

# SYMPOSIUM AGENT TELEPHONE TRAINING GUIDE

## Essex County College



Information Technology

<b>LOG-IN PROCEDURE:</b>	<p>SYMPOSIUM REQUIRES AGENT LOGIN Your confirmation will be seeing your name.</p> <ul style="list-style-type: none"><li>- (If your phone has a handset cradle, you must first lift the handset.)</li><li>- Depress INCALLS once</li><li>- Enter your 4-digit Agent</li><li>- Depress the # key</li><li>- Depress INCALLS again (or Not ready), If the NOT READY lamp is off, you're in the skillset queue.</li></ul>
<b>LOG-OUT PROCEDURE:</b>	<ul style="list-style-type: none"><li>- Depress the <b>Makebusy</b> key so that it is lit.</li><li>- Now all extensions on your phone are busy.</li><li>- <b>Note:</b> to stay logged out and also be able to received personal calls:<ul style="list-style-type: none"><li>- Depress the <b>Makebusy</b> key again to turn off the light.</li></ul></li><li>- Depressing <b>Makebusy</b> will not cut off a caller</li></ul>
<b>NOT READY:</b>	<p>Used for processing call paperwork. It removes the agent from the skillset queue.</p> <ul style="list-style-type: none"><li>- Depress to activate <b>NOT READY</b> (light is lit).</li><li>- Depress to deactivate feature and turn off light. Now you are <b>READY</b> to take calls.</li><li>- Depressing this key while on a call disconnects the caller.</li></ul>
<b>INCALLS:</b>	<p>Use this key to initially log-in to the skillset queue and to answer calls.</p> <ul style="list-style-type: none"><li>- To answer an ACD call, depress the INCALLS key (note the green ACD key is flashing when a call is presented).</li></ul>
<b>HOLD:</b>	<ul style="list-style-type: none"><li>- Depress the HOLD key to put call on hold. To re-enter the call, depress the flashing extension.</li></ul>

<b>Personal extension:</b>	Depress the flashing extension
<b>Transfer</b>	While on any call, depress <b>TRANSFER</b> <ul style="list-style-type: none"> <li>- hear tones</li> <li>- dial 3rd party</li> <li>- have the 3rd party pick-up</li> <li>- introduce the call.</li> <li>- depress <b>CONNECT</b> to give up the call.</li> <li>- using this key prevents a 3-way conference.</li> </ul>
<b>Consultation hold</b>	While on any call, depress <b>TRANSFER</b> <ul style="list-style-type: none"> <li>- hear tones</li> <li>- dial 3rd party</li> <li>- have the 3rd party pick-up</li> <li>- introduce the call</li> <li>- depress the flashing extension/ this cancels the transfer</li> </ul>
<b>Conference</b>	While on any call, depress <b>CONFERENCE</b> <ul style="list-style-type: none"> <li>- hear tones</li> <li>- dial 3rd party</li> <li>- have the 3rd party pick-up</li> <li>- introduce the call.</li> <li>- depress <b>CONNECT</b> to create a 3-way conference.</li> <li>- You can bring in more than 3 persons but there should be a limit of two outside callers due to degradation of sound quality.</li> </ul>
<b>GOODBYE</b>	Works like the <b>RELEASE</b> key – Depress it. <p><b>Ways to disconnect a caller:</b></p> <ul style="list-style-type: none"> <li>- <b>GOODBYE</b></li> <li>- Allow caller to disconnect</li> <li>- Depress <b>INCALLS</b> after already on an answered call.</li> <li>- Depress <b>NOT READY</b> while on an ACD call</li> <li>- Depress your personal extension without putting your first call on <b>HOLD</b></li> <li>- <b>Beware of the headset console!</b></li> </ul>