



TeamView[®] Unified Operator

[Get Started](#)

This introduction is divided into 3 sections

Every day functions and features

Providing the user with a summary of

- basic function keys
- searching
- icons and codes
- agent setup and call handling
- best practice hints and tips

Advanced features and functions

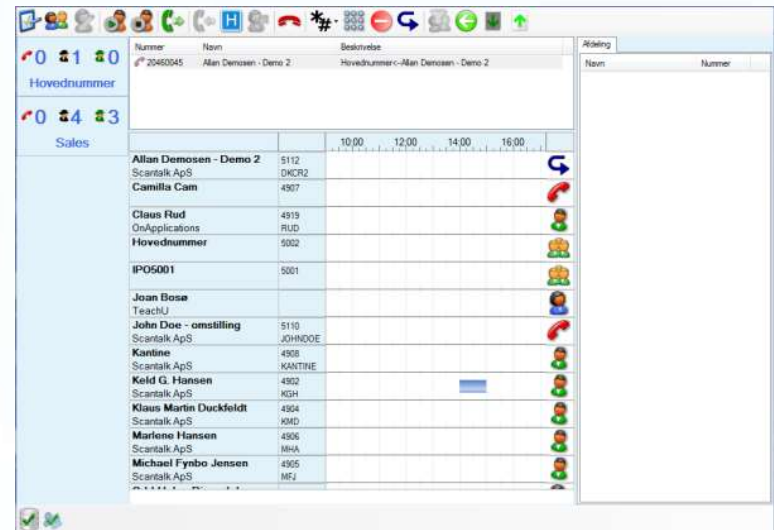
Describes more advanced features not necessarily used on a daily basis

- employee messages
- creating new contacts
- changing data

Pre installation information

Describes the various operations of use

- display and popup settings
- search modes and rules
- hunt-group creation



Every day – functions and features

Providing the user with a summary of basic function keys, searching, icons and codes, agent setup and call handling, best practice hints and tips

The screenshot displays a call center software interface. At the top, there is a toolbar with various icons for navigation and call management. Below the toolbar, the interface is divided into several sections:

- Left Panel:** Contains status indicators for 'Hovednummer' (Main Number) and 'Sales'. The 'Hovednummer' section shows 0 red, 1 green, and 0 blue icons. The 'Sales' section shows 0 red, 4 green, and 3 blue icons.
- Top Section:** A header with columns for 'Nummer', 'Navn', and 'Beskrivelse'. Below this is a row of data: '20460045', 'Allan Demosen - Demo 2', and 'Hovednummerc-Allan Demosen - Demo 2'.
- Table:** A table listing agents with columns for agent name, phone number, and status. The table includes a time scale at the top with markers at 10:00, 12:00, 14:00, and 16:00. The agents listed are:

Agent Name	Phone Number	Status
Allan Demosen - Demo 2	5112	On Hold (blue arrow icon)
Scantalk ApS	DKCR2	On Hold (blue arrow icon)
Camilla Cam	4507	On Hold (red phone icon)
Claus Rud	4919	Available (green person icon)
OnApplications	RUD	Available (green person icon)
Hovednummer	5002	Available (green person icon)
IPO5001	5001	Available (green person icon)
Joan Bose		Available (green person icon)
TeachU		Available (green person icon)
John Doe - omstilling	5110	On Hold (red phone icon)
Scantalk ApS	JOHNDOE	On Hold (red phone icon)
Kantine	4908	Available (green person icon)
Scantalk ApS	KANTINE	Available (green person icon)
Keld G. Hansen	4902	Available (green person icon)
Scantalk ApS	KGH	Available (green person icon)
Klaus Martin Duckfeldt	4904	Available (green person icon)
Scantalk ApS	KMD	Available (green person icon)
Marlene Hansen	4906	Available (green person icon)
Scantalk ApS	MHA	Available (green person icon)
Michael Fynbo Jensen	4905	Available (green person icon)
Scantalk ApS	MFJ	Available (green person icon)
- Right Panel:** A section titled 'Afdeling' (Department) with columns for 'Navn' (Name) and 'Nummer' (Number).

Shortcuts (1/2)

ESC Clear Search text

Cancel filter upon
Blank search field 

Transfer/ queue to	Consult. to mobil	Send e-mail	Filter title	Filter Dept.	Send DTMF	Colleagues	Linier	Transfer/ queue to
F3	F4	F5	F6	F7	F8	F10	F11	F12
Transfer to VM	Direct to mobile	Send SMS						Transfer to VM
CTRL F3	CTRL F4	CTRL F5	CTRL F6	CTRL F7	CTRL F8	CTRL F10	CTRL F11	CTRL F12
Transfer to alt. nr.								
shift F3								

Other shortcuts

CTRL-S = Activate alternative search

CTRL-Enter = Draw call

	More information	On Hold	Transfer (=F3/F12 by one active call)	
Mark search text	Insert	Home	Page Up	Num Lock
	Delete	End	Page Down	/
				*
				-
				7 Home
				8 ↑
				9 PgUp
				+
				4 ←
				5
				6 →
				1 End
				2 ↓
				3 PgDn
	↑			Enter
	←	0 Ins	Del	
	↓			
	→			

End call/Hang up

Answer call/Unhold

Make call

Toggle bet. call window/search field

Information from Active Directory, AD

Organizational data

- Searchable field + filter

-
-
-
-
-
-

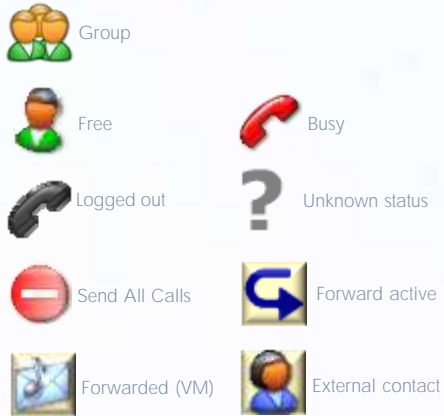
Contact related data

- Searchable field

-
-
-
-
-
-
-

Status icons

Phone status



Other status (gross list)

Absence



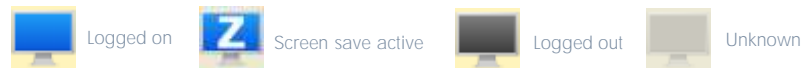
Mobile



In/Out



PC



Shortcuts – practical examples

Consulted transfer



2 Search

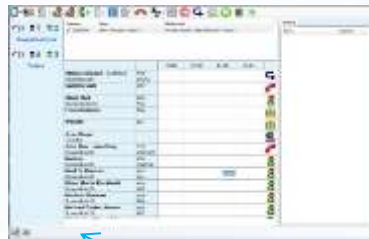


4 Complete transfer (F3 og F12)

1 Answer

3 Make call

Direct transfer



2 Search



3 Complete transfer (F3 og F12)

1 Answer

Aborted Consulted transfer



2 Search



4 Disconnect

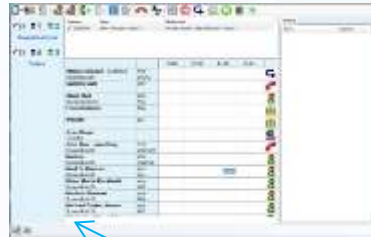
1 Answer

5 Answer

3 Make call

Shortcuts – practical examples

Camp on/
Wait on busy



2 Search



1 Answer



3

Camp on

Hold call
(+Unhold)



2 On
hold

1 Answer

3 Unhold

Consulted
Transfer
To mobile



2 Search



4 Complete
transfer
(F3 og F12)

1 Answer



3

Make call

Shortcuts – practical examples

Direct transfer
To mobile



2 Search



1 Answer



Complete transfer

3

Send e-mail
Under call



1

Send e-mail

Send e-mail



1 Search



2

Send e-mail

Shortcuts – practical examples

Filter on department



1 Søg



2

Filter

Mark text



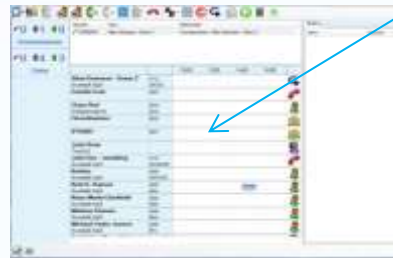
1

Mark text

Good hints on search

Select one of
Showed employees

If a search results in more than one result, and sought employee appears in the list, select it by clicking the mouse on the field with name / ext. / initials.



Optimized search

If an organization has a number of (sub-) name matches the names respective surnames, it is possible to optimize search by splitting the search criterion into two parts.

"Ha mar" can result in eg John Markussen, whereas others with names like Hans, Hanne, Hasse and Harold, with names like Madsen, Maltesen, Mathiesen and Malling excluded.

Other good hints

* Information on why / how a call from the organization lands here, for example:

FWB: Paul Day <-Ole Larsen or the name of ANI is unknown
 FWB: Paul Day <-48104906 says that Ole Larsen or the name of ANI is unknown
 48104906 has called Paul Day recorded, so called (according to PD parameters) are forwarded to it.

Abbreviations * on calls landing from the organization

FWU Forwarded unconditional
 FWB Forward on busy
 FNA Forward on no answer

Paul Day is also open, so that further information about him can readily be measured.

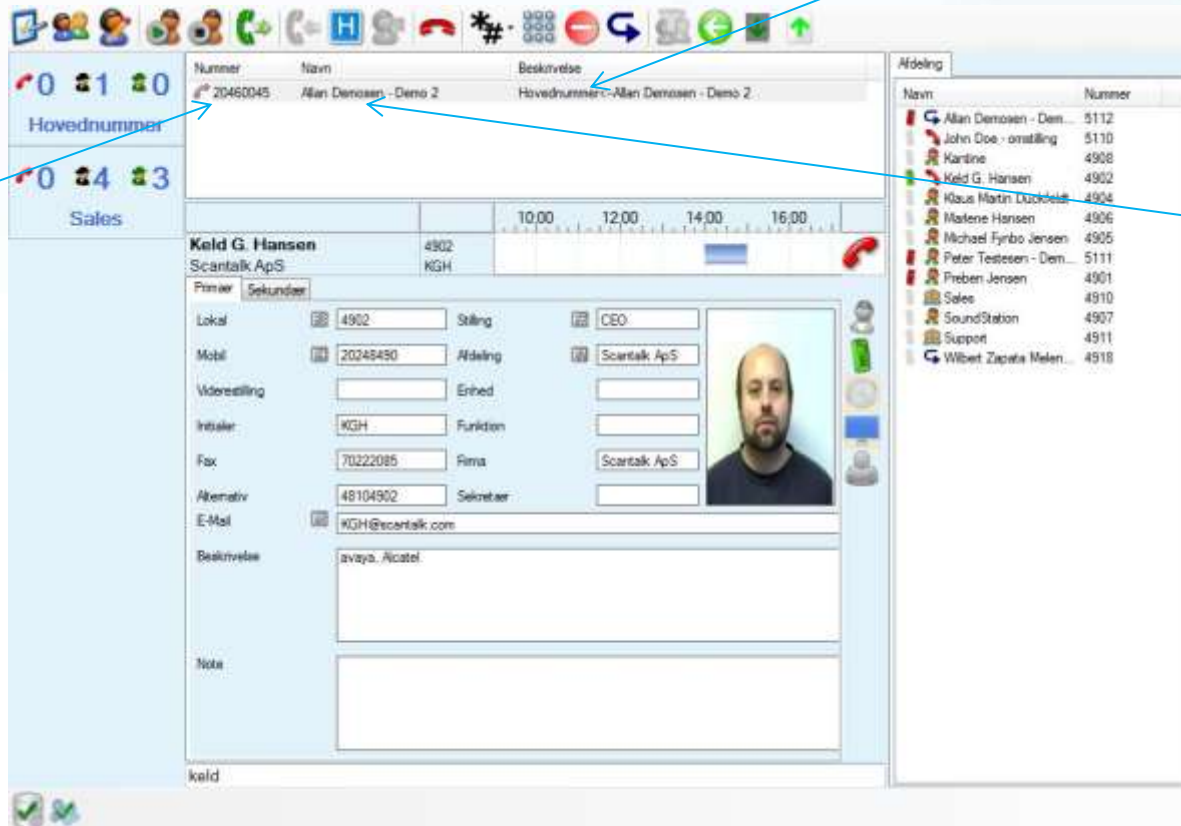
If AVAYA World Cup PRO will display the employee's name is not (Paul Day).

Call line - information

Number of the caller (ANI)

Name of the caller, if known in the system.

In cases where the name is displayed, there will often be internal calls. However, it can also be external call if the caller is in the database (manually).



Once in a while

- Describes functions used intermittently as needed, including the establishment of new contacts and changing data.

The screenshot displays a CRM software interface. At the top, there is a toolbar with various icons for navigation and actions. Below the toolbar, there are two sections on the left: 'Hovednummer' (Main Number) with a '0' icon and 'Sales' with a '4' icon. The main area is a table with columns for 'Nummer', 'Navn', and 'Beskrivelse'. The table lists several contacts, including 'Allan Demosen - Demo 2', 'Camilla Cam', 'Claus Rud', 'John Doe - omstilling', and 'Michael Fynbo Jensen'. To the right of the table is a calendar view with columns for '10:00', '12:00', '14:00', and '16:00'. A blue box is visible in the '14:00' column for the contact 'Keld G. Hansen'. On the far right, there is a sidebar with a table for 'Afdeling' (Department) with columns for 'Navn' and 'Nummer'.

Nummer	Navn	Beskrivelse
# 20460045	Allan Demosen - Demo 2	Hovednummer--Allan Demosen - Demo 2
		10:00 12:00 14:00 16:00
	Allan Demosen - Demo 2	5112
	Scantak ApS	DKCR2
	Camilla Cam	4907
	Claus Rud	4919
	OnApplications	RUD
	Hovednummer	9002
	IPO5001	5001
	Joan Bose	
	TeachU	
	John Doe - omstilling	5110
	Scantak ApS	JOHNDOE
	Kantine	4908
	Scantak ApS	KANTINE
	Keld G. Hansen	4902
	Scantak ApS	KGH
	Klaus Martin Duckfeldt	4904
	Scantak ApS	KMD
	Marlene Hansen	4906
	Scantak ApS	MHA
	Michael Fynbo Jensen	4905
	Scantak ApS	MFJ

Create employee / contact / group

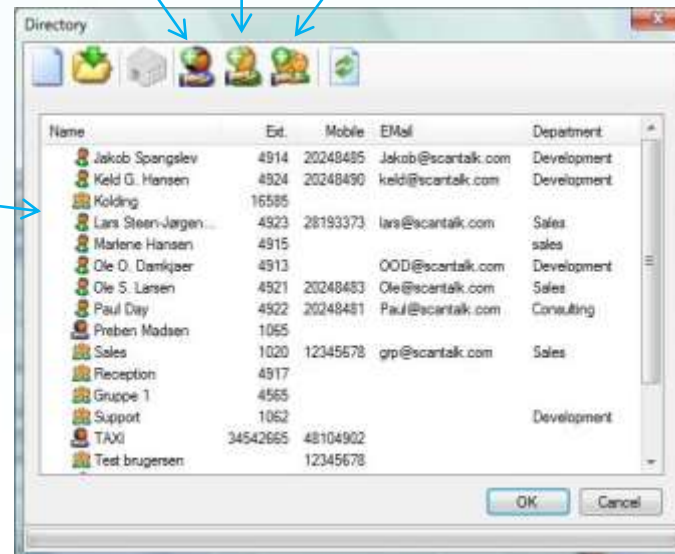
There may be desire - or need - to complement the existing data portfolio of employees / groups / external contacts (retrieved from Active Directory), with new topics. This may be because the subject is not part of the windows network (eg meeting room) or the subject does not wish to set up in AD (eg external contacts). Groups created only here.



Changing the data going on here. Double-click a contact



Create common contact
Create employee
Create common group



Before use

- Presents a sampling of the possibilities and variations program
- Provides the individual user as well as anyone before use.
- Concerns among other things, search, program behavior, rules, optimization and creation of small groups.

PS



This section is primarily aimed to inform the daily use of the opportunities that it offers. How the individual parameters must be determined prior to installation, in common dialog between users and the technical personnel who have responsibility for installation and configuration.

Program behavior, rules and optimizations

A variety of parameters such as individual requirements and wishes

Free text search

Here you can specify application "behavior" When incoming calls

Here you can set the calendar view, due date, or the display must always start at the same time, and if so, when

If one wants to apply the parking of the call

View active lines (right section)

Update the detail image (refresh) every 2 second

Here you can specify whether conversion to unknown (not colleagues) should always be sold by direct pass-through

Here you can switch the F4 and CTRL F4 if conversion Ling mobile always going on For direct pass-through

The screenshots show the following settings:

- System Tab:** Kortkode funktioner (Samle op: *32*N#, Vente på: *33*N#, Køl til gruppe: , Adv. Søgning:), Funktioner (vis Parkering: , vis Linier: , Akt. DND ved opstart: , Opdater detalje status: , Medtag kontakter uden nr:)
- Opkald Tab:** Ved nyt opkald (Afvent: , Popup: , Altid Øverst: , Automatisk besvarelse: , Slet søgefaldt:), Ved afslutning af opkald (Minimer ved ingen opkald:), Ved Omstilling (Direkteomstilling til ukendt: , Byt F4 og CTRL-F4:)
- Andet Tab:** Kalender (Fast start kl.: 09, Vis tidslinie:), Keyboard (Omstil med F12:)

Create small-Monitoring Group

- There may be - and thus monitored - up to 10 call groups.
- It is only a service function, which has the sole purpose to inform the user about the current load of the groups displayed - in terms of number of waiting calls Thus, a caller who wants conversion to a given group are informed of as potential long-wait.
- Only hunt groups can be included in the monitoring.



Provided that a small group created in the database via the button ACD, click on the position (1-10) as the group wishes to install on.



Then presented all created small groups in a window. Click on the little group.

