

# UC for Business

## Desktop Multimedia Queuing



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Revision History

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Document No.	Release Date	Change Description
008NEC-00QRGR	04/13/11	Initial release.

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## Introduction

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This guide provides step-by-step instructions on how to use the Desktop Multimedia Queuing product for fax queuing, email queuing, media viewer, and web chat queue calls.

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## Fax Queues

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To receive faxes from a fax queue, the agent must log into the fax queue using the correct Agent Login Class and ensure that the **Fax** media option is chosen. Fax calls are handled in much the same way as telephonic queue calls.

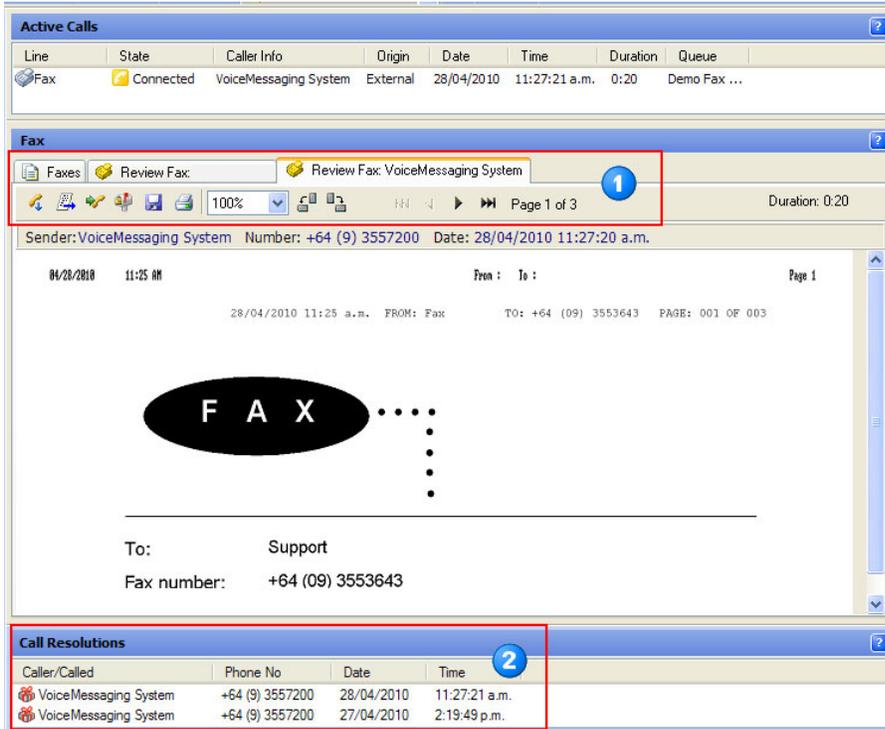
When a fax is received, the agent can:

- Answer/receive a fax from the queue
- View the fax
- Reply to the fax
- Resend the fax
- Forward the fax
- Cancel the fax transmission
- Print the fax
- Wrapup the fax call
- Delete the fax

## The Fax Viewer Interface

The fax viewer automatically displays when:

- Answering an inbound fax call.
- The **Fax** option is chosen in the Desktop Group window.



Item	Description
	Fax tabs and toolbar—view and process received faxes.
	List of processed faxes that still need resolving.

## The Faxes Tab

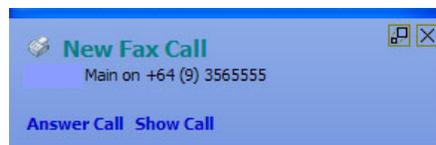
The following table describes the icons that display in the **Faxes** tab.

Icon	Name	Description
	Answer	Answers the fax call.
	Hangup	Hangs up the fax call.
	Reply	Replies to a fax (this option is only available for connected fax calls).
	Transfer	Transfers the fax to another fax queue or to a mailbox owner.

Icon	Name	Description
	Save to a Mailbox	Saves a copy of the fax into a mailbox. <b>Note:</b> The mailbox must be configured to perform this function.
	Save	Saves the current page to a file. To save the entire fax as one image, save the fax in .tif or .tiff format.
	Print	Prints a copy of the fax.
	Zoom	Enlarged or reduces the page size.
	Rotate Left	Rotates the current page to the left.
	Rotate Right	Rotates the current page to the right.
	View First Page	Goes to the first page of the fax.
	View Previous Page	Goes to the previous page of the fax.
	View Next Page	Goes to the next page of the fax.
	View Last Page	Goes to the last page of the fax.
	Close	Closes the fax's detail view.
	Inbound	An inbound queue fax call.
	Outbound	An outbound queue fax call.

## Answer/Receive a Fax from the Queue

When a new fax arrives in the queue, a message displays to alert an agent and the fax is displays in the Active Calls window.



- Perform any of the following to answer a fax call:
  - In the **Active Calls** window, double-click incoming fax.
  - In the Fax window, click the **Answer Fax Call** icon.
  - In the New Fax Call alert notification, click **Answer Call**.

## Review a Fax

1. Click the **Faxes** tab.
2. Double-click the fax that is displaying in the window. Transmission details display above the fax image.



**Note:** To "undock" the tab into a separate window, double-click the tab.

3. Use the available functions in the toolbar as needed.

## Reply to a Fax

1. Click the **Faxes** tab.
2. Click the **Reply** icon.



**Note:** After the fax call has been hung up, the Reply option is no longer available.

3. From the list, select a fax template and then type the reply.
4. Click **Send**, and then click **OK**.



**Note:** Although the incoming fax station ID automatically displays in the **Send Fax** field, you can alternatively enter a number directly in this field or select a number from the Phonebook.

## Forward a Fax

1. Click the **Faxes** tab.
2. Double-click the fax to be forwarded.
3. Click the **Mailbox** icon.
4. Click either the **Mailbox** or **Distribution** list option, and then select the required destination from the list.
5. Click **OK**.

## Cancel a Fax Transmission

Canceling a fax can only occur while a fax status is pending or during a fax transmission.

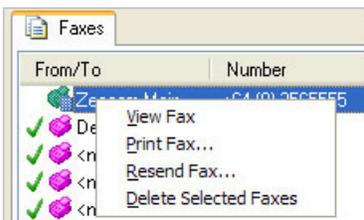
- In the **Faxes** tab, right-click the fax to cancel and then select **Cancel Transmission**.



**Note:** The fax status changes to **Cancelled** and the **From/To** icon displays with an exclamation mark (!).

## Print a Fax

1. Click the **Faxes** tab.
2. Either:
  - Right-click the fax to print, and then select **Print Fax**.
  - While viewing a fax, click the **Print** icon.



## Resend a Fax

The Resend function is only available for faxes that have either been sent or have failed to send.

1. Click the **Faxes** tab.
2. Right-click the fax to resend, and then select **Resend Fax**.
3. Select a destination number, and then click **OK**.



**Note:** Although the original destination number automatically displays in the **Send Fax** field, you can alternatively enter a number directly in this field or select a number from the Phonebook.

## Delete a Fax

1. Click the **Faxes** tab.
2. Right-click the fax to delete (or select more faxes, and then right-click), and then select **Delete Selected Faxes**.

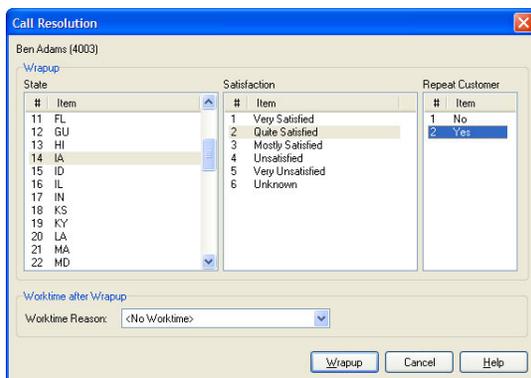
## Wrapup a Fax Call

A wrapup uses codes to provide a record of how a fax call concluded. Each queue can have its own unique wrapup template with appropriate details.

Item	Description
Forced Wrapup	A Wrapup window automatically displays when the queue call is complete.
Manual Wrapup	Click the <b>Wrapup</b> button to resolve the <i>most recent</i> call.
Recent/Previous Call	Double-click the call in the Call Resolution window to assign a wrapup code for a previously completed call.

## Resolving a Call with a Wrapup Code

1. Select a Wrapup Code for the call by selecting an item from each list (up to three lists can display).



2. Optionally select a worktime reason to use after completing the Wrapup (if enabled).
3. Click the **Wrapup** button.

## Email Queues

To receive emails from an email queue, the agent must log into the email queue using the correct Agent Login Class and ensure the **Email** media option is chosen. Emails are handled in much the same way as telephonic queue calls.

## Email Icons

The following table describes the available range of processing icons when answering an email.

Icon	Description
 Hang Up	Hang up the email call.
 Reply	Reply to the email.
 Reply to All	Reply to all addressees.
 Hold	Hold/unhold the email call.
 Forward...	Forward the email to another email recipient.
 Transfer...	Transfer the email to another email queue or agent.
	Save a copy of the email to a file.
	Print a copy of the email.
	Edit any information/notes for the email.
	Resolve an email call.
	Delete the email.
	Close the detail view of this email.

## Receive an SMTP Queue Email

When an email is delivered to an agent from an email queue, either Desktop displays or a notification message displays at the corner of the screen. The new email is shown as **Offering** in the Active Calls window.

- When an email call arrives, the agent can perform any of the following to answer the email:
  - Click the **Answer** icon.
  - Press **Enter**.
  - Right-click the email, and then select **Answer**.
  - On the notification message, click **Answer Call**.



**Note:** A notification message only displays if the appropriate ScreenPop option is chosen in **Preferences**.

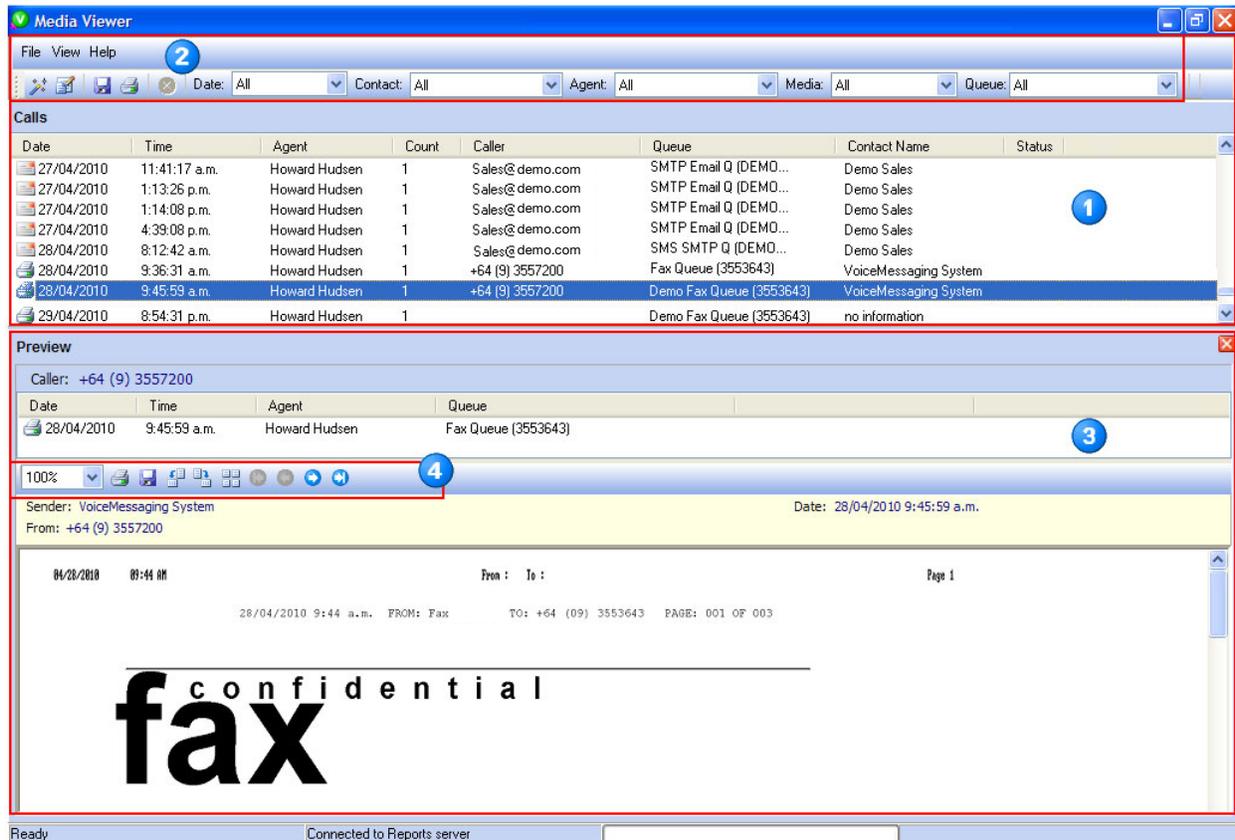
- After processing the email, click the **Hangup** icon to end the call.
- To enter any notes or information about the email call after hanging up, open the email in the **Review Email** tab, click the **Call Info/Notes** icon, and then type the note/information.

## Media Viewer

Use the Media Viewer to review conversations between the Contact Center agents and customers using Chat, Email, and Fax. Appropriate security permission is required to access Media Viewer.

Initially viewing parameters must be specified using the Media Viewer Creation Wizard or by manual entry. Thereafter the list can be filtered to refine the displayed items.

## The Media Viewer Interface

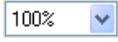


Item	Description
------	-------------

- |   |   |
|---|---|
| 1 | Main Media Viewer window listing all specified media conversations. |
| 2 | Main menu, toolbar, and view filters.                               |
| 3 | Message Preview window.   |
| 4 | Message details toolbar.  |

## Toolbars

The following table describes all the icons in the Media Viewer toolbars.

Icon	Name	Description
	Wizard	Use to specify the conversations to retrieve and view.
	Open	Opens the setup window to specify the conversations to retrieve and view.
	Save	Saves all conversation topics, the current item, and/or replies to disk.
	Print	Prints all conversation topics, items displaying, and/or replies to the default printer.
	Zoom	Enlarges or reduces the window size.
	Rotate Left	Rotates the current page to the left.
	Rotate Right	Rotates the current page to the right.
	Resize	Resizes the message so that all pages are visible.
	View First Page	Goes to the first page.
	View Previous Page	Goes to the previous page.
	View Next Page	Goes to the next page.
	View Last Page	Goes to the last page.
	Return	Allows an email message that was accidentally deleted to return to the queue that it was deleted from. <b>Note:</b> This feature is currently only available for SMTP email queues.
	Received—Not Forwarded or Replied to	An email that has been received but not forwarded or replied to.
	Received and Forwarded	An email that was received and then forwarded.
	Received and Replied to	An email that was received and then replied to.
	Email Forwarded	An email forward.
	Email Reply	An email reply.
	Email Being Sent	Indicates the email is in the process of sending.
	Chat Call	A chat call.
	Fax Call	A fax call.

**Note:** A paper clip graphic on an email icon indicates that there is an attachment.

## Viewing Filters

Item	Description
Date	Choose a single date to limit the current view of conversations. You can only choose dates that are in the range selected in the parameters.
Contact	Choose a single contact to limit the current view of conversations. You can only choose contacts that are in the range selected in the parameters.
Agent	Choose a single agent to limit the current view of conversations. You can only choose agents that are in the range selected in the parameters.
Media	Select a media type to return in the viewer: <ul style="list-style-type: none"><li>• <b>Chat</b> = Web Chat contacts.</li><li>• <b>Email</b> = Queue email threads.</li><li>• <b>Fax</b> = Queue fax threads.</li></ul>

## The Main Window

The main window of Media Viewer displays a list of all conversations that match the parameters entered in the Wizard or Setup window.

If **Preview** is selected from the **View** menu, details of the selected conversation appear in the Preview window. Otherwise, double-click a conversation to view details in a Message window. The Preview window provides the same controls as the Message window.

Use the filter controls in the toolbar to limit the conversations shown.

## The Message Preview Window

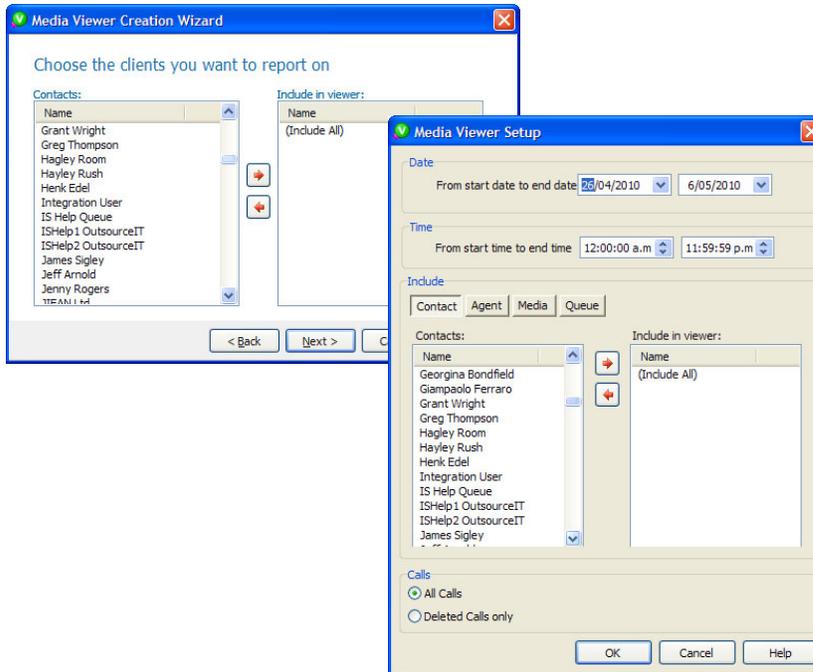
The Message Preview window of Media Viewer can display as an individual window, or as additional (preview) windows within the main window.

The Message Preview window includes the following two windows:

- List of items in the conversation.
- Detail of a specific selected item.

## Select a Conversation

1. Use either the Media Viewer Wizard or Setup Parameters icons to select a conversation(s) (both methods provide the same options). When starting the Media Viewer, the Wizard automatically runs.



2. Specify the **Start Date** and **End Date**.
3. Specify the **Start Time** and **End Time**.



**Note:** You can choose to retrieve only conversations that start during specified hours of each day, and the start and end time applies to each of the days within the dates specified—it is not the start and finish time of the period as a whole.

4. Select the contacts to include. Add/remove selections in/from the window using the arrow buttons. If no contacts are chosen, the right window displays **(Include All)** and all contacts display in the results.
5. Select the agents to include. Add/remove selections in/from the window using the arrow buttons. If no agents are chosen, the right window displays **(Include All)** and all agents display in the results.
6. Click the media type options to report on. If choosing to include email media, enabling the **Conversation Search for Email** option allows keyword searching. Keyword searching allows searching in the **From** field, message's body, **Subject** field, or **To** (including **Cc**, **Bcc**) fields.
7. Select the queues to include. Add/remove selections in/from the window using the arrow buttons. If no queues are chosen, the right window displays **(Include All)** and all contacts display in the results.
8. Click **OK**.

## Web Chat Queue Calls

The Web Chat Queue Call function enables a remote user to initiate a chat call with an agent via a chat queue using a web browser.

### Log into a Chat Queue

- When logging into a queue, ensure that the **Chat** media option is chosen.

### Answer a Web Chat Call

- An inbound web chat queue call presents in the same way in the Active Calls window as any other queue call. Chat caller details are available in the Chat window. Click the **Accept** icon to accept the offered call.



**Note:** You cannot initiate a chat call to a remote web chat user.

The screenshot shows the 'Active Calls' window with the following data:

Line	State	Caller Info	Origin	Date	Time	Duration	Queue
Chat	Connected	Brian Diamond (brianD@gmail....	External	6/15/2010	9:30:03 AM	2:17	Sales
Chat	Connected	Anton Oleynik	Internal	6/15/2010	9:20:01 PM	10:04	

The 'Chat' window shows a 'Queue Call: Sales' from 'Brian Diamond <brianD@gmail.com>'. The 'History' table is as follows:

Date/Time	Agent	Result
6/14/2010 3:44:35...	Trevor Chen [Sales{SALES}]	Answered

The normal web queue chat functions are the same as desk-to-desk chat functions that are described in the *Executive Desktop Quick Reference Guide*.

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