

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 Phone Guide is based on Firmware version 5.4.1.

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

New Call **Forward** **ASignIn**

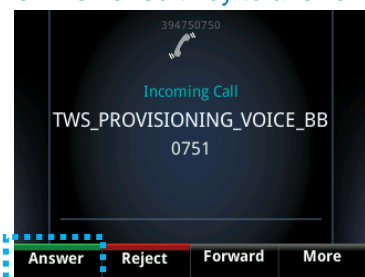
To sign out as an Agent on the phone

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

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

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



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

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

5. Agent State - Available/Unavailable

An agent can change their ACD state from Available to Unavailable

- Tap the **Unavailable** soft key
- Enter an **Unavailable code**, or Tap **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)

- Tap 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)