

Telstra IP Telephony VVX 500/VVX 501 Call Centre Phone Quick Reference Guide



The changes between the **VVX 500** and the **VVX 501** 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

- Tap the **ASignin** soft key



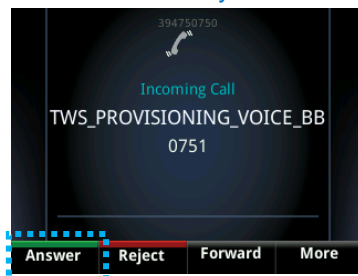
To sign out as an Agent on the phone

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



2. Incoming Calls

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



3. Transfer a Call

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

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

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

4. Disposition Codes

While in a call

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

After a call while in Wrap up mode

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

5. Agent State - Available/Unavailable

An agent can change their ACD state from Available to Unavailable

- Tap the **More** soft key, then the **Unavailable** soft key
- Enter an **Unavailable code**, or Tap **0**, then tap **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)

- Tap the **More** soft key, then the **Available** soft key

6. Emergency Calls

While in a call

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