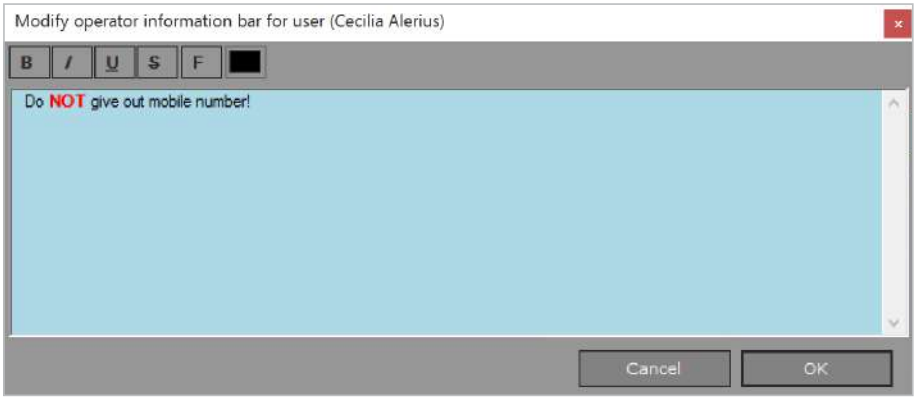


Information that may be useful for operators, but that other users should not have access to, can easily be added in the operator application.

Add or update

Search for the user and go to the menu called “Tellus PAM” and choose “Add” under “Operator information bar”. Enter the information you want to add in the dialog. Change font, size etc to get the appearance you want on the text. Press “OK” when you have finished, remember that all operators in the group will be able to see this information.

You can also use the shortcut on your keyboard, press “PageDown” to open the dialog or use the icons at the far right in the information bar to edit or remove.

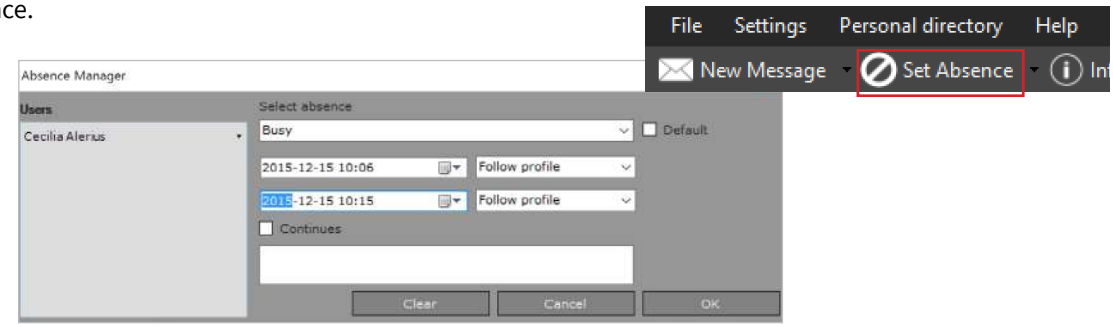


Presence and absence

To notify operators, colleagues and customers where you are and when you are coming back, all users can manage their absences in Tellus Web. The operator can manage all absences in the 4059EE.

Add absence

To add users to a absence, go back to the search box and search for other users. Click on the small arrow next to the button “Set absence” and select the first user’s absence-dialog window, the second user are now added to the first user’s absence.



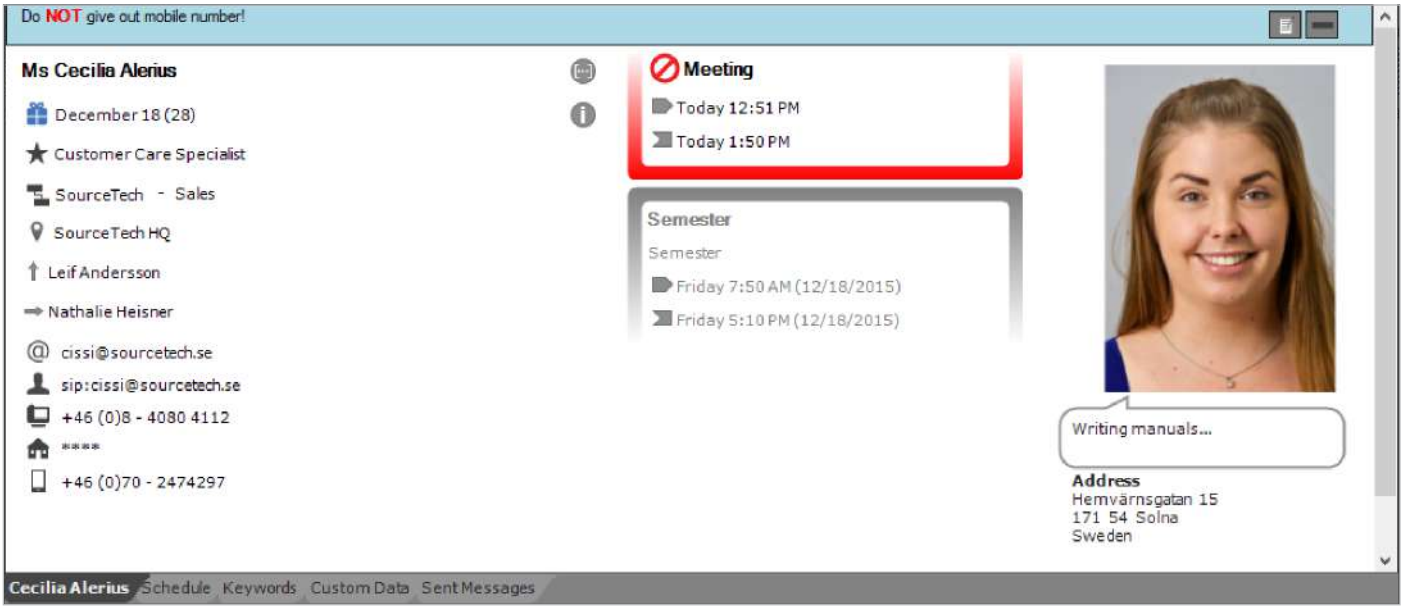
Fill the form by doing these steps:

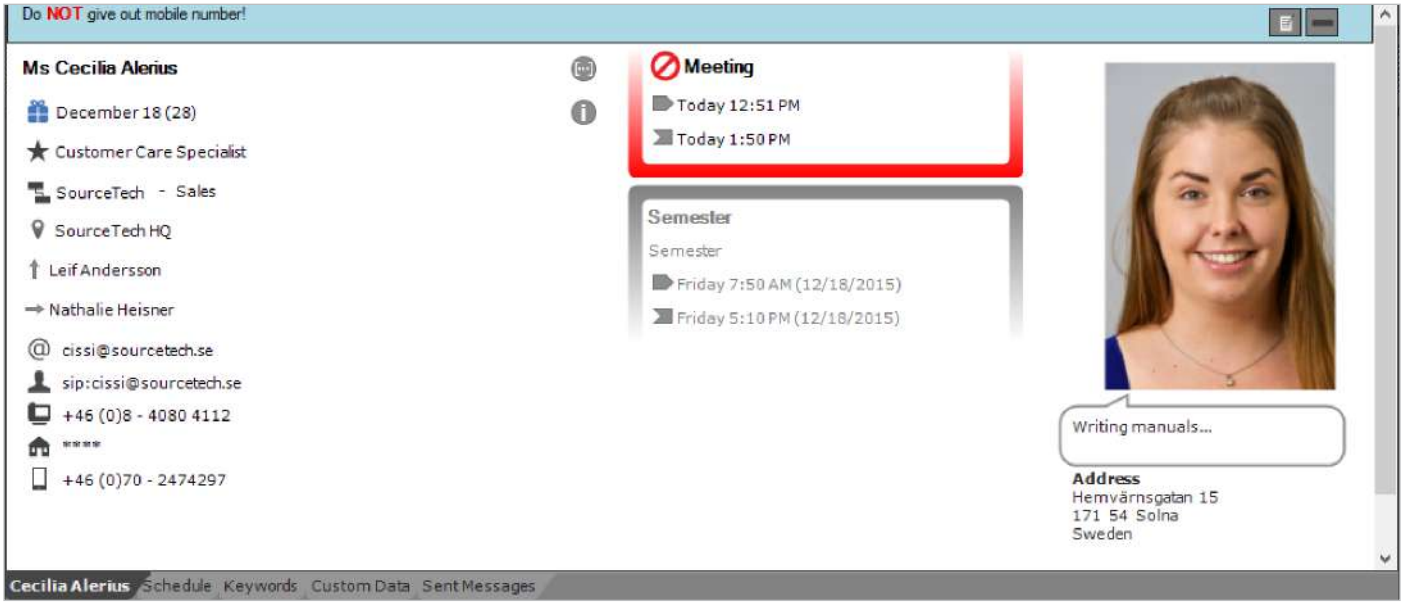
1. Select absence definition. The standard setting forthis definition will automatically be filled in by the system. *This text is used to describe the absence message on Tellus Web and in the operator application. If a voice mail system with spoken absence is used this text will be read.*
2. Select date for when the absence should start. You can do this in several ways, press the button at the drop list or place your cursor at the month f.e. and use your arrow keys.
3. Choose what will happen to the phone when the absence becomes active. The system will automatically set the standard setting that is associated with the users phone, if you want to have another you choose one in the drop list.
   Follow profile - The extension will follow the settings that the administrator has set on the phone.
   Open - An order to open the phone will be sent to the PBX, the users phone will be open to calls during the time that the absence is active.
   Close - An order to close the phone will be sent to the PBX, the users phone will be forwarded to the operator.
   None - No change on the phone will be done.
   Forward - The phone will be forwarded to the number you enter in the text boc that will appear to the right, read more abour forwardning here.
4. Choose date for when the absence should end.
5. Choose what will happen to the phone when the absence is deactivated. The options is the same as for activation of the absence.
6. Enter additional information about the absence. This information will be visible for all users.
7. Press OK to save.

How do I enter time?

The system tries to interpret what you write in the text box as a time. At least two characters must be entered. For example, the tex “09”, “0900”, “09 AM” and “09:00” will be interpreted the same way: 09:00. To enter the time 17:15 you can write ”1715”, ”17:15”, ”515 PM” and ”0515 PM”.

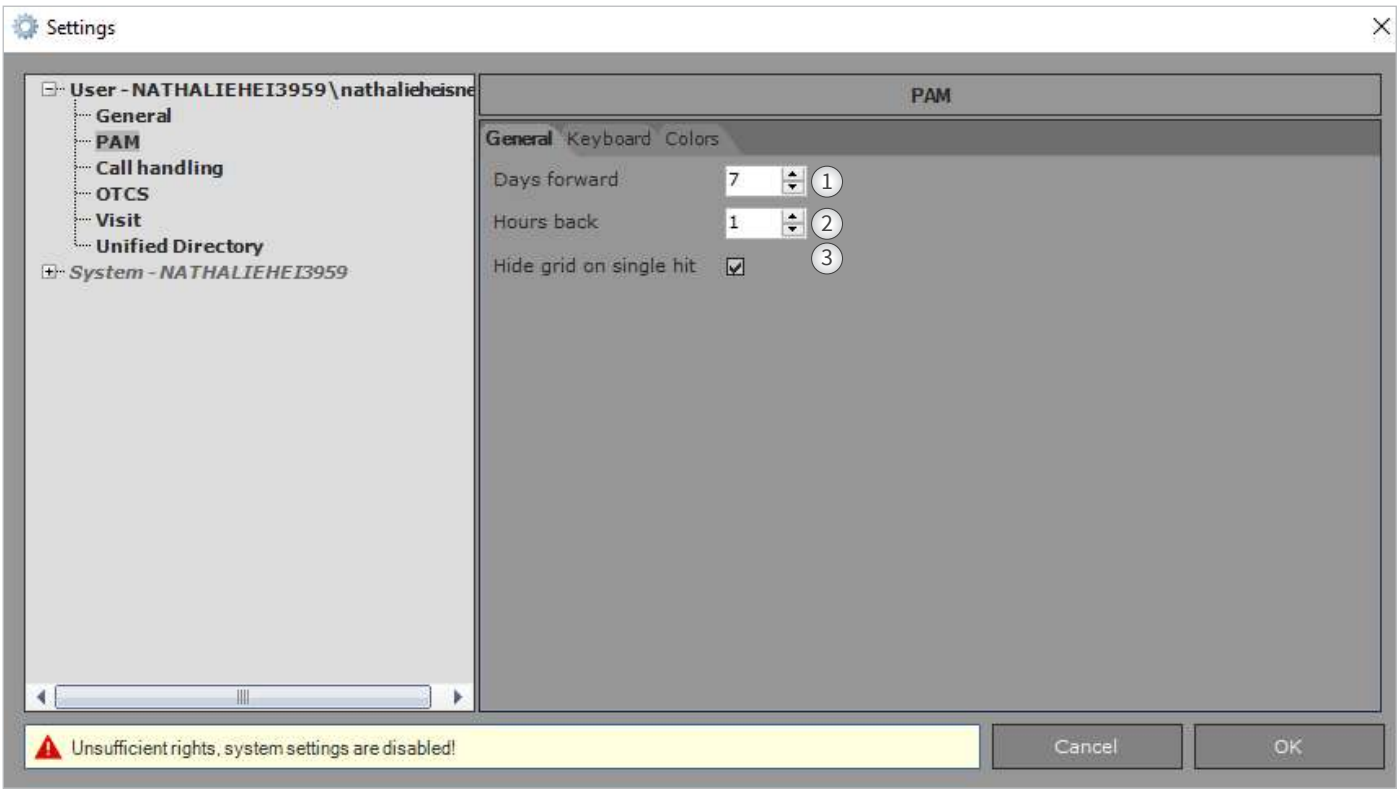
Edit or remove an absence





To edit or remove an absence, place the cursor over the absence in the detailed view and you will get to options. Click on the pen and paper to edit the absence or on the minus to remove it.

Presence settings



If you click on “Settings” in the menu and there select “View Settings” this will take you to a settings dialog. To change the settings for presence and absence, select the part “PAM”.

You can change the following settings here:

1. Set how many days ahead you want Tellus to show absences.
2. Set hor many hours back you want Tellus to show absences.
3. Tick the box if you don’t want to see the search result grid if you only got one search result.

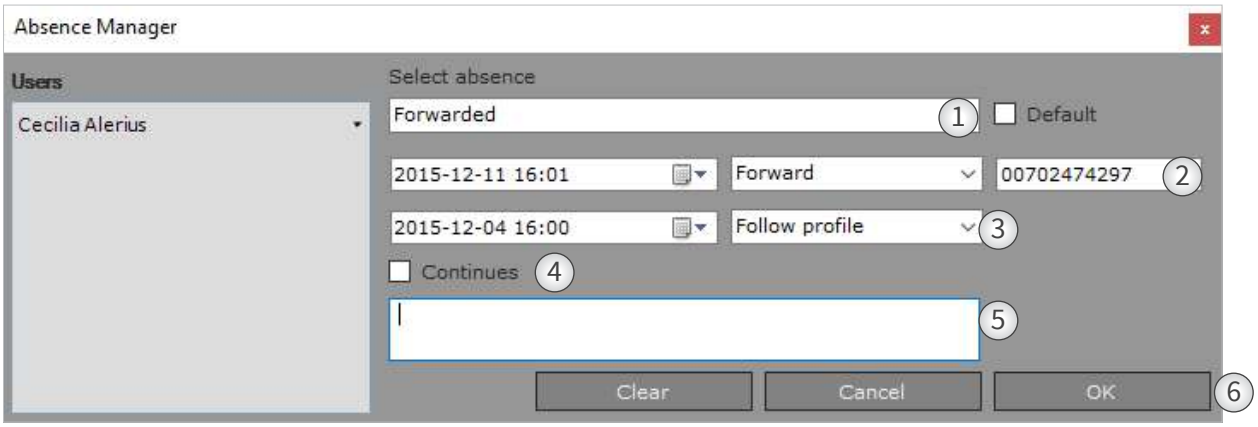
Forward extenstion

Users can choose to be available on another number than their extension. This means that all calls will be routed to the other number, even if the call is made to their extension.

In Tellus you can choose to do a time-based forwarding or forwarding until further notice.

Time-based forwardning

Start by search for the user and press the button “Set absence”.

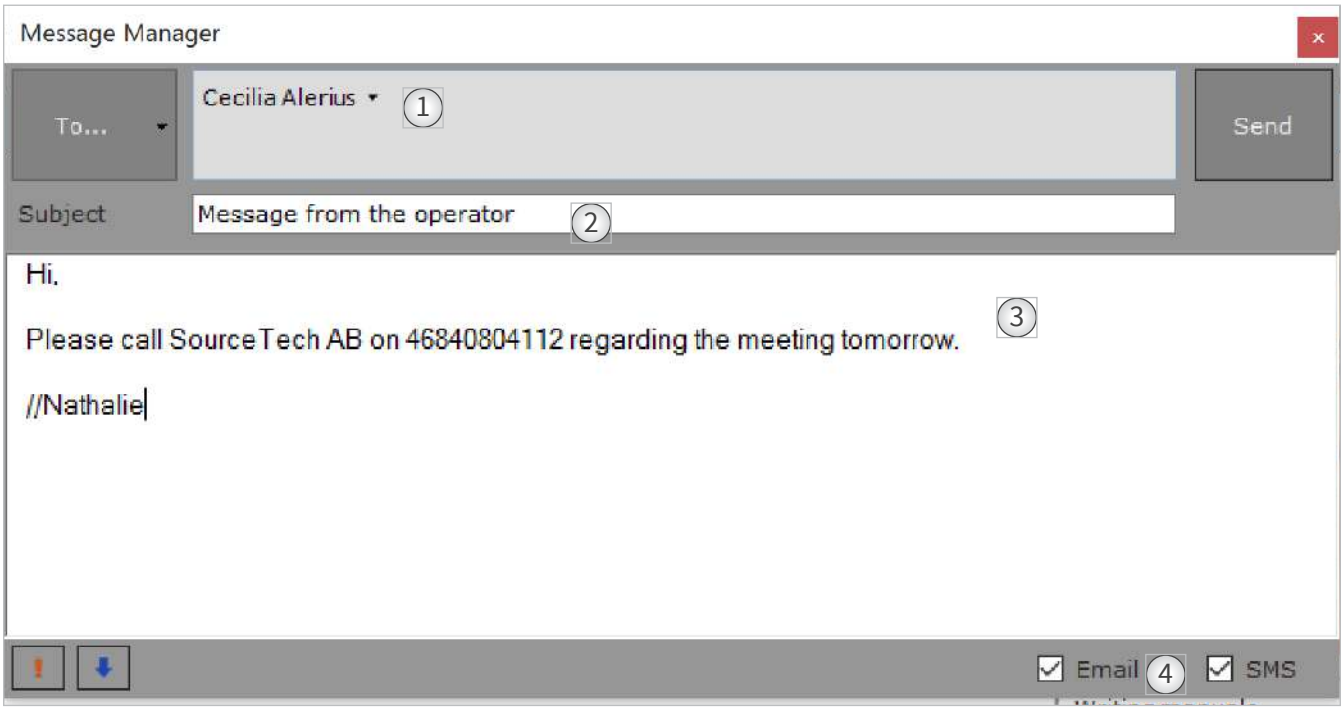


1. Select the absence code “Forwarded” in the menu to get all settings from the system, but you can do a forward from any definition by selecting “Forward” as start action.
   This text is used to describe the absence message on Tellus Web and in the operator application. If a voice mail system with spoken absence is used this text will be read.
2. Enter the phone number (to which you want the calls forwarded to). Don’t forget to enter 0/00 for the out-bound line of the extension is to be forwarded to an external number.
3. Set the time for when the forwarding should be deactivated.
4. This box should not be ticked when you do a time-based forwarding.
5. Enter additional information if you want to.
6. Press OK to save.

Forward until further notice

When a user wants to have a forwarding on their phone with no end time, follow the steps under Time-based forwarding but make sure to tick the box for “Continues”.

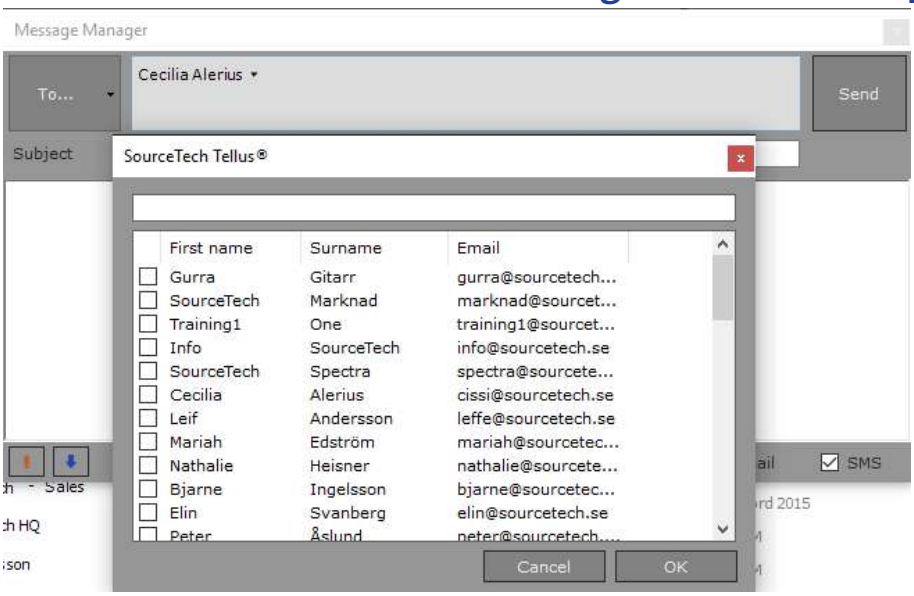
Messages



The operator can easily send messages to one or multiple users and also select how the message should be sent. All messages will be sent to the web client in addition to other message channels.

1. In this list you will see the recipients of this message. If you want to remove a user from this message, press the small arrow next to the name.
2. Enter a subject. (If you have set an message template this field will be filled out with your default subject).
3. Enter your message (If you have set an message template this field will be filled out with your default text).
4. The message will always be sent as an Tellus message that can be read in the users Web client. You can choose to send the message as an email or SMS as well (SMS is an additional function).

Send message to several recipients

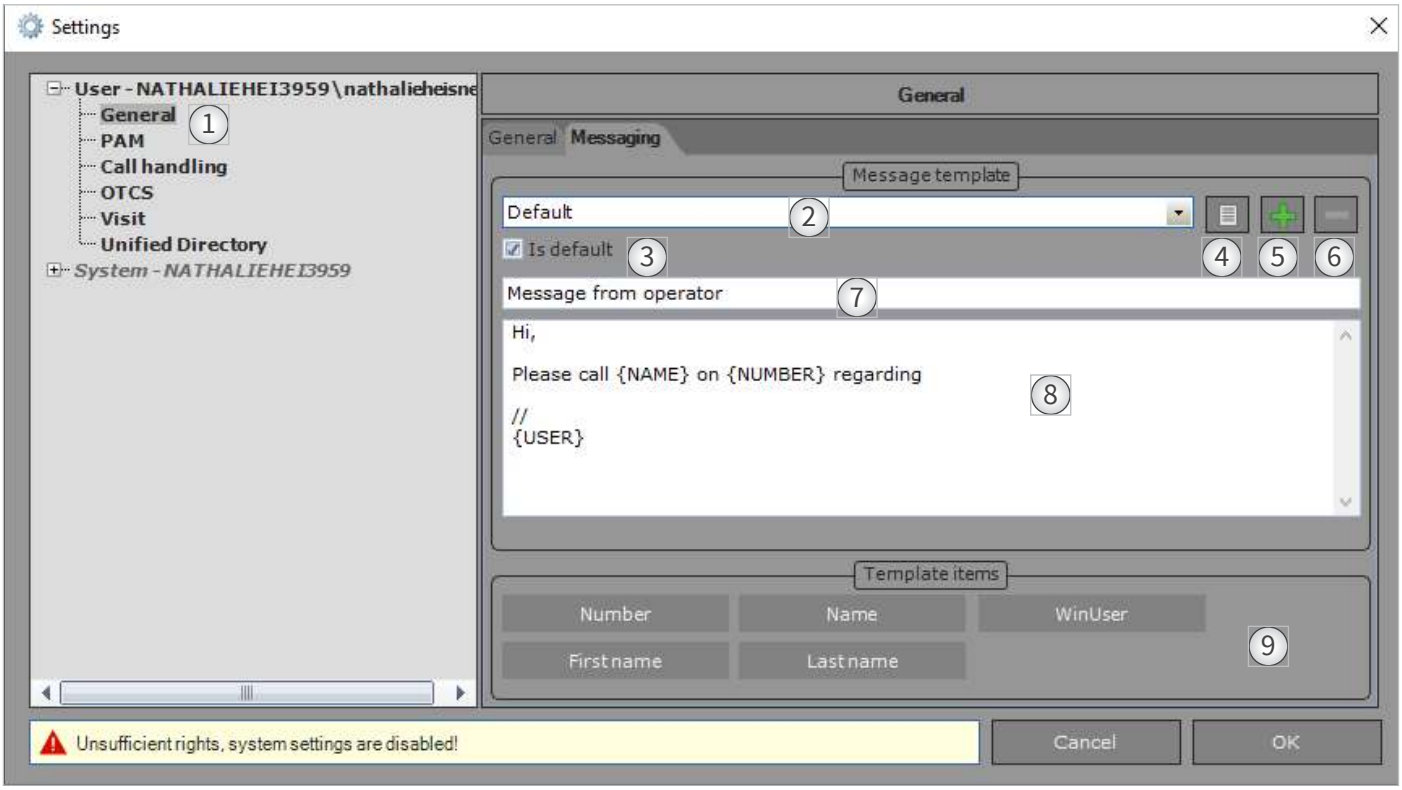


It is easy to send messages to several recipients. Start by opening a message dialog.

Press the small arrow next to the “To” button. This will open another dialog where you can search for another recipient.

Tick the boxes for the users you want to add and close the dialog when you are ready.

Message template



Every operator has the option to create a message template, this will help to send message easily and quickly. With the template most information will be automatically filled in when you open the create message dialog.

1. You will find the template under the settings **User - General - Message.**
2. The name of the template you have created. In the default setting there is an empty template with the name “Default”Namnet på den mall du har skapat. I standardinställningarna finns det en tom mall som heter “Default”, den är också satt som standard.
3. If the box is ticked then this template will be the default one when you create a message next time.
4. Press this button to edit the selected template.
5. Press this button to add another template.
6. Press this button to remove the selected template.
7. Write the message you want to have in the subject of the message.
8. Write the text you want in the message. By using “macros” the system can enter some information automatically from the active call.
9. Choose the macros you want to use in your template. Click and drag them to the place you want them.

Number	Adds the number from the caller. (As long as the number is not private).
Name	Adds the name of the caller. (If it exists in the database for hitta.se or an other search engine that have a plugin.)
User	Adds the logged in users name.
First name	Adds the first name of the logged in user.
Last name	Adds the last name of the logged in user.

Call handling

4059EE is a powerful tool for operator and when it is used with Tellus feature packs the operator will have presence information about all users. The call handling in 4059EE can be done with any keyboard.

Keyboard

4059EE can be used with any keyboard, both the Alcatel-Lucent keyboard and a standard keyboard, it is therefore possible to customize the keyboard and PBX functions to meet the needs of the operator and the equipment.

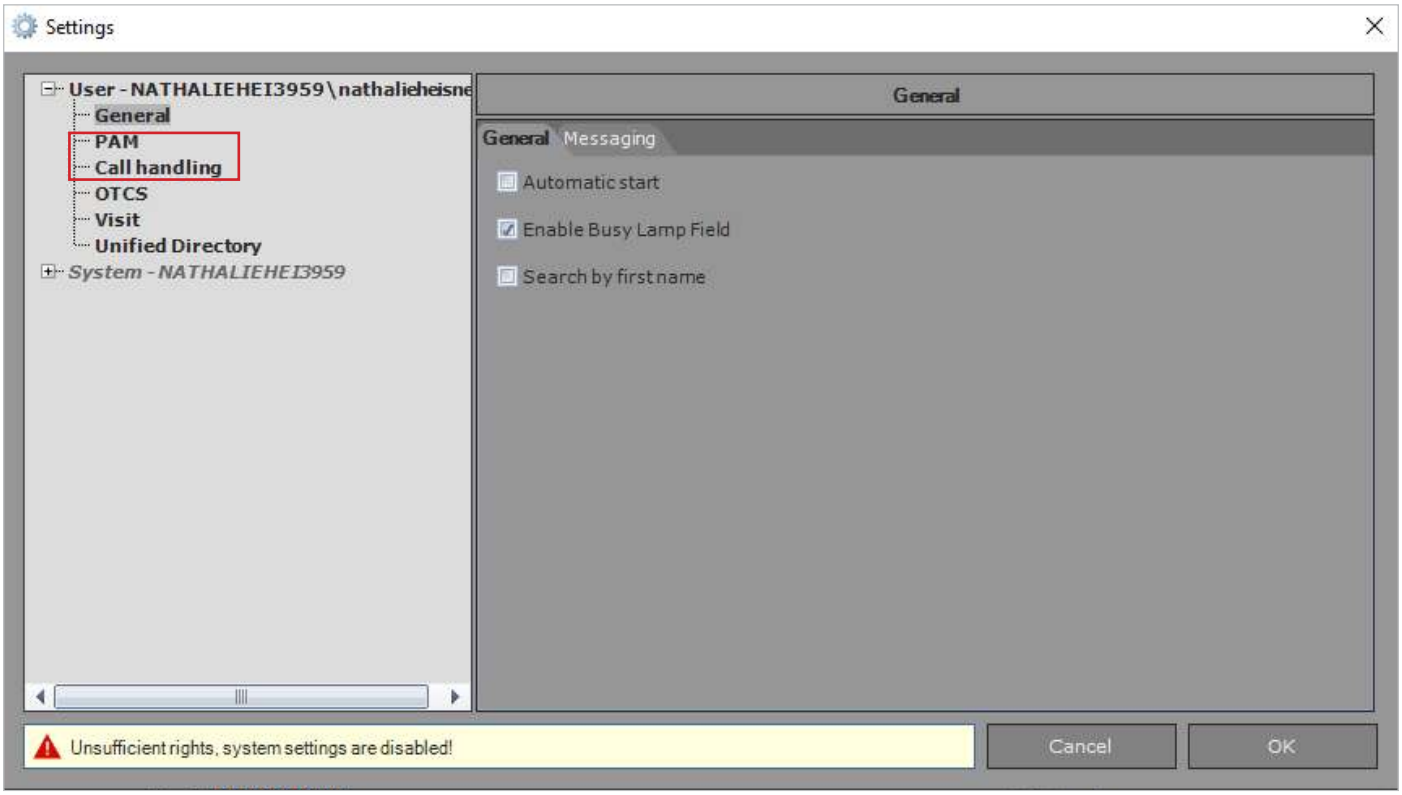
Alcatel-Lucent's keyboard

On the keyboard from Alcatel-Lucent the call handling keys have a darker color then the other keys, the buttons that represents the functions that you can use for the specific call has a small led light that will be lit.

Standard keyboard

With an regular keyboard you will use the keys on the num pad (to the right) for the call handling. The operator can change the settings for the shortcuts for easier handling.

Shortcuts

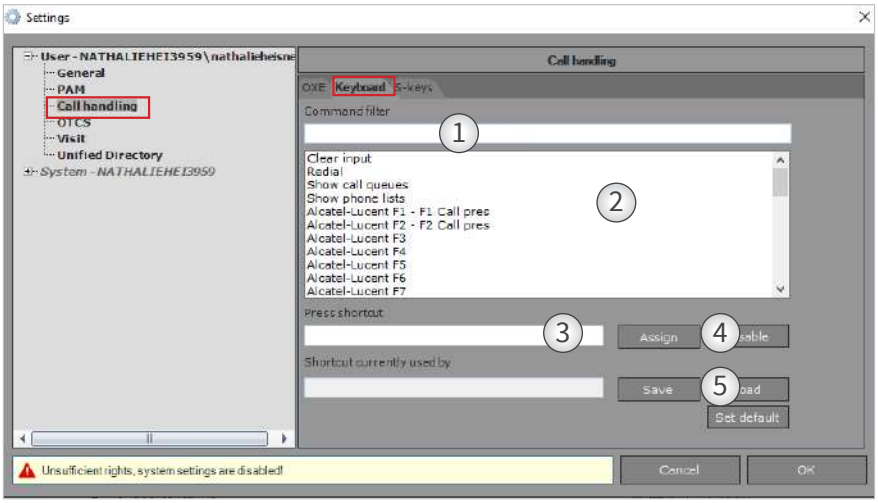


Several keyboard shortcuts have been programmed to improve operator efficiency. There is one set of keyboard shortcuts for the absence message section and one set activation for call handling. The system comes with default settings, but it's easy to customize your settings so that keyboard shortcuts for the way you work.

If you have made changes to the shortcuts that you regret, you can press the button "Restore shortcuts" to go back to the standard settings.

Program keyboard shortcuts for call handling

This is where you create shortcuts, e.g. to answer, connect, toggle between calls etc.
You will find these settings for shortcuts under **Settings -> Show settings**. Then choose ”Call handling” and the tab ”Keyboard”.



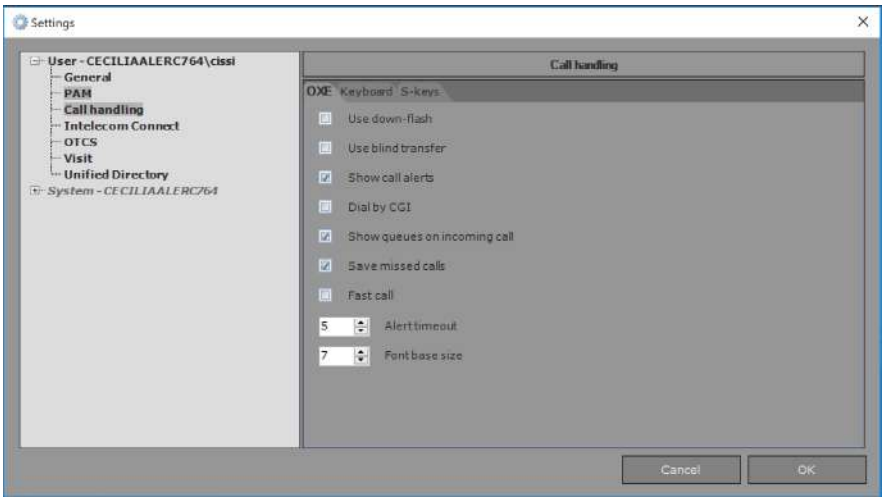
If you want to change a shirtcut, just follow these steps.

1. Filter out the function you want to create a shortcut to.
2. Scroll the list to find the function.
3. Press the key on your keyboard or the combination of keys that you want to use for the selected function. You will see if the button or combination already is in use at the bottom field.
4. Press “Assign” to save the shortcut.
5. It is easy to export the shortcuts you have created and reuse them on another computer.

Program keyboard shortcuts for Tellus PAM

This is where you create shortcuts, e.g. to answer, connect, toggle between calls etc.
You will find these settings for shortcuts under **Settings -> Show settings**. Then choose ”PAM” and the tab ”Keyboard”.
Then follow the same steps as described above.

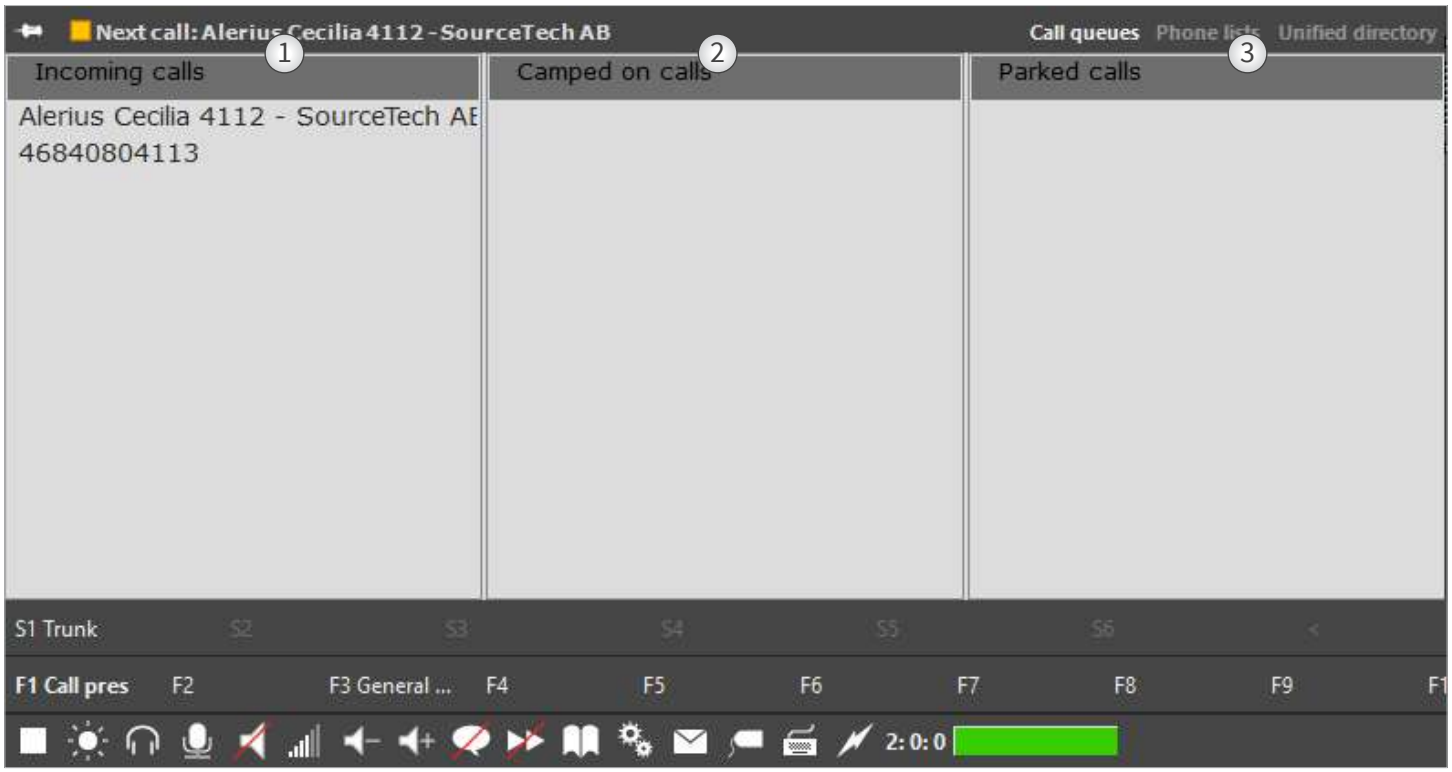
Call queues and notifications



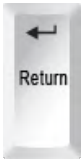
To call the operator’s attention to incoming calls settings can be made to activate the queue side and display call alert. You will find these settings under **Settings -> Show settings**. Then choose ”Call handling” and the tab ”OXE”.

When activated, the operator will receive a call alert in the lower right corner for five seconds and the operator can click on the notification to open 4059EE and on the icon with the headphones to answer the call.

Depending on settings in the PBX the number of queues can vary, If you only have two queues “Camped on calls” and “Parked calls” will be one.

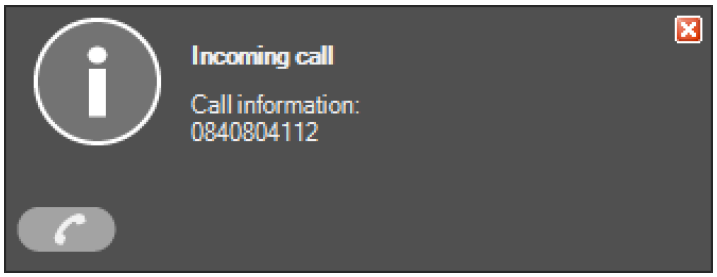


1. In this queue all incoming calls will be listed. To answer the first call you can double click on it in the queue or use the shortcut on the keyboard.

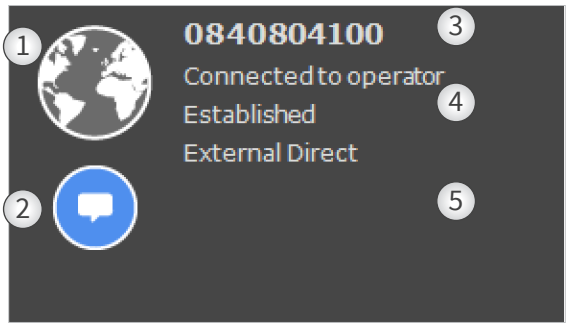
Alcatel-Lucent’s keyboard		Standard keyboard
		
Answer external call	Answer internal call	Answer call

2. In this queue you will see the calls that you have transfered, but tht hasn’t been answered yet. You can pick a call in the list by double click on it.
3. This queue shows all calls you have parked. Just double click on a call to talk to the person in the other end.

When the notification is shown the operator can choose to click on it to change the active window to 4059EE or



click on the handset icon to answer the call.

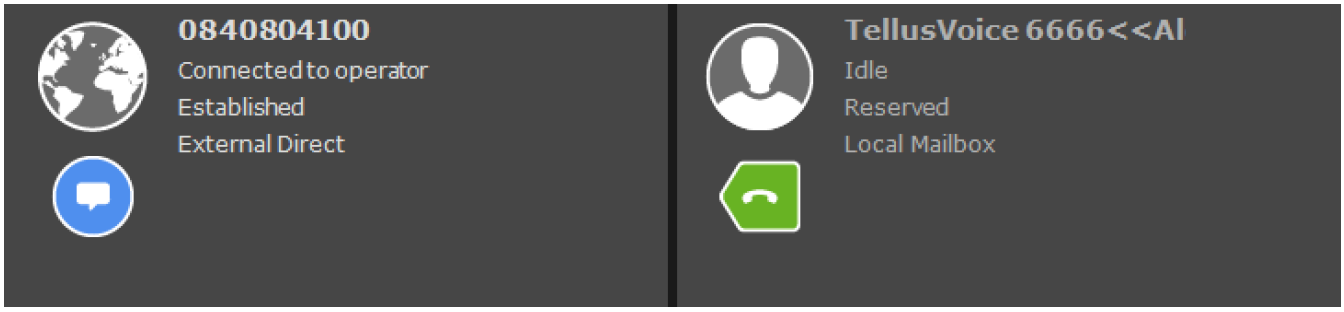


When a call is answered the information will be shown in the left call window.

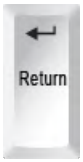
1. The globe indicates that this is an external call. If it had been an internal call the icon would have been a avatar (See icon overview at the end of the document).
2. This icon showes the status of the call. In this case the status is “In conversation”.
3. The callers number is shown here.
4. Here you can see extended information about the call.
5. If you have the plug in for hitta.se (or another search service supported) the name and addres of the caller will be shown here.

Transfer calls

When you have an active call that you want to transfer to a Tellus user: search for the user and press on the phone number you want to transfer to. You can also press the key “F12” on the keyboard to send the active phone to the call window.



The new call will bee shown in the right call window and will now be reserved, this means that no other calls can come in between your call and the user.

Alcatel-Lucent’s keyboard	Standard keyboard
	
Transfer call	Transfer call
Announce call	Announce call

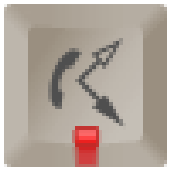
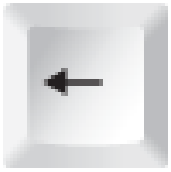
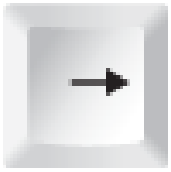
If you want to call ahead and announce the call before you transfer, use the shortcuts on your keyboard.
When you want to connect the two calls, use the keys to transfer calls.

Toggle between calls

When you have two active calls you might want to toggle between them. The symbols will tell you which call is active right now.

The pause icon shows that this call is parked and the call with the speech bubble is the active call.

To toggle between the calls, use the shortcuts on your keyboard.

Alcatel-Lucent's keyboard	Standard keyboard	
		
Toggle between calls	Toggle to the left call window	Toggle to the right call window

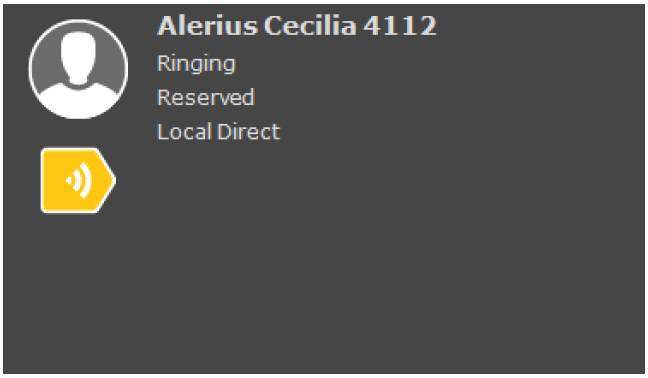
Dial extension

To call an extension, start by searching for them. Click on the phone number or press F12 to send the active phone to the call window. The call will now be reserved and placed in the left call window.

To call the extension you use the shortcuts on your keyboard.

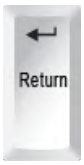
Alcatel-Lucent's keyboard	Standard keyboard
Call extension	Call extension

When the extension rings you can see that the text in the call window changes to "Ringning".



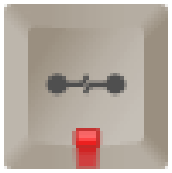
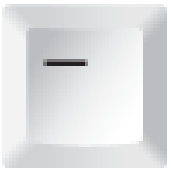
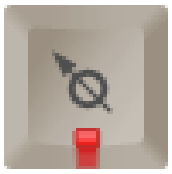
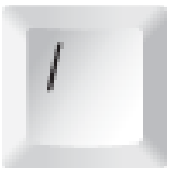
Call external number

If you want to call an external number, enter the number in the input field (the same field where you enter your regular search) and press the shortcut to call on your keyboard.

Alcatel-Lucent's keyboard	Standard keyboard
	
Call	Call

Release / end call

To end a call you use the following shortcuts.

Alcatel-Lucent's keyboard	Standard keyboard
	
End call	End call
	
Cancel inquiry (Cancel the call in the right window)	Cancel inquiry (Cancel the call in the right window)

Advanced call handling

In this section we will illustrate some advanced features such as intrude, override forwarded extensions, send DTMF etc.

In the applications lower part we can se a set of S-buttons. These buttons are dynamic which means that they have different functions depending on the call state etc. You can use these buttons by simply clicking on them with the cursor or use the S-buttons on the Alcatel-Lucent USB keyboard or pressing shift+the Fkey with the same number on the standard keyboard.

Override forwarded extension

As an operator you have the right to override an forwarded extension. This means that you can, temporarily, ignore an absence message if you know that the person is available or if there is an emergency etc. When you have searched for the person and pressed dial or F12 on your keyboard do as follows you press the S-button marked “Backwards” and then call the extension, as you normally would do. On a standard keyboard the insert button will be mapped to the “Backwards” function.

Intrude

The operator has the ability to intrude an on going conversation if the system is configured with this operator right. If the extension you have dialed is busy in a conversation the text Intrude will be shown on one of the Sbuttons.

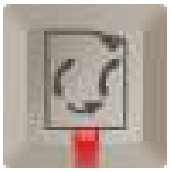
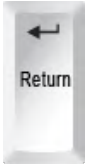
To intrude: Click on the S-button marked Intrude or press the End-key if you are using a standard keyboard. To end the intrusion, press the S-button again.

Send tone

When the operator makes an outgoing external call, if they are answered by an Automated Attendant facility they need to press or click the S-key that displays Send tone. Once this has been activated the operator can go through the auto menu by selecting options on their keypad.
So, if you want to make choices in a menu, i.e. ”press 1 for support, 2 for invoices etc., you first have to press the S-button Send tone. If you use a standard keyboard you can set one of your keys to “Send tone”. You can send numbers (0-9), star (*) and hash (#).

Put call on hold

Sometimes you will need to set a call on hold and then pick it up again. Use the following keys to put a call on hold.

Alcatel-Lucent’s keyboard		**Standard keyboard**
		
Put call on hold	Pick call up	Put call on hold

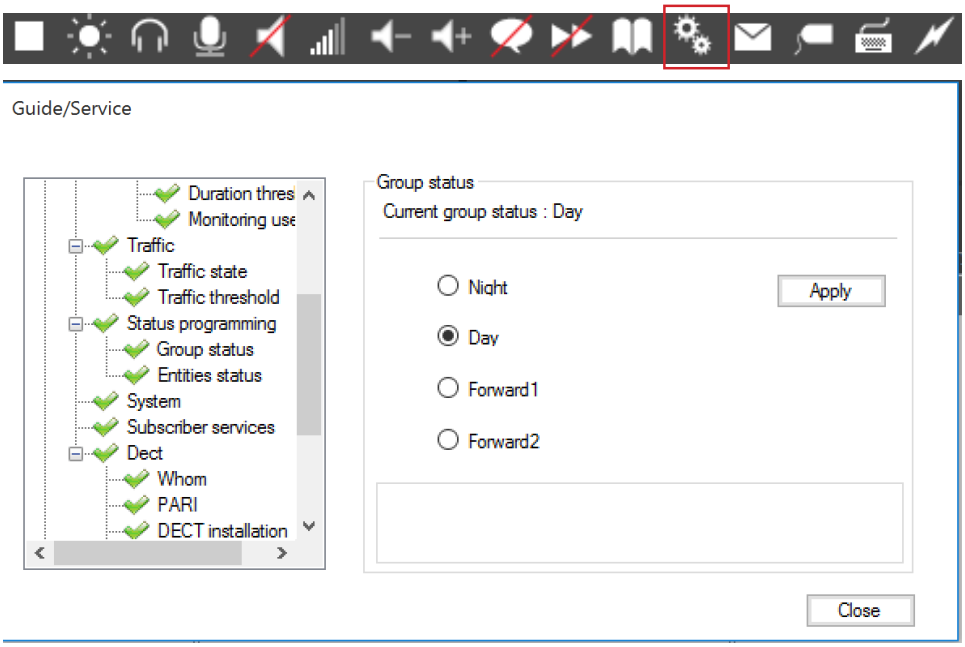
Forward the operator group

To be able to anwer the calls to the operator on another phone set, a technician needs to configure this in the PBX. After that the operators can choose to forward the group by entering the service mode.

Start by clicking on “Group status” in the tree view.

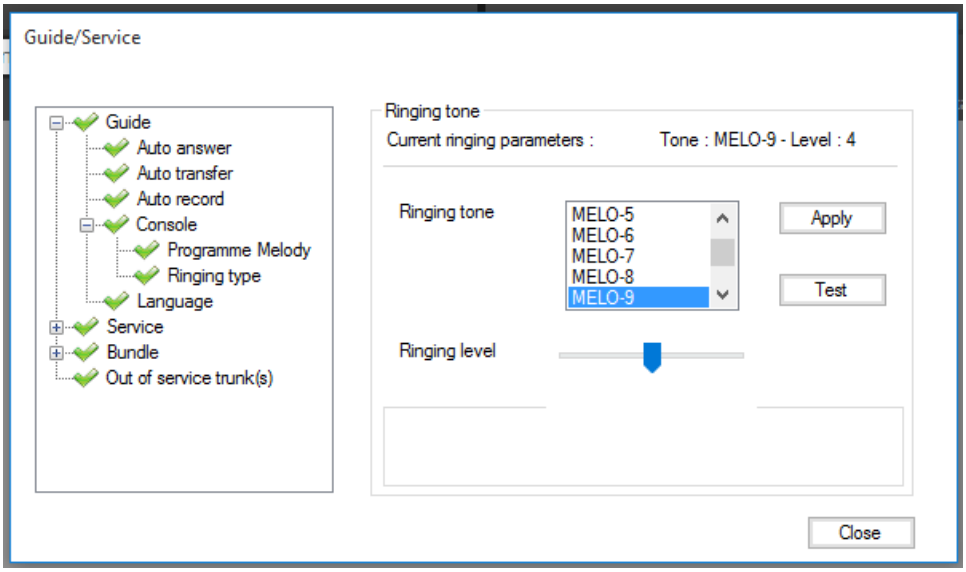
Choose mode, Forward 1 or Forward 2. Then click “Apply” and close the window.

NOTE!
It ‘s very important to remember that this forwarding will be set to night mode if the connections to the PBX drops. This means that this way of forwarding the groupd should only be used for temporary forwarding.

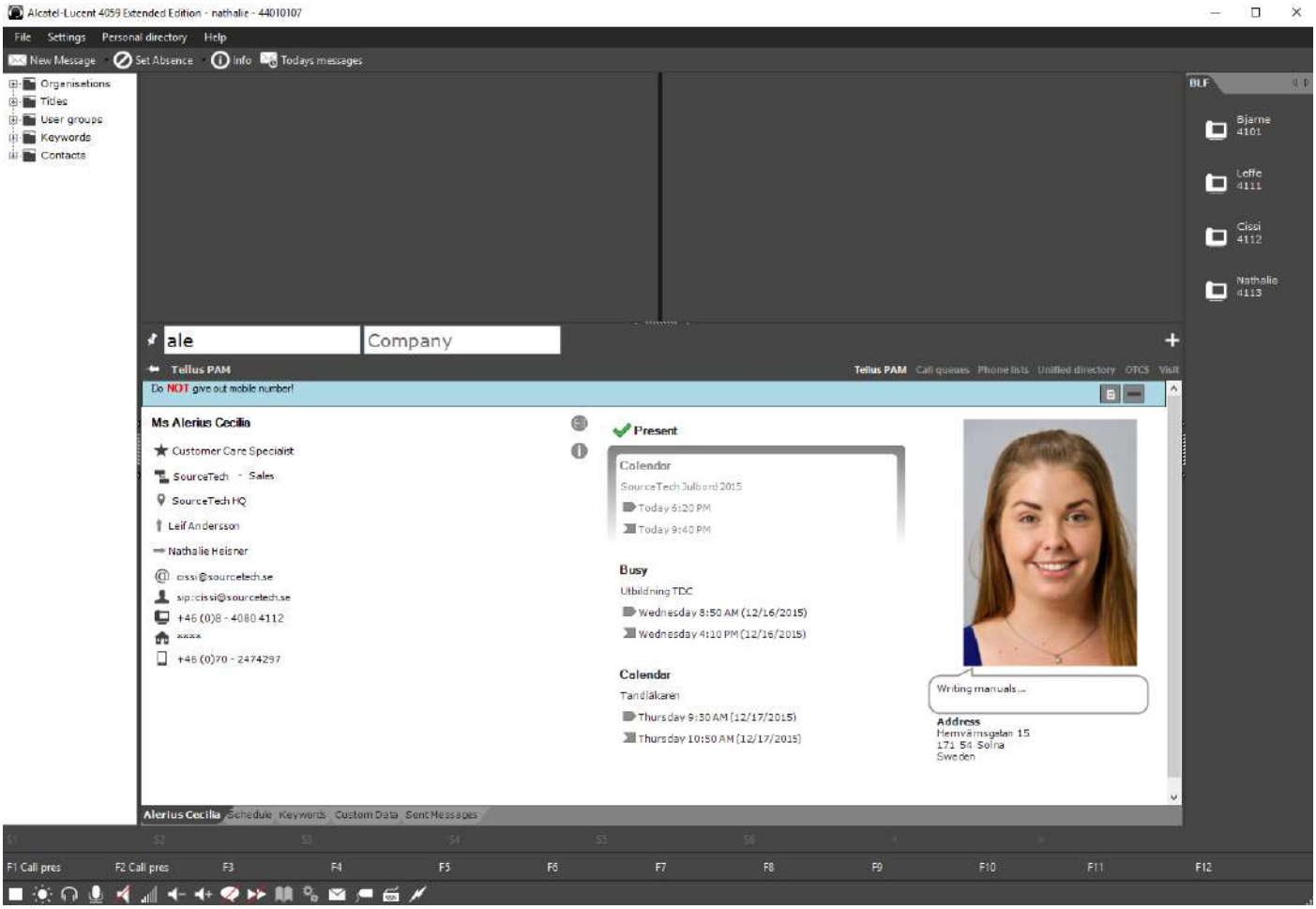


Change melody and volume

To change the melofy and volume for the operator, go into guide mode by using the buttons in the status bar. Click on “Programme Melody” and choose melody in the list. When you have found a melody you want to use, click “Apply” and close the window.



Busy lamp field

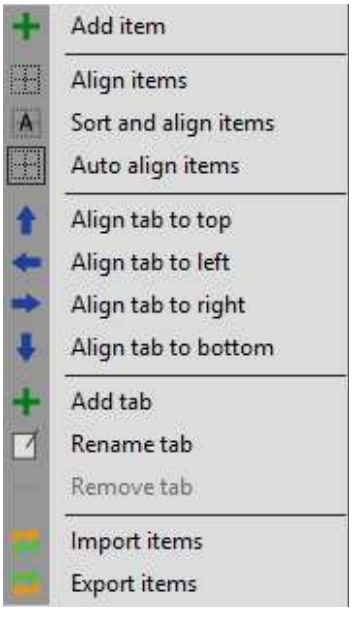


In order to get information on the user's availability and telephone status, Busy lamp fields can be programmed. To begin with, enable the BLF under **Settings->View settings->General.**

A field labelled BLF will appear on the right side of the main window. The busy lamp tab can now be hidden or displayed with the dotted line. If there are several tabs you can use the arrows att he top to navigate. Press the "X" to remove the selected tab.

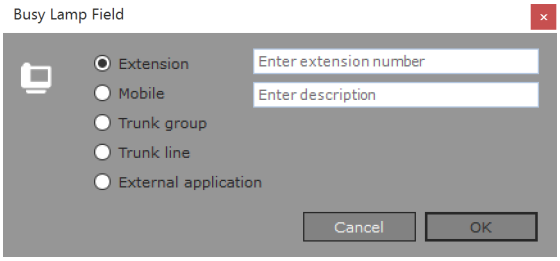
If you want to remove the BLF completly you go to settings again and uncheck the box.

If you want to add or change anything in the BLF, just right click any where in the area and you will get a pop up menu with options.



Add objects

An object in the Busy lamp field can be different types. See the types here below.

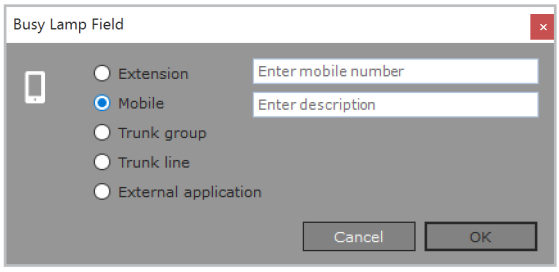


Extension

The icon symbolizing the object in the BLF appears in the dialog when you add an item. This is so that you can easily see what type of object it is.

Enter extension number and a description, we recommend that you enter the name of the users here.

When you are done, just click “OK”.

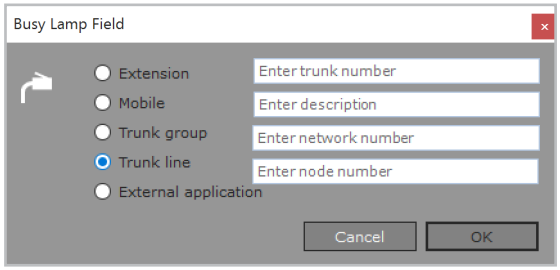


Mobile

The icon symbolizing the object in the BLF appears in the dialog when you add an item. This is so that you can easily see what type of object it is.

Enter mobile number and a description, we recommend that you enter the name of the users here.

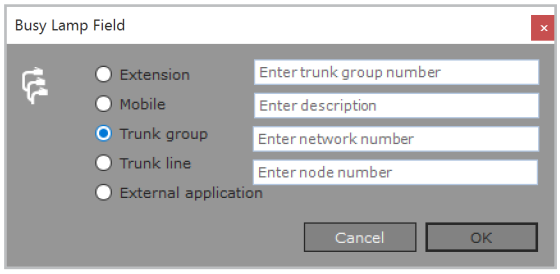
When you are done, just click “OK”.



Trunk group

The icon symbolizing the object in the BLF appears in the dialog when you add an item. This is so that you can easily see what type of object it is.

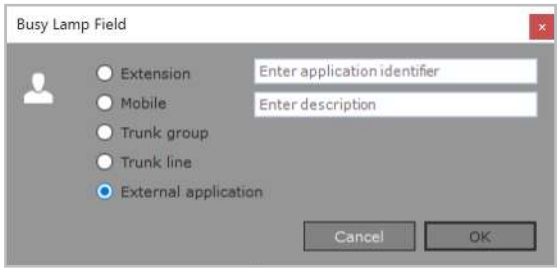
Enter the information needed, when you are done, just click “OK”.



Trunk

The icon symbolizing the object in the BLF appears in the dialog when you add an item. This is so that you can easily see what type of object it is.

Enter the information needed, when you are done, just click “OK”.



External application

The icon symbolizing the object in the BLF appears in the dialog when you add an item. This is so that you can easily see what type of object it is.

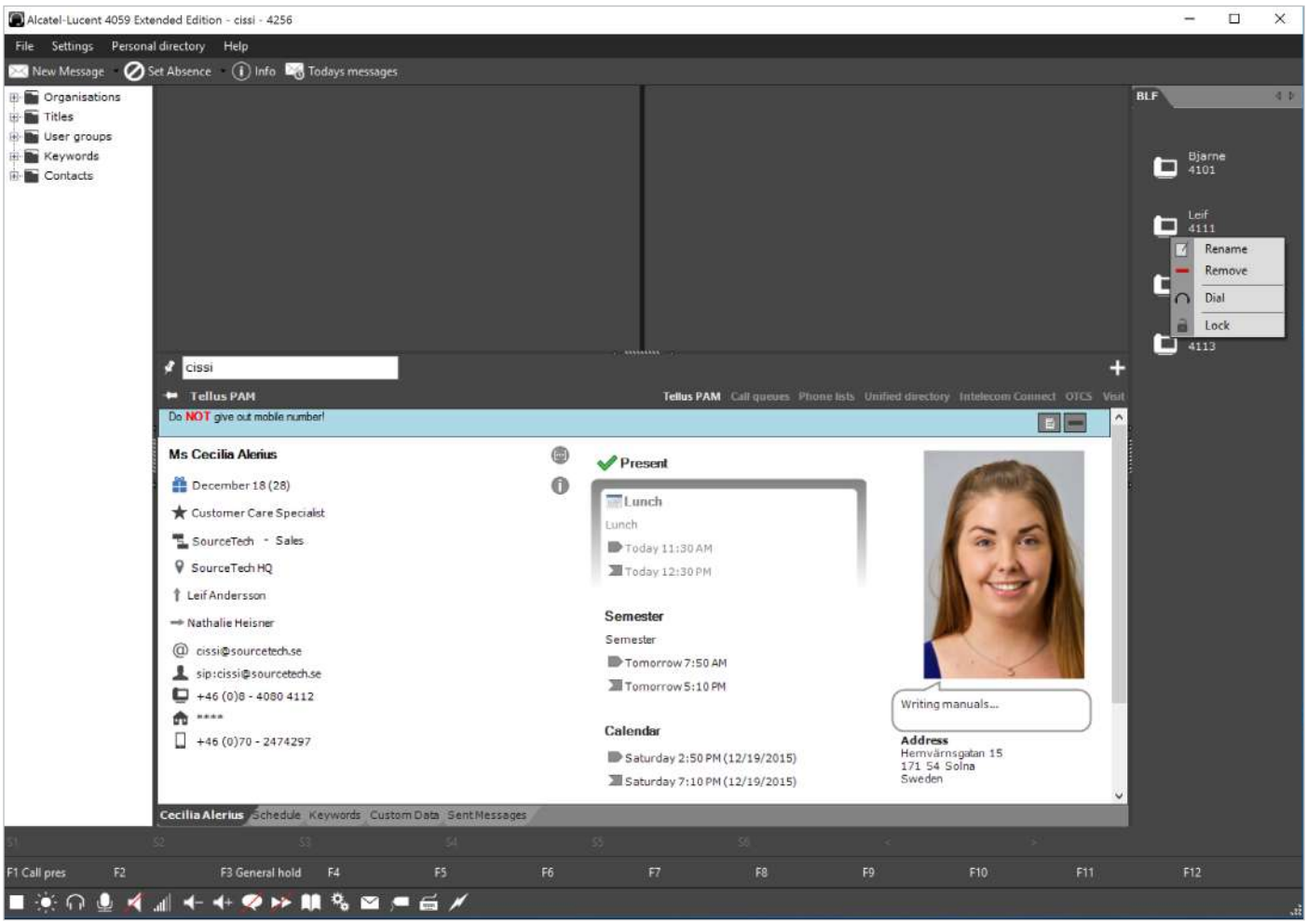
This is used for example Skype for business.

Enter the information needed, when you are done, just click “OK”.

Use the objects

When you have added objects you can edit them by right click on the object you want to edit. It is easy to change name, remove, call or lock the object.

You can also call by double click on the object.

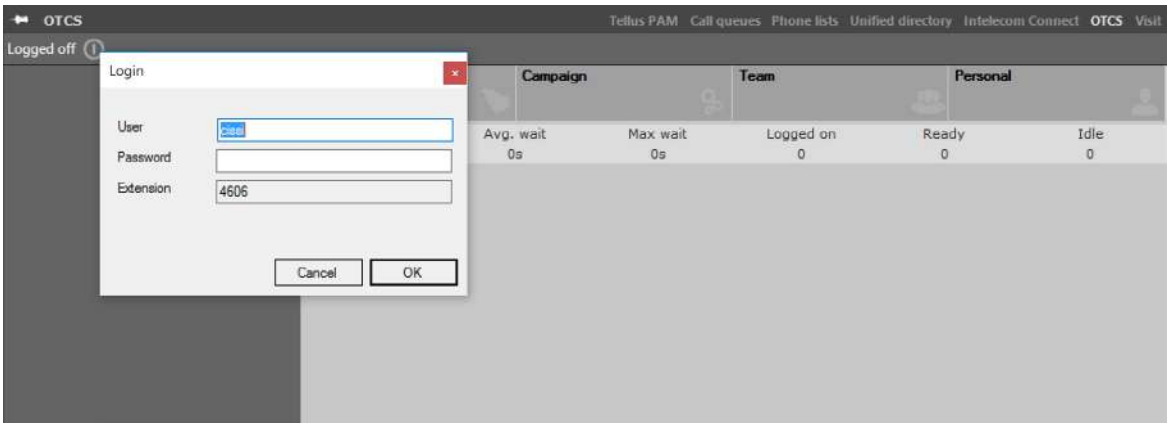


OTCS integration

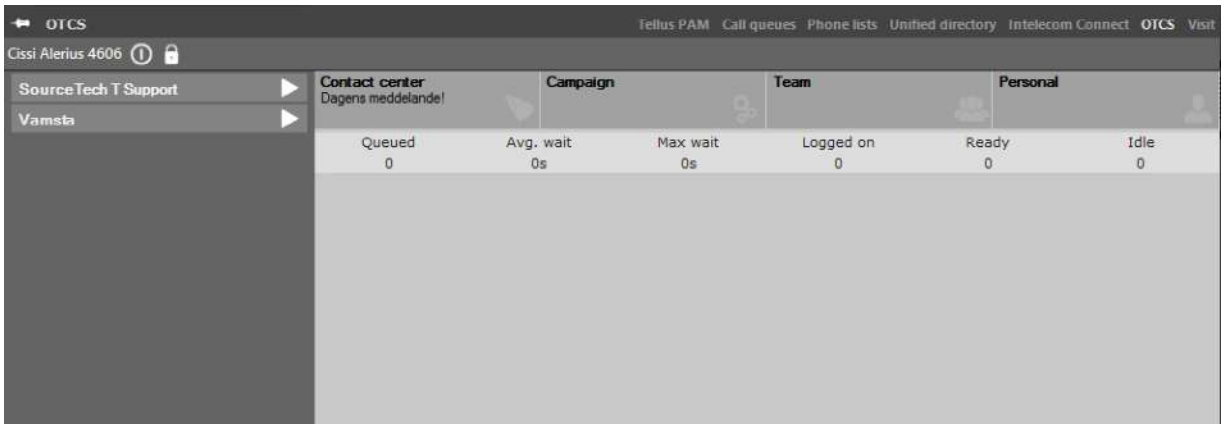
With the integration with OTCS (Open touch customer service) the attendants working in 4059EE can answer calls that comes in to the company's contact center and work as an agent.

The plug-in available for 4059EE and handles the most common features of OTCS and serves as a simplified agent application.

Below is a description of how it is used.

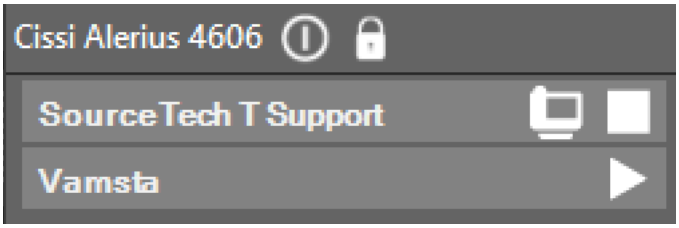


To log in, click on the icon that appears next to "Logged Out". You will then get a dialogue where your data is. Confirm the information by clicking OK. You then choose the site you belong. The sites that have been added to the system will appear in a list.

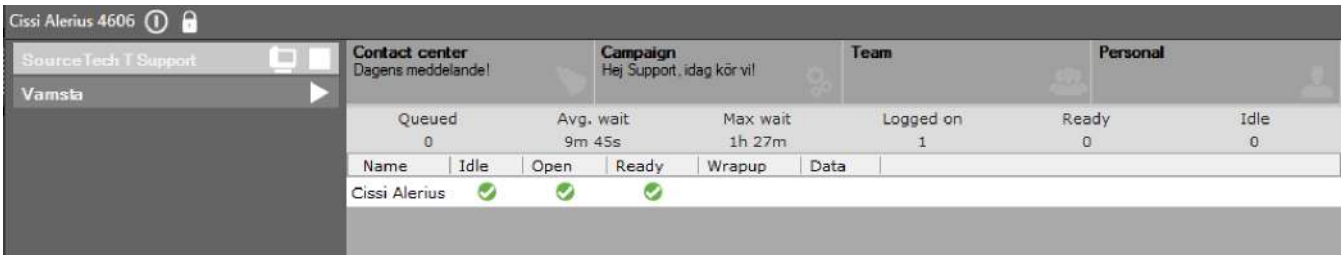


Once you have logged in the text "Logged out" will be replaced with the agent's name and the extension that is associated to the agent. You can also see which campaigns you are accosiated to. If you click on the padlock, you can change your password. If you want to log out, click the icon next to the name.

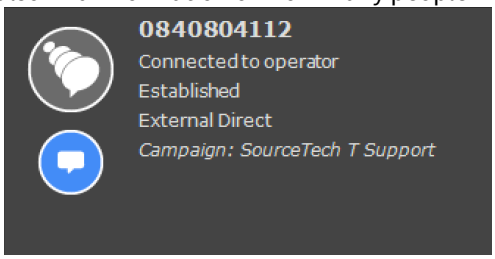
You log in to a campaign by clicking on the play icon located to the right of the campaign name. The icon will change and the phone indicates that you are available for the answering calls in this campaign. If you want to log out of the campaign, click the stop icon.



If you click the campaign name to view details for that particular campaign.



There are on agent logged in to the campaign “Support”. Here you can also find information on how many people are queuing right now, what the average waiting time is etc.



At the top of the view, you also see “Messages of the day” that the supervisor can write to the agents from the other interfaces.

A incoming call is answered in the same way as any incoming call to the application, double click on the call in the queue or press the key-board shortcurt “Enter”.

In the call handling window you can easily see that this is a a contact center call both on the icon with OTCS logo and the campaign that the call has come in on.

Settings

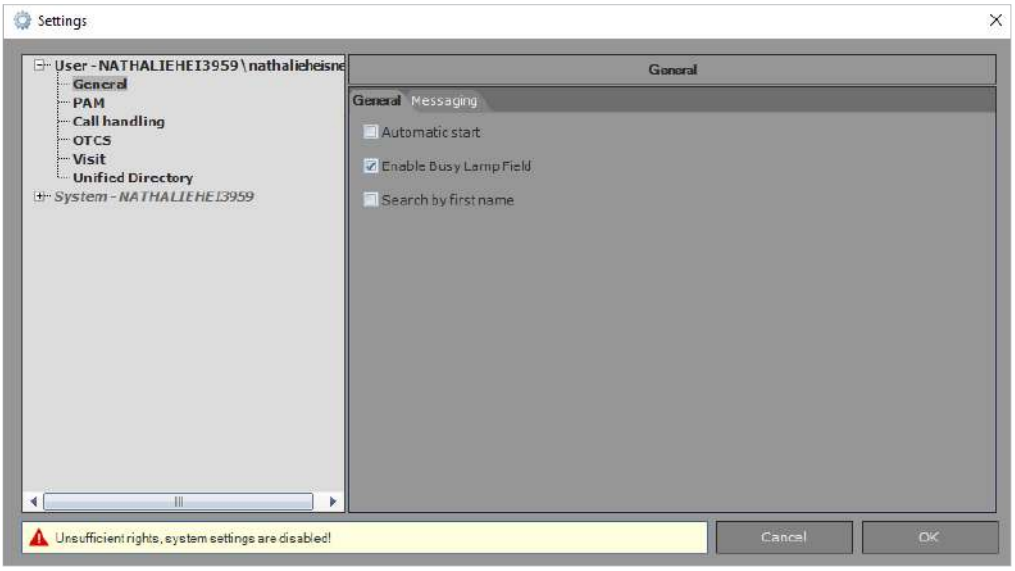
The application stores individual settings on the Tellus Server in order to have a personal touch on any computer on which the program is installed. Site-specific settings are saved on the computer.

You will find the settings under **Settings->View settings**.

User settings

These settings are for the logged on user.

General

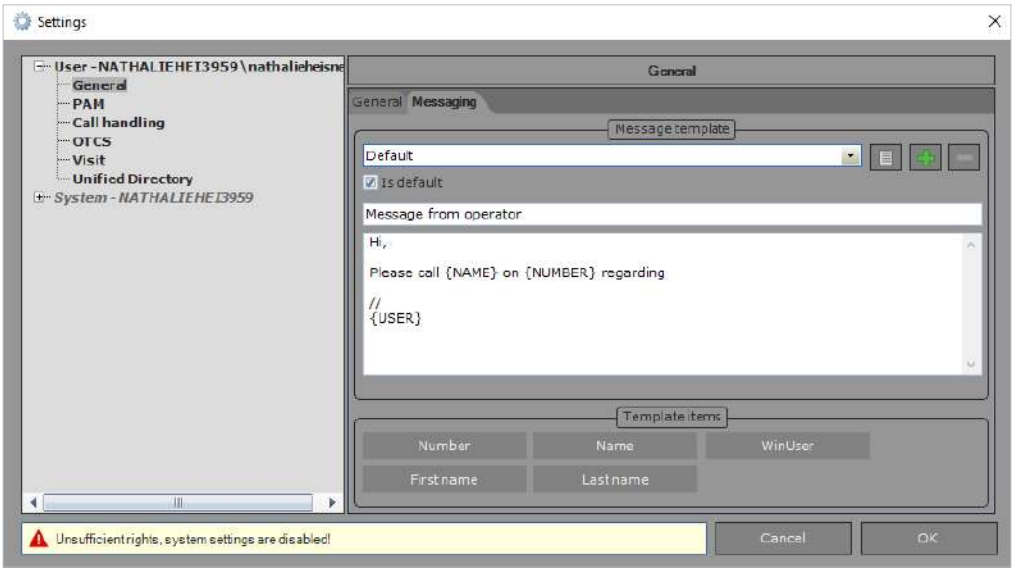


The settings you see in the first tab is general for the operator application, but will follow the logged in user. So if the user logs on to the application on another computer in the group the settings will follow.

You can make the following changes here:
Auto start - Tick this box if you want the application to start when you start your computer.
Activate busy lamp field - Makes it possible for you to monitor specific extensions.
Search by first name - If this box is un-marked you will do all searches in the name/number field with last name.

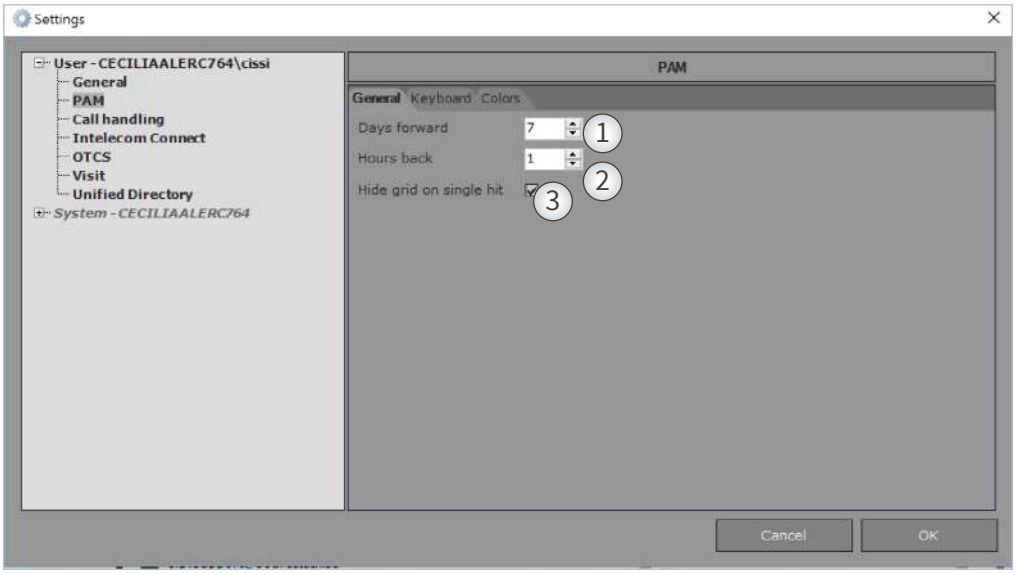
The changes are saved automatically, so when you are done just click “OK” to close the window.

Message templates



In the message settings you can create templates to use when you send a message. These makes it possible for you to send messages much faster, for more instructions, please see the section on messages.

PAM settings



Under this menu you can make changes in the settings for the presence and absence handling. In the first pane you see the general settings.

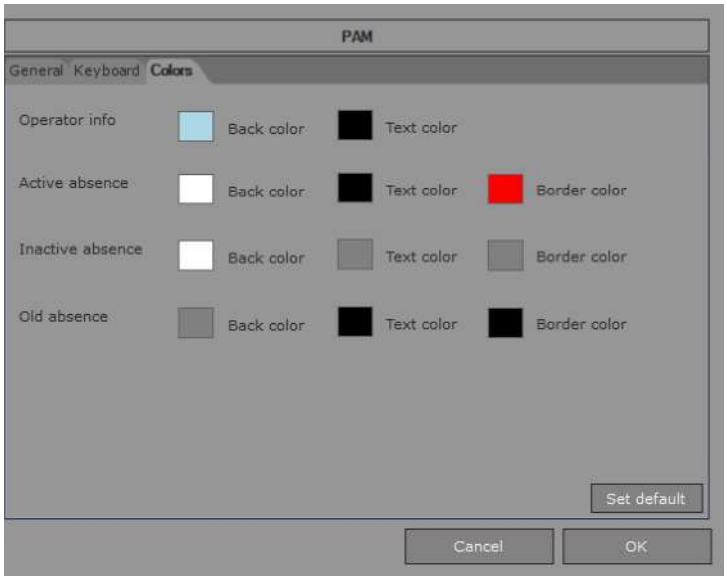
1. How many days ahead do you want absences to be displayed? The default settings are 7 days.
2. How many hours do you want to show old absences? The default settings are 1 hour.
3. Tick the box if you don't want a result list if you only get on search hit.

Keyboard shortcuts PAM

In this part you can change the keyboard shortcuts for the PAM. You can read more about this in the section about keyboard shortcuts.

Colours

Several colours in the application are adjustable. In this menu you can change the colours so that the fit your work flow.



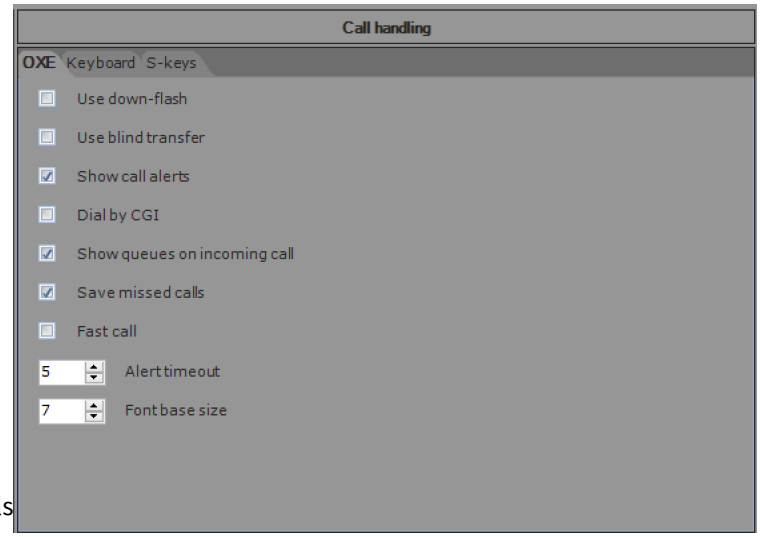
You can change the colours by pressing the rectangle and in the next dialog you choose the colour you want.

This way you can personolize the application after your needs.

Call handling

In the call halndling settings there are three tabs.

OXE



OXE (OmniPCXEnterprise) is the actual PBX. These settings are how the PBX should hadle the calls. You can change the following settings here:

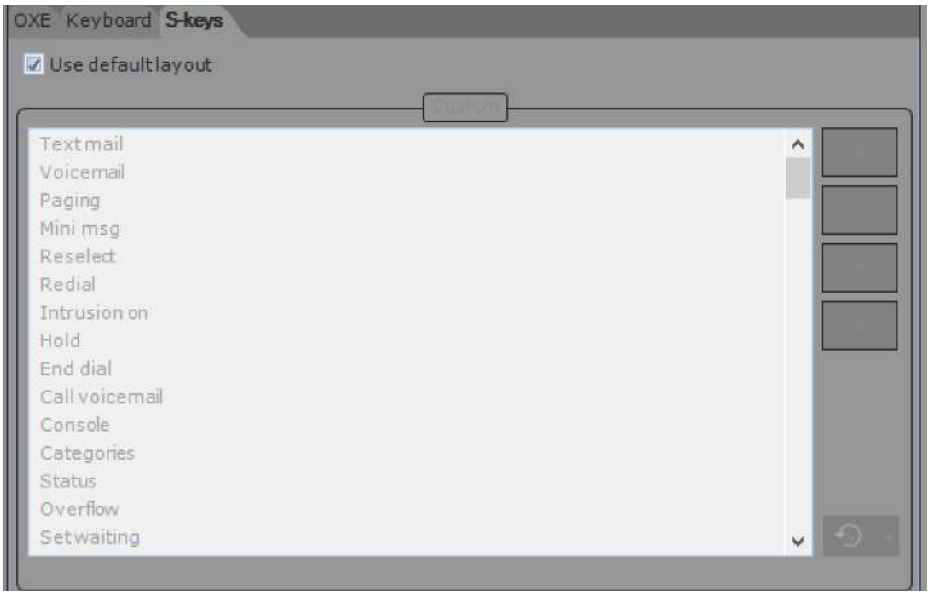
1. Tick this box if you want to clear the tab “Tellus PAM” when a call is transfered or cancelled.
2. Tick this box if you want to use blind transfer. You will not announce the call if you tick this option.
3. Tick this box if you want to have a notification if you have any other application active when there is an incoming call.
4. Tick the box if you want to be able to make calls from Alcatel 4760 or 8770.
5. This the box if you want to automatically show the queues when there is an incoming call.
6. Tick the box if you want to save unanswered calls in the phonelists.
7. Tick the box if you want to skip the step “reserved” when you call from the BLF.
8. Enter the amount of seconds you want to see the notification.
9. Enter the size you want on the text in the call queues and the search fields.

Keyboard shortcuts call handling

In this tab you can change the keyboard shorttcuts for the call handling. Just follow the same steps as in the PAM part, please see the section on keyboard shortcuts.

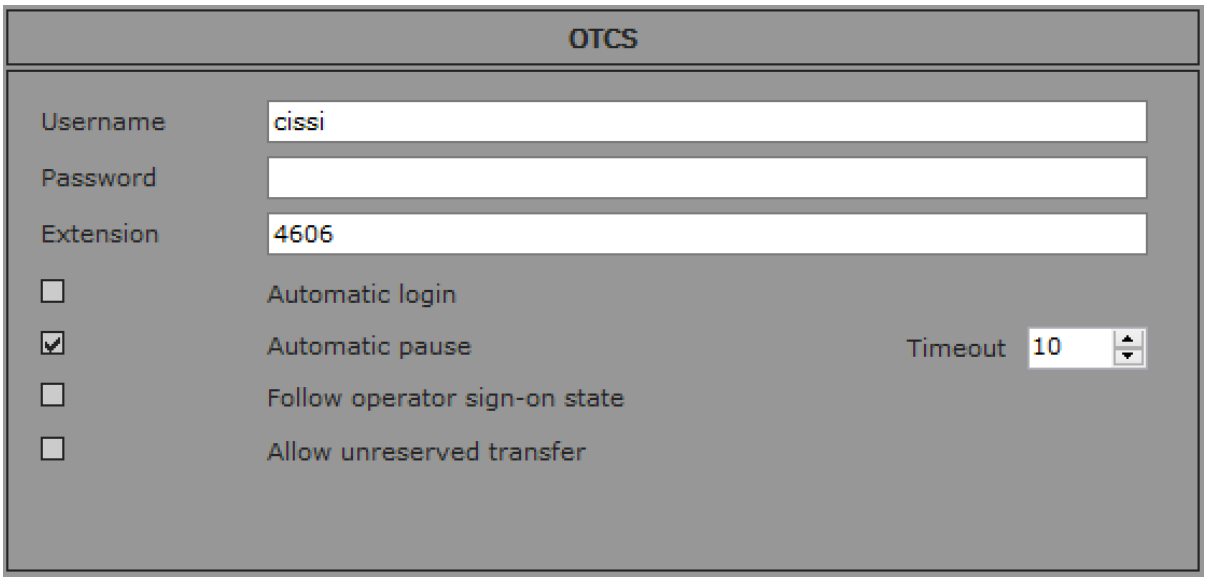
S-buttons

In this tab you can change the settings for the S-buttons.
If you want to make a change, un-tick the box “Use default” and make the changes.



OTCS integration

If you are going to use the integration with OTCS you need to enter these settings. Otherwise you wont be able to log in to the contact center.



1. Enter your username that you use to log in to OTCS.
2. Enter your passoword that you use to log in to OTCS.
3. Enter the exension number that are accosiated with the agent here.
4. Tick this box if you want to be logged in to OTCS when the 4059EE is set in daymode.
5. Tick this box if you want to set the agents status to “Not ready” when you are busy in a 4059EE call.
6. Enter how many seconds after the call that you want the agents status to be “Not ready”.
7. Tick this box if you want the agents status to follow the 4059EE status. This means that the agent will be “Ready” when the 4059EE is in daymode.
8. Tick the box if you want to skip the status “Reserved” when a call is to be transfered.

BLF icons

Icon	Description
	Unknown
	Extension - Free
	Extension - Partially free
	Extension - Busy internal call
	Extension - Busy external call
	Extension - Busy
	Extension - Calling
	Extension - Out of service
	Extension - Busy in conversation
	Extension - Do not disturb
	Extension - Connected to the operator
	Trunk group - Free
	Trunk group - Partially free
	Trunk group - Busy
	Trunk - Free
	Trunk - Busy
	Trunk - Parked
	Trunk - In conversation

Call icons

These three icons symbolize the different call types that can be handled in 4059EE. They are designed to be self explained and to be able to handle the calls as soon as possible.

External call	Internal call	OTCS call