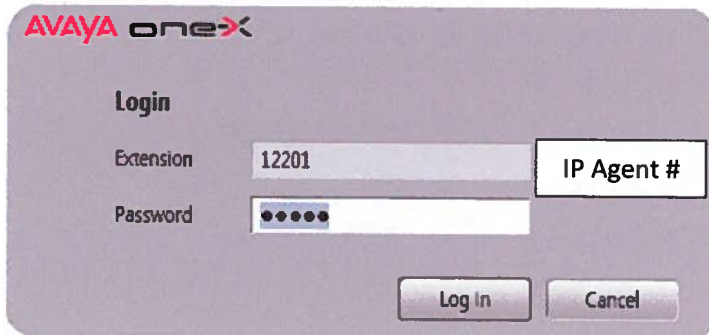


AVAYA one-X Reference Guide

Logging In – Use the AVAYA one-X icon on your desktop to log in.



Your IP Agent number is your Extension and your Agent ID is how the system identifies you as a registered product user. Re-enter the number as your password.



The system will save your number after the first log-in.
Your phone will ring. Answer it to complete the log-in process.

User Interface

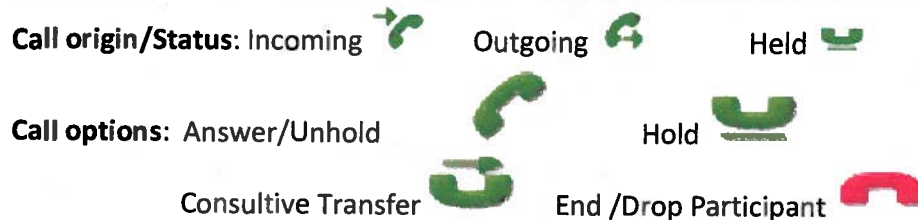
The User Interface has four sections with different functions.

The **Top Bar** shows your extension, status and gives you access to System Options.

The center section is called the **Work List**. Active, Held and calls in AfterCall status appear on the Work List.

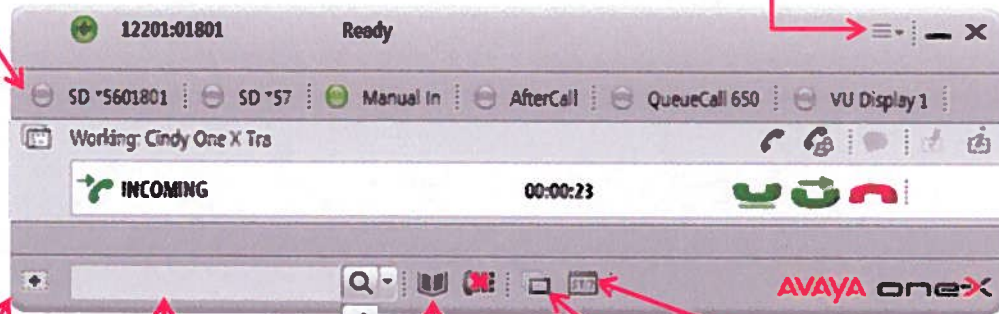


Work List Icons



Favorites are populated from System Options and can hold up to 8 selections. IT may preselect Manual-in and some others for you.

The bottom of the interface holds the **Action Bar**.



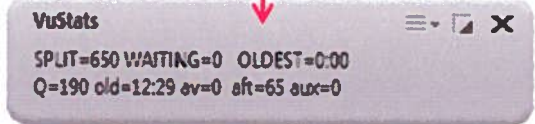
New Work: used to place a new call

Text Entry: Use your keyboard to enter a phone number or search for a contact name. The icons on the right initiate your text entry action.

Contact List: Store and connect to frequently called numbers.

Work Log: Stores data about calls received and placed for 31 days.

VuStats: Displays information about calls in the queue(s).



Agent States

You'll set your agent state/status from the drop down menu in the left corner of the top bar.

➕ Ready...	Ctrl +Y
➖ Auxiliary...	
⊙ Logout	Ctrl +delete

Ready: Available to take a call.

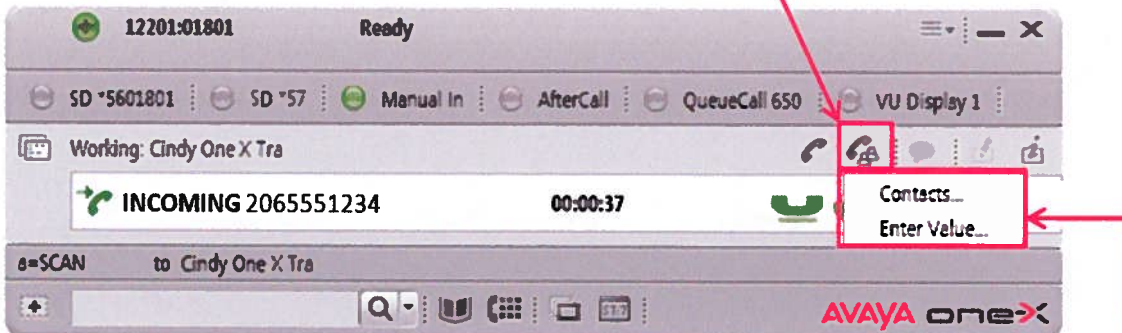
Auxiliary: In AfterCall status or making direct (non-queue) calls. Call Agents should not remain in "AUX" while on break.

Log Out: To log out for breaks, meetings or lunch, change to AUX status first and then log out. You'll log back in when ready to take or make calls again.

When leaving phone duty for the day, place yourself into AUX status, first, then logout. After logging out, close the application with the X in the upper right corner of the User Interface.

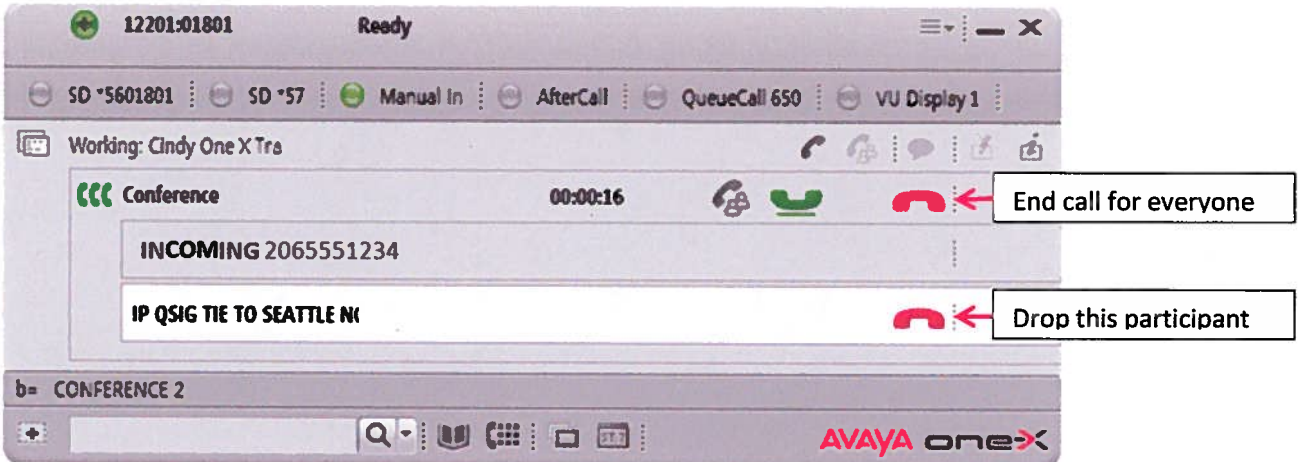
Conferencing

To add a new participant to an active call, you'll click the "Add Conference to Work Item" above the Work List for the active call.



This is true whether you've placed a call or are working on a call that came to you via the queue. From there, choose whether to add someone from your contacts list, or enter the number into the text entry field to place the call.

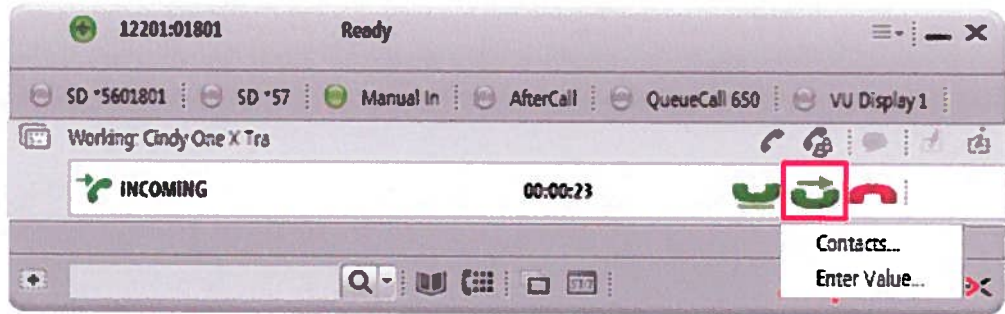
The Conference call will show both lines within a conference on the Work List. To disconnect one caller, click the drop participant/end call button by that caller. To end the call, click end call on the Conference call line.



Consultive Transfers

When it's necessary to transfer a call, you'll consult with the person who will be receiving the call, first.

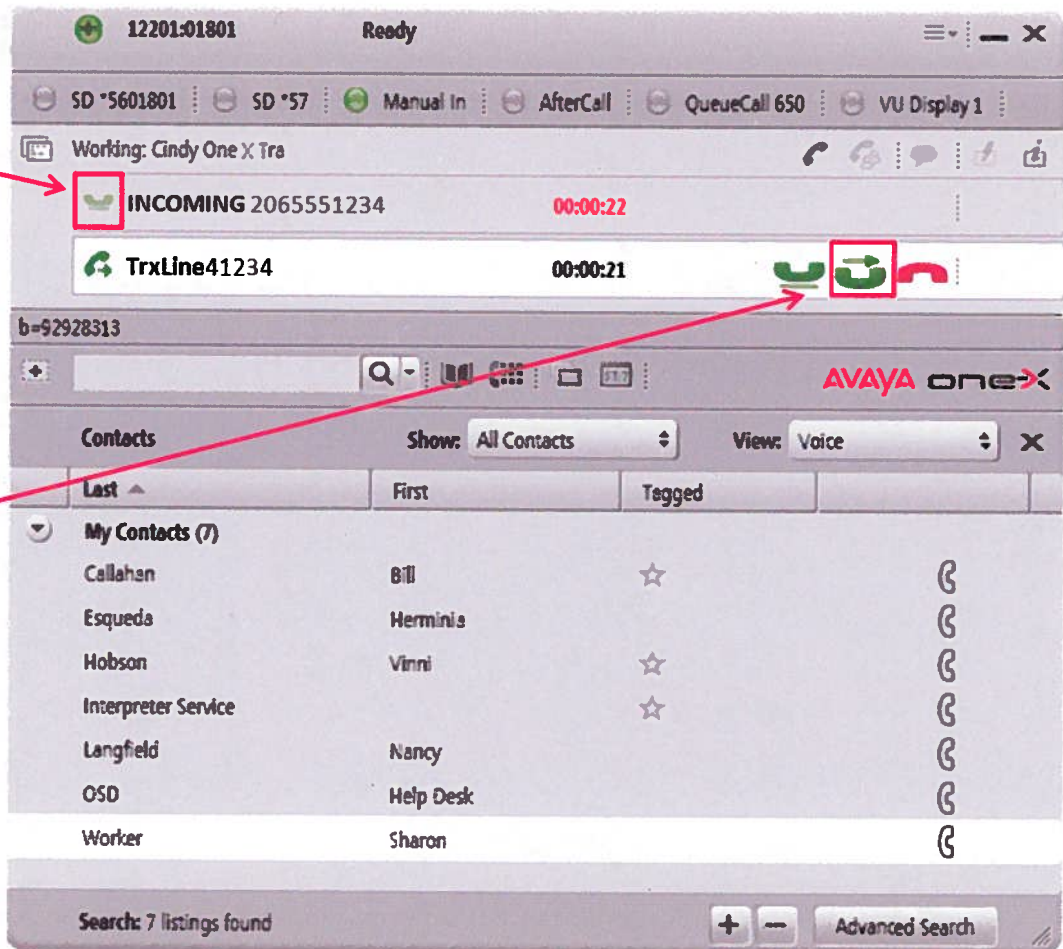
From an active call, click the transfer button.



Decide whether to dial the number or use your contacts list to initiate the second call.

The first call will be put on hold while you talk to the person who will receive the transfer.

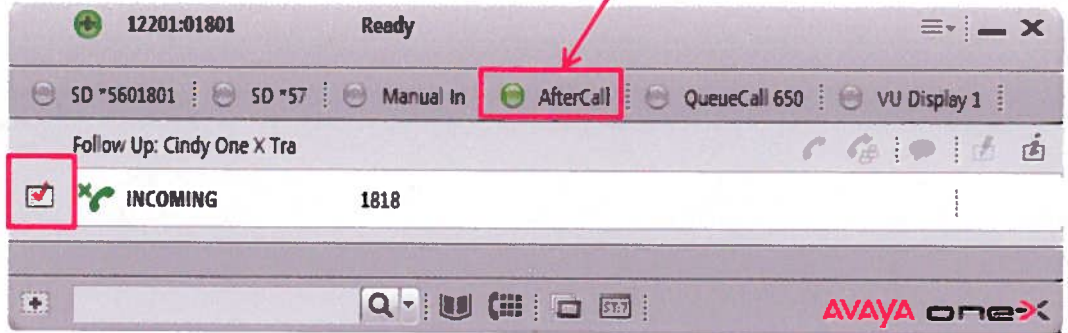
When they agree to the transfer, click the transfer button again to connect both lines and disconnect yourself.



After Call

When you've finished your call on an incoming line, you'll be placed into AfterCall status until you finish your after call follow up and documentation. If you were on multiple lines, you'll see both in the follow-up window.

When you are done with your follow-up work, click on the check mark in front of the work item.



When you do that, you'll be returned to Auxiliary status. (Note: If the call didn't come through the queue, you won't be put into AfterCall status.)

Select "Ready" from the Agent States menu or click on Manual-In from Favorites to rejoin the call queue.

