

Avaya one-X Agent User Guide

Work-at-Home and JDZ Users

This document provides instructions on installing and using the Avaya one-X Agent application.

Note: Avaya one-X Agent is currently supported by Windows 7 32-bit or 64-bit with Service Pack 1; Windows 8 32-bit or 64-bit; Windows 8.1 32-bit or 64-bit; and Windows 10 32-bit or 64-bit.

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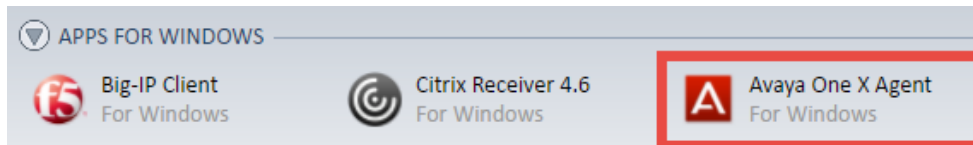
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Install Avaya one-X Agent

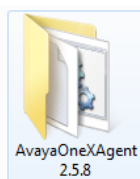
1. Log in to F5 MyAccess at <https://myaccess.jackson.com>. (If you have never used MyAccess before, see the [Windows instructions](#). Avaya one-X Agent will not work on a Mac.)

Note: Before logging in, plug your USB headset into your computer.

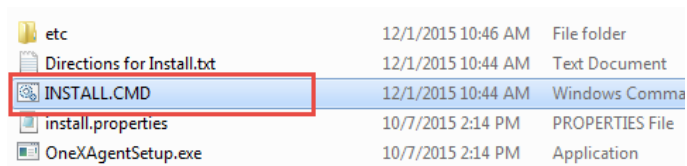
2. Click the **Avaya One-X Agent** icon under **Apps for Windows**.



3. Save the **AvayaOneXAgent2.5.8.zip** file to **C:\Temp** on your computer. It may take a few seconds for the file to save.
4. Go to the **C:\Temp** folder on your computer.
5. Right-click the **AvayaOneXAgent2.5.8.zip** file and select **Extract All**. Another window will open.
6. Click **Extract**. This will create a new folder in **C:\Temp** named **AvayaOneXAgent2.5.8**.

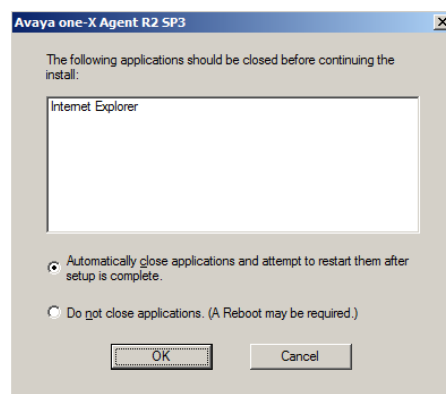


7. Click the folder to open it.
8. Double-click the **INSTALL.CMD** file for the one-X Agent to install on your computer. This will take about 30 seconds. Afterward, an **Avaya one-X Agent** icon will appear on your desktop.



Note:

- If a window appears asking if you authorize the program to make changes on your computer, click **Yes**.
- If this dialog box appears, close all Internet Explorer windows and click **OK**.



Configure Settings (one time only)

1. Double-click the **Avaya one-X Agent** icon on your desktop.



2. Click **Change Login Settings**.



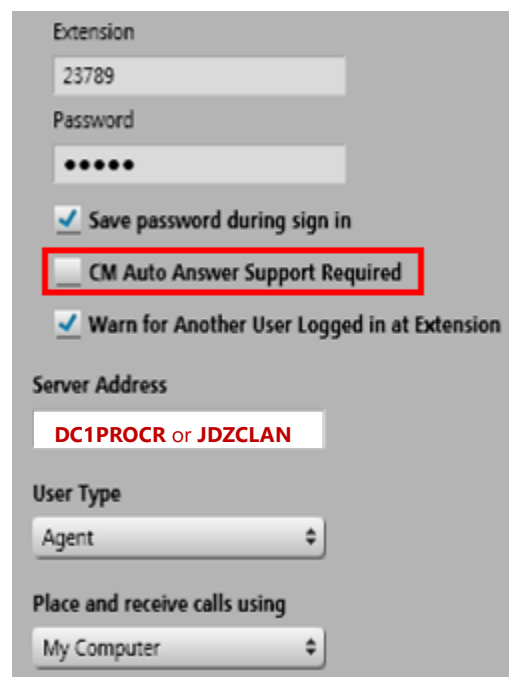
Note: You only have to change the settings one time. After you set them up, they will stay that way the next time you log in.

3. In the resulting window, fill in the fields as follows:

Telephony tab

- **Extension:** Type your station hardcode.
- **Password:** Type your password (same as the station hardcode).
- **Server Address:** Work-at-home associates must enter **DC1PROCR**. Associates at the Jackson Development Zone (JDZ) must enter **JDZCLAN**.
- **User Type:** Select **Agent**.
- **Place and receive calls using:** Select **My Computer**.

Note: If you are completing this setup in the office and hear a beep in your headset, select the **CM Auto Answer Support Required** box. This will allow you to log in with your Agent ID.



Extension
23789

Password
•••••

Save password during sign in

CM Auto Answer Support Required

Warn for Another User Logged in at Extension

Server Address
DC1PROCR or JDZCLAN

User Type
Agent

Place and receive calls using
My Computer

Agent tab

- **Agent:** Type your agent extension.
- **Password:** Type your password (usually the same as the agent extension).
- Select **Enable ACD Login**.



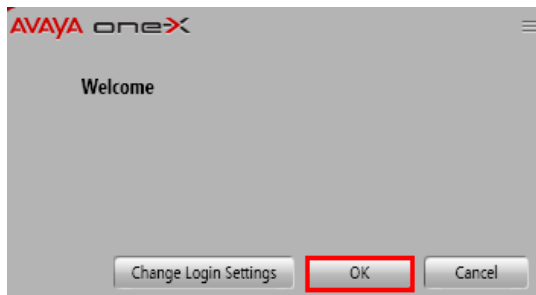
4. Click **Save Settings & Log in**.

Launch the Application

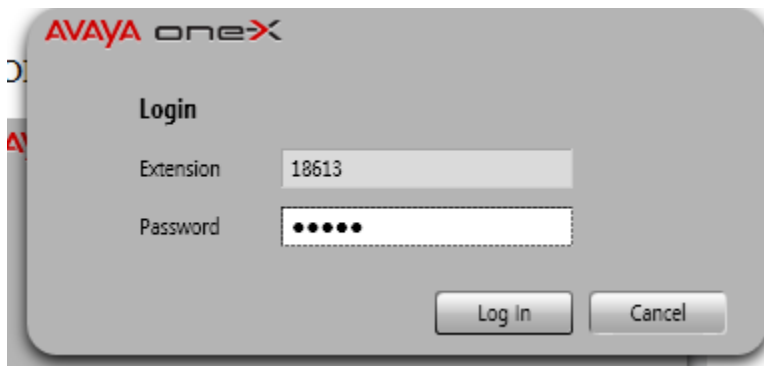
1. Double-click the Avaya one-X Agent icon on your desktop.



2. Click **OK**.



3. Type your station hardcode and password (same as the station hardcode) and click **Log In**.



4. Type in your agent extension and password click **Log In**.



- After logging in, you will see a toolbar showing your phone extension and Agent ID extension.



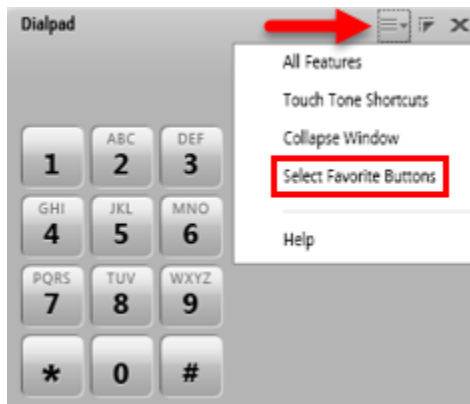
- Click the **Dial pad** icon.



- Click the arrow icon to expand the dial pad.



- Click the **Options** icon and choose **Select Favorite Buttons**.

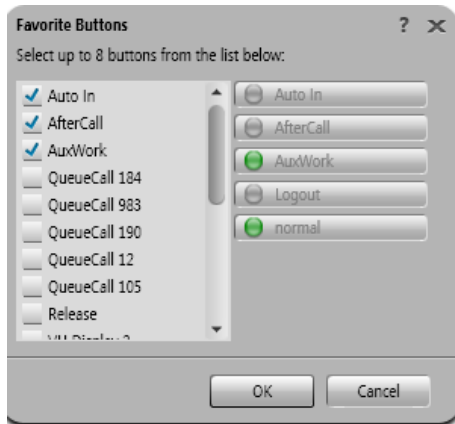


- You can select up to eight buttons to display on your dial pad. The following five buttons are recommended:

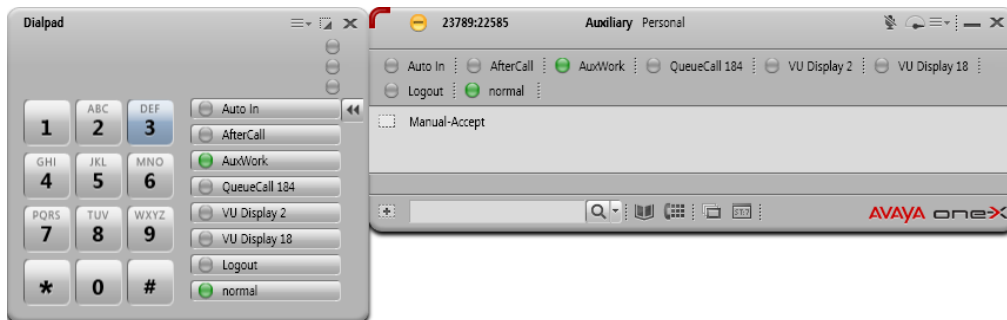
- **Auto In:** accept a call in Auto-Accept mode
- **AfterCall:** end a call in After Call Work (ACW) mode
- **AuxWork:** set the agent status to auxiliary mode; used to refuse an Automatic Call Distributor (ACD) call

- **Logout:** log out of Avaya one-X Agent
- **Normal:** place the station display into normal call identification mode

10. Click **OK**.



Your dial pad and toolbar will look like the ones below so you can see if you are in **Available**, **After-Call**, **Busy**, **Logout**, or **Normal** mode.



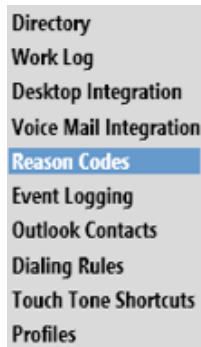
Set up Reason Codes

Set a reason code to show when you are unavailable. If you are not taking calls, set the **Aux** reason code. If you are going to lunch or leaving the office for the day, set the **Log Out** reason code. To set a reason code:

1. Click the **Options** icon in your toolbar and select **System Settings**.



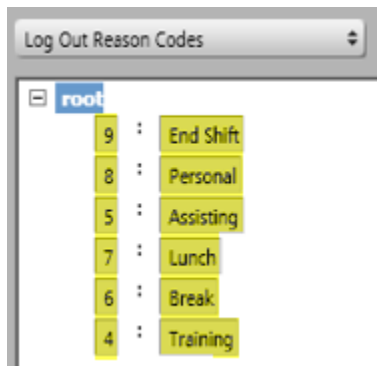
- Under **System Settings**, click **Reason Codes**.



- Select the reason code type from the drop list.
- Select **root** and click the second plus sign at the bottom of the window.



- Type the number of your reason code and a description as shown below.



Note: To set other reason codes, select a different option from the menu.

- Click **OK** when finished.

Using Avaya one-X Agent

Make a Call

There are two ways to place a call:

- Type the phone number/extension in the text field at the bottom of the Avaya one-X window and press **Enter**.

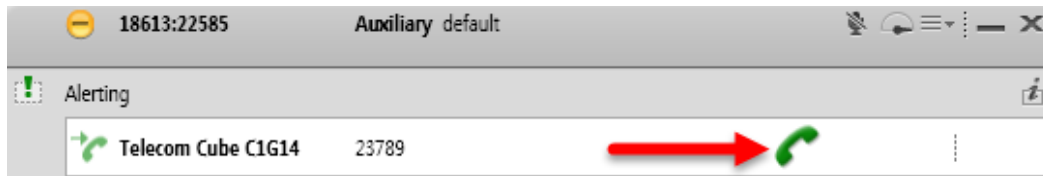


- Open the Dialpad, click the top circle icon, enter the phone number/extension, and press **Enter**.



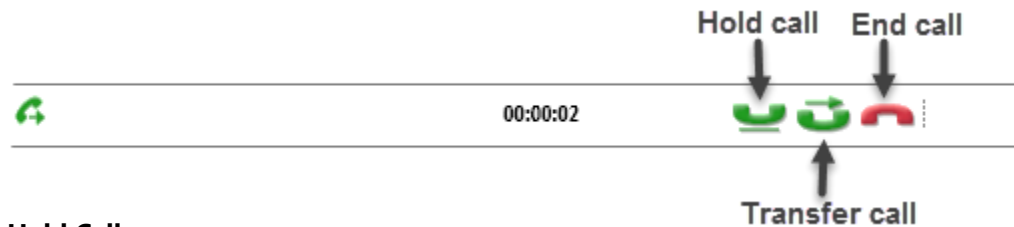
Receive a Call

To answer a call, click the green phone icon.



Hold or Transfer a Call

After answering a call, additional icons will appear next to the call:



Hold Call

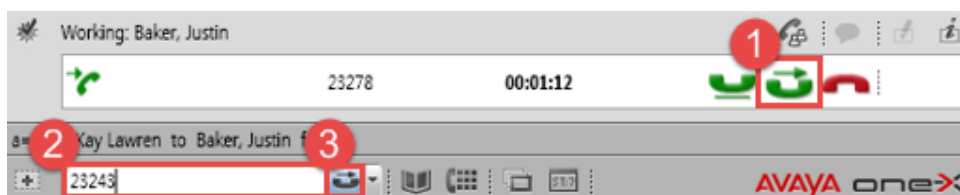
1. Click the **Hold call** icon to place a call on hold.
2. Resume the call by clicking the green **Unhold Call** icon.



Transfer Call

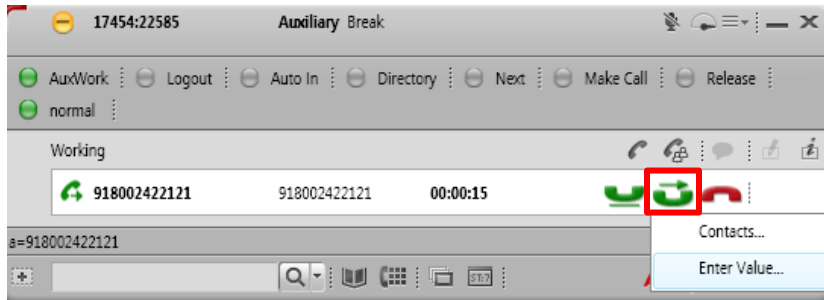
To **cold transfer** a call:

1. Click the **Transfer Call** icon.
2. Type the extension of the person to whom the call should be transferred in the text field.
3. Click the **Transfer** icon next to the field to confirm the transfer.

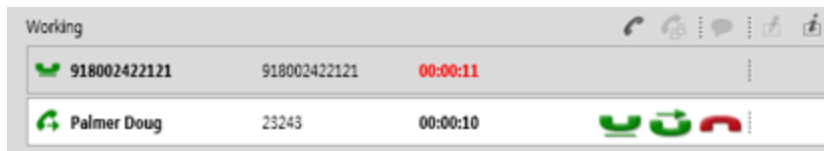


To **warm transfer** a call:

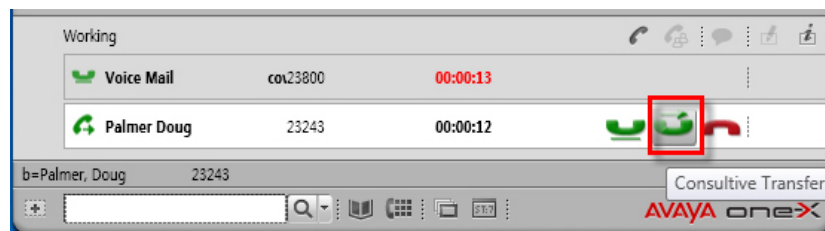
1. Click the **Transfer Call** icon.
2. Type the extension of the person to whom the call should be transferred in the text field.
3. Click the **Transfer Call** icon and choose **Enter Value**.



The first party will be put on hold while the system dials the third party. The new call will be shown under the first call within the same work item.



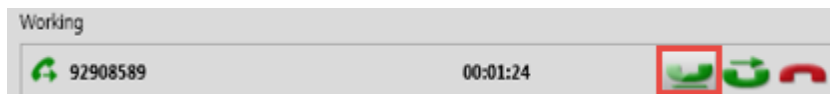
4. Wait for the third party to answer the call and ask if they would like to accept the transfer.
 - If the third party accepts the call, click the **Consultative Transfer** icon for the call to be transferred.



- If the third party rejects the call, click the **End Call** icon for that call and click the **Unhold Call** icon for the first call.

Conference Someone into a Call

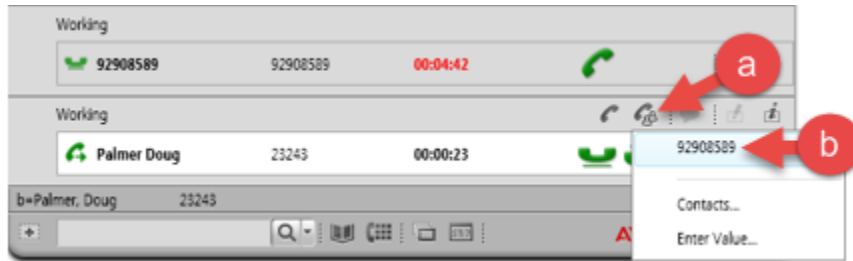
1. Place the current call on hold by clicking the **Hold Call** icon.



2. Type the phone number/extension of the person to be added to the call in the text field and press **Enter**.



- Next to the name/number of the person you just dialed, click the **Conference** icon and select the phone number/extension of the person you have on hold.



- All parties will be listed within the conference. To add additional people to the call, repeat the steps above.



Note: You can choose to either end a call with one of the participants or end the entire conference by selecting the **End Call** icon next to a specific participant or next to the **Conference** line, respectively.

View Call History

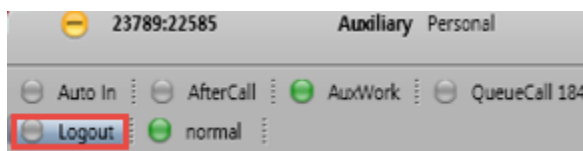
Click the **Work Log** icon to view your call history. The list of calls will display at the bottom of the window.



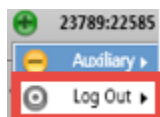
Log out of the Application

Lunch Break

- Click **Logout** and type your logout reason code.



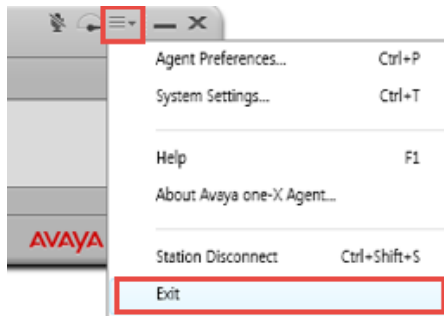
- If you would rather go into Aux (Busy) mode, click **Logout > Auxiliary**. Then choose the appropriate reason code.



Note: If you are unsure which mode to use during lunch, talk to your manager.

End of the Day

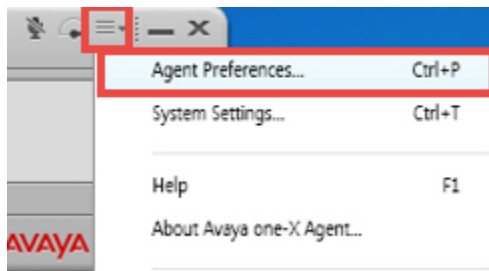
- Click the **Options** icon and select **Exit**.



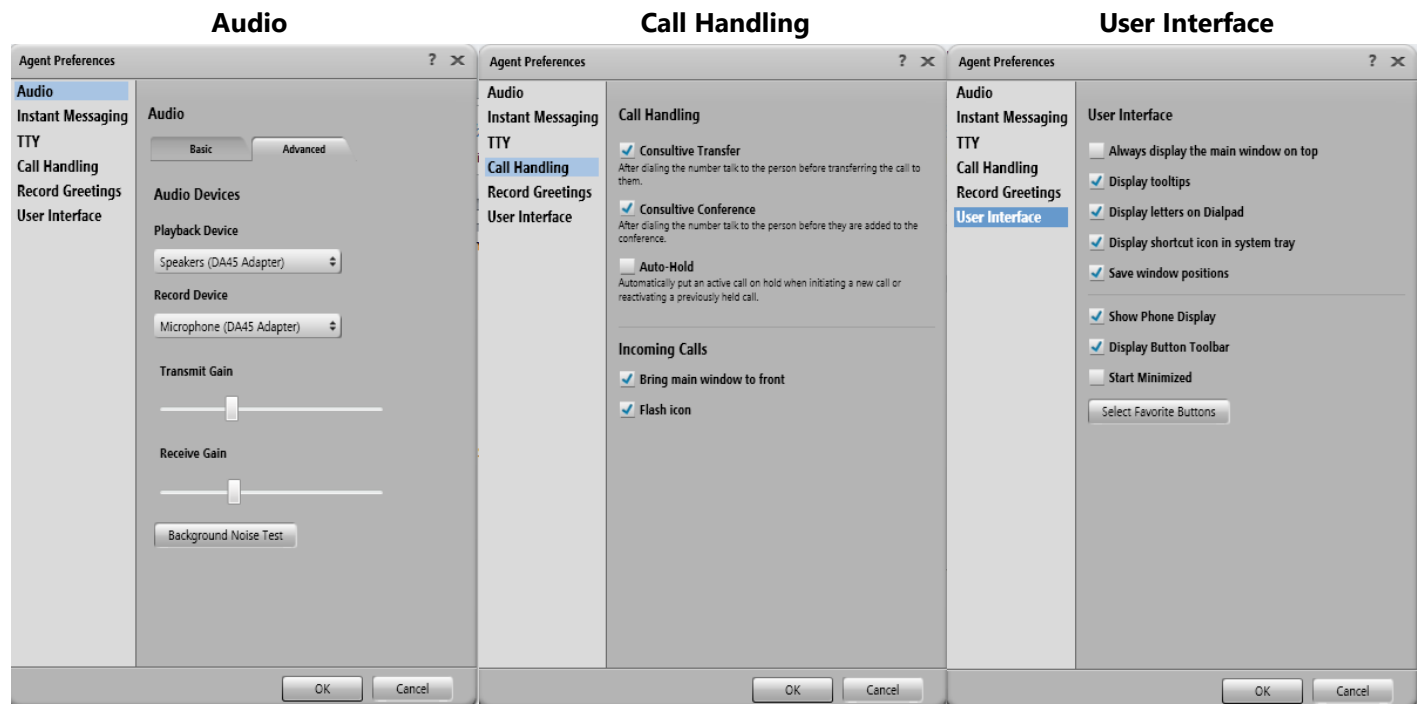
Additional Recommended Settings

Follow the steps in this section to optimize your One-X Agent settings.

- Click the **Options** icon and select **Agent Preferences**.

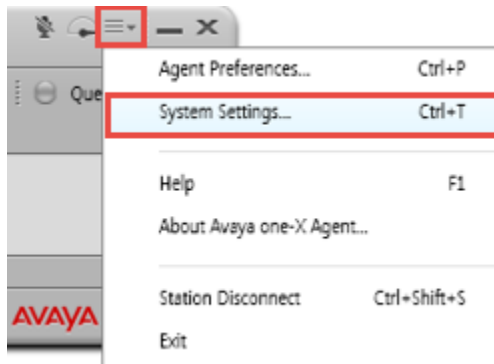


- Check your **Audio**, **Call Handling**, and **User Interface** settings to ensure they match up with what is shown below.

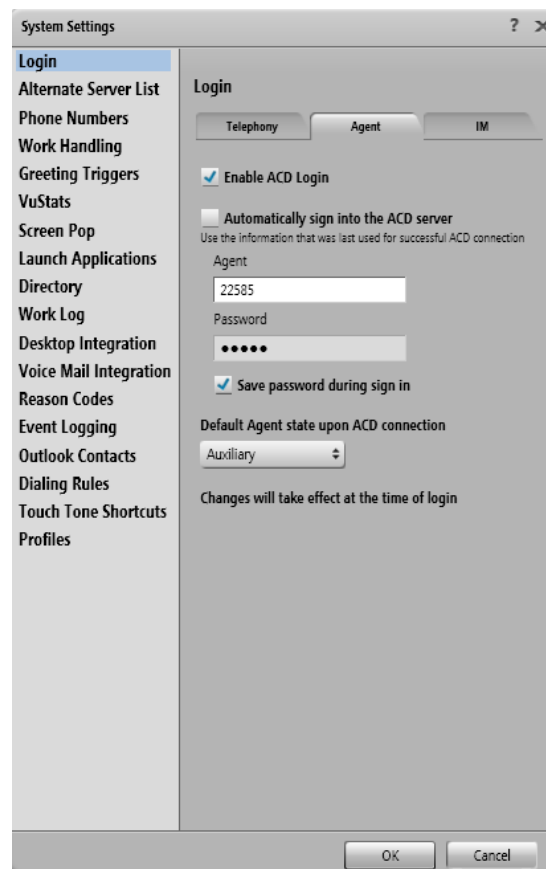
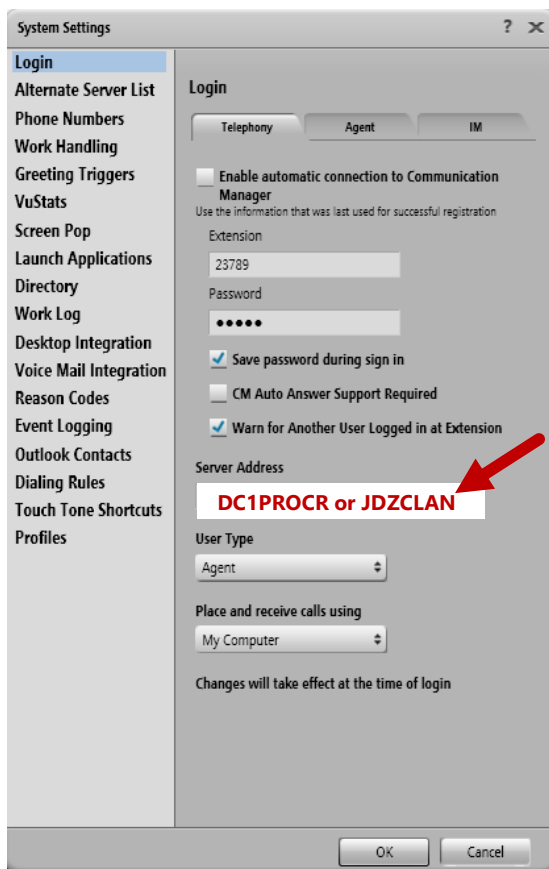


Note: In the first screen shot above, if you are using a headset instead of the built-in microphone and speakers, select your headset from the **Playback Device** and **Record Device** drop lists.

3. Click the **Options** icon and select **System Settings**.

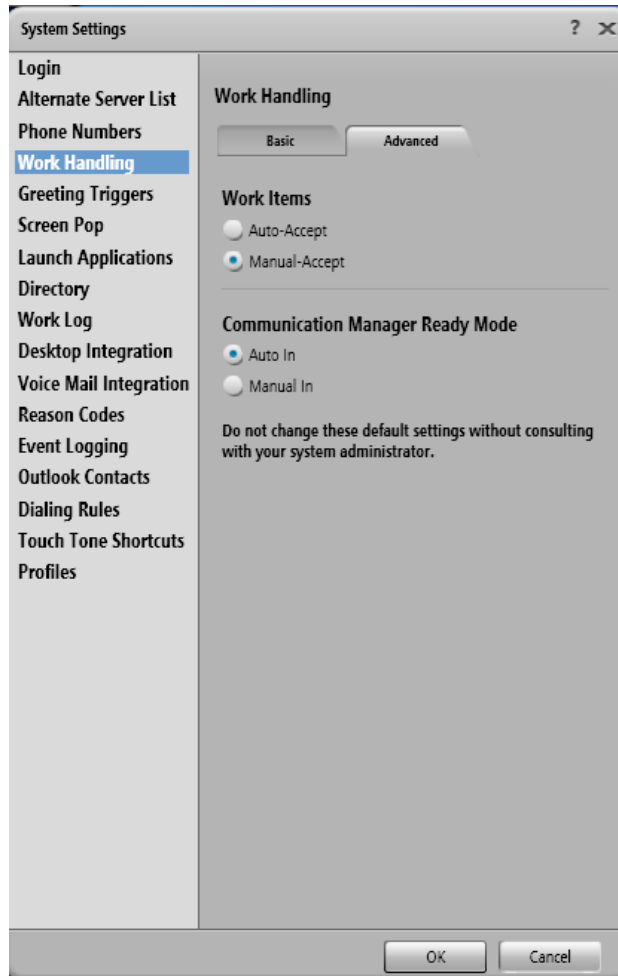


4. Check your **Login** settings to ensure they match what is shown in the screen shots below.
 - **Telephony** tab: For the **Server Address** field, work-at home associates must enter **DC1PROCR**. Associates at the Jackson Development Zone (JDZ) must enter **JDZCLAN**. Make sure **Agent** is selected under **User Type** and **My Computer** is selected under **Place and receive calls using**.
 - **Agent** tab: Select the boxes next to **Save password during sign in** and **Enable ACD Login**.

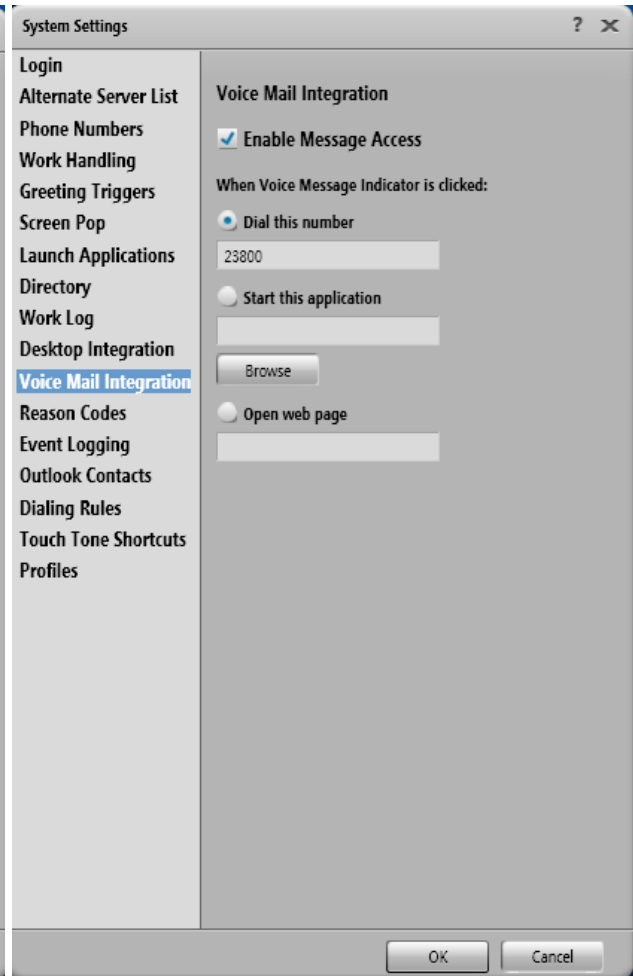


5. Check your **Work Handling** and **Voice Mail Integration** settings to ensure they match what is shown in the screen shots below. For **Voice Mail Integration**, type **23800** in the **Dial this number** field, regardless of your location.

Work Handling



Voice Mail Integration



Questions?

For additional assistance, detailed Avaya instructions can be found under **System Options > Help** on the one-X Agent toolbar.

If you are experiencing issues, call the Service Desk at ext. 2HELP or 517-367-HELP. Dial toll-free at 800-565-9044, ext. 2HELP. For non-urgent issues, you may also submit a request form in [MyIT](#).