

WAH Avaya one-X Agent 2.5 User Guide

Operating PC Systems Supported:

XP with SP2 or SP3

Vista 32 Bit only with SP1

Windows7 32 and 64 Bit with SP1

Windows 8 32 or 64 bit

Windows 8.1 32 or 64 bit

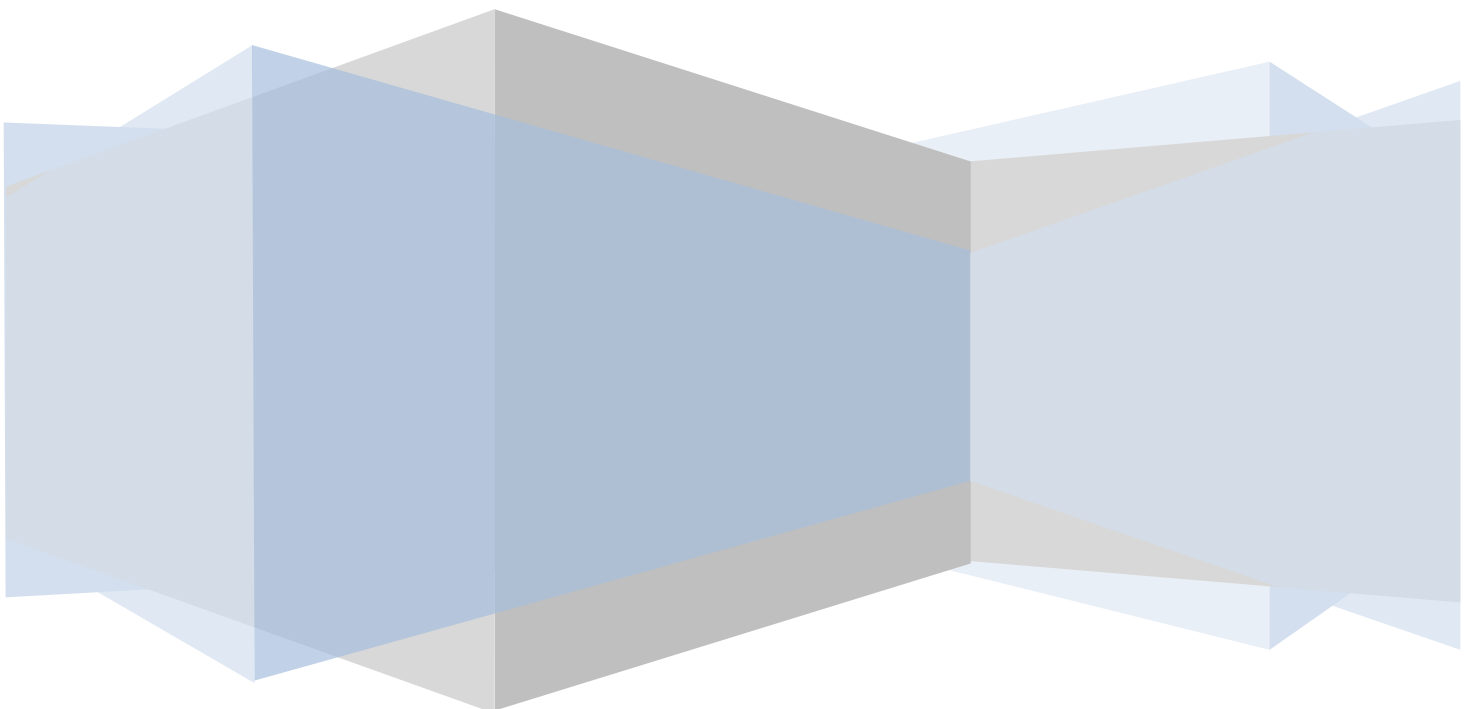


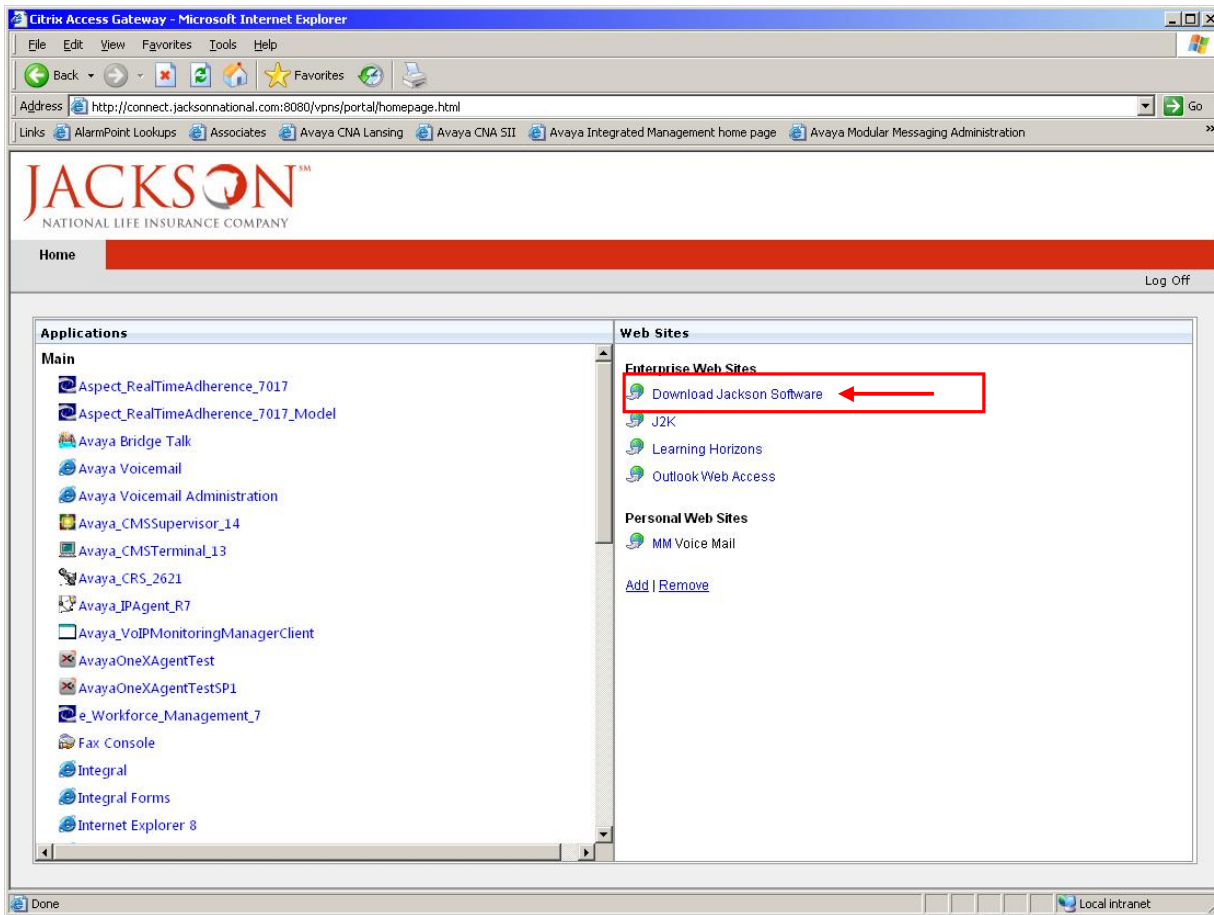
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Down Loading the Avaya one-X Agent 2.5.4

NOTE: Plug in your USB Headset to your PC first before logging into the CAG..

From the home Citrix Page click on the **Download Jackson Software**.



Under the Download Jackson Software page you will see the **“One-X Agent 2.5”**

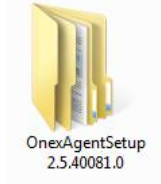
Click on the One-X Agent 2.5 file under the Downloads. Click **Save** and select the Desktop for the location to save the One-X Agent 2.5 ZIP file. Click **“Closed”** on the window when completed.



Installing the Avaya one-X Agent 2.5.4 application

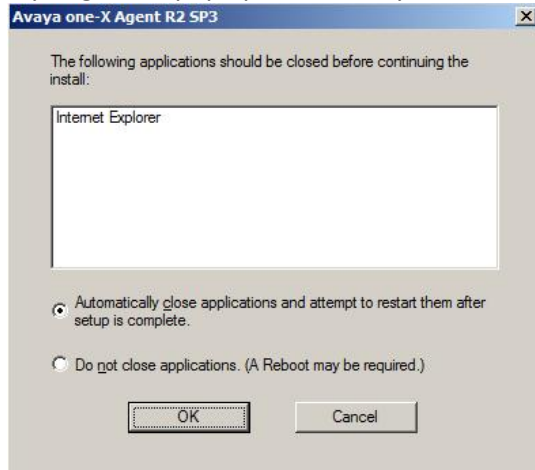
Go to the folder where you downloaded the One X Agent 2.5. This will be a .zip files and will need to be unzipped to run the install. Right click on the file and Click **“Extract All”**. This will open another window, Click **“Extract”**. This will create a new folder on your desktop.

OnexAgentSetup2.5.40081.0



Click on the **“OnexAgentSetup2.5.40081.0”** folder to open it up. Go into the Application folder and run the **“OneXAgentSetup.exe”**.

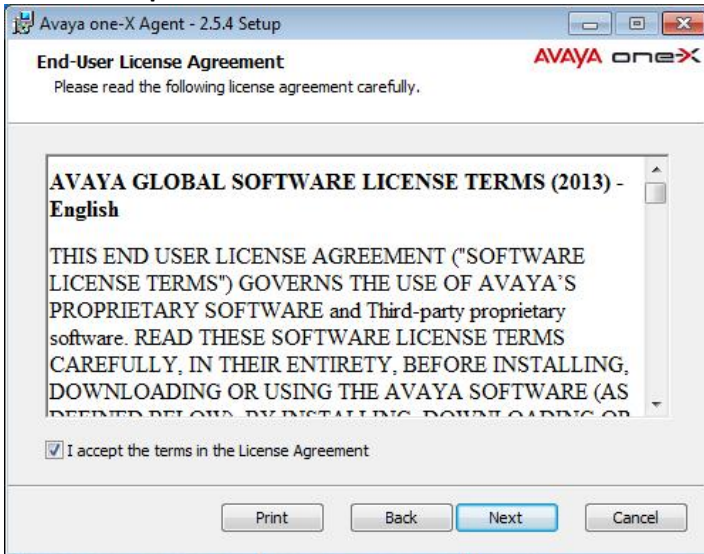
If you get this pop up box below you need to close down all your IE browser Windows and click OK.



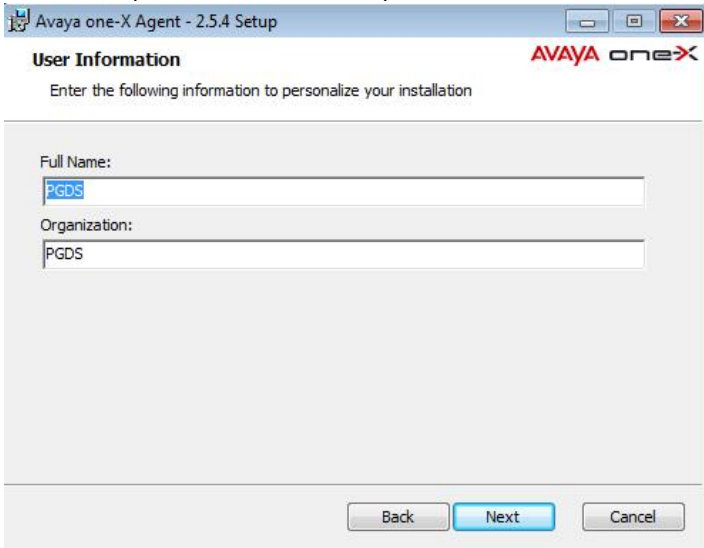
Setup Wizard starts now. Click **Next**



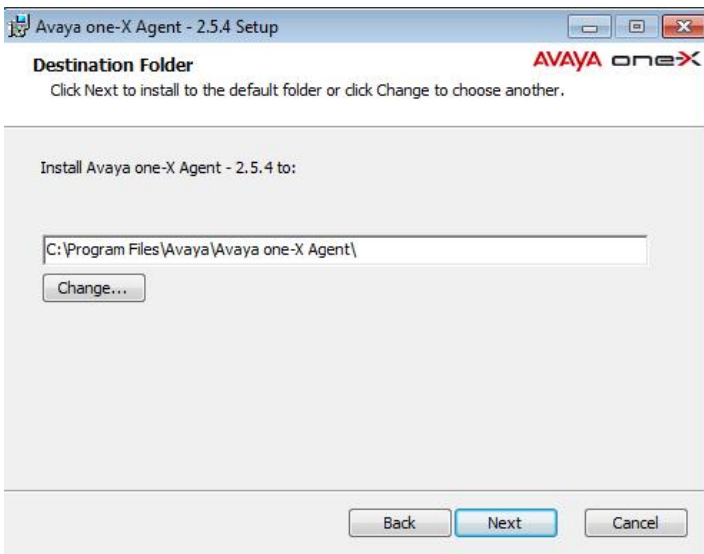
Click "I Accept" and "Next"



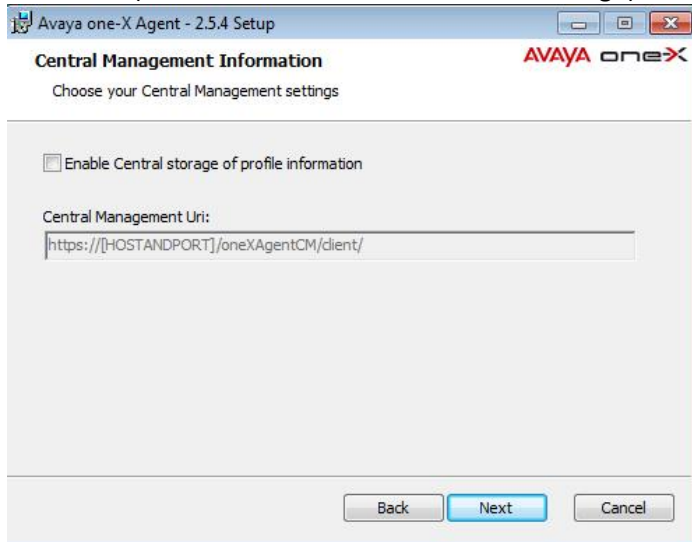
Click Next (Use the Default name)



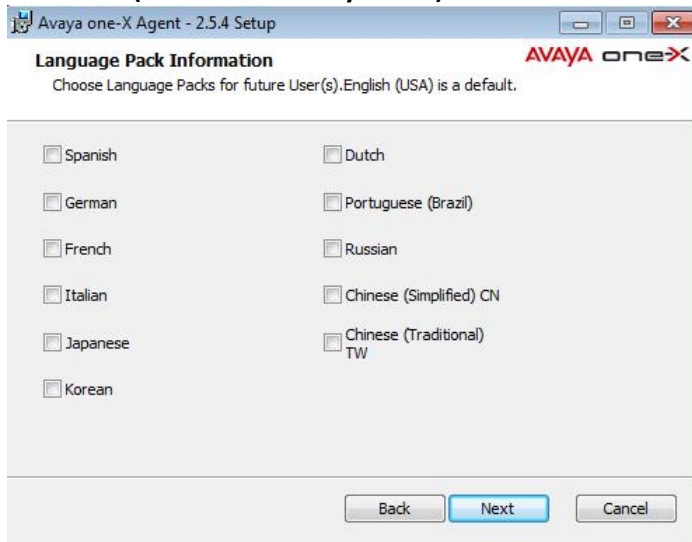
Click Next



Click **Next** (Do not check the Enable Central Storage)

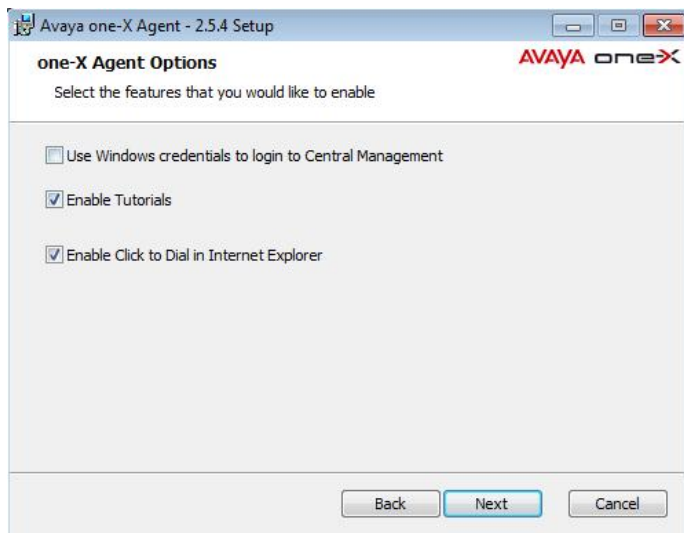


Click **Next** (Do not check any boxes)

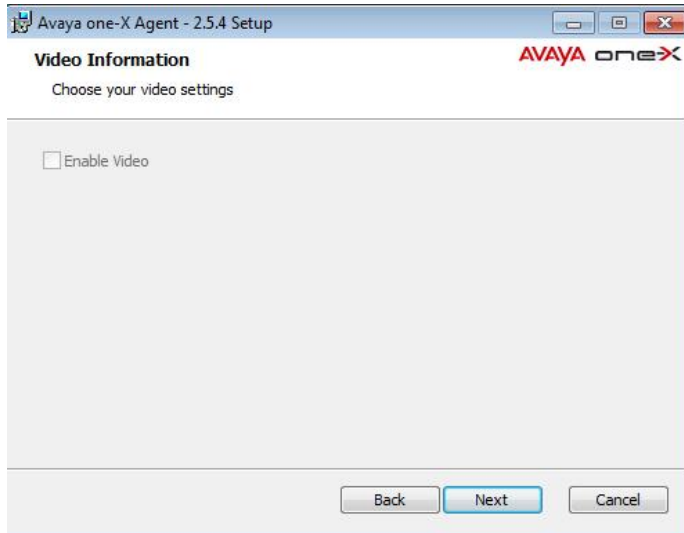


Click **Next**

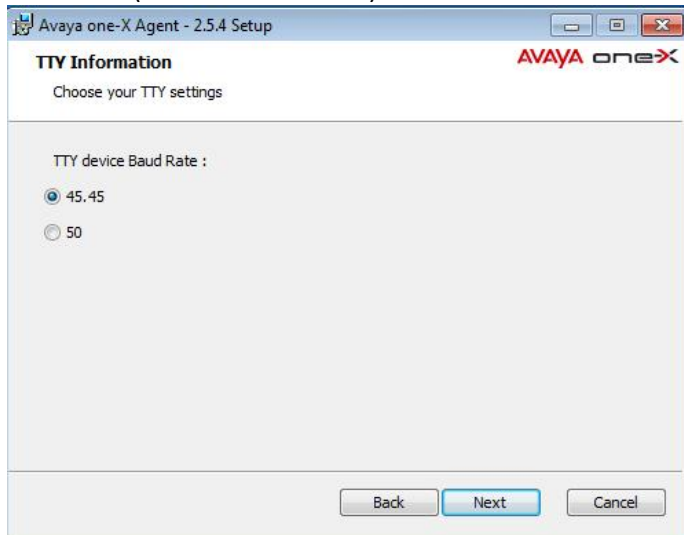
Check boxes to **Enable Tutorials** and **Enable Click to Dial**



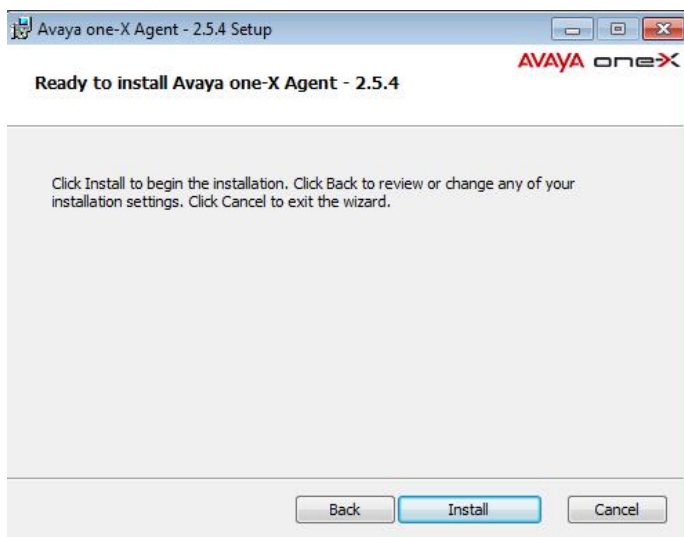
Click Next



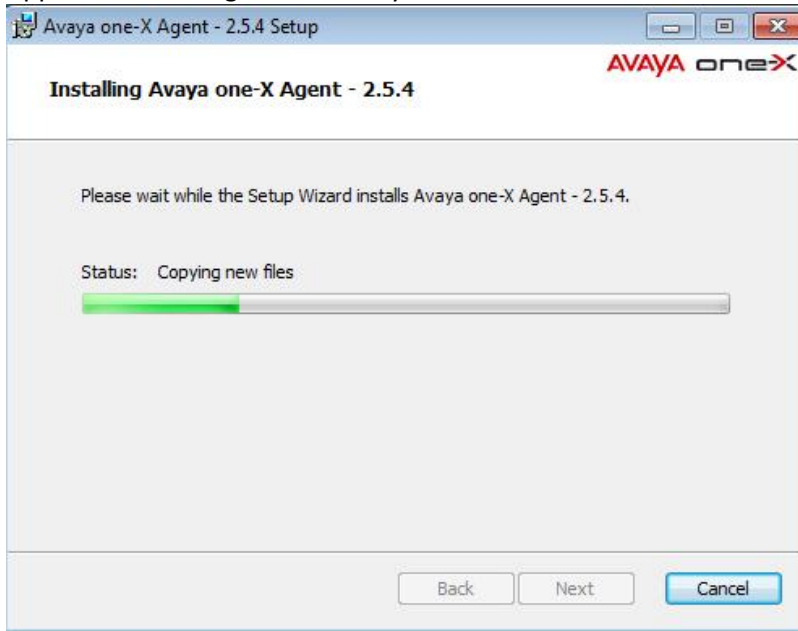
Click Next (Select default 45.45)



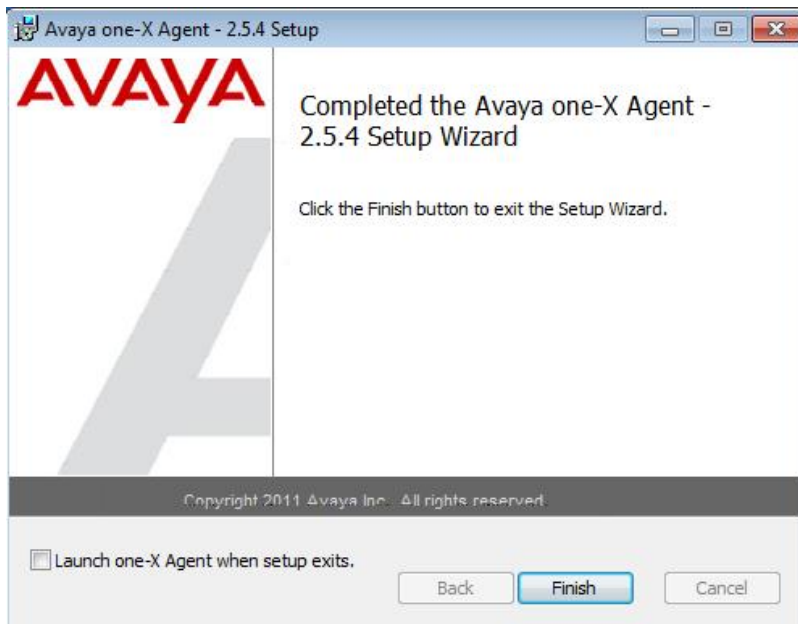
Click Install



Application is being Installed on your PC.



Click **Finish**



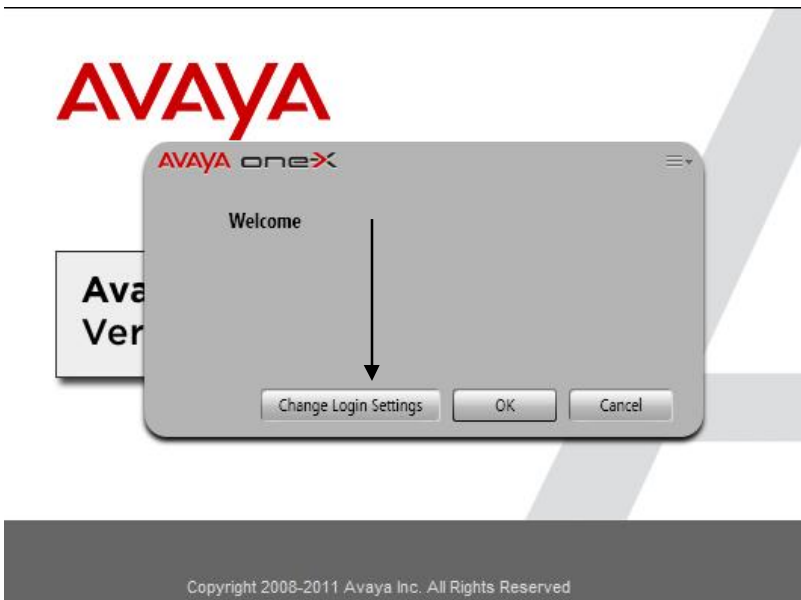
First time launching the Avaya one-X Agent 2.5.4

Double click on the Avaya one-X Agent icon from your Desktop that was just created.



Click **Change Login Settings**

You will only have to do these setting changes one time. After you have them setup they will stay for the next time you login.



Telephony tab: type in your [Station Hardcode Extension and PW](#)

Sever address: type in: [Lansing: rdclan.jacksonnational.com](#)

[Tampa: ifcclan.jacksonnation.com](#)

[NPC: 10.25.239.8](#)

[Denver: 10.21.239.25](#)

[SII: 10.19.239.10](#)

[Nashville: 10.22.237.71](#)

License Type: select **Agent**

Place and receive calls using: select **My Computer**

Note: If you are setup in the Office and get Beep in the Ear over your headset you need to check the **“CM Auto Answer Support Required”** box. This will allow you to login with your Agent ID.

AVAYA one-X

Login

Telephony Agent IM

Enable automatic connection to Communication Manager
Use the information that was last used for successful registration

Extension
23789

Password
.....

Save password during sign in

CM Auto Answer Support Required

Warn for Another User Logged in at Extension

Server Address
10.4.239.44

User Type
Agent

Place and receive calls using
My Computer

Changes will take effect at the time of login

Save Settings & Log In Cancel

Beep in the Ear option setting. You need to check the box next to **CM Auto Answer Support Required.**

Under the Agent Tab, type in your Extension, PW and check the Enable ACD Login box.

Click **Save Setting and Log in**

AVAYA one-X

Login

Telephony Agent IM

Enable ACD Login

Automatically sign into the ACD server
Use the information that was last used for successful ACD connection

Agent
22585

Password
.....

Save password during sign in

Default Agent state upon ACD connection
Auxiliary

Changes will take effect at the time of login

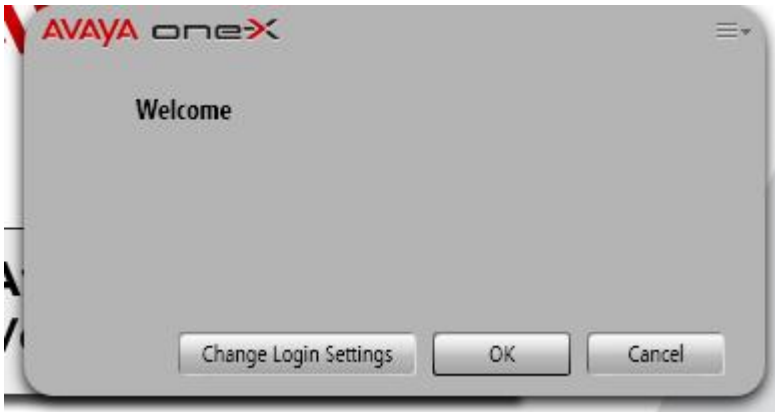
Save Settings & Log In Cancel

Start the Avaya one-X Agent 2.5.4

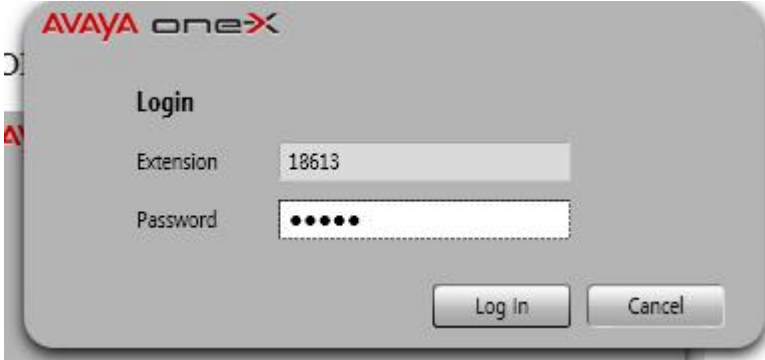
Double click on the Avaya one-X Agent icon on your desktop



Click OK



Type in your Station Hardcode extension and password click **Log In**.



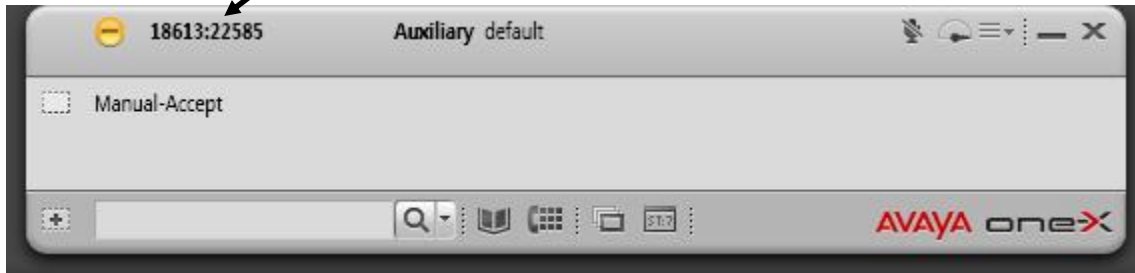
Note: This will be the 5 digit station hardcode that will be assigned to that locations cube or seat.

Type in your Agent ID extension and Password click **Log In**.

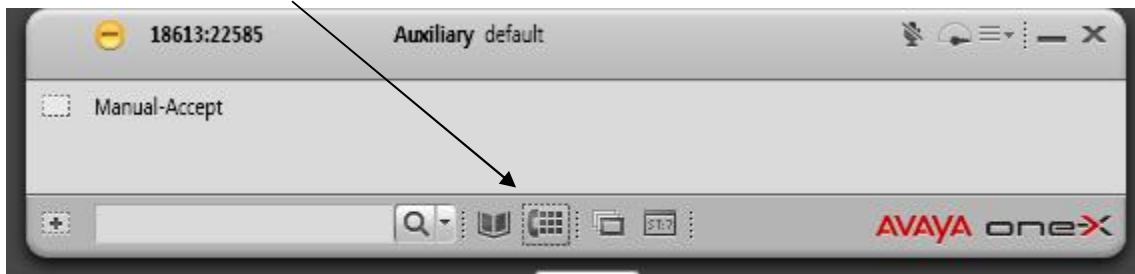


Note: This will be the assigned Agents extension that has been assigned to them to that they will always use to login with.

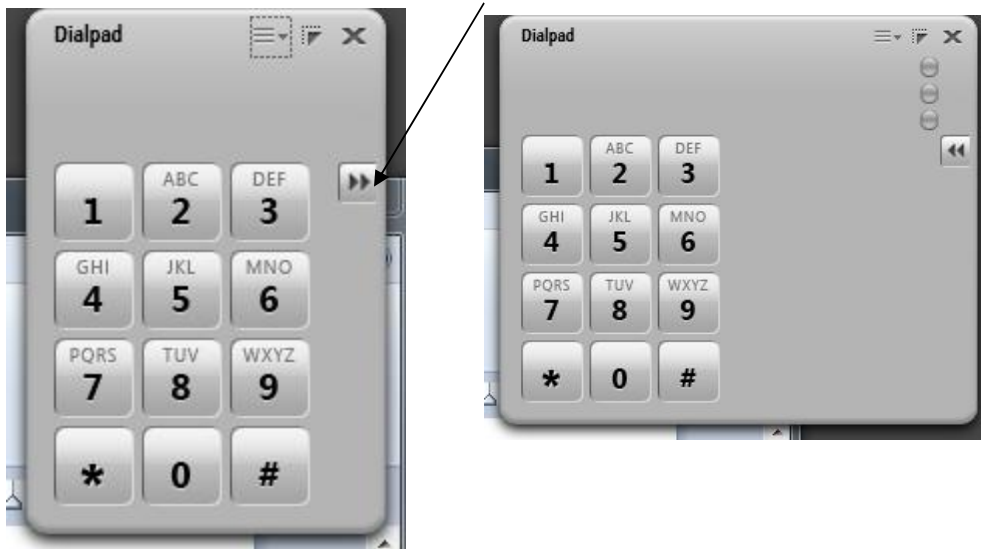
Once you are logged in you will see this tool bar showing your station hardcode and Agent ID extension you are logged in with.



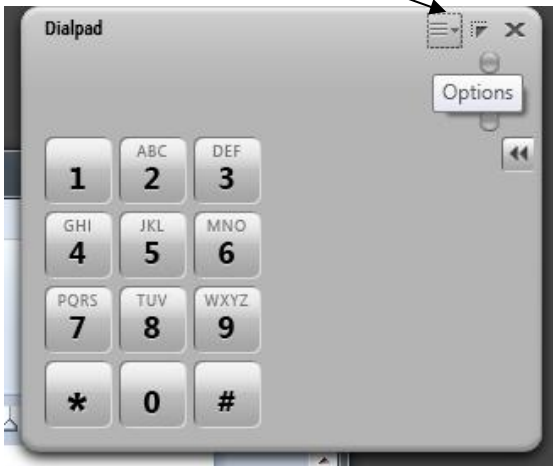
Click on the Dial Pad



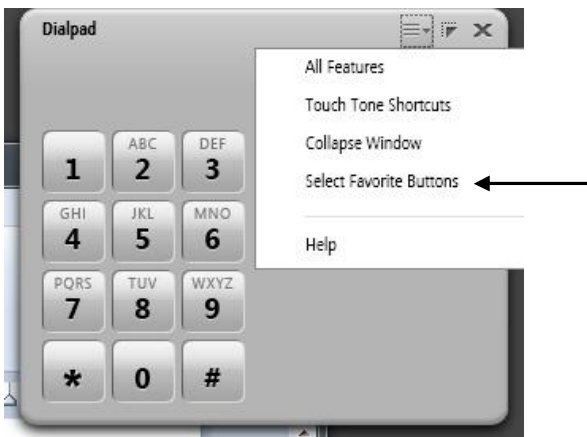
On you Dial Pad click on the >> button to expand it.



Click on the **Option** tab



Click on the **Select Favorite Buttons**



Under your Favorite Buttons you can select up to 8 buttons to display on your Dial pad. Other 3 buttons can be optional if you want to have more buttons showing on your tool bar.

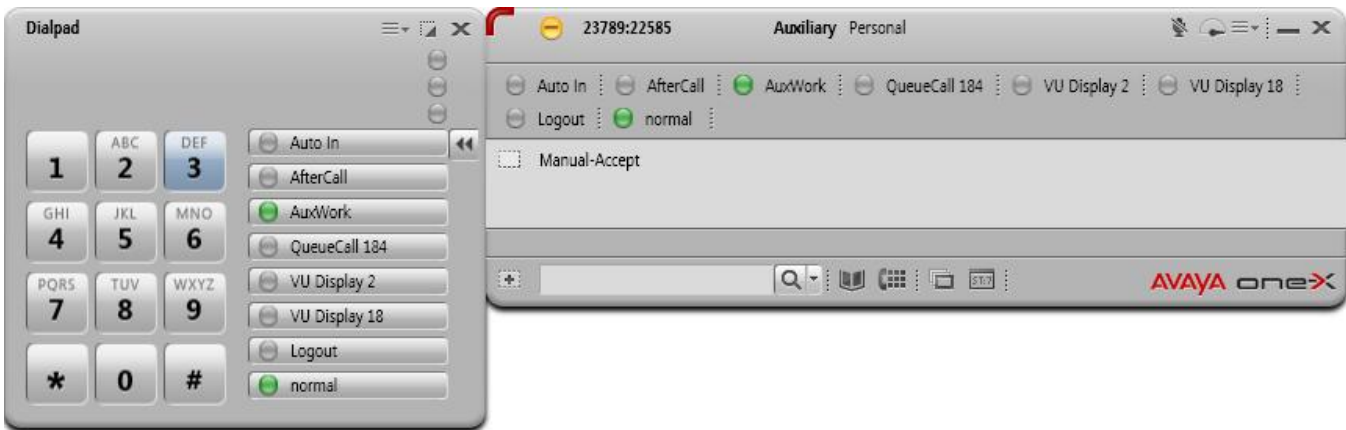
- Auto-In**
- After-Call**
- Aux-Work**
- Logout**
- Normal**

Click **OK**



Suggested buttons to select to have displayed on your Tool Bar

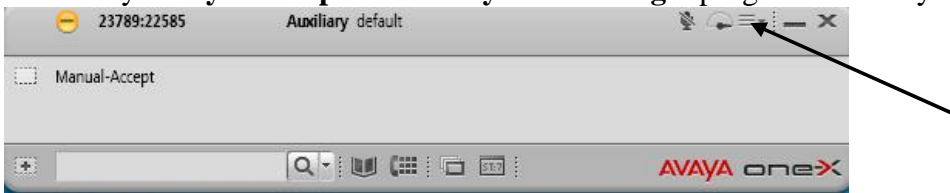
Your Dial Pad and Tool bar will look like the below so you can see if you are in **Available, After-Call, Busy, Logout and Normal** buttons.



Reason Codes setup Options

You will need to add your reason codes for your **Aux Reason Codes** and **Log Out Reason Codes** when you are logging in and out between the two of them.

Click on your **System Options** and **System Setting** top right corner of your Tool bar.



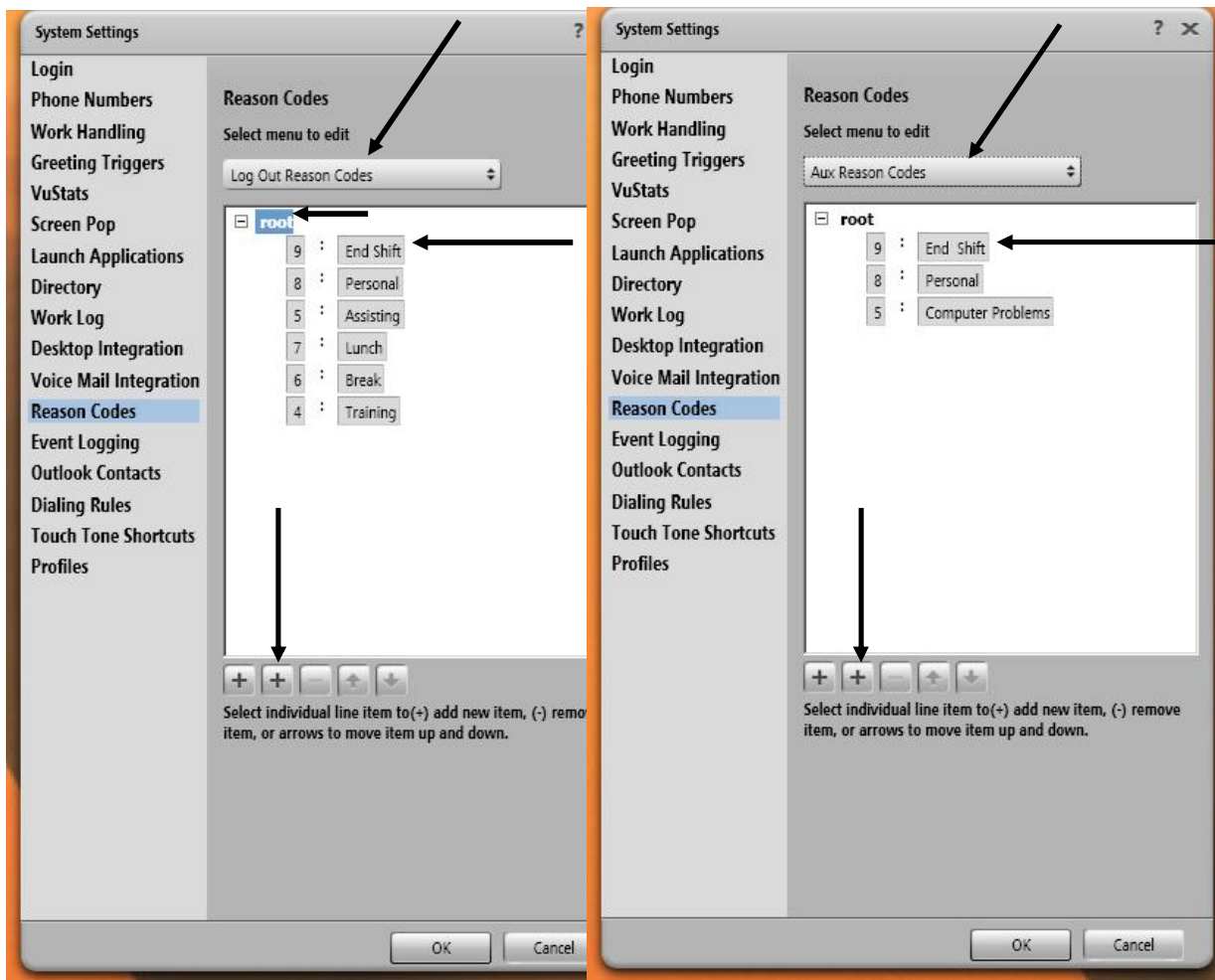
Click on Reason Codes.



To do this highlight the **root** and click on the (+) on the right side down below. Put in the number of your reason code and type the name of it like I have below.

Note: You may have other reason codes you use that are not listed below. You can still add others on top of the one below.

Example:

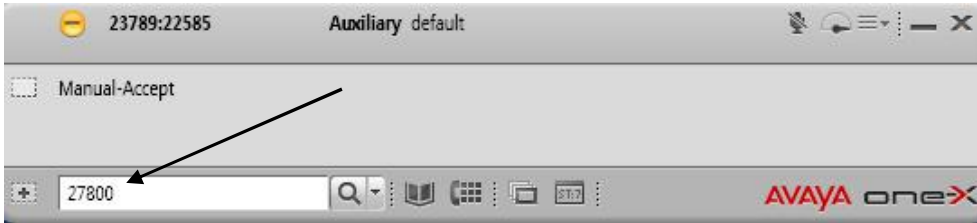


Click OK when finished.

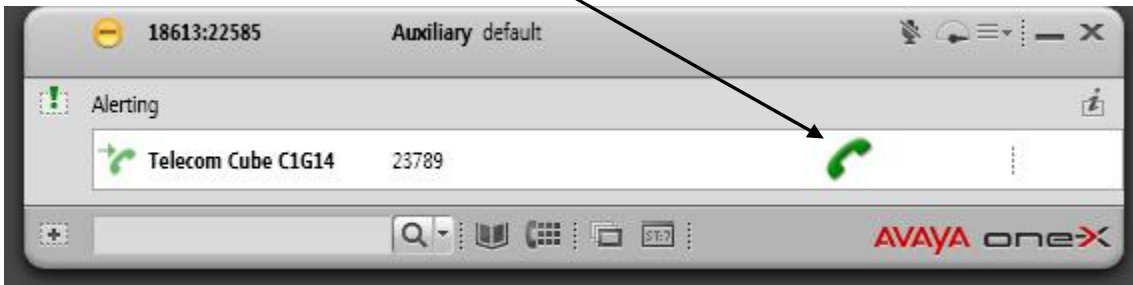
Using the Avaya one-X Agent 2.5.4

Make a Call

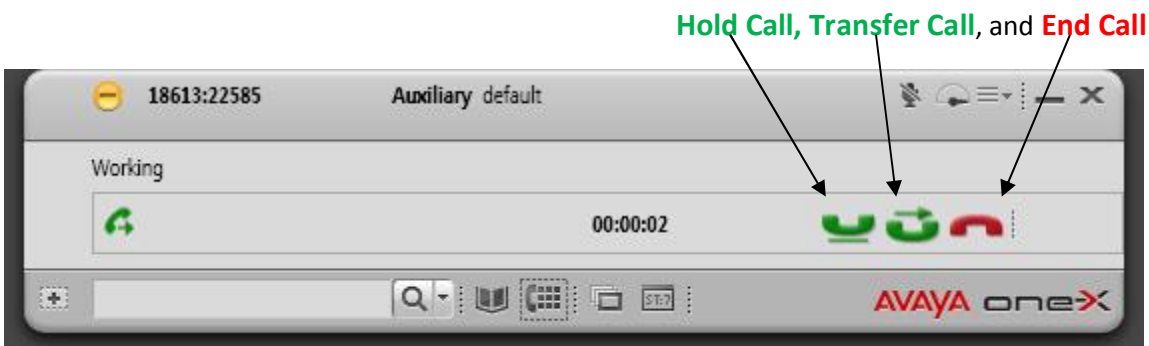
Type in the phone number you want to call in the field below or open the Dial Pad and double click on your Line button or press Enter on your keyboard.



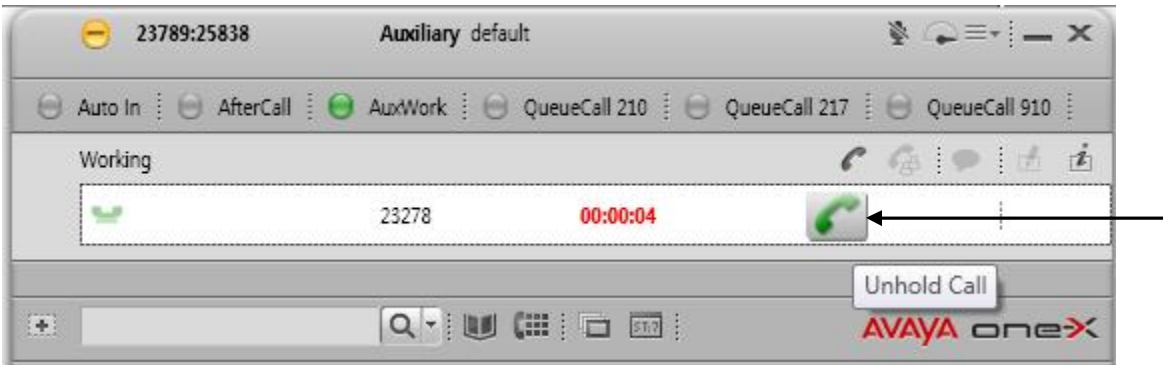
Receiving a Call click the **Answer Call** button.



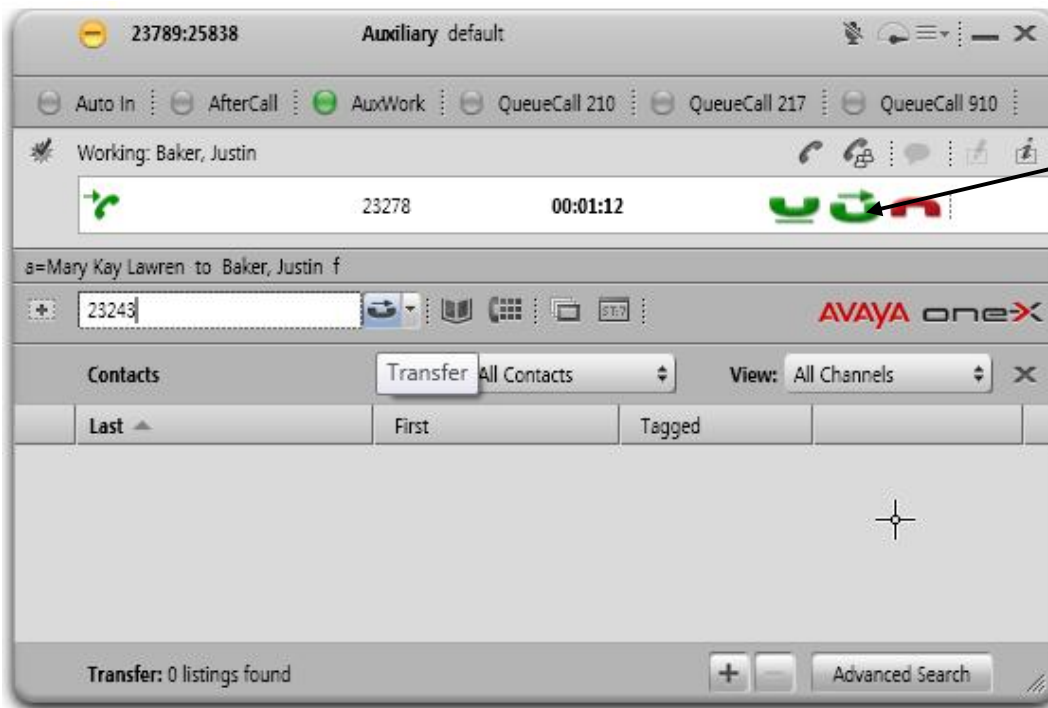
After clicking the Answer Call button you will get the additional buttons on your tool bar.



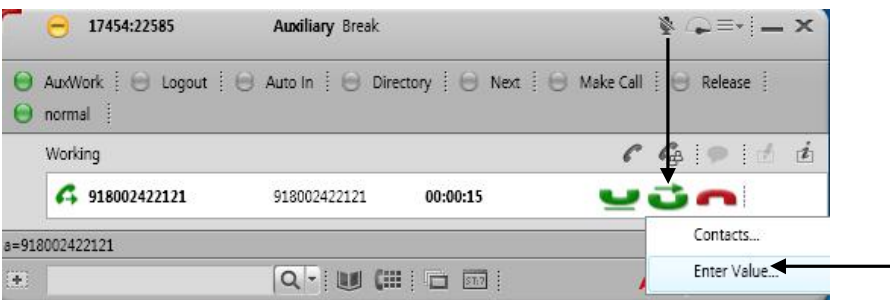
Placing a **Caller on Hold** with the corresponding button, you may resume the call by clicking the **Unhold call** button

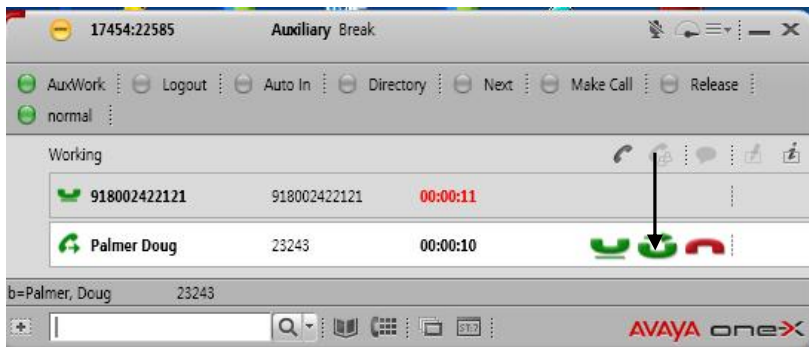


Cold Transfer a call, use the **Transfer Call** button and enter the extension you wish to transfer to, confirm the transfer by selecting the transfer button directly to the right of the extension input field.

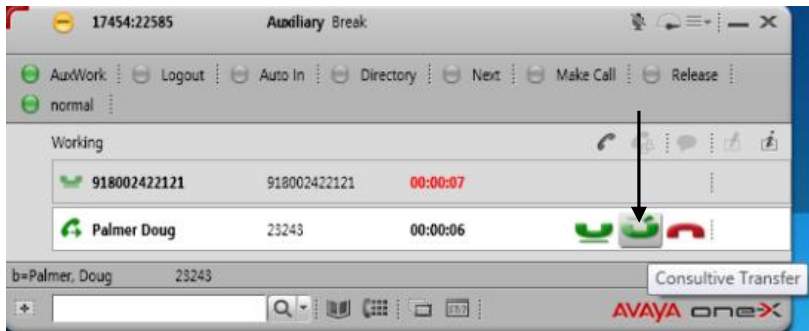


Warm Transfer a call, use the Transfer Call button to transfer the call to an agent using the text input field, in the Work List window, click **Transfer Call > EnterValue**

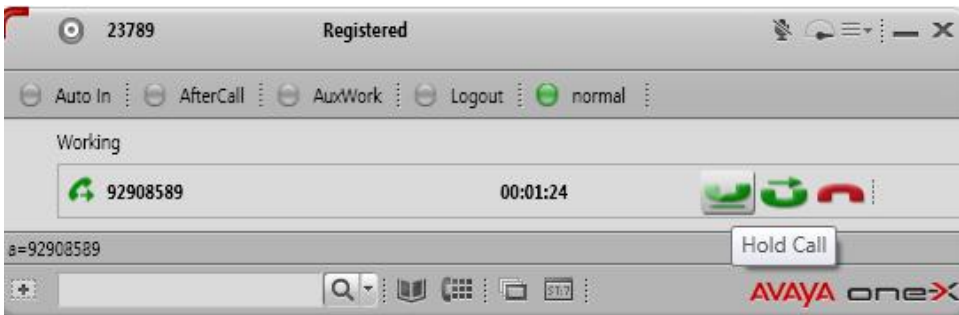




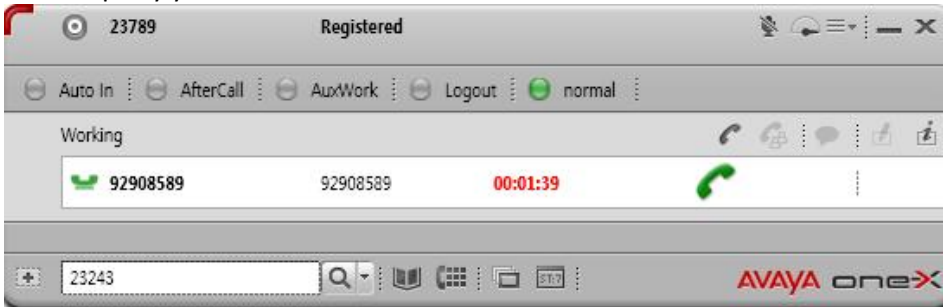
1. The system puts the first party's call on hold and dials and creates a new call in the associated work item.
2. Wait for the third-party to answer the call and announce the call transfer.
3. If the third-party agrees to accept the impending call, click **Consultative Transfer**.



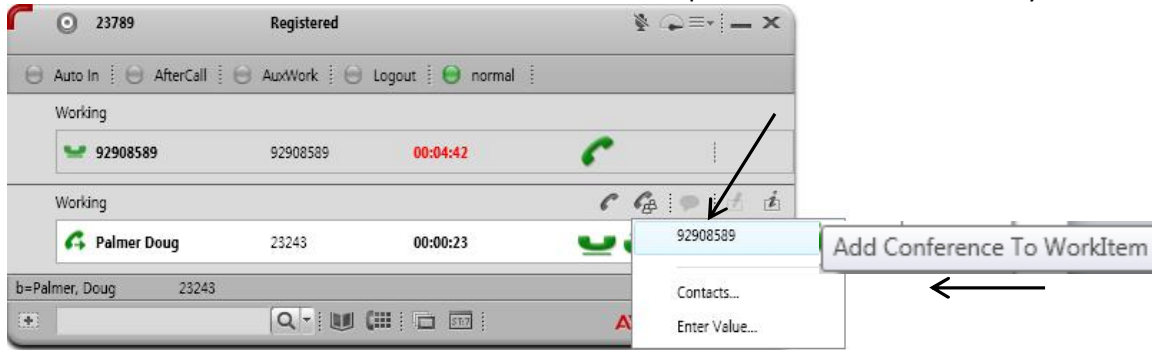
Conferencing a Call, Place the caller on Hold



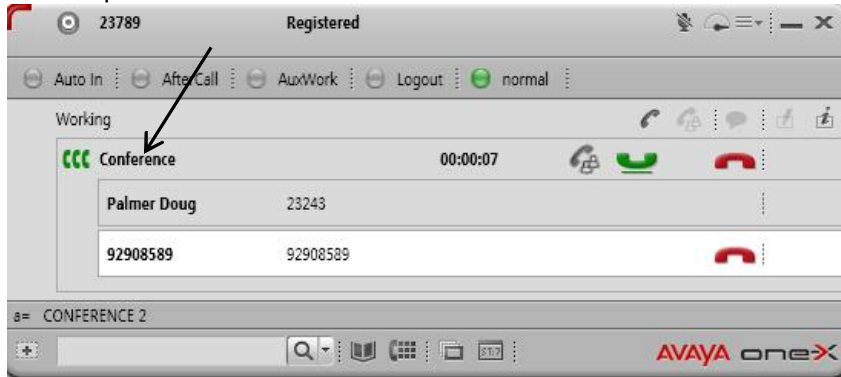
Dial the party you want to conference in.



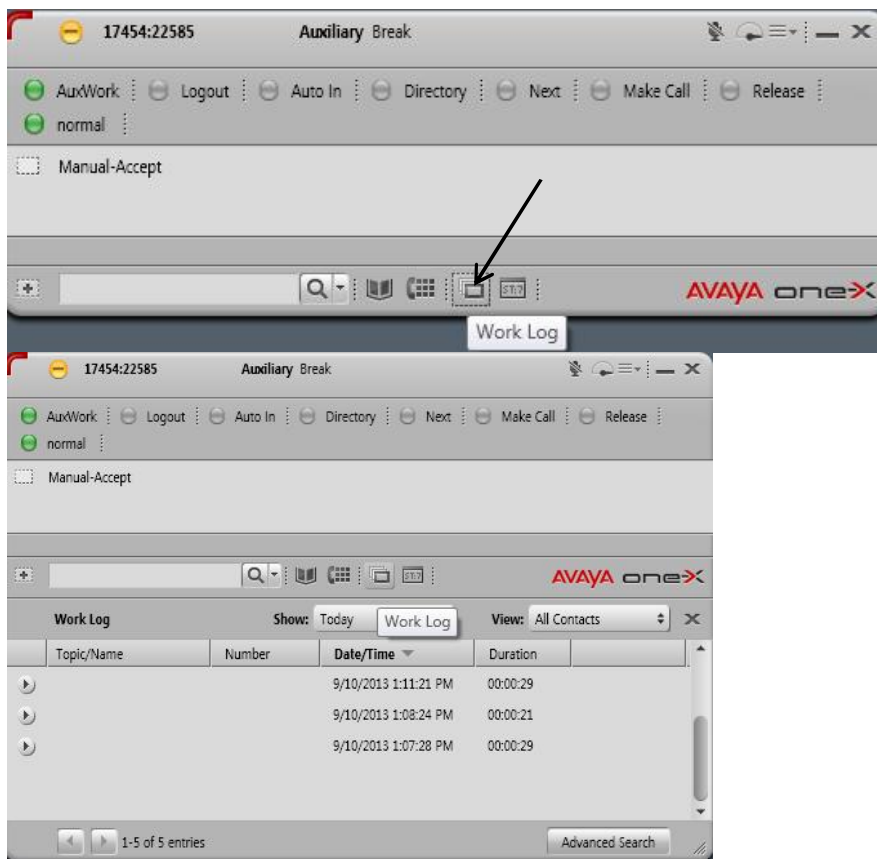
Select the **Add Conference to Workitem** and click on the phone number or Extension you want to conference in.



Now all parties are Conferenced in.

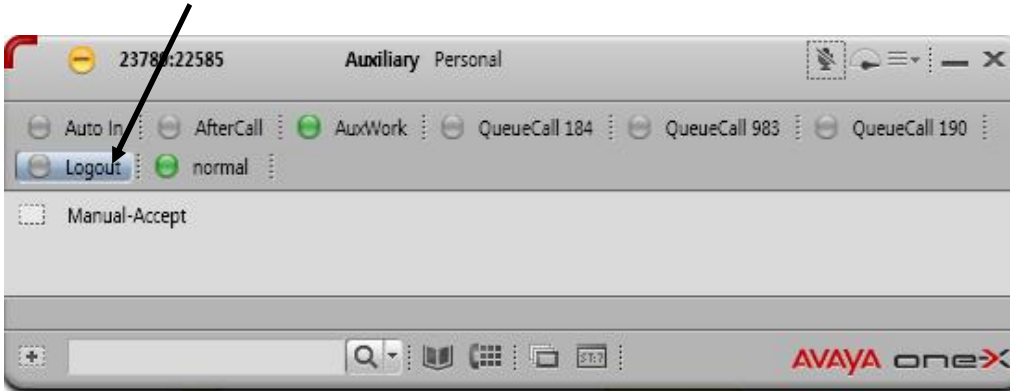


Work Log, click on the Work Log button to view your phone call history.



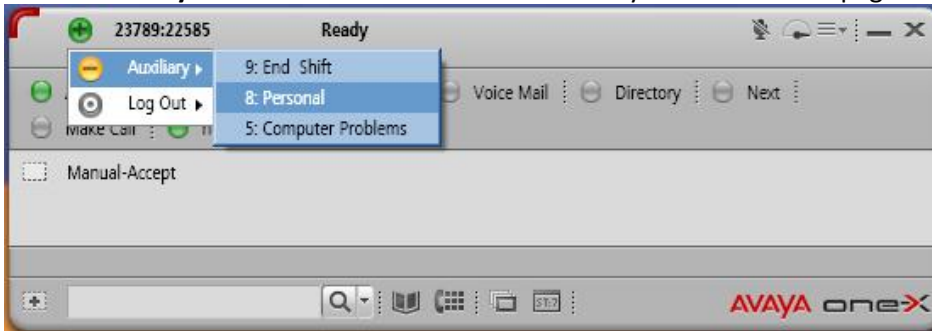
Logout for Lunch or End of Shift

Click on the **Logout** button and enter in your logout **reason code**.



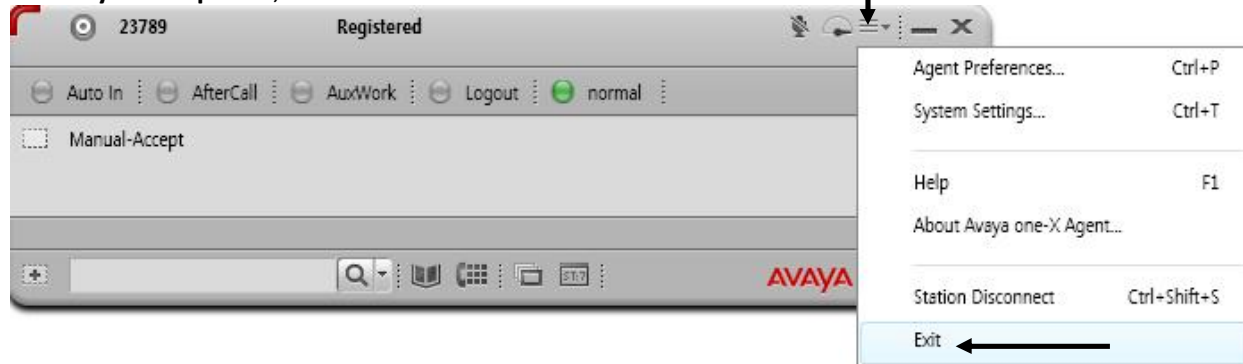
To go into Aux mode (Busy Mode)

Select **Auxiliary** and select the correct **Reason Code** you created from page 14.



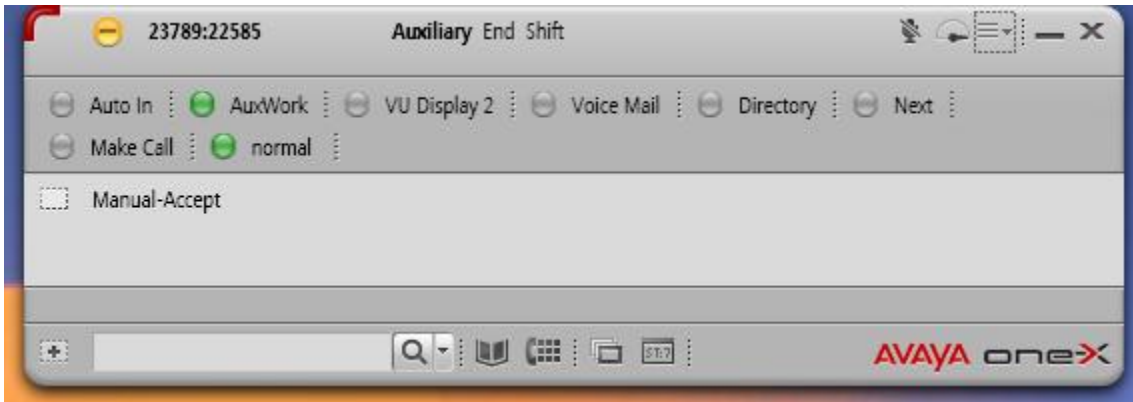
Logout of Station Hardcode Extension for the day.

Select **System Options, Exit**



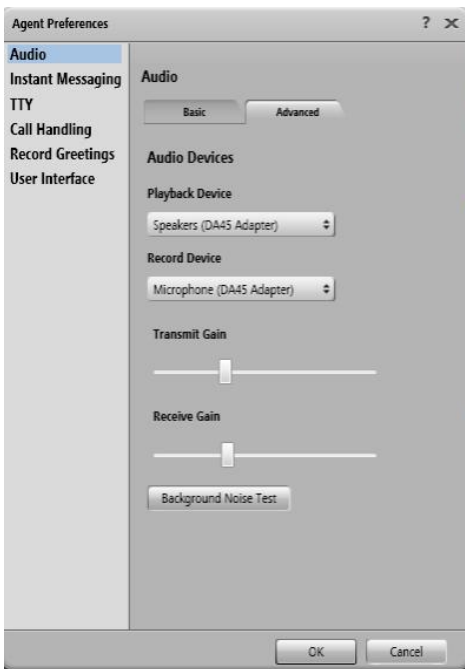
Setting up the Avaya one-X Agent 2.5.4 Preferences

Click on **System Options**, **Agent Preferences**.

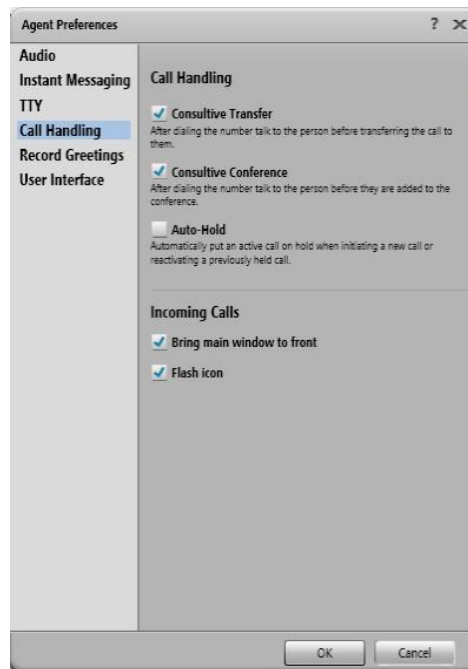


Click on **System Options** and select **Agent Preferences**. You will want to check your Audio Setting, Call Handling Setting and User Interface Setting.

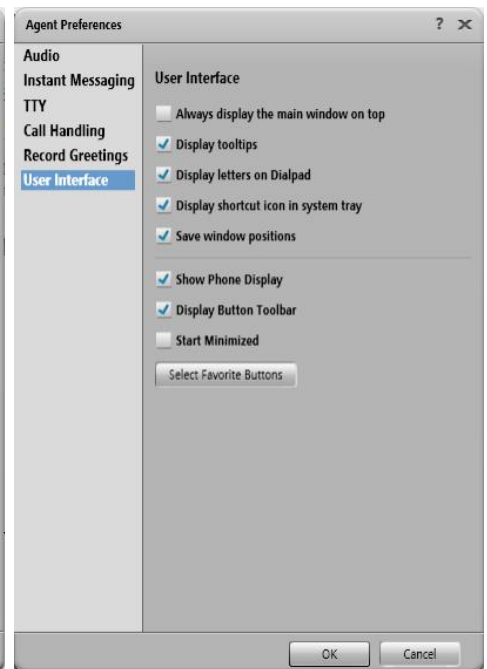
Audio Setting under Advance



Call Handling Settings

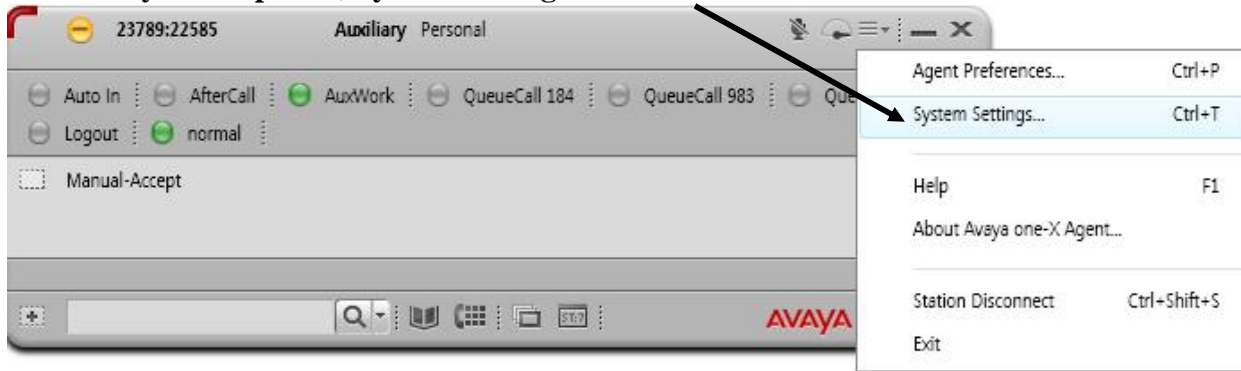


User Interface Settings



Note: Select USB Headset type

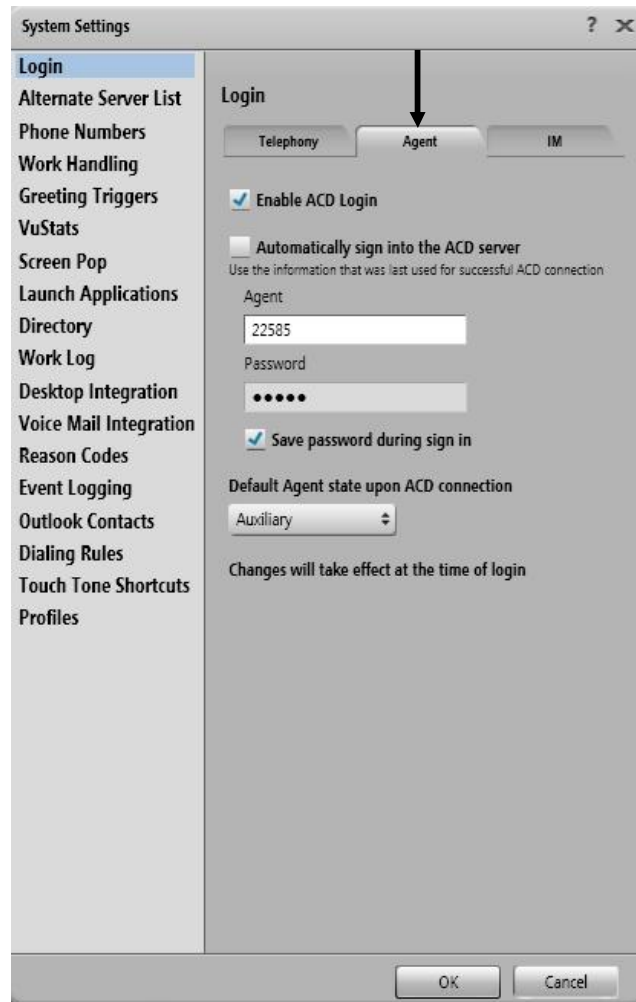
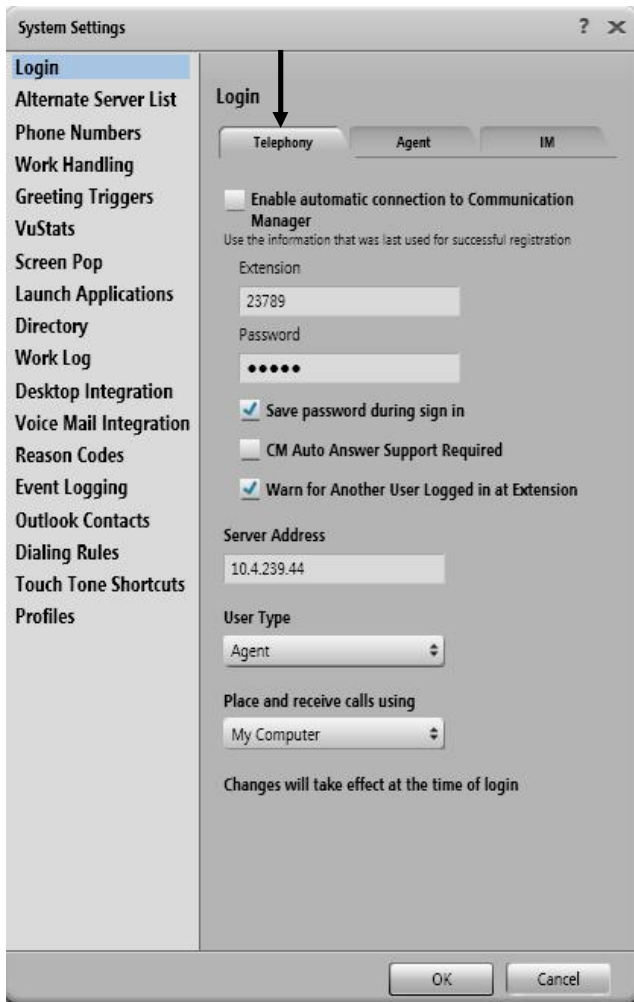
Click on **System Options, System Settings.**



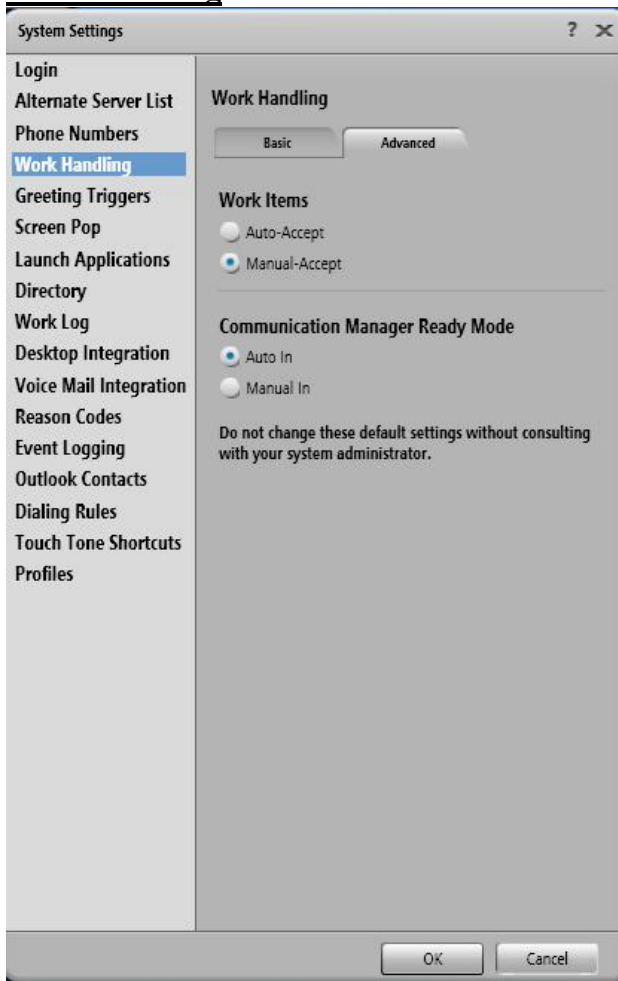
Login Options, (these are your setting for your hardcode and Agent ID extension)

-**Telephony** tab will be your Station Hardcode extension

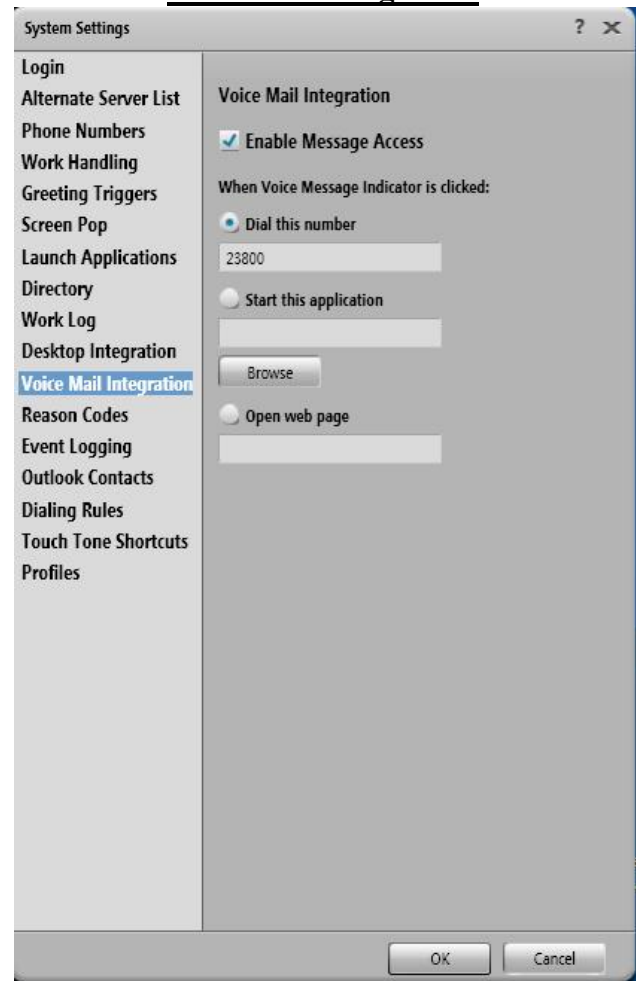
-**Agent** tab will be your Agent ID login extension.



Work Handling under Advance:



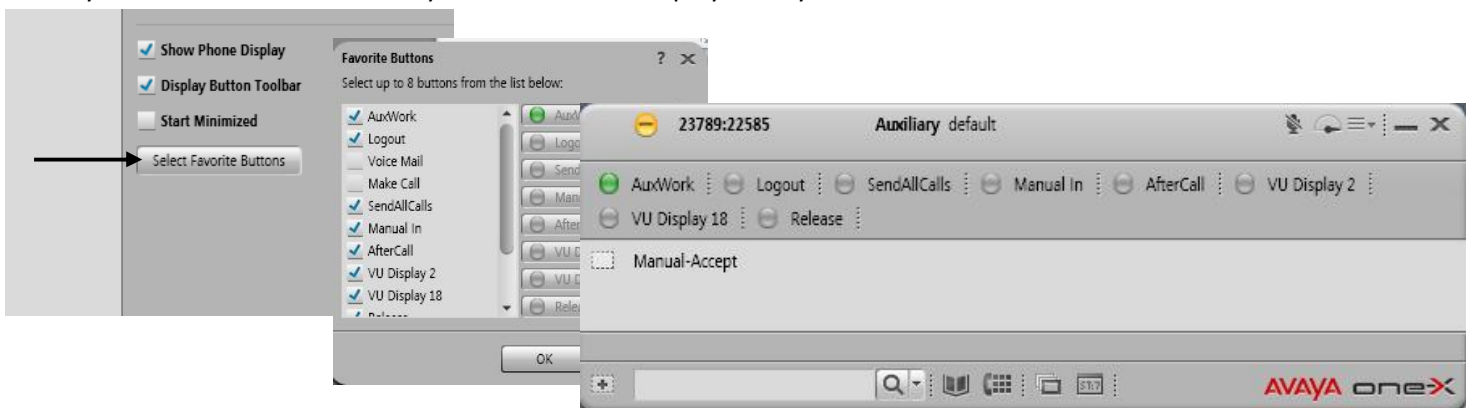
Voice Mail Integration:



Select Favorite buttons to have displayed on tool bar.

Click back on **System Options**. Select **Agent Preferences** and click on **User Interface**. Click on the “**Select Favorite Buttons**”

Here you can select what buttons you want to have displayed on your tool bar as shown below.

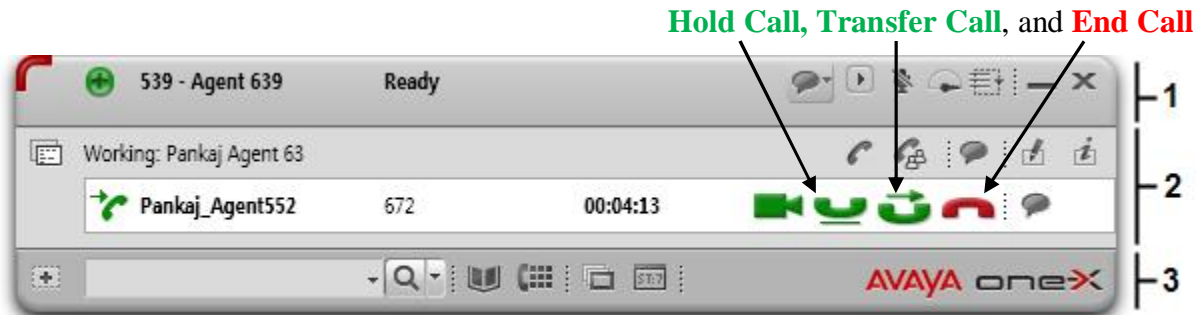


Avaya One-X Agent 2.5.4 Quick Reference

Avaya one-X Agent main window

Avaya one-X Agent occupies as little space as possible on your computer screen and provides a common look-and-feel providing a flexible GUI configuration option to match the type of work an agent performs. The main window provides complete access to all features of Avaya one-X Agent.

The following illustration explains most of the components of the main window



1 [Top bar](#)

2 [Work List window](#)

3 [Action bar](#)

Note: Certain features will not be available in the application, if you have not logged into the Automatic Call Distribution (ACD) service in Communication Manager.

Top bar

The top bar appears on top of the main window. The top bar provides the system status and main controls to operate Avaya one-X Agent. The following illustration explains the different parts of the top bar.

1 [Message Waiting Indicator](#)

2 [Agent Status Indicator](#)

3 [Common controls](#)

4 [System Menu](#)

5 [Graphical user interface controls](#)



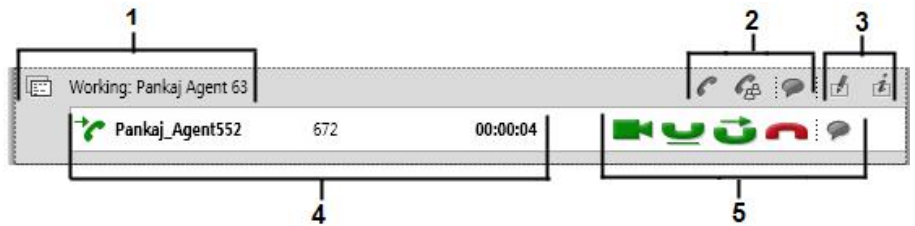
Work List window

The Work List window consists of work items and control buttons corresponding to the work item. The controls and functionalities change depending on the work list window behavior. The table below explains controls and icons that appear on the work list window during an active call.

The top right corner of the Work List window has work item controls. These controls are common to all work items in the Work List window. When a call arrives, the system notifies the corresponding call details in the work list window. When you accept the call, the control buttons appear for the associated work item.

The illustration below explains the Work List window and its elements.

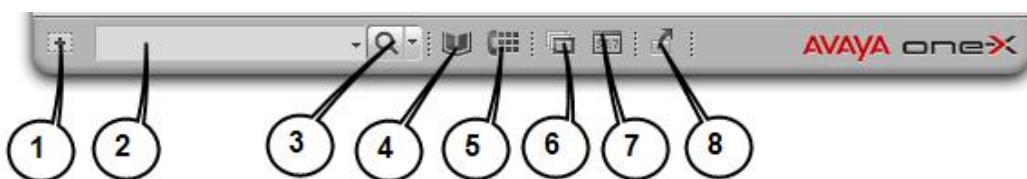
1	Work item controls and functionalities
2	Work Item controls
3	View Work Item information
4	Media appearance states
5	Media controls



Action bar

The action bar provides global controls, such as, creating a new work item, searching a contact, initiating a media element, and opening the secondary windows. The action bar stays at the bottom of the main window and remains at the bottom as the window expands.

The following illustration explains the action bar and its elements.



1	New Work menu
2	Text Input field
3	Work Options menu
4 through 8	Contact List toggle button

(The above call be found under the the **System Options, Help** on the one-X Agent tool bar)