

# **Orchestra<sup>®</sup> Call Centre Agent Software Version 3**

User Guide v1.0

(Installation & Configuration)

Converged Solutions Pte Ltd

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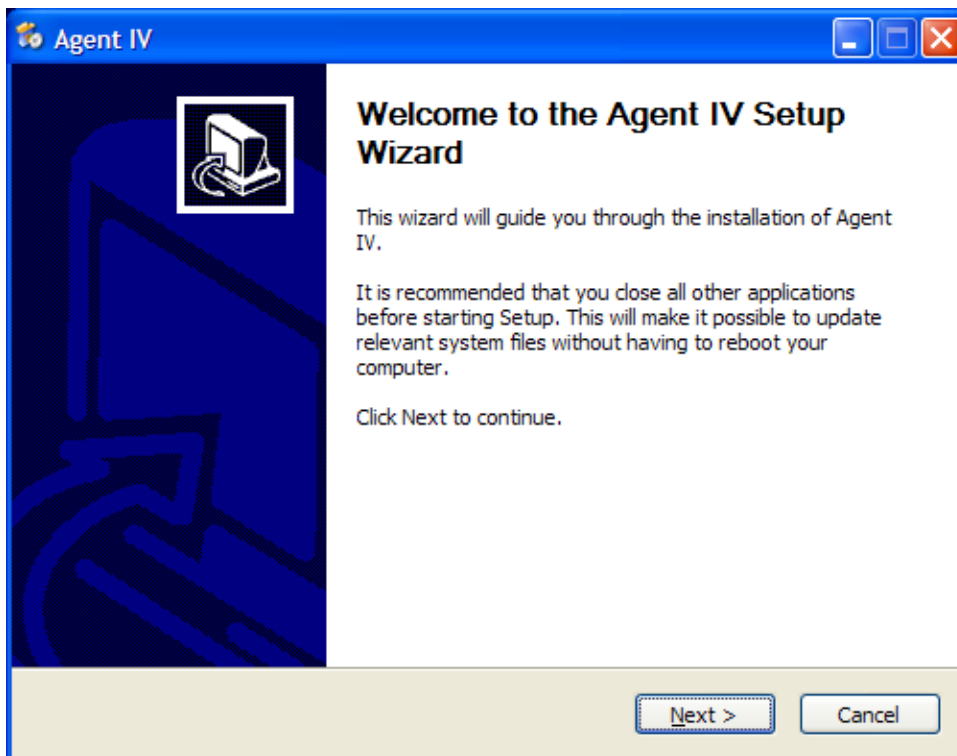
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## Installation and Setup for Orchestra AgentIV

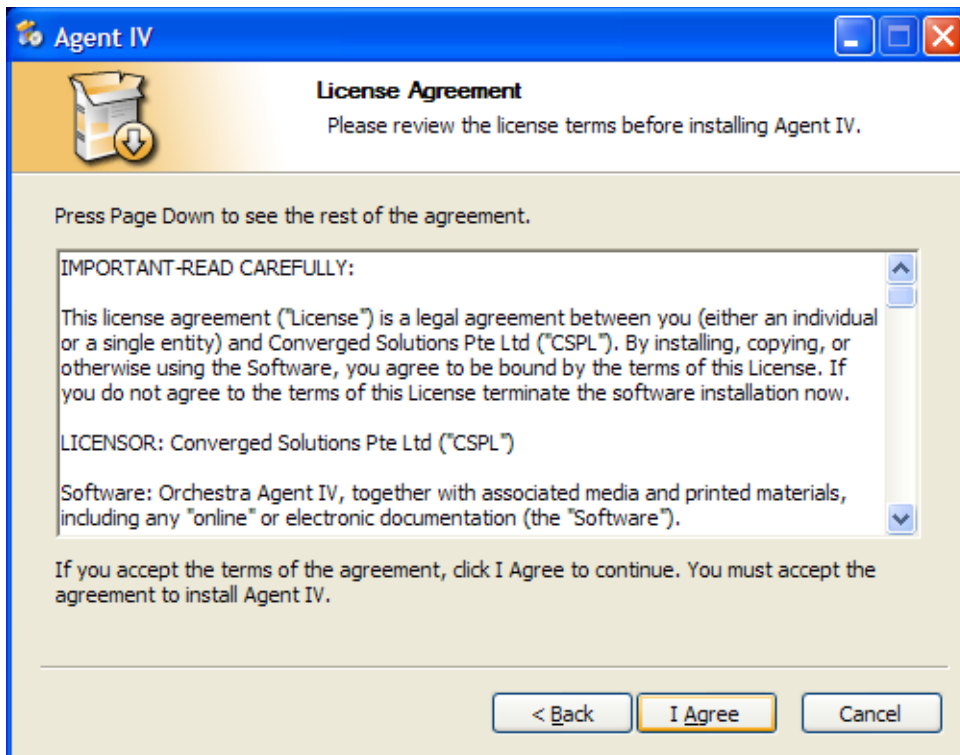
**\*\* Note \*\*** Before you proceed to install the agent software, make sure you have a copy of the “Account Data Sheet” where you will find the IP Address of the assigned servers and also your own userid and password.

Orchestra Agent software requires Microsoft dotnet framework. Please go to <http://www.microsoft.com/NET/> and download the latest version. The software supports Windows XP, Vista and Windows 7.

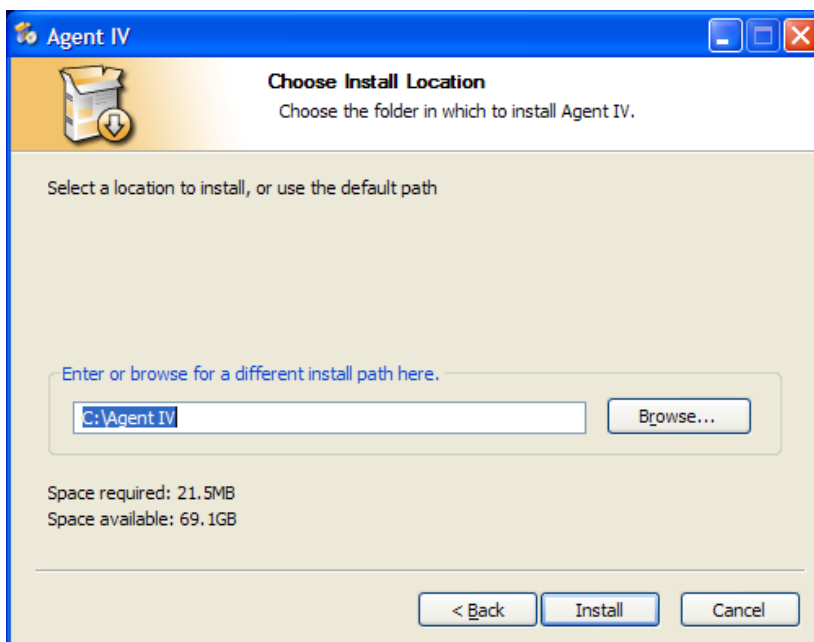
Go to the CD and double click “AgentIV setup.exe”



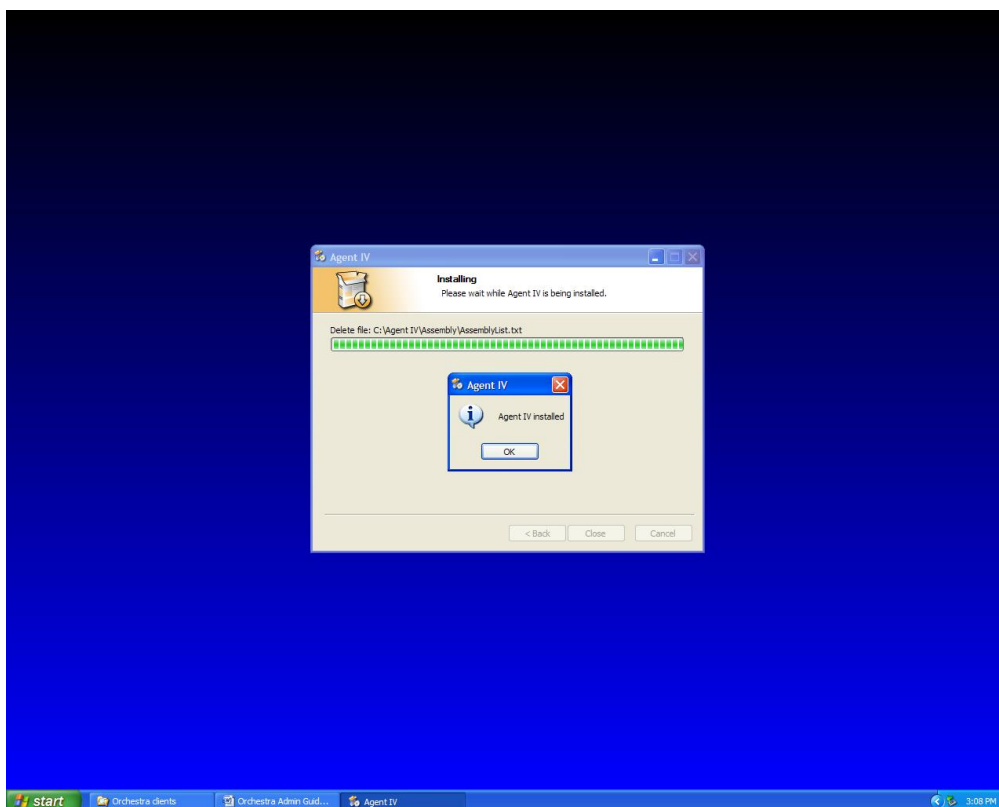
Click “Next”



Click "I Agree"

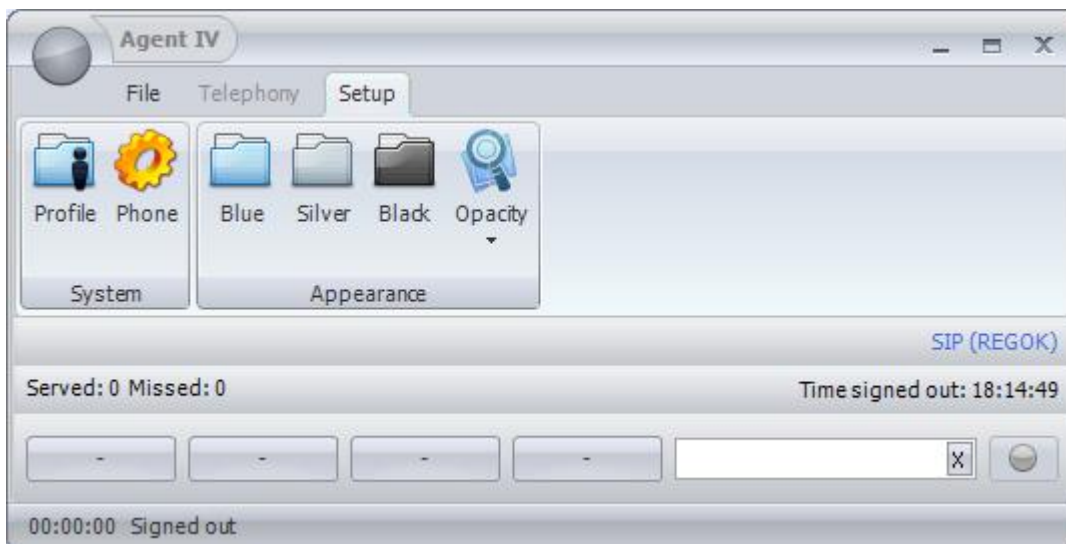


Click "Install"



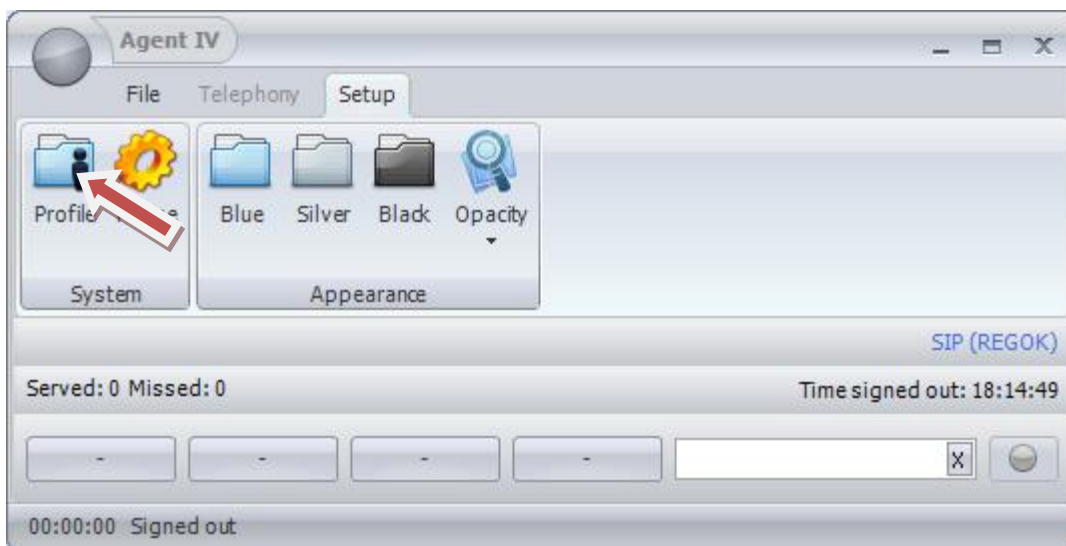
Click "OK"

Run the AgentIV software.





Before you sign in, you have to configure this software. Click "Setup"



Select "Profile". Click on the Tab "Server". Enter the IP address of the Agent Server and Publishing Server. Leave the Port number alone. Please refer to your "Account Data Sheet" for the relevant IP addresses and userid and passwords.

The screenshot shows the 'Profile' configuration window with the 'Servers' tab selected. It contains three sections for server configuration:

- Agent server +**: IP: 58.185.99.83, Port: 4777,  Enable heartbeat
- Publishing server +**: IP: 58.185.99.83, Port: 4778, Refresh (sec): 5
- Voice log server +**: IP: 58.185.99.83, Port: 4779, Info port: 4780

At the bottom, there is a lock icon, 'Save' and 'Cancel' buttons, and a 'Profile' icon.

Click "Save"

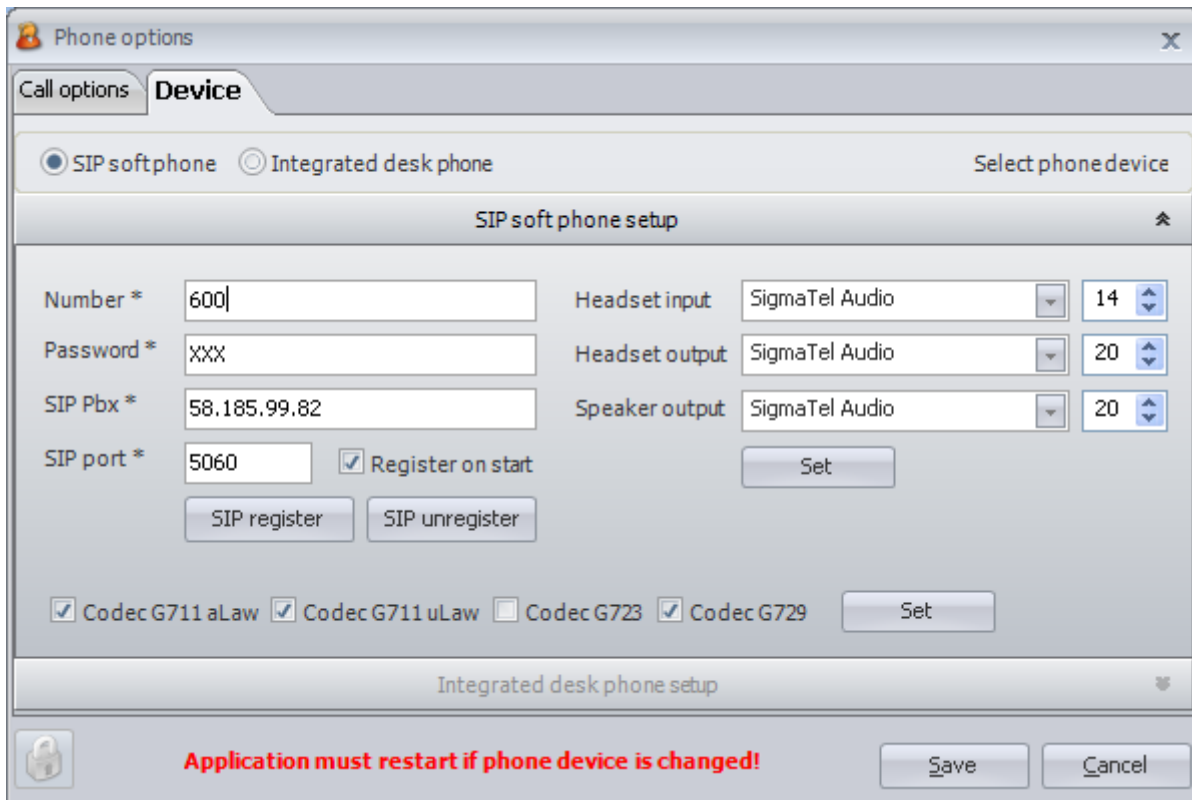
At "Setup", click "Phone". Enter the assigned extension number. Please refer to your "Account Data Sheet".

The screenshot shows the 'Phone options' configuration window with the 'Call options' tab selected. It contains the following fields:

- Local route number \*: 600
- Access code: 9
- Min digits to use access code: 7
- Minimum recording time: 1
- Conference connect \*: [Empty field]
- Auto answer

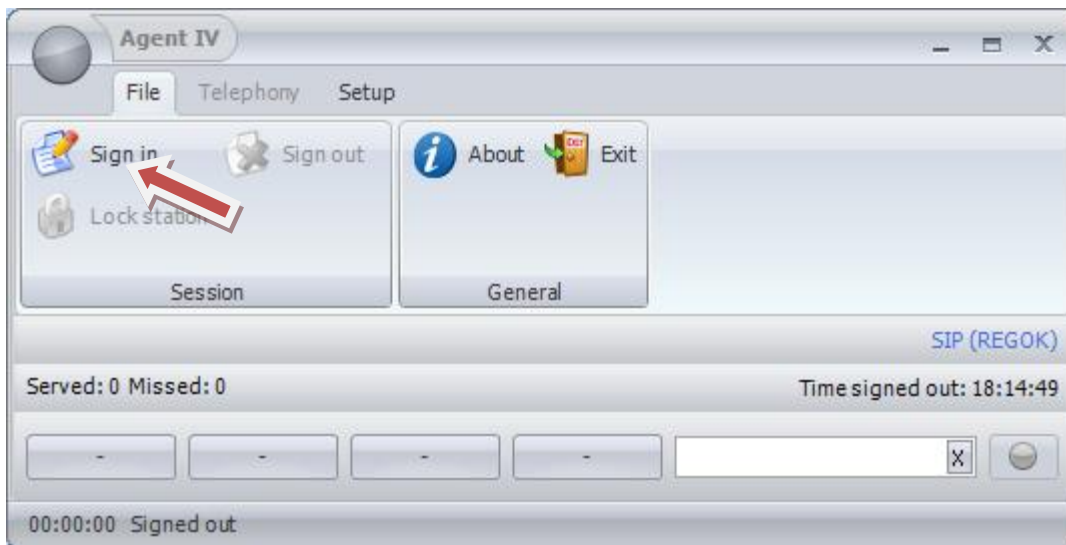
Below the fields, there is a red warning message: "Application must restart if phone device is changed!". At the bottom, there is a lock icon, 'Save' and 'Cancel' buttons, and a 'Phone' icon.

Select "Device"

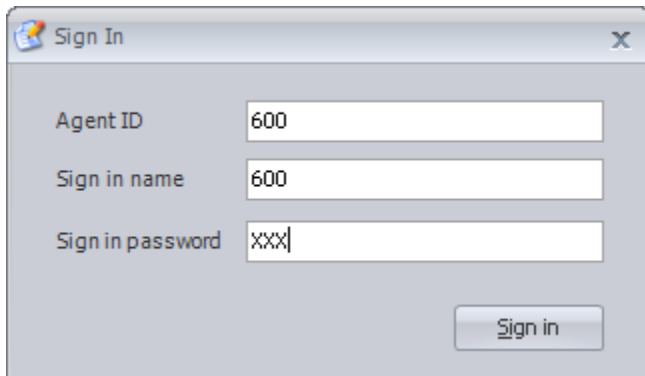


Select "SIP softphone". Enter your assigned sip extension number, password, SIP Pbx IP address, port number. Please refer to your "Account Data Sheet". Make sure you check on Codec G729. You can select your headset input and output and speaker output for incoming ring tone. Click "Set" to set the audio portion. Remember to check "Register on start" so the sip extension will be registered to the SIP PBX when you launch the agent software. Click "Save". If you have changed any of this information, sign out, close and re-open the agent application.

Click "Save"

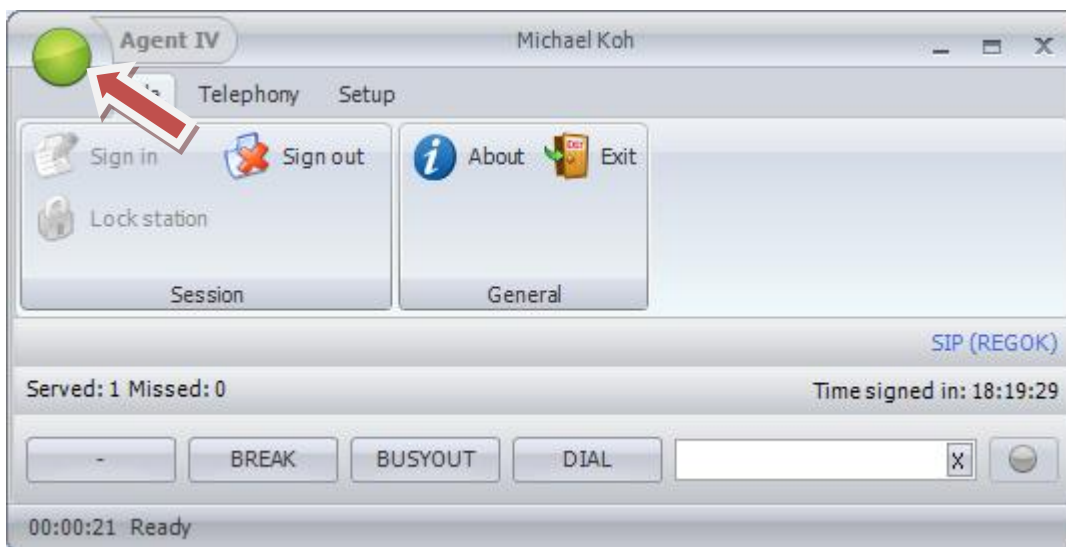


Click “Sign in”. Enter the agented, Sign in name and Sign in password. Please refer to your “Account Data Sheet”.



A screenshot of a 'Sign In' dialog box. It contains three text input fields: 'Agent ID' with the value '600', 'Sign in name' with the value '600', and 'Sign in password' with the value 'xxx'. A 'Sign in' button is located at the bottom right of the dialog.

Click “Sign in”



The green LED shows that you have successfully signed in and now ready to answer calls.

## Answering Your First ACD Call

Make a call into the Orchestra ACD Server. You should hear the following;

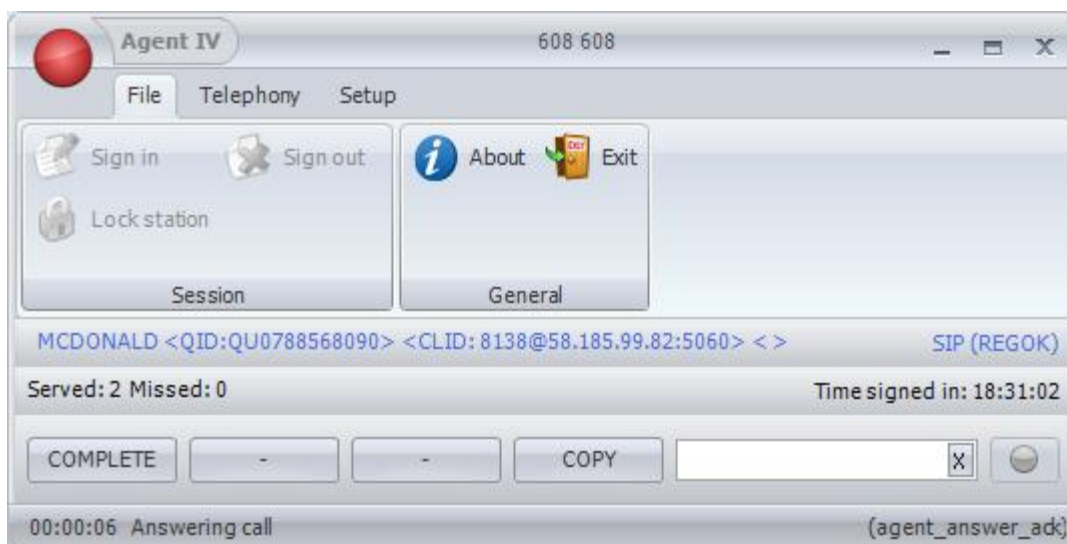
“Thank you for calling. Please hold while your call is placed in queue..” and followed by music.

Your agent software will display as follow;



The ACCEPT button will flash in red. To answer the call, click “ACCEPT”.

Your software will show as this;



After the conversation is completed, agent can click “COMPLETE” to hangup and go into Wrap Up mode.

During this “Wrap Up”, no calls will be offered to this agent. This window period is to allow agent to have a work-after-call time before he or she is ready to answer the next call.

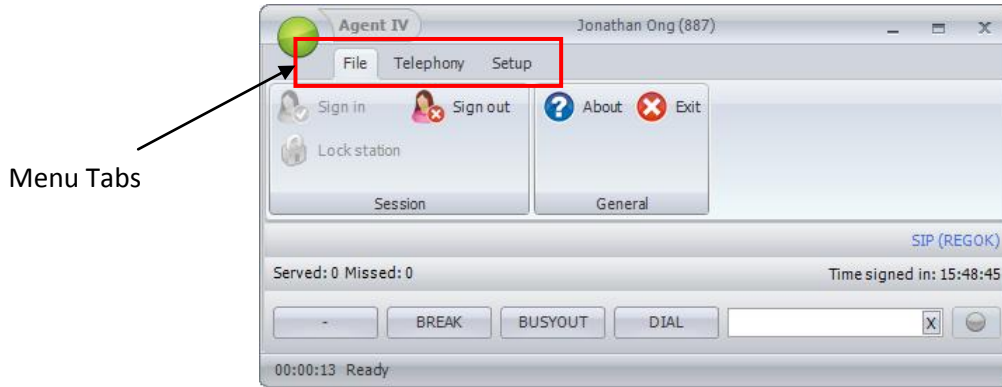


This period will expire by itself, or agent can click “WRAPUP” to close this period and become ready to answer the next call.



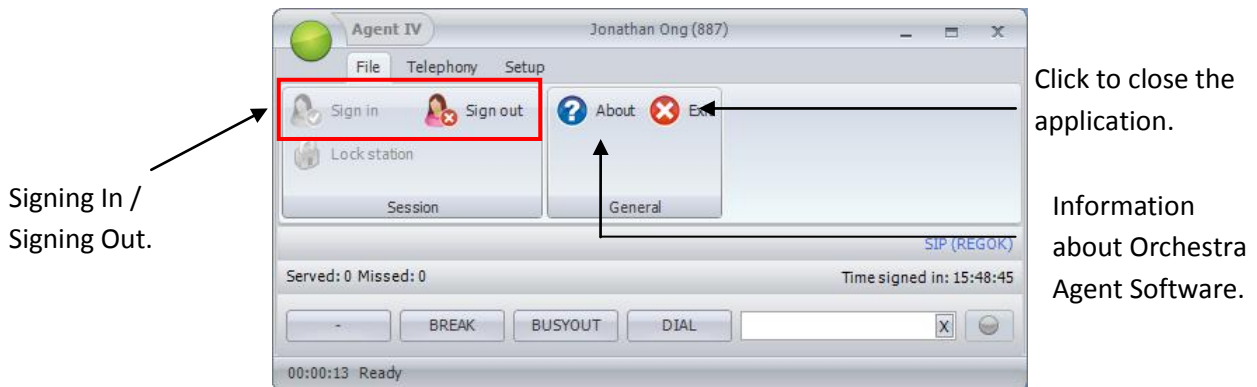
## Interface Walk Through

## First Impression

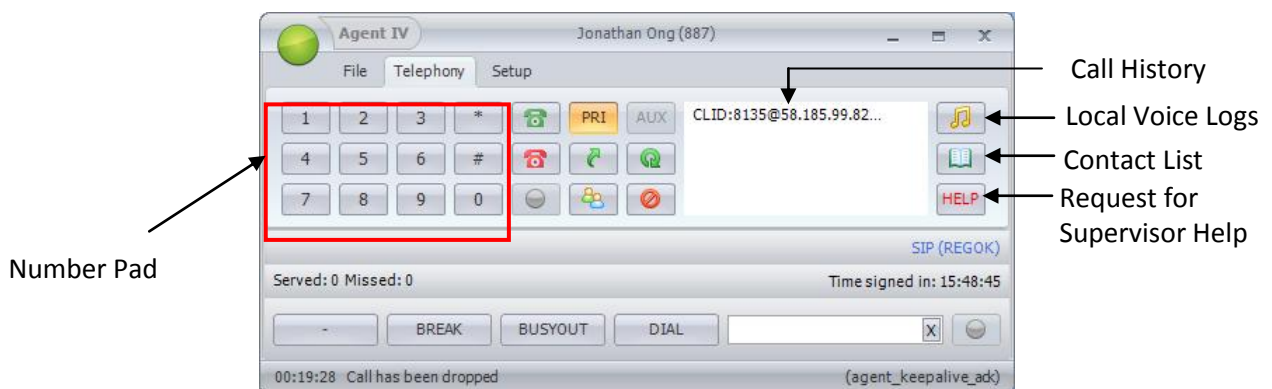


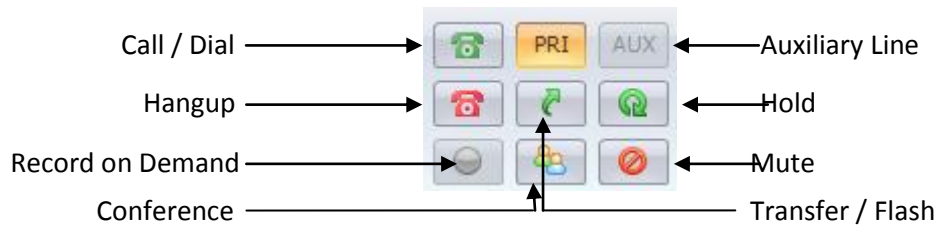
Notice there are 3 tabs "File", "Telephony" and "Setup"

### File Tab

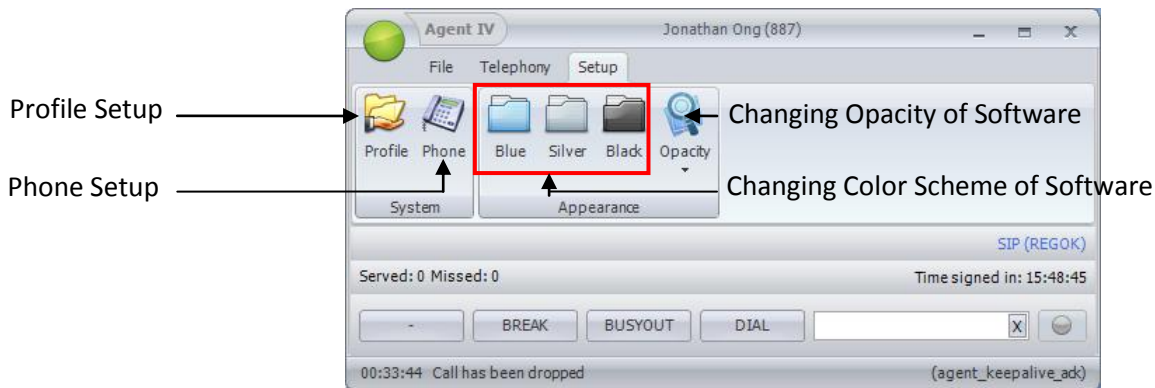


### Telephony Tab





Setup Tab



**Answering Incoming Call**



When there is an incoming call, the software will be shown as display.

- Agent LED will change to red.
- First button change to “Accept”
- Ringing tone can be heard from Agent’s headset

To answer the call, click on “Accept” button.

**Completing A Call**



Status on Served / Missed Calls  
 Complete Call

To end a conversation, click on "Complete" Button.



Wrap up

Once you hit the "Complete" button, it will come to Wrapup mode. The session will expire by itself. Default timing is 20 seconds.

To finish the current call cycle, click on "Wrapup" button. You will be in ready mode.

### Missed A Call



Showing number of Missed call  
 Status showing Missed call break  
 Resume

Agent will have a stipulated time to answer an incoming call. If agent failed to answer the incoming within the stipulated time, the status will be changed to a "Miss Call" break mode.

To return to Ready mode, click on “Resume” button.

### Break / Busyout Mode

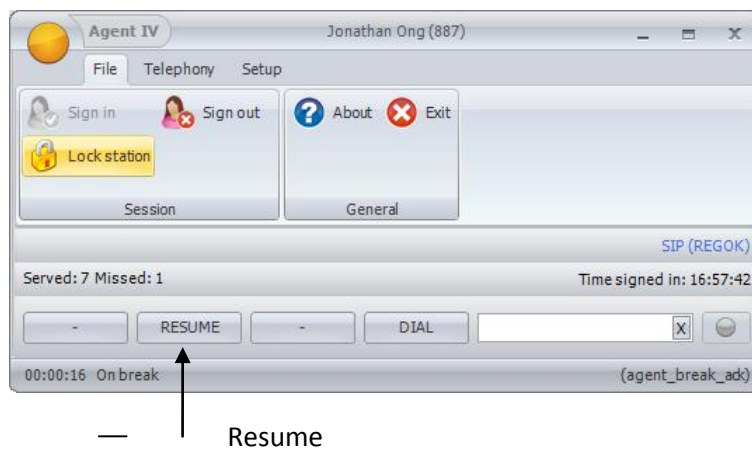


To prevent any missed call, agent is advice to go to Break / Busyout Mode when they are not at their workstation.

As a general guide, the status is explained as followed.

- Break – Non-work related Break (E.g Lunch Break, Tea Break)
- Busyout – Work Related Break (E.g Meeting, at the copy machine)

Lock Station →



User can lock the station when they are in break mode to prevent accidently resume. To be back to “Ready” mode, click on “Resume” button. If Workstation is “Locked”, agent will be prompt to enter their login password to resume.

### Making An Outgoing Call



Go to the Telephony Tab to make an outgoing call.

Agent simply clicks on the dial pad and hit the “Dial” button when they are ready.

To complete the call, click on the “Hangup” Button.

### Signing Out Orchestra Agent Software



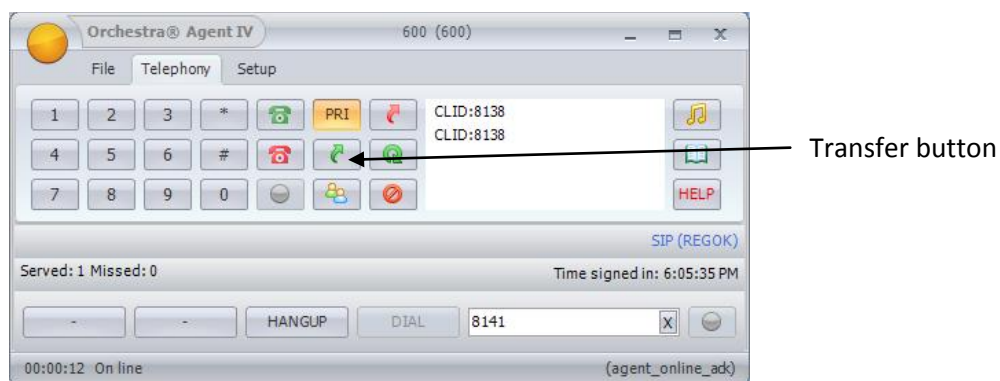
Click on the “Sign out” button



Enter the password and hit the ‘Enter’ Key

Once you have logout from Orchestra, Click on “Exit” to close the application.

### To Transfer a Call



After you have received a call, you can transfer by entering the number of the destination and click on the transfer button.