



Maximise DTMF Interface - Quick Reference

ALL commands for controlling the Maximise DTMF Interface are issued using your telephone keypad.

Before you can log yourself into the Maximise DTMF Interface as an agent you must first make a 'nailed up' connection to the Maximise DTMF Interface.	
Dial the telephone number that you have been provided	Makes a 'nailed up' connection between your telephone and the Maximise DTMF Interface.
Once you have connected to the Maximise DTMF Interface you must log yourself in as an agent before calls can be delivered to you.	
Dial your unique PIN followed by pressing the # (hash) button	PIN codes are 8 digits long; for example 12345678, and are submitted using the # button. A message confirms whether you have, or could not be, logged into the Maximise DTMF interface. If you enter an incorrect PIN you are asked to re-enter your PIN.
Having logged in as an agent before you can handle calls for the campaign to which you have been assigned you must set your status as 'ready' to take calls.	
Press the 1 button	Your status is set to ready to take calls. A short time later the first call will be delivered to you (identified by an audible single beep).
Having completed speaking with the customer you must enter wrap-up to enable you to assign an appropriate call outcome to the call.	
Press * (star) button	Disconnects the customer from the call (identified by an audible double beep) and puts you in wrap-up, enabling you to enter a call outcome code.
Having disconnected the customer and entered wrap-up you are required to assign an outcome for the call before the next call can be delivered. Your administrator will have mapped the digits 0 through 9 to all appropriate outcomes for the campaign and informed you of the digit to outcome mappings.	
Press any digit button, 0 through 9	Assign the appropriate call outcome. If you press a button that has not been mapped to an outcome you will be asked to try again.
If you select an outcome that is mapped to a 'reschedule this call for another day' outcome you are required to specify the date and time on which the rescheduled call should occur (using 24 hour clock notation).	
Press the sequence of digits buttons followed by the # (hash) button	Specifies the date and time when a rescheduled call should occur as DD MM YYYY HH MM. Press digits in a continuous sequence to specify date and time; for example, 10:15am 1 st August 2010 would be entered by pressing the following digits in a continuous sequence 01 08 2010 10 15.
Having specified a reschedule you have to accept or reject the date / time entered; the reschedule date and time is spoken back to you:	
Press any digit button	Repeat playback of the reschedule date and time specified should you have misheard it.
Press the # (hash) button	Accept the date and time specified and continue.
Press the * (star) button	Reject the date and time specified. You are required to enter a new reschedule date and time.
An administrator can configure campaigns so when you select a call outcome the customer telephone number is spoken back to you; after hearing the number:	
Press the # (hash) button	Continue.
Press any digit button	Repeats playback of the customer telephone number should you have misheard it.
An administrator can configure campaigns so when you select a call outcome a pre-recorded announcement is spoken back to you; after hearing the announcement:	
Press the # (hash) button	Continue.
Press any digit button	Repeats playback of the pre-recorded announcement should you have misheard it.
Before you can log yourself out of the Maximise DTMF Interface after finishing work you are required to set your status to 'not ready'. Depending upon when you press the # button the process for going not ready changes subtly.	
Press the # (hash) button	When talking to a customer sets your status to 'not ready' AFTER you have entered wrap-up and assigned a call outcome.
Press the # (hash) button	When already in wrap-up sets your status to 'not ready' AFTER you have assigned a call outcome.
Press the # (hash) button	When waiting for the next call sets your status to 'not ready'.
Having set your status to 'not ready' you may now log out of the Maximise DTMF Interface, or, reset your status as 'ready'.	
Press the 1 button	Resets your status to 'ready' to take calls. Useful when returning to your desk after a period of being 'not ready'.
Press the 2 button	Logs you out of the Maximise DTMF Interface and disconnects the 'nailed up' connection between your telephone and the interface.

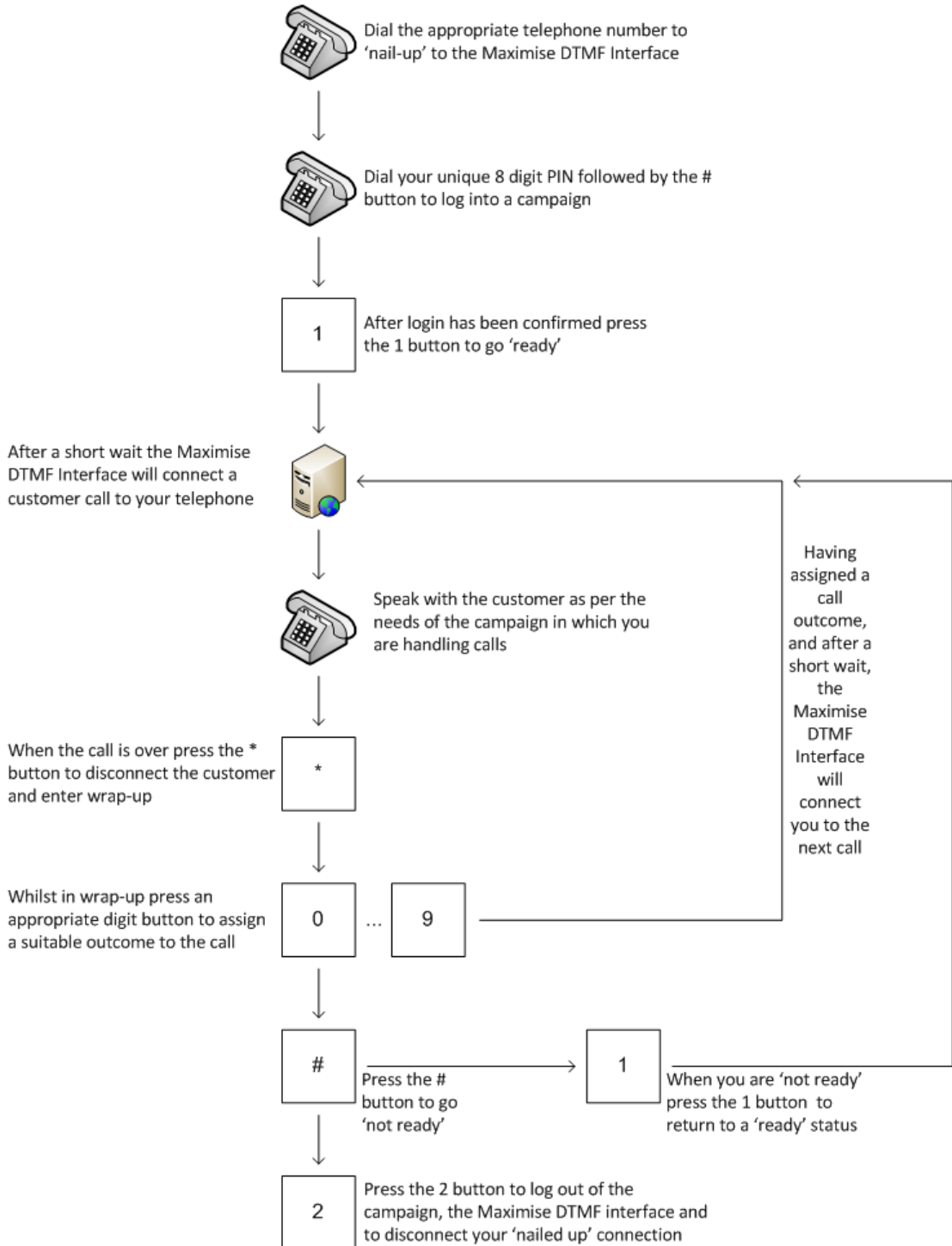
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Maximise DTMF Interface – Simple Call Flow





1. To log in:

- Dial the Maximise DTMF interface telephone number that has been provided to you.
- When the recorded announcement prompts you enter your unique DTMF PIN.
- Press the # (hash) button to submit the PIN.

2. When you are logged in set yourself to 'ready' to handle calls:

- Press the 1 button.

When you are 'ready' Maximise is able to begin to offer calls to you. Arrival of each call is identified by a single audible beep played down the phone. Speak with the customer as per the needs of the campaign you have logged into.

3. When the conversation with the customer comes to a natural end disconnect the customer AND at the same time enter a period of wrap-up (wrap-up allows you to assign a call outcome and complete other post call administration):

- Press the * (star) button.

4. Immediately after entering wrap-up a double audible beep is played to identify that the caller has been disconnected. Once you have entered wrap-up you can assign an appropriate call outcome to the call:

- Press a digit button between 0 and 9 depending upon the outcomes your administrator has configured for the campaign. Each outcome is represented by one of the digit buttons on your telephone keypad.

4a. If you have selected a reschedule outcome then you need to specify the date and time when the rescheduled call should take place in the format DD MM YYYY HH MM (press the digits in a continuous sequence); rescheduled calls are placed with any member of the team of agents logged into the campaign at the date & time specified:

- Press sequence of digits remembering the format DD MM YYYY HH MM.
- Press the # (hash) button to submit the reschedule date.

4b. Maximise will read the rescheduled date and time entered back to you; during or after playback of the sequence of digits:

- Press the # (hash) button to accept and use the date and time.
- Press the * (star) button to reject and have an opportunity to re-enter the date and time.
- Press any digit to repeat playback of the reschedule date and time.

5. The campaign may have been configured so that the customers telephone number is read back to you, if this occurs:

- Press the # (hash) button to continue.
- Press any digit to repeat playback of the customer telephone number.

6. The campaign may have been configured so that a pre-recorded audio file is played back to you, if this occurs:

- Press the # (hash) button to continue.
- Press any digit to repeat playback of the pre-recorded audio file.

7. When you are ready to log out you have to set your status to 'not ready' before logging out, either:

- Press the # (hash) button whilst talking to a customer to set your status to 'not ready' AFTER call outcome assignment.
- Press the # (hash) button whilst in wrap-up to set your status to 'not ready' AFTER call outcome assignment.
- Press the # (hash) button whilst waiting for a call to be offered to you, if you have not already been reserved for a call you will go 'not ready' almost immediately.

8. Having set your status to 'not ready':

- Press the 1 button to reset your status to 'ready' to continue handling calls.
- Press the 2 button to log out of the Maximise DTMF interface and disconnect the nailed up call.