

Telstra IP Telephony VVX 410/VVX 411 Call Centre Phone Quick Reference Guide



The changes between the **VVX 410** and the **VVX 411** is a simple hardware refresh. There are no changes to the user functionality. This Quick Reference Guide is based on Firmware **version 4.1.7**.

TIPT Call Centre is currently on R19.0.46 & R19.0.41. Currently Internet Explorer and Firefox are the only supported browsers.

1. Agent Sign in/Sign out

To sign in as an Agent on the phone

- Press the **ASignin** soft key

New Call **Forward** **ASignin**

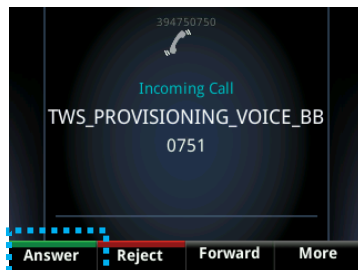
To sign out as an Agent on the phone

- Press the **More** and **ASignOut** soft key

ASignOut **Disp Code** **Trace** **More**

2. Incoming Calls

- When a call arrives the phone will ring
- Press the **Answer** soft key to answer the call



3. Transfer a Call

- While on a call press the **Transfer** soft key
- Enter the number you want to transfer the call to
- Wait until the call is answered
- Press the Transfer soft key to complete the transfer

If the 3rd party refuses the call (prior to pressing Transfer a second time)

- Press the **Cancel** soft key, to be returned to the original caller

Soft Keys

- Soft key tabs will appear
- Follow and press the appropriate soft key



Commonly used Call Centre Feature Access Codes

- #83... Escalate Call to Supervisor
- #80... Make Outgoing Call as Call Centre no.
- #81... Make Personal Outgoing Call

4. Disposition Codes

While in a call

- Press the **More** soft key **More** twice
- Press the **Disp Code** soft key **Disp Code**
- Using the phone keypad, enter the code
- Press the **Enter** soft key, **OR**

After a call while in Wrap up mode

- Press the **More** soft key **More**
- Press the **Disp Code** soft key **Disp Code**
- Enter a disposition code
- Press the **Enter** soft key

5. Agent State - Available/Unavailable

An agent can change their ACD state from Available to Unavailable

- Press the **More** soft key, then the **Unavailable** soft key
 - Enter an **Unavailable code**, or press **0**, then press **0** on the phone screen to enter no code (calls are not routed to the agent on their call centre line)
- To change your state to Available (to receive calls on your Call Centre line)
- Press the **More** soft key, then the **Available** soft key

6. Emergency Calls

While in a call

- Press the **More** soft key **twice** then the **Emergency** soft key
- Enter the Supervisor's extension number in the **Emergency Escalation** field
- Press the **Enter** soft key (this allows a 3 way call to be set up with a Supervisor)