# TeamView® Unified Operator

Get Started

# This introduction is divided into 3 sections

## Every day functions and features

Providing the user with a summary of

- basic function keys
- searching
- icons and codes
- agent setup and call handling
- best practice hints and tips
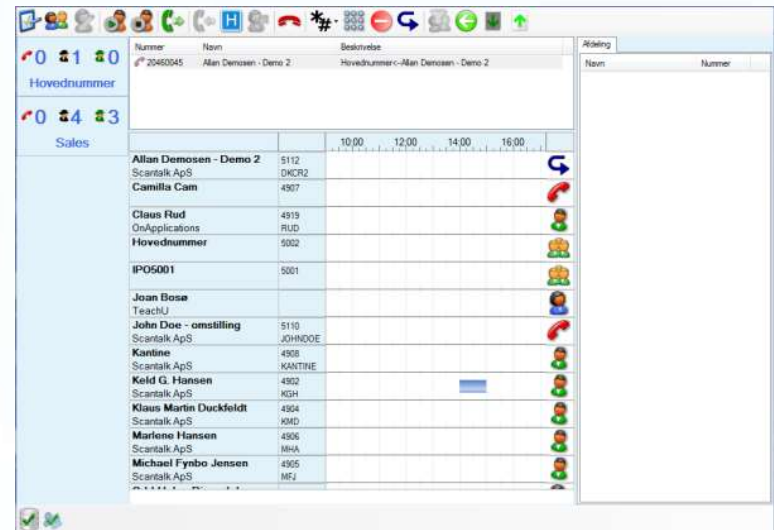
## Advanced features and functions

Describes more advanced features not necessarily used on a daily basis

- employee messages
- creating new contacts
- changing data

## Pre installation information

Describes the various operations of use

- display and popup settings
- search modes and rules
- hunt-group creation

# Every day – functions and features

Providing the user with a summary of basic function keys, searching, icons and codes, agent setup and call handling, best practice hints and tips

# Shortcuts (1/2)

**ESC** — Clear Search text

Cancel filter upon Blank search field ←

| Transfer/ queue to | Consult. to mobil | Send e-mail | Filter title | Filter Dept. | Send DTMF | Colleagues | Linier | Transfer/ queue to |
|---|---|---|---|---|---|---|---|---|
| F3 | F4 | F5 | F6 | F7 | F8 | F10 | F11 | F12 |
| Transfer to VM | Direct to mobile | Send SMS | | | | | | Transfer to VM |
| CTRL F3 | CTRL F4 | CTRL F5 | CTRL F6 | CTRL F7 | CTRL F8 | CTRL F10 | CTRL F11 | CTRL F12 |

Transfer to alt. nr.

shift F3

More information

On Hold

Transfer (=F3/F12 by one active call)

Mark search text

End call/Hang up

Answer call/Unhold

## Other shortcuts

CRTL-S = Activate alternative search

CTRL-Enter = Draw call

Make call

Toggle bet. call window/search field

# Information from Active Directory, AD

## Organizational data

- Searchable field + filter

- | Department |
  | Business Unit |
  | Office adress |
- | Title |
  | Skills |
  | Secretary |

## Contact related data

- Searchable field

- | Name |
- | Initials |
- | Lokal no. |
  | Home no. |
- | Mobile no. |
  | Direct no. |
  | E-mail |

# Status icons

## Phone status

Group

Free

Busy

Logged out

Unknown status

Send All Calls

Forward active

Forwarded (VM)

External contact
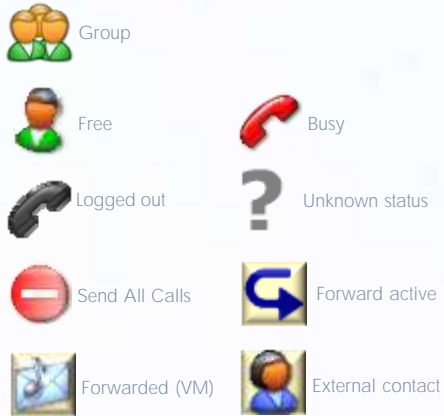
## Other status (gross list)

### Absence

Maternity leave

Holiday

Ill

Meeting

Gone for today

Lunch

Short break

### Mobile

Free

Busy

Logged out

Not attached

### In/Out

Present

Not present

Not attached

### PC

Logged on

Screen save active

Logged out

Unknown
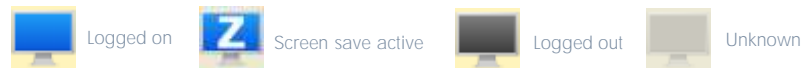
# Shortscuts – practical examples



**Consulted transfer**

**4** Complete transfer (F3 og F12)

**1** Answer

**3** Make call

**2** Search



**Direct transfer**
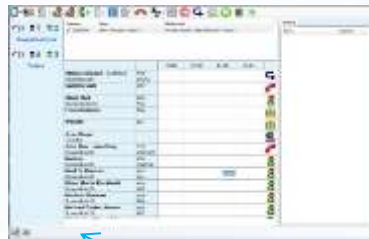
**3** Complete transfer (F3 og F12)

**1** Answer

**2** Search



**Aborted Consulted transfer**

**4** Disconnect

**1** Answer

**5** Answer

**3** Make call

**2** Search

# Shortscuts – practical examples

Camp on/
Wait on busy
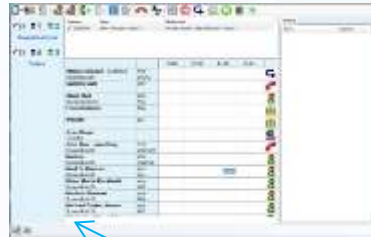
**1** Answer

2 Search

**3**
Camp on

Hold call
(+Unhold)

**2** On
hold

**1** Answer

**3** Unhold

Consulted
Transfer
To mobile

**4** Complete
transfer
(F3 og F12)

**1** Answer

**2** Search

**3**
Make call

# Shortscuts – practical examples

Direct
transfer
To mobile



1 ← Answer

2 Search

Complete
transfer
**3**

CTRL  F4

Send e-mail
Under call



F5

↑

**1**

Send e-mail

Send e-mail



**1** Search

F5

↑

**2**

Send e-mail

# Shortscuts – practical examples

Filter on
department
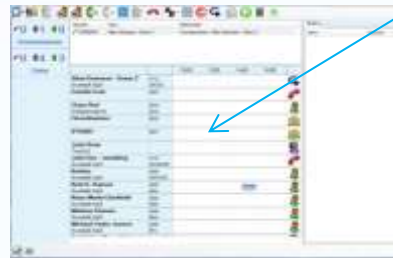


**1** Søg



**2**

Filter

Mark text





**1**

Mark text

# Good hints on search

Select one of
Showed employees

If a search results in more than one result, and sought employee appears in the list, select it by clicking the mouse on the field with name / ext. / initials.



Optimized search

If an organization has a number of (sub-) name matches the names respective surnames, it is possible to optimize search by splitting the search criterion into two parts.

"Ha mar" can result in eg John Markussen, whereas others with names like Hans, Hanne, Hasse and Harold, with names like Madsen, Maltesen, Mathiesen and Malling excluded.

# Other good hints

* Information on why / how a call from the organization lands here, for example:

FWB: Paul Day <-Ole Larsen or the name of ANI is unknown
FWB: Paul Day <-48104906 says that Ole Larsen
or the name of ANI is unknown
48104906 has called Paul Day recorded, so called (according to PD parameters) are forwarded to it.

Paul Day is also open, so that further information about him can readily be measured.

If AVAYA World Cup PRO will display the employee's name is not (Paul Day).

Abbreviations * on calls landing from the organization

FWU          Forwarded unconditional
FWB          Forward on busy
FNA          Forward on no answer

Call line - information

Number of the caller (ANI)



Name of the caller, if known
in the system.

In cases where the name is displayed, there will often be internal calls. However, it can also be external call if the caller is in the database (manually).
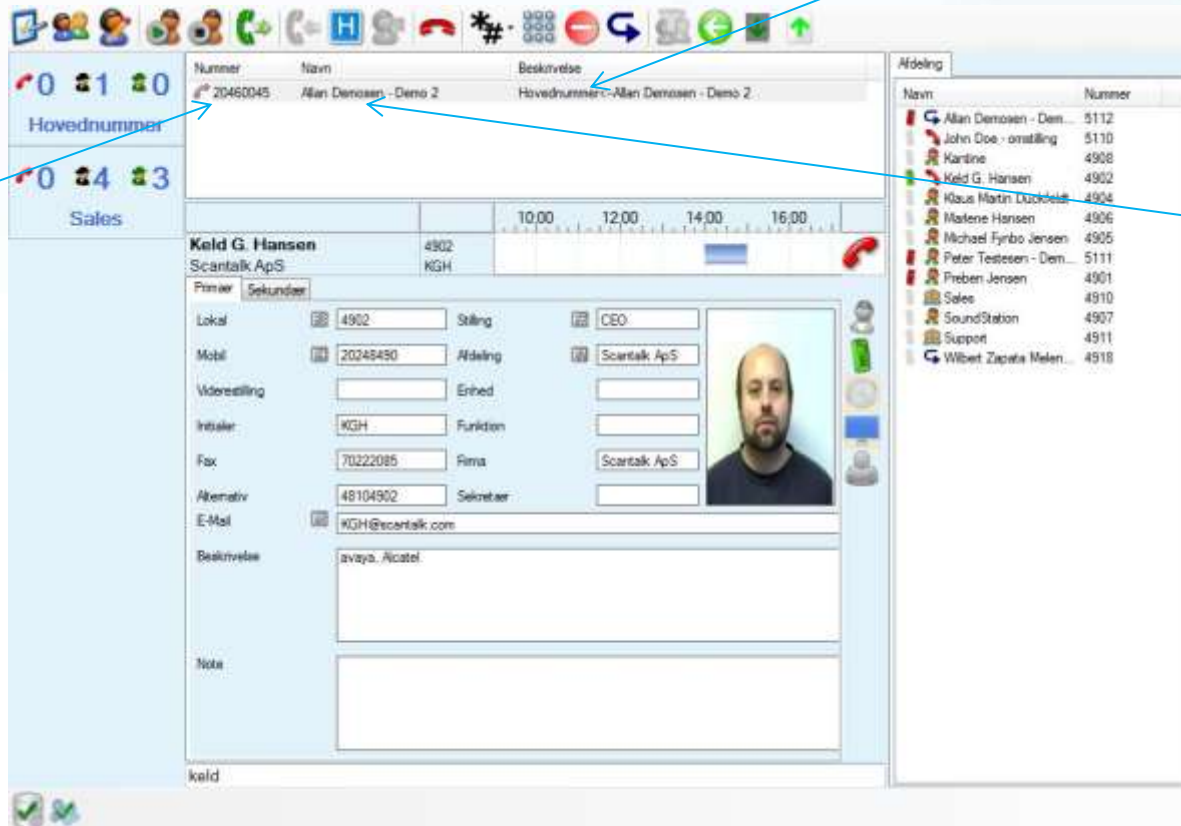
# Once in a while

- Describes functions used intermittently as needed, including the establishment of new contacts and changing data.

# Create employee / contact / group

There may be desire - or need - to complement the existing data portfolio of employees / groups / external contacts (retrieved from Active Directory), with new topics. This may be because the subject is not part of the windows network (eg meeting room) or the subject does not wish to set up in AD (eg external contacts). Groups created only here.

Create common contact

Create employee

Create common group

Changing the data going on here. Double-click a contact



*
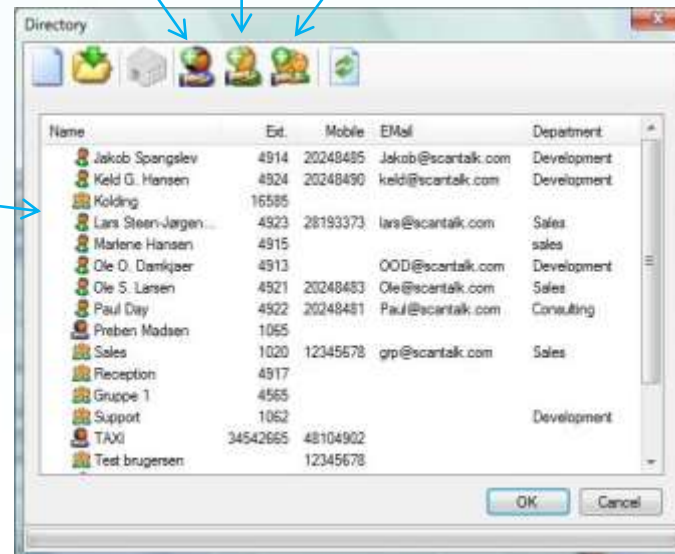
# Before use

- Presents a sampling of the possibilities and variations program

- Provides the individual user as well as anyone before use.

- Concerns among other things, search, program behavior, rules, optimization and creation of small groups.

PS



This section is primarily aimed
to inform the daily use of
the opportunities that it offers.
How the individual parameters must
be determined prior to installation, in
common dialog between users and the
technical personnel who have responsibility
for installation and configuration.

# Program behavior, rules and optimizations

A variety of parameters such as individual requirements and wishes



If one wants to apply the parking of the call

View active lines (right section)

Update the detail image (refresh) every 2 second

Free text search

Here you can specify application "behavior" When incoming calls

Here you can specify whether conversion to unknown (not colleagues) should always be sold by direct pass-through

Here you can switch the F4 and CTRL F4 if conversion Ling mobile always going on For direct pass-through

Here you can set the calendar view, due date, or the display must always start at the same time, and if so, when

# Create small-Monitoring Group

- There may be - and thus monitored - up to 10 call groups.

- It is only a service function, which has the sole purpose to inform the user about the current load of the groups displayed - in terms of number of waiting calls Thus, a caller who wants conversion to a given group are informed of as potential long-wait.

- Only hunt groups can be included in the monitoring.

Provided that a small group
created in the database via the button
ACD, click on the position (1-10)
as the group wishes to install on.

Then presented all created
small groups in a window.
Click on the little group.